

TITLE VI POLICY

The Law

ART hereby gives public notice of its policy to uphold and assure full compliance with Title VI of the Civil Rights Act of 1964 and all related statutes. Title VI and related statutes prohibiting discrimination in federally assisted programs require that no person in the United States of America shall, on the grounds of race, color, national origin, sex, age, or disability be excluded from the participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.

Filing a Complaint

Any person who believes they have been aggrieved by an unlawful discriminatory practice regarding ART's Title VI Program has a right to file a formal complaint. Any such complaint must be in writing and submitted to ART's Title VI Coordinator within 180 days following the date of the alleged occurrence. For more information regarding civil rights complaints or if information is needed in another language, please contact ART, 2700 NE Loop 410 ste 101, San Antonio, TX 78217 or by phone: (210) 832-5037.

Title VI Complaint Procedure

Title VI of the Civil Rights Act of 1964 requires that no person in the United States, on the grounds of race, color or national origin be excluded from, be denied the benefits of, or be subjected to discrimination, under any program or activity receiving federal financial assistance.

Any person who believes that they have been subjected to discrimination may file a written complaint with ART's Office. Federal and state law requires complaints to be filed within one-hundred eighty (180) calendar days of the last alleged incident.

A complaint form may be obtained, or a complainant may be submitted in a written statement that contains the following information:

- a. Name, address, and telephone number of the complainant.
- b. Names of person(s) who allegedly discriminated against you, if known.
- c. Date(s) of alleged incident.
- d. Location of alleged incident.
- e. Type of alleged discrimination.

- f. Explain what happened and how you believe you were discriminated against.
- g. Name, addresses and telephone numbers of persons who may have knowledge of the event.
- h. What other information do you have that you believe is relevant to this investigation?
- i. Have you filed a complaint with ART before? If so, include when, where and how.
- j. Complainant's signature and date.
- k. The complaint may be emailed to jbriones@aacog.gov or mailed to ART Title VI Complaint Coordinator at 2700 NE Loop 410 ste 101, San Antonio, TX 78217 or faxed to (210) 832-5037.

What Happens to My Complaint?

The Title VI Complaint Coordinator will contact the complainant in writing no later than fifteen (15) working days after receipt of complaint for additional information, if needed to investigate the complaint. If the complainant fails to provide the requested information in a timely basis, the Title VI Complaint Coordinator may administratively close the complaint.

The Title VI Complaint Coordinator will complete the investigation within thirty (30) days of receipt of the complaint. A written investigation report will be prepared by the investigator. The report shall include a summary description of the incident, findings and recommendations. The Alamo Regional Transit Director and Title VI Complaint Coordinator will review the report. A closing letter will be provided to the complainant.

If the matter cannot be resolved, then the complainant can make an appeal request to the ART Area Judges Board within sixty (60) days of the incident. The written appeal must include the customer's name, address, and telephone contact number. A statement of reason(s) why the applicant believes the denial of accommodation request or access to public transportation was inappropriate is recommended. If the matter cannot be resolved, the complainant will be informed of his/her right to appeal to:

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

Title VI Complaint Form

Title VI Complaint Form - ART will provide assistance to complainants who are limited in their ability to communicate in English.