

COUNTY OF FOREST

TRANSPORTATION



TITLE VI PROGRAM

## **TITLE VI POLICY AND COMPLAINT PROCESS**

County of Forest Transportation grants equal access to its programs and services to all citizens. This document serves to make citizens aware of their rights to such access, and serves to educate citizens so that they may understand the civil rights laws that protect their receipt and benefit of such services as defined by Title VI of the Civil Rights Act of 1964.

### **WHAT IS TITLE VI?**

Title VI is a section of the Civil Rights Act of 1964 requiring the "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." Note that Title VI does not address gender discrimination. It only covers race, color and national origin. Other Civil Rights laws prohibit gender discrimination.

### **FOREST COUNTY'S TITLE VI COMPLAINT AND INVESTIGATION PROCEDURES**

These procedures cover all complaints filed under Title VI of the Civil Rights Act of 1964 for alleged discrimination in any program or activity administered by County of Forest Transportation. 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 County of Forest Transportation 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 separate complaints.

- A formal complaint must be filed within 180 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), and the date of alleged act(s). A statement detailing the facts and circumstances of the alleged discrimination must accompany all complaints. A County of Forest Transportation Title VI complaint form can be obtained from the County of Forest Transportation office. County of Forest Transportation encourages individuals to submit Title VI complaints in writing using this form and mailing it to

**County of Forest Transportation, Director  
PO Box 452  
126 Cherry St  
Marienville, PA 16239  
(814) 927-8266**

- 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 County of Forest Transportation. Under these circumstances, the complainant will be interviewed, and the



Director of County of Forest Transportation will assist the complainant in completing a written statement.

- When a complaint is received, the Director will provide written acknowledgement to the Complainant, within ten (10) business days by registered mail or hand delivery.
- If a complaint is deemed incomplete, additional information will be requested, and the Complainant will be provided 60 business days to submit the required information. Failure to do so may be considered good cause for a determination of no investigative merit.
- Within 15 business days from receipt of a complete complaint, County of Forest Transportation will determine its jurisdiction in pursuing the matter and whether the complaint has sufficient merit to warrant investigation. Within five (5) days of this decision, the Director will notify the Complainant and Respondent, by registered mail or hand delivery 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 County of Forest Transportation jurisdiction, while informing the parties that their full cooperation will be required in gathering additional information.
- When the County of Forest Transportation does not have sufficient jurisdiction, the Director will refer the complaint to the appropriate State or Federal agency holding such jurisdiction.
- If the complaint has investigative merit, a complete investigation will be conducted, and an investigative report will be submitted to the Director within 60 days from receipt of the complaint. The report will include a description of the incident, summaries of all persons interviewed, and a finding with recommendations and proposed resolution where appropriate. If the investigation is delayed for any reason, the Director will notify the appropriate authorities, and an extension will be requested.
- The Director will issue letters of findings to the complainant and Respondent within 90 days from receipt of the complaint.
- If the Complainant is dissatisfied with County of Forest Transportation resolution of the complaint, he/she has the right to file a complaint in the time allotted by the law with:

**Federal Transit Administration Region 3**  
**1760 Market Street Suite 500**  
**Philadelphia, PA 19103-4124**  
**(215) 656-7100 (telephone)**  
**(215) 656-7260 (fax)**

## **POSTING OF PUBLIC NOTICE**

Public notice of Title VI Policy and Complaint Procedures is posted in each vehicle and at the County of Forest Transportation Office, 126 Cherry Street, Marienville PA 16239.

**LIST OF TITLE VI INVESTIGATIONS/COMPLAINTS/LAWSUITS**

FY 15/16- NONE

FY 16/17- NONE

FY 17/18- TBA

## **LIMITED ENGLISH PROFICIENCY POLICY PLAN**

N/A

There are 0% Spanish speaking individuals in our service area. If it is ever brought to our attention that we are in need of this plan, action will be taken to put into place a policy plan to handle Spanish speaking clients.

## **PUBLIC PARTICIPATION PLAN**

County of Forest Transportation strives to sustain the delivery of quality transportation service to the residents of Forest County.

There is no committee appointed. Regular driver meetings are held and it is discussed on how to improve our service to the community. Drivers inform us on what clients have expressed to them on likes and dislikes about our program. Our program is 100% shared ride and any fare structure changes are approved by the Commissioners of Forest County.

LAC meetings are held twice a year to gather information on transportation for the disabled in our community. Members are not elected.

## **FIXED ROUTE SERVICE POLICY**

N/A

## **NON-ELECETED COMMITTEES AND COUNCILS**

County of Forest Transportation does not appoint Board of Director Members or any other committee or subcommittee structure.

