



Transit Authority of River City (TARC) TITLE VI Policy and Complaint Process

The Transit Authority of River City (TARC) grants equal access to its programs and services to all citizens. This document serves to make citizens aware of their rights to such access, and serves to educate citizens so that they may understand the civil rights laws that protect their receipt and benefit of such services as defined by Title VI of the Civil Rights Act of 1964.

What is TITLE VI?

Title VI is a section of the Civil Rights Act of 1964 requiring that “No person in the United States shall on the grounds of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.” Title VI does not address gender discrimination. It only covers race, color and national origin. Other Civil Rights laws prohibit gender discrimination.

TITLE VI Complaint and Investigation Procedures

These procedures cover all complaints filed under Title VI of the Civil Rights Act of 1964 for alleged discrimination in any program or activity administered by TARC.

These procedures do not deny the right of the complainant to file formal complaints with other state or federal agencies or to seek private counsel for complaints alleging discrimination. Every effort will be made to obtain early resolution of complaints at the lowest level possible. The option of informal mediation meeting(s) between the affected parties and TARC may be utilized for resolution. Any individual, group of individuals or entity that believes they have been subjected to discrimination prohibited under Title VI and related statutes may file a complaint.

1) A formal complaint must be filed within one-hundred eighty (180) days of the alleged occurrence. Complaints shall be in writing and signed by the individual or his/her representative, and will include the complainant’s name, address and telephone number; name of alleged discriminating official, basis of complaint (race, color, national origin), and the date of alleged act(s). A statement detailing the facts and circumstances of the alleged discrimination must accompany all complaints. A TARC Title VI complaint form can be found at the end of this document. TARC encourages individuals to submit Title VI complaints in writing using this form and mailing it to:

**Title VI Coordinator
Planning Department
Transit Authority of River City
1000 W. Broadway
Louisville KY 40203**

2) In the case where a complainant is unable or incapable of providing a written statement, a verbal complaint of discrimination may be made to TARC’s Title VI Coordinator. Under these circumstances, the complainant will be interviewed, and the Title VI Coordinator will assist the complainant in completing a written statement.

3) When a complaint is received, the Title VI Coordinator will provide written acknowledgment to the Complainant, within ten (10) business days by registered mail.

4) If a complaint is deemed incomplete, additional information will be requested, and the Complainant will be provided sixty (60) business days to submit the required information. Failure to do so may be considered good cause for a determination of no investigative merit.

5) Within fifteen (15) business days from receipt of a complete complaint, TARC will determine its jurisdiction in pursuing the matter and whether the complaint has sufficient merit to warrant investigation. Within five (5) days of this decision, the Executive Director of TARC or his/her authorized designee will notify the Complainant and Respondent, by registered mail, informing them of the disposition.

a. If the decision is not to investigate the complaint, the notification shall specifically state the reason for the decision.

b. If the complaint is to be investigated, the notification shall state the grounds of the authority's jurisdiction, while informing the parties that their full cooperation will be required in gathering additional information and assisting the investigator.

6) When TARC does not have sufficient jurisdiction, the director or his/her authorized designee will refer the complaint to the appropriate local, state or federal agency holding such jurisdiction.

7) If the complaint has investigative merit, the Executive Director or his/her authorized designee will instruct the Title VI Coordinator to fully investigate the complaint. A complete investigation will be conducted, and an investigative report will be submitted to the director within sixty (60) days from receipt of the complaint. The report will include a description of the incident, summaries of all persons interviewed, and a finding with recommendations and proposed resolution where appropriate. If the investigation is delayed for any reason, the Title VI Coordinator will notify the appropriate authorities, and an extension will be requested.

8) The director or his/her authorized designee will issue letters of finding to the Complainant and Respondent within ninety (90) days from receipt of the complaint.

