

1 Gainesville Regional Transit System (RTS) Title VI Notice to the Public

RTS operates its transit services without regard to race, color, or national origin in accordance with Title VI of the Civil Rights Act of 1964, as amended.

2 RTS Title VI Statement

Title VI of the Civil Rights Act of 1964 states:

"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."

RTS is committed to complying with the requirements of Title VI in all of its federally funded programs and activities.

3 Making a Title VI Complaint

Any person who believes that he or she or any specific class of persons has been subjected to discrimination that is prohibited by Title VI of the Civil Rights Act of 1964, its amendments and related statutes, by the Gainesville Regional Transit System (RTS) in its role of planning and programming of federal funds, may submit a written complaint. Any such complaint must be in writing and filed with the Office of Equal Opportunity within 180 days following the date of the alleged discriminatory occurrence. Title VI Discrimination Complaint Forms may be obtained from the Office of Equal Opportunity by any of the following methods provided below:

3.1 Internet

Download the Title VI Complaint Form or Title VI Complaint Procedure: <http://www.go-rt.com/feedback.php#titlevi>

3.2 Mailing Address

Send a letter to the Office of Equal Opportunity to request a Title VI Complaint Form:

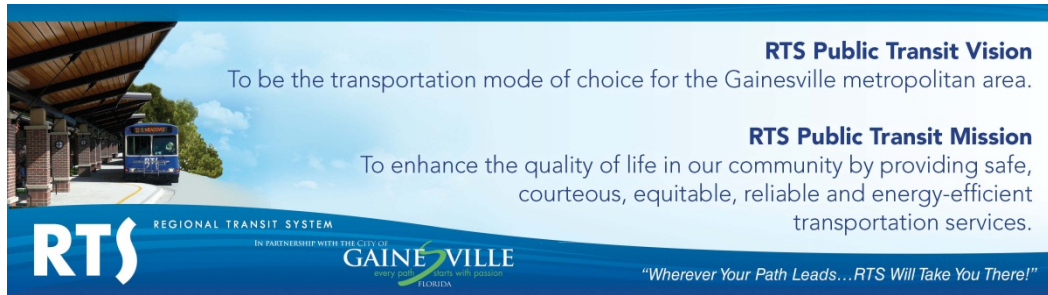
City of Gainesville, Office of Equal Opportunity
PO Box 490, Mail Station 52
Gainesville, FL 32602

3.3 Telephone

Contact the Office of Equal Opportunity by phone to request a Title VI Complaint Form: (352) 334-5051

3.4 Email:

Send an email to the Office of Equal Opportunity to request a Title VI Complaint Form:
howardce@cityofgainesville.org.



1 Purpose

RTS 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. Any person who believes that he or she or any specific class of persons has been subjected to discrimination that is prohibited by Title VI of the Civil Rights Act of 1964, its amendments and related statutes, by the Gainesville Regional Transit System (RTS) in its role of planning and programming of federal funds, may submit a written complaint. To comply with 49 CFR part 21.9(b), RTS maintains the following procedure to receive, review, resolve, and track complaints related to Title VI.

2 How to Submit a Title VI Complaint

Complaints may be submitted for discrimination on the basis of race, color, national origin or language. Any such complaint shall be submitted in writing no later than 180 days after the date the person believes the discrimination occurred. Written complaints shall be submitted to the City of Gainesville, Office of Equal Opportunity.

All telephone calls, walk-ups, or emails regarding a Title VI complaint shall be directed to the City of Gainesville Office of Equal Opportunity. The person wishing to file a complaint must complete and sign a Title VI Complaint Form and return it by mail to the address on the form or drop the form off at the Office of Equal Opportunity. The Title VI Complaint Form can be picked up at the address below or downloaded from the RTS website (<http://www.go-rts.com/feedback.php#titlevi>).

2.1 Walk-in Address:

Old Library Building
222 E. University Avenue, 2nd Floor
Gainesville, FL 32602

2.2 Telephone:

- (352) 334-5051 (Voice)
- (352) 334-2069 (TDD)

2.3 Mailing Address:

City of Gainesville
Office of Equal Opportunity
PO Box 490, Mail Station 52
222 East University Avenue
Gainesville, FL 32602

3 Review of Complaints

Upon receipt of complaint, the City of Gainesville Office of Equal Opportunity will review the Title VI complaint and provide written acknowledgement of the receipt to the complainant within fifteen (15) business days.

