

PROCEDURES FOR FILING A TITLE VI COMPLAINT

It is the policy of City of Cripple Creek Transit to employ its best efforts to ensure that all programs, services, activities, and benefits are implemented without discrimination. This section provides information on City of Cripple Creek Transit procedures for filing complaints alleging discrimination based on race, color, or national origin. Any person who believes that he or she, individually, or as a member of any specific class of persons, has been subjected to discrimination on the basis of race, color, national origin or other protected-class interests may file a written complaint with City of Cripple Creek Transit, the FTA, the U.S.DOT Secretary of Transportation or the U.S. Department of Justice (USDOJ). Further, City of Cripple Creek Transit prohibits intimidation, coercion, or engagement in other discriminatory conduct against anyone because he or she has filed a complaint to secure their rights as protected by Title VI.

B.1. Complaint 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 City of Cripple Creek 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 City of Cripple Creek 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 complaint.

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.

The preferred method is to file your complaint in writing using the City of Cripple Creek Transit Title VI Complaint Form, and sending it to:

Title VI Coordinator/Transit Manager
City of Cripple Creek
Transit Department
PO Box 430
Cripple Creek, CO 80813

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 City of Cripple Creek

Transit/Manager/Title VI Coordinator. Under these circumstances, the complainant will be interviewed, and the Transit Manager/Title VI Coordinator will assist the Complainant in converting the verbal allegations to writing.

3. When a complaint is received, the Title VI Coordinator 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 sixty 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 fifteen calendar days from receipt of a complete complaint, City of Cripple Creek 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 Transit Manager/Title VI Coordinator will notify the Complainant and Respondent, by registered mail, informing them of the disposition.
6. When City of Cripple Creek Transit does not have sufficient jurisdiction, the Transit Manager/Title VI Coordinator will refer the complaint to the appropriate State or Federal agency holding such jurisdiction.
7. If the complaint has investigative merit, the Transit Manager/Title VI Coordinator will fully investigate the complaint. A complete investigation will be conducted, and an investigative report will be submitted to the City Administrator by the Transit Manager/Title VI Coordinator within sixty 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 Transit Manager/Title VI Coordinator will notify the appropriate authorities, and an extension will be requested.
8. The Transit Manager/Title VI Coordinator will issue letters of findings to the Complainant and Respondent within 90 calendar days from receipt of the complaint.
9. If the complainant disagrees with the decision of Cripple Creek Transit, an opportunity to appeal the decision may be pursued provided the complaint files notice of appeal within 21 days of the initial decision of Cripple Creek Transit.
10. If the Complainant is dissatisfied with the City of Cripple Creek Transit's resolution of the complaint, he/she has the right to file a complaint with the:

Federal Transit Administration, Office of Civil Rights, Attention: Complaint Team, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE Washington, D.C., 20590.

A copy of the City of Cripple Creek Transit's Complaint Form is included in Appendix 2. FTA Complaint procedures can also be found on the FTA web site at: www.fta.dot.gov.