



Pueblo Transit Title VI Non-Discrimination Policy

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

No person or group of persons will be discriminated against with regard to fares, routing, scheduling, or quality of transportation service that Pueblo Transit furnishes, on the basis of race, color, or national origin. Frequency of service, age and quality of transit vehicles assigned to routes, quality of Pueblo Transit stations serving the Pueblo area, and location of routes will not be determined on the basis of race, color or national origin.

Pueblo Transit, as a federal grant recipient, is required by the Federal Transit Administration (FTA) to conform to Title VI of the Civil Rights Act of 1964 and its amendments. Pueblo Transit's sub-recipients and contractors are required to prevent discrimination and ensure non-discrimination in all of their programs, activities and services.

Any person who believes that he or she has, individually, or as a member of any specific class of persons, been subjected to discrimination on the basis of race, color, or national origin may file a Title VI complaint with Pueblo Transit.

The complaint must be filed within 180 days of the date of the alleged discrimination. Using the attached form, written complaints may be sent to:

Pueblo Transit
350 Alan Hamel Ave
Pueblo, CO 81003

Pueblo Transit will assist with writing a complaint if the complainant is unable to do so. If requested by complainant, a language or sign interpreter will be provided. In addition to the Title VI complaint process at Pueblo Transit, a complainant may file a Title VI complaint with the Federal Transit Administration, Office of Civil Rights, Region VIII, 1961 Stout Street, suite 13301, Denver, CO 80294-3007.

Within fifteen (15) working days of receipt of a complaint, Pueblo Transit will begin an investigation. The complainant will be contacted in writing no later than thirty (30) working days after receipt of complaint for additional information, if needed. If complainant fails to provide the requested information in a timely basis, Pueblo Transit may administratively close the complaint.

The investigation will be completed within ninety (90) days of receipt of the complaint. If additional time for investigation is needed, the Complainant will be contacted. A written investigation report will be prepared by the investigator. This report shall include a summary description of the incident, findings and recommended corrective action.

A closing letter will be provided to the complainant. The respondent or respondent department will also receive a copy of the closing letter. Each will have five (5) working days from receipt of the report to appeal. If neither party appeals, the complaint will be closed.

For additional information or assistance, please call 719-553-2725 (Hearing Impaired TTY: 1-800-659-2656).