The review will include the gathering of additional information from the complainant and/or the alleged discriminating party(ies). Upon completion of the review, the City of Gainesville Office of Equal Opportunity Director shall submit a report of findings to RTS. If the complaint is found to have merit, the report of the Office of Equal Opportunity shall also include proposed resolutions and/or recommended actions, such as:

- Forwarding the complaint to a responsible implementing agency.
- Identifying remedial actions that are available to offer redress.
- Identifying possible improvements to the RTS Title VI process.

If more time is required for the review, the Office of Equal Opportunity Director shall notify the complainant and RTS Title VI Coordinator of the anticipated additional time needed.

4 Resolution of Complaints

The City of Gainesville Office of Equal Opportunity Director shall submit a report of findings to the RTS Director and Title VI Coordinator for discussion and action. A copy of the report shall also be provided to the complainant. The City of Gainesville shall issue a written response to the complainant describing any action taken. The response shall be issued no later than sixty (60) calendar days after the date on which the complaint was received. If more time is required for action, the City of Gainesville shall notify the complainant of the anticipated additional time needed.

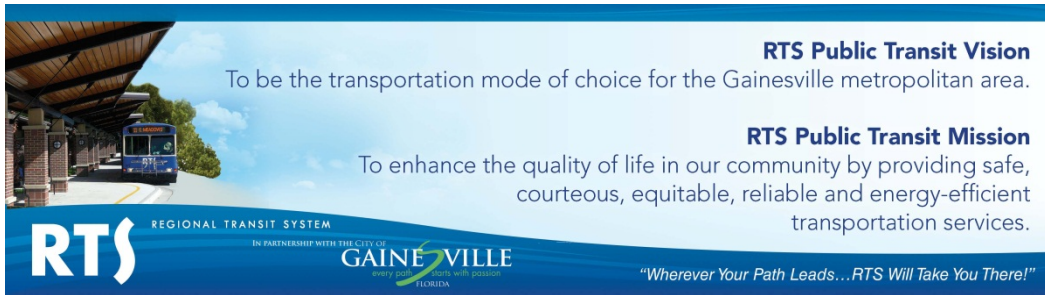
5 Concurrent Complaints and Appeal

The procedures described above do not in any way abridge the right of the complainant to file concurrent complaints with other state or federal agencies and/or seek private counsel. The procedures above are part of an administrative resolution process that does not include punitive damages or compensatory payment. The complainant has the right to appeal the City of Gainesville's response by submitting the complaint to the Federal Transit Administration, as described in FTA Circular 4702.1B

(http://www.fta.dot.gov/civilrights/civil_rights_5088.html) Notice of this right shall be included in the City of Gainesville's response to the complainant.

6 Complaint Tracking

The City of Gainesville will maintain a log of Title VI complaints received. This log will be available for public review at the City of Gainesville Office of Equal Opportunity, at 222 E. University Avenue, 2nd Floor, Gainesville, FL 32602, during business hours. The log will include the date of investigation, a summary of allegations, status of investigation, and the action taken by the recipient of federal funds.



RTS 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 180 days from the date of the alleged discrimination.

The following information is necessary to assist us in processing your complaint. Should you require any assistance in completing this form, please contact the Office of Equal Opportunity by calling (352) 334-5051. Complete and return this form to the City of Gainesville Office of Equal Opportunity: 222 E. University Avenue, Gainesville, FL 32602.

1. Complainant's Name _____
2. Address _____
3. City, State and Zip Code _____
4. Telephone Number (home) _____ (business) _____
5. Person discriminated against (if someone other than the complainant)
 1. Name _____
 2. Address _____
 3. City, State and Zip Code _____
6. Which of the following best describes the reason you believe the discrimination took place? Was it because of your:
 1. Race _____
 2. Color _____
 3. National Origin (Language-Limited English Proficiency) _____
7. What date did the alleged discrimination take place? _____

8. In your own words, describe the alleged discrimination. Explain what happened and whom you believe was responsible. Please use the back of this form if additional space is required.

9. Have you filed this complaint with any other federal, state, or local agency; or with any federal or state court?

- Yes _____
- No _____

If yes, check all that apply:

- Federal agency _____
- Federal court _____
- State agency _____
- State court _____
- Local agency _____

10. Please provide information about a contact person at the agency/court where the complaint was filed.

1. Name _____
2. Address _____
3. City, State, and Zip Code _____
4. Telephone Number _____

11. Please sign below. You may attach any written materials or other information that you think is relevant to your complaint.

Complainant's Signature

Date

Print or Type Name of Complainant

Date Received: _____

Received By: _____