

## Title VI Complaint Procedures

In order to comply with 49 CFR Section 21.9 (b), the following complaint procedure will be followed by LTS in the event that any person believes that he or she, individually, or as a member of any specific class of persons, has been excluded from participation in, been denied the benefits of, or been subjected to discrimination on the basis of race, color, national origin, sex, age or disability with regard to:

- the availability and equitable distribution of transit services and benefits;
- the level and quality of transit services that are sufficient to provide equal access and mobility for all persons
- the opportunity to participate in the transit planning and decision making processes; and,
- the right to fair decisions on the location of transit services and facilities.

Any person who believes he/she has been subjected to any unlawful discriminatory practice under Title VI may file a complaint by:

- Calling Customer Service at 864-4644
- E-mail to [info@lawrencetransit.org](mailto:info@lawrencetransit.org)
- Completing and submitting Title VI Complaint Form on our website [www.lawrencetransit.org](http://www.lawrencetransit.org)
- Delivering or mailing written complaint to the Title VI Coordinator, 933 New Hampshire Street, Lawrence, KS 66044

In addition, complaints can be filed directly to the following:

City Attorney  
VII

City of Lawrence, KS  
PO Box 708  
6 East 6<sup>th</sup> Street  
Lawrence, KS 66044

or

Federal Transit Administration, Region  
Office of Civil Rights  
901 Locust Street, Ste. 404  
Kansas City, MO 64106  
(816) 329-3920

Upon request, assistance will be provided to any person(s) that are unable to read, write, or have limited English proficiency.

If assistance is required the complainant will be required to sign and date the transcript of a verbal complaint. Refusal to sign the complaint will provide basis for administrative closure of the complaint. No unsigned, undated complaint will be considered.

Title VI and Civil Rights complaints should be filed immediately. However, LTS will investigate complaints up to 180 days after the alleged incident occurred. At a minimum, complaints shall include the following items:

1. Name, address, and phone number of the complainant.

2. Name and location of the city entity delivering the service.
3. A description of the incident that led the complainant to feel discrimination occurred.
4. The basis of the complaint (race, color, or national origin) must be stated.
5. Names, addresses, and phone numbers of other persons who may have knowledge of the alleged discrimination.
6. The date or dates on which the alleged discrimination occurred.

A copy of Lawrence Transit System's Title VI Complaint Form is attached as Appendix B to this program update.

### Complaint Processing

Upon receipt of a Title VI complaint, the Lawrence Transit System investigator (Title VI Coordinator or City Attorney) will review the complaint for completeness, will assign a case number, and will send the complainant a letter acknowledging receipt of complaint, and whether the complaint has been accepted or rejected.

A complaint must meet the following criteria for acceptance:

- The complaint must be filed within 180 days of the alleged occurrence.
- The allegation must involve a covered basis such as race, color or national origin.
- The allegation must involve a Lawrence Transit service of a Federal-aid recipient, sub-recipient or contractor.

A complaint may be dismissed for the following reasons:

- The complainant requests to withdraw the complaint.
- The complainant fails to respond to repeated requests for additional information needed to process the complaint.
- The complainant cannot be located after reasonable attempts.

Lawrence Transit System has up to 30 days to investigate the complaint. If additional information is needed, the investigator may contact the complainant, or request it with the acknowledgement letter. The complainant has 30 days from the date of the letter to send requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the requested additional information within 30 days, Lawrence Transit System can administratively close the case. A case may also be administratively closed if the complainant no longer wishes to pursue the case.

Upon completion of the investigation, the investigator will either send a Closure Letter or a Letter of Finding. A Closure Letter will summarize the allegations, identify persons interviewed, and will state the factors resulting in the determination that no Title VI violation occurred, and the case will be closed.

A Letter of Finding will summarize the allegations, identify persons interviewed, and will explain whether any disciplinary action, additional staff training, or other action will occur.

Notice shall include information regarding appeal rights of the Complainant and instructions for initiating such an appeal. A complainant has 10 days to appeal either decision. If new and pertinent information is presented in the appeal, the Title VI coordinator may reconsider the determination.

If Complainant is dissatisfied with the determination and/or resolution set forth, the same complaint may be submitted to FTA for investigation at:

Federal Transit Administration  
Office of Civil Rights  
901 Locust, Suite 404  
Kansas city, Missouri 64106