



Pueblo Transit Title VI 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, and the Americans with Disabilities Act of 1990, for alleged discrimination in any program or activity administered by Pueblo Transit.

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 Pueblo Transit 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 written complaint to the following address:

**Pueblo Transit
350 Alan Hamel Avenue
Pueblo, CO 81003
Phone: (719) 553-2725**

Complaints may also be filed with the Federal Transit Administration's Office of Civil Rights, no later than 180 calendar days after the date of the alleged discrimination, Federal Transit Administration, Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590

The following measures will be taken to resolve Title VI complaints:

- 1.) A formal complaint must be filed within 180 calendar 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, sex, disability, age), and the date of alleged act(s). A statement detailing the facts and circumstances of the alleged discrimination must accompany all complaints.
- 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 the Director of Transit. Under these circumstances, the complainant will be interviewed, and the Director of Transit will assist the Complainant in converting the verbal allegations to writing.
- 3.) When a complaint is received, the Director of Transit will provide written acknowledgment to the Complainant, within ten (10) calendar days by registered mail.

- 4.) If a complaint is deemed incomplete, additional information will be requested, and the Complainant will be provided 60 calendar days to submit the required information. Failure to do so may be considered good cause for a determination of no investigative merit.
- 5.) Within 15 calendar days from receipt of a complete complaint, Pueblo Transit will determine its jurisdiction in pursuing the matter and whether the complaint has sufficient merit to warrant investigation. Within five (5) calendar days of this decision, the Director of Transit 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 Pueblo Transit's jurisdiction, while informing the parties that their full cooperation will be required in gathering additional information and assisting in the investigation.
- 6.) When Pueblo Transit does not have sufficient jurisdiction, the Director of Transit or his/her authorized designee will refer the complaint to the appropriate State or Federal agency holding such jurisdiction.
- 7.) If the complaint has investigative merit, the Director of Transit or his/her authorized designee will assign an investigator. A complete investigation will be conducted, and an investigative report will be submitted to the Director of Transit within 60 calendar days from receipt of the complaint. The report will include a narrative description of the incident, summaries of all persons interviewed, and a finding with recommendations and conciliatory measures where appropriate. If the investigation is delayed for any reason, the investigator will notify the appropriate authorities, and an extension will be requested.
- 8.) The Director of Transit or his/her authorized designee will issue letters of finding to the Complainant and Respondent within 90 calendar days from receipt of the complaint.
- 9.) If the Complainant is dissatisfied with Pueblo Transit's resolution of the complaint, he/she has the right to file a complaint with the:

Departmental Office of Civil Rights
U.S. Department of Transportation
1200 New Jersey Ave., S.E. Washington D.C. 20590
Phone: 202-366-4648