

## Title VI Process

### Policy Statement

The Southern Iowa Trolley (SIT) 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.

### It is SIT's objective to:

- Ensure that the level and quality of transportation service is provided without regard to race, color or national origin;
- Identify and address, as appropriate, disproportionately high and adverse human health and environmental effects, including social and economic effects of programs and activities on minority populations and low-income populations;
- Promote the full and fair participation of all affected populations in transportation decision making;
- Prevent the denial, reduction or delay in benefits related to programs and activities that benefit minority populations or low-income populations; and
- Ensure meaningful access to programs and activities by persons with limited English proficiency (LEP).

The Transit Director, management, and all employees share the responsibility for carrying out SIT's commitment to Title VI. The SIT Transit Director is responsible for the day-to-day operation of the program and receives and investigates Title VI complaints that come through the complaint procedures process.

For additional information on SIT's nondiscrimination obligations, please contact:

**SIT – Transit Director**  
**215 E. Montgomery St.**  
**Creston, IA 50801**

### TITLE VI COMPLAINT PROCESS - SOUTHERN IOWA TROLLEY (SIT)

The Southern Iowa Trolley (SIT) is committed to a policy of non-discrimination in the conduct of its business, including its Title VI responsibilities, and to the delivery of equitable and accessible transportation services. SIT recognizes its responsibilities to the communities in which it operates and to the society it serves. It is SIT's policy to utilize its best efforts to assure that no person 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 its program of transit service delivery and related benefits. Any person who believes that he or she has been subjected to discrimination under Title VI on the basis of race, color or national origin may file a Title VI complaint with SIT within 180 days from the date of the alleged discrimination.

### Filing a Complaint with SIT

Complaints may be filed with SIT in writing and be addressed to:  
**SIT**

**Transit Director**  
**215 E. Montgomery St.**  
**Creston, IA 50801**

Complaints may also be sent via e-mail to: [TranDir@southerniowatrolley.org](mailto:TranDir@southerniowatrolley.org)

A copy of the Title VI Complaint Form may be obtained by calling 866/782-6571.

SIT will provide appropriate assistance to complainants who are limited in their ability to communicate in English.

### **What Happens to My Title VI Complaint to SIT?**

Once a complaint is received, it will be reviewed by SIT's Transit Director. In instances where additional information is needed, they will contact the complainant by phone or in writing. Failure of the complainant to provide the requested information by a certain date may result in the administrative closure of the complaint or a delay in complaint resolution.

Based upon receipt of all the information required, SIT will investigate a Title VI complaint within 30 days of receipt. SIT will use its best efforts to respond to a Title VI complaint within 60 calendar days of its receipt of such complaint. Receipt of additional relevant information and/or simultaneous filing of complaint with SIT and an external entity may expand the timing of the complaint resolution.

The Transit Director will review and investigate every complaint promptly. Reasonable measures will be undertaken to preserve any information that is confidential. At a minimum the Transit Director will:

- Identify and review all relevant documents, practices and procedures;
- Identify and interview persons with knowledge of the Title VI violation, i.e., the person making the complaint; witnesses or anyone identified by the Complainant; anyone who may have been subject to similar activity, or anyone with relevant information.

Upon completion of the investigation, the Transit Director will complete a final report for the SIT Board of Trustees. If a Title VI violation is found to exist, remedial steps as appropriate and necessary will be taken immediately. The Complainant will also receive a final report together with any remedial steps. The investigation process and final report should take no longer than twenty (20) business days. If no violation is found and the complainant wishes to appeal the decision, he or she may appeal directly to the Chair, Board of Trustees, Southern Iowa Trolley, 215 E. Montgomery St., Creston, IA 50801.

The Transit Director shall maintain a log of Title VI complaints received from this process which log shall include the date the complaint was filed; a summary of the allegations; the status of the complaint; and actions taken by the SIT in response to the complaint. Should SIT receive a Title

VI complaint in the form of a formal charge or lawsuit, the complaint will be forwarded to the SIT's Attorney.

Complaints may also be filed with the following two organizations no later than 180 days after the date of the alleged discrimination:

**Iowa Civil Rights Commission**

400 East 14th Street

Des Moines, IA 50319-1004

515-281-4121

800-457-4416

How To File: [http://www.iowa.gov/government/crc/file\\_complaint/index.html](http://www.iowa.gov/government/crc/file_complaint/index.html)

Complaint Form:

[http://www.iowa.gov/government/crc/docs/revised\\_COMPLAINT\\_FORM\\_2007.htm](http://www.iowa.gov/government/crc/docs/revised_COMPLAINT_FORM_2007.htm)

**Federal Transit Administration's Office of Civil Rights**

Attention: Title VI Program Coordinator

East Building, 5th Floor - TCR

1200 New Jersey Ave., SE

816-329-3770

[http://www.fta.dot.gov/civilrights/title6/civil\\_rights\\_5104.html](http://www.fta.dot.gov/civilrights/title6/civil_rights_5104.html)

For more information see "Filing a Title VI Complaint with the FTA."