## **EQUITY ANALYSIS STATEMENT:**

County of Forest Transportation has not performed a major construction project since the last Title VI update so no equity analysis has been performed. County of Forest Transportation will perform an equity analysis for all future construction projects.



**TITLE VI NOTICE TO THE PUBLIC**

*County of Forest Transportation gives public notice that it complies with Title VI of the Civil Rights Act of 1964 and all related statutes. No person is excluded from participation in, denied the benefits of its services or otherwise subjected to discrimination on the grounds of race, color, or nation origin, as provided by Title VI of the Civil Rights Act of 1964, as amended. Any person who believes that he or she has been unlawfully discriminated against may file a formal complaint with County of Forest Transportation within 180 days following the date of the alleged incident.*

*For more information on County of Forest Transportation Title VI Program, obligations, procedures and/or to file a complaint, please:*

- *Call (814) 927-8266 and ask for the Director*
- *Mail complaint form:*  
*County of Forest Transportation*  
*PO Box 452*  
*Marienville, PA 16239*
- *Visit our office at:*  
*126 Cherry Street*  
*Marienville, PA 16239*

*Complaint procedures and forms are also available on Forest County Governments website at:*  
*co.forest.pa.us*

*A complaint may also be filed directly with Federal Transit Administration or U.S. Department of Transportation. The addresses are:*

*Federal Transit Administration Office of Civil Rights  
Attn: Title VI Program Coordinator, East Building, 5th Floor-TCR  
1200 New Jersey Ave., SE  
Washington, DC 20590*

*U.S. Department of Transportation  
Federal Transit Administration's Office of Civil Rights  
1760 Market Street, Suite 500  
Philadelphia, PA 19103-4124*

## Title VI Complaint Form

Title VI of the 1964 Civil Rights Act requires that "No person in the United States shall, on the ground 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." If you feel you have been discriminated against in transit services, please provide the following information in order to assist us in processing your complaint:

Please print CLEARLY:

<b>Section I:</b>			
Name:			
Address:			
City, State, Zip Code:			
Telephone Number: (home)		(cell)	
Accessible Format Requirements?   Large Print   TDD   Audio Tape			
Other:			

<b>Section II:</b>	
Are you filing this complaint on your own behalf?   YES*                  NO	
If you answered YES to this question-go to <b>Section III</b>	
If not, please supply the name and relationship of the person for whom you are complaining:	
Please explain why you have filed for a third party:	
Please confirm you have obtained the permission of the aggrieved party if you are filing on behalf of a third party:	

<b>Section III:</b>
I believe the discrimination I experienced was based on (check all that apply):
_____ race          _____ color          _____ National Origin
What was the date of the alleged discrimination (Month, Day, Year)?
Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, please use the back of this form:



**Section IV:**

Have you previously filed a Title VI complaint with this agency?

**Section V:**

Have you filed a Title VI 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 Court: \_\_\_\_\_

State Agency: \_\_\_\_\_

Local Agency: \_\_\_\_\_

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

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Agency: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_

**Section VI:**

Name of agency complaint is against: \_\_\_\_\_

Contact person: \_\_\_\_\_

Title: \_\_\_\_\_

Phone: \_\_\_\_\_

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

Signature and date required below:

\_\_\_\_\_  
Your Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Print your name

Please submit this form in person at the address below, or mail this form to:

**Brenda McCanna, Director**

**County of Forest Transportation**

**PO Box 452**

**126 Cherry Street**

**Marienville, PA 16239**

### **Section 601 of Title VI of the Civil Rights Act of 1964**

The County of Forest Transportation is in compliance with Section 601 of Title VI of the Civil Rights Act of 1964. Any person who is, or seeks to be, a patron of any public vehicle which is operated as a part of, or in conjunction with, a project shall be given the same access, seating, and other treatment with regard to the use of such vehicle as other persons without regard to their race, color, or national origin.

No person or group of persons shall be discriminated against with regard to the routing, scheduling, or quality of transportation service furnished as a part of the project on the basis of race, color, or national origin. Frequency of service, age and quality of vehicles assigned to routes, quality of stations serving different routes, and location of routes may not be determined on the basis of race, color, or national origin.

**Any person who believes he/she has been discriminated against should contact County of Forest Transportation at (814) 927-8266 or the Federal Transit Administration (FTA) at:**

**Federal Transit Administration  
1760 Market Street  
Suite 500  
Philadelphia, PA 19103-4124  
(215)-656-7100  
Fax: (215)-656-7260**