9) If the Complainant is dissatisfied with TARC's resolution of the complaint, he/she has the right to file a complaint with:

Kentucky Commission on Human Rights
332 W Broadway # 700
Louisville, KY 40202
<http://kchr.ky.gov/>

-or-

Civil Rights Compliance Officer
FTA Region IV
230 Peachtree, NW
Suite 800
Atlanta, GA 30303
Telephone (404) 865-5600
Fax (404) 865-5605

Transit Authority of River City Title VI - Complaint Form



Instructions: If you would like to submit a Title VI complaint to the Transit Authority of River City (TARC) Planning Department, please fill out the form below and send it to:
TARC, Planning Department, Attn: Title VI Coordinator, 1000 W. Broadway, Louisville, KY, 40203. For questions or a full copy of TARC's Title VI policy and complaint procedures call 502-585-1234 or email info@ridetarc.org.

1. Name (Complainant):		
2. Phone:	3. Home address (street no., city, state, zip):	
4. If applicable, name of person(s) who allegedly discriminated against you:		
5. Location and position of person(s) if known:		6. Date of incident:
7. Discrimination because of:		
<input type="checkbox"/> Race/Color	<input type="checkbox"/> Sex (includes sexual harassment)	<input type="checkbox"/> Vietnam Era Veteran
<input type="checkbox"/> National origin	<input type="checkbox"/> Sexual orientation	<input type="checkbox"/> Disabled Veteran
<input type="checkbox"/> Creed / religion	<input type="checkbox"/> Marital status	<input type="checkbox"/> Retaliation
<input type="checkbox"/> Disability	<input type="checkbox"/> Age	
8. Explain as briefly and clearly as possible what happened and how you believe you were discriminated against. Indicate who was involved. Be sure to include how you feel other persons were treated differently than you. Also, attach any written material pertaining to your case.		

Transit Authority of River City (TARC) TITLE VI – Internal Procedures and Information

Public Notice of Rights

The following statement shall be posted on site at TARC's Customer Service Center, and on the TARC website (www.ridetarc.org); and other appropriate materials made available to the public: (*Documents will be translated into languages other than English or furnished in accessible materials as needed upon request.*)

Non-Discrimination - Your Rights Under Title VI of the Civil Rights Act of 1964

The United States Department of Transportation (DOT) ensures full compliance with Title VI of the Civil Rights Act of 1964 by prohibiting discrimination against any person on the basis of race, color or national origin in the provisions of benefits and services resulting from federally assisted programs and activities. Any person, who believes that TARC has violated his /her Title VI protections, should contact TARC at 502-585-1234 or sfuqua@ridetarc.org.

TARC has also developed a number of items to assist individuals who are Limited English Proficient (LEP). Translation services in order to assist LEP individuals shall be made available to customers upon request.

Title VI policy, complaint procedures and LEP Plan shall be made available upon request by contacting the TARC Planning Department at the above-noted information.

For federal Title VI information please contact the Federal Transit Administration (FTA), Region 4 at. Federal Title VI information, including filing complaints, can also be accessed on the FTA web site at: www.fta.dot.gov.

Title VI Information, Limited English Proficient (LEP) information and Complaint Process (for printed materials, website, and other mediums upon request)

TARC grants all citizens equal access to all its transportation services. It is further the intent of TARC that all citizens are aware of their rights to such access. The following information is designed to serve as an educational tool for citizens so that they may understand their civil rights laws, specifically, as it relates to Title VI of the Civil Rights Act of 1964.

What is Title VI?

Title VI is a section of the Civil Rights Act of 1964 requiring that "No person in the United States shall on the grounds of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance."

Note that Title VI does not address gender discrimination. It only covers race, color and national origin. Other Civil Rights laws prohibit gender discrimination.

What is LEP?

As part of Title VI requirements, TARC has developed materials and information for persons with Limited English Proficiency (LEP) to help identify reasonable steps to provide language assistance for LEP persons seeking meaningful access to TARC services as required by Executive Order 13166 "Improving Access to Services for Persons With Limited English Proficiency," reprinted at 65 FR 50121 (August 16, 2000). A Limited English Proficiency person is one who does not speak English as their primary language and who has a limited ability to read, speak, write, or understand English.

TARC's Complaint and Investigation Procedures

These procedures cover all complaints filed under Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, for alleged discrimination in any program or activity administered by TARC.