

Notifying the Public of Rights Under Title VI

Reno County Public Transportation Department

- The Reno County Public Transportation Department operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the Reno County Public Transportation Department.
- For more information on the Reno County Public Transportation Department's civil rights program, and the procedures to file a complaint, contact 1-888-458-2911, email Barbara.lilyhorn@renogov.org; or visit our administrative office at 120 West Ave B, Reno County Public Transportation Department, Hutchinson, Kansas 67501.
For more information, visit www.renogov.org/rcat
- A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Office of Civil Rights,
Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590
- If information is needed in another language, contact 1-888-458-2911

Title VI Complaint Procedure

Title VI Complaint Procedures

The following pertains only to Title VI complaints regarding the services of the Reno County Public Transportation Department

Title VI, 42 U.S.C. §2000d et seq., was enacted as part of the Civil Rights Act of 1964. At the heart of the regulation is the statement 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.

The Reno County Public Transportation Department has in place a Title VI Complaint Procedure, which outlines a process for local disposition of Title VI complaints and is consistent with guidelines found in Chapter III of the Federal Transit Administration Circular 4702.1B, dated October 1, 2012. If you believe that the Reno County Public Transportation Departments federally funded programs have discriminated your civil rights on the basis of race, color, or national origin you may file a written complaint by following the procedure outlined below:

1. Submission of Complaint.

Any person who feels that he or she, individually or as a member of any class of persons, on the basis of race, color, or national origin has been excluded from or denied the benefits of, or subjected to discrimination caused by the Reno County Public Transportation Department, may file a written complaint with the Reno County Public Transportation Department's Director. A sample complaint form is available for download at www.renogov.org/rcat and is available in hard copy at the offices of Reno County Public Transportation Department. Upon request, the Reno County Public Transportation Department will mail the complaint form. **Such complaints must be filed within 180 calendar days after the date the discrimination occurred.**

Assistance in the preparation of any complaints will be provided to a person or persons upon request and as appropriate. If information is needed in another language, then contact Barbara Lilyhorn, (620)694-2910

Complaints should be mailed to or submitted by hand to:

120 West Ave B
Hutchinson, Kansas 67501
ATTN: Director

2. Referral to Review Officer

Upon receipt of the complaint, the Reno County Public Transportation Director shall appoint one or more staff review officers, as appropriate, to evaluate and investigate the complaint. If necessary, the Complainant shall meet with the staff review officer(s) to further explain his or her complaint. The staff review officer(s) shall complete their review no later than 45 calendar days after the date the agency received the complaint. If more time is required, the Reno County Public Transportation Director shall notify the Complainant of the estimated timeframe for completing the review. Upon completion of the review, the staff review officer(s) shall make a recommendation regarding the merit of the complaint and whether remedial actions are available to provide redress. Additionally, the staff review officer(s) may recommend improvements to the Reno County Public Transportation Department's processes

relative to Title VI, as appropriate. The staff review officer(s) shall forward their recommendations to the, Reno County Public Transportation Director for concurrence. If the Reno County Public Transportation Director concurs, he or she shall issue the Reno County Public Transportation Department's written response to the Complainant. This final report should include a summary of the investigation, all findings with recommendations, corrective measures where appropriate.

Note: Upon receipt of a complaint, the Reno County Public Transportation Department shall forward a copy of this complaint and the resulting written response to the appropriate KDOT and FTA-Region 7 contacts.

3. Request for Reconsideration

If the Complainant disagrees with the Reno County Public Transportation Director's response, he or she may request reconsideration by submitting the request, in writing, to the Reno County Public Transportation Director within 10 calendar days after receipt of the Reno County Public Transportation Director response. The request for reconsideration shall be sufficiently detailed to contain any items the Complainant feels were not fully understood. The Reno County Public Transportation Director will notify the Complainant of his or her decision in writing either to accept or reject the request for reconsideration within 10 calendar days. In cases where the Reno County Public Transportation Director agrees to reconsider, the matter shall be returned to the staff review officer(s) to re-evaluate in accordance with Paragraph 2 above.

4. Appeal

If the request for reconsideration is denied, the Complainant may appeal the Reno County Public Transportation Director's response by submitting a written appeal to Reno County Public Transportation Commission no later than 10 calendar days after receipt of the Reno County Public Transportation Director's written decision rejecting reconsideration. The Reno County Public Transportation Commission will then make a determination to either request re-evaluation by the staff review officer(s) or forward the complaint to KDOT for further investigation.

5. Submission of Complaint to the State of Kansas Department of Transportation.

If the Complainant is dissatisfied with the Reno County Public Transportation Department's resolution of the complaint, he or she may also submit a written complaint within 180 days after the alleged date of discrimination to the State of Kansas Department of Transportation for further investigation.

KDOT Office of Contract Compliance
Eisenhower State Office Building
700 Southwest Harrison
3rd Floor West

Reno County Public Transportation Department Title VI Complaint Form

The purpose of this form is to assist you in filing a complaint with the Reno County Public Transportation Department. You are not required to use this form; a letter containing the same information will be sufficient.

Section I:				
Name:				
Address:				
Telephone (Home):			Telephone (Work):	
Electronic Mail Address:				
Accessible Format Requirements?	Large Print		Audio Tape	
	TDD		Other	
Section II:				
Are you filing this complaint on your own behalf?			Yes*	No
*If you answered "yes" to this question, go to Section III.				
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 that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party.			Yes	No
Section III:				

Section IV			
Have you previously filed a Title VI complaint with this agency?		Yes	No
Section V			

<p>Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court? <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>If yes, check all that apply:</p> <p><input type="checkbox"/> Federal Agency: _____</p> <p><input type="checkbox"/> Federal Court _____ <input type="checkbox"/> State Agency _____</p> <p><input type="checkbox"/> State Court _____ <input type="checkbox"/> Local Agency _____</p>
<p>Please provide information about a contact person at the agency/court where the complaint was filed.</p>
Name:
Title:
Agency:
Address:
Telephone:
Section VI
Name of agency complaint is against:
Contact person:
Title:
Telephone number:

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

Signature and date required below:

Signature _____ Date _____

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

Reno County Public Transportation Department
120 West Ave B
Hutchinson, Kansas
ATTN: Director