

How to File a Title VI Discrimination Complaint with SRTS

SRTS is committed to ensuring that no person is excluded from participation in or denied the benefits of its services on the basis of race, color or national origin, as provided by Title VI of the Civil Rights Act of 1964, as amended.

It is the objective of SRTS to:

- Ensure that the level and quality of transportation service is provided without regard to race, color or national origin;
- Identify and address, as appropriate, disproportionately high and adverse human health and environmental effects, including social and economic effects of programs and activities on minority populations and low-income populations;
- Promote the full and fair participation of all affected populations in transportation decision making;
- Prevent the denial, reduction or delay in benefits related to programs and activities that benefit minority populations or low-income populations; and
- Ensure meaningful access to programs and activities by persons with limited English proficiency (LEP).

SRTS Management all employees share the responsibility for carrying out the commitment of SRTS to Title VI. The Transit Manager is responsible for the day-to-day operation of the program and receives and investigates Title VI complaints that come through the complaint procedures process.

Any person who believes that he or she has been subjected to discrimination under Title VI on the basis of race, color or national origin may file a Title VI complaint with SRTS within 300 days from the date of the alleged discrimination.

For additional information on the SRTS' nondiscrimination obligations, please contact the SRTS Transit Director and/or the SRTS Transit Manager.

Filing a Complaint with SRTS

Complaints may be filed with SRTS in writing and be addressed to:

Attn: Transit Director or Transit Manager

Siouxland Regional Transit System

6401 Gordon Drive

Sioux City, IA 51106

Complaints may also be sent via email to: srts@simpco.org

A copy of the Title VI Complaint Form may also be obtained by calling SRTS office at (712) 279-6286. SRTS will provide appropriate assistance to complainants who are limited in their ability to communicate in English.

Title VI Complaint Form

Siouxland Regional Transit System (SRTS)

SRTS is committed to ensuring that no person is excluded from participation in or denied the benefits of its services on the basis of race, color or national origin, as provided by Title VI of the Civil Rights Act of 1964, as amended. Title VI complaints must be filed within 300 days from the date of the alleged discrimination.

The following information is necessary to assist us in processing your complaint. If you require any assistance in completing this form, please contact the SRTS Transit Director or Transit Manager by calling (712) 279-6286. The completed form must be returned to SRTS Transit Director or the Transit Manager, 6401 Gordon Drive, Sioux City, IA 51106.

NAME:	DAYTIME PHONE:
STREET ADDRESS:	CITY, STATE, ZIP CODE:

PERSON DISCRIMINATED AGAINST (IF SOMEONE OTHER THAN COMPLAINANT):

NAME:	DAYTIME PHONE:
STREET ADDRESS:	CITY, STATE, ZIP CODE:

WHICH OF THE FOLLOWING BEST DESCRIBES THE REASON FOR THE ALLEGED DISCRIMINATION? (PLACE A CHECK BY WHICH ONE APPLIES.)

Race

Color

National Origin

Limited English Proficiency

Other: _____

DATE OF INCIDENT: _____

TIME OF INCIDENT: _____

HAVE YOU FILED A COMPLAINT WITH ANY OTHER FEDERAL, STATE OR LOCAL AGENCIES? (PLACE A CHECK BY WHICH APPLIES.)

YES NO

IF SO, LIST AGENCY/AGENCIES AND CONTACT INFO:

AGENCY:	CONTACT NAME:
ADDRESS:	PHONE NUMBER:
AGENCY:	CONTACT NAME:
ADDRESS:	PHONE NUMBER:

I AFFIRM THAT I HAVE READ THE ABOVE CHARGE AND IT IS TRUE TO MY BEST KNOWLEDGE.

COMPLAINANT'S SIGNATURE

DATE

PRINT OR TYPED NAME OF COMPLAINANT

DATE RECEIVED:
RECEIVED BY:

What Happens to My Title VI Complaint When Received by SRTS?

Once a complaint is received, it will be reviewed by the SRTS Transit Director and/or Transit Manager. In instances where additional information is needed, they will contact the complainant by phone or in writing. Failure of the complainant to provide the requested information by a defined date may result in the administrative closure of the complaint or a delay in complaint resolution.

Based upon receipt of all the information required, SRTS will investigate a Title VI complaint within 30 days of receipt. SRTS will use its best efforts to respond to a Title VI complaint within 60 days of receipt. Receipt of additional relevant information and/or simultaneous filing of complaint with SRTS and an external entity may expand the timing of the complaint resolution.

The Transit Director or Transit Manager will review and investigate every complaint promptly. Reasonable measures will be taken to preserve any information that is confidential. At a minimum the Transit Director or Transit Manager will:

- Identify and review all relevant documents, practices and procedures;
- Identify and interview persons with knowledge of the Title VI violation, e.g., the person making the complaint, witnesses or anyone identified by the Complainant, anyone who may have been subject to similar activity or anyone with relevant information.

Upon completion of the investigation, the Transit Director or Transit Manager will complete a final report for the SRTS Finance Director. If a Title VI violation is found to exist, remedial steps as appropriate and necessary will be taken immediately. The complainant will also receive a final report including any remedial steps. The investigation process and final report should take no longer than 20 business days. If no violation is found and the complainant wishes to appeal the decision, he or she may appeal directly to Siouxland Regional Transit System, Attn: Finance Director, 6401 Gordon Drive, Sioux City, IA 51106.

The Transit Manager shall maintain a log of Title VI complaints received, including date the complaint was filed, a summary of the allegations, the status of the complaint and actions taken by the SRTS in response to the complaint. If SRTS should receive a Title VI complaint in the form of a formal charge or lawsuit, the complaint will be forwarded to the SRTS attorney.

Complaints may also be filed with the following two organizations no later than 180 days after the date of the alleged discrimination:

Iowa Civil Rights Commission
400 East 14th Street
Des Moines, IA 50319-1004
515-281-4121 or 800-457-4416

For instructions on how to file, <https://icrc.iowa.gov/file-complaint>

To view the complaint form, <https://icrc.iowa.gov/forms/complaint-form>

Federal Transit Administration's Office of Civil Rights
Attn: Title VI Program Coordinator
East Building, 5th Floor - TCR
1200 New Jersey Ave., SE
Washington, DC 20590
816-329-3770

For more information on how to File a Complaint with FTA

<https://www.transit.dot.gov/regulations-and-guidance/civil-rights-ada/file-complaint-fta>