

SECTION 14 TITLE VI POLICIES AND FORMS

Central Community Transit

Title VI Investigations Lawsuits and Complaints

	Date Month/Day/Year	Summary Race, Color, or National Origin	Status	Action(s) Taken
Investigations	12/31/12	N/A	N/A	N/A
1.				
2.				
Lawsuits	12/31/12	N/A	N/A	N/A
1.				
2.				
Complaints	12/31/12	N / A	N/A	N/A
1.				
2.				

	Date Month/Day/Year	Summary Race, Color, or National Origin	Status	Action(s) Taken
Investigations	12/31/13	N/A	N/A	N/A
1.				
2.				
Lawsuits	12/31/13	N/A	N/A	N/A
1.				
2.				
Complaints	12/31/13	N / A	N/A	N/A
1.				
2.				

CCT Table Depicting Membership of Committees and Councils Broken Down by Race

Body	Caucasian	Latino	African American	Asian American	Native American
Expansion Resource Committee	100%	0%	0%	0%	0%
Administration Committee	100%	0%	0%	0%	0%
Operations Board	100%	0%	0%	0%	0%
Joint Powers Board	100%	0%	0%	0%	0%

Central Community Transit

Title VI

Complaint Procedure

The services, facilities, and benefits of this transportation program are for the use of all people regardless of age, race, color, sex, religion, disability, or national origin.

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by the Central Community Transit (CCT) (hereinafter referred to as "CCT") may file a Title VI complaint by completing and submitting CCT's Title VI Complaint Form. CCT investigates complaints received no more than 180 days after the alleged incident. CCT will process complaints that are complete.

Once the complaint is received, CCT will review it to determine if our office has jurisdiction. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by our office.

CCT has 30 days to investigate the complaint. If more information is needed to resolve the case, CCT may contact the complainant. The complainant has 15 business days from the date of the letter to send requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within 15 business days, CCT can administratively close the case.

A case can be administratively closed also if the complainant no longer wishes to pursue their case.

After the investigator reviews the complaint, she/he will issue one of two letters to the complainant: a closure letter or a letter of finding. A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed. A letter of finding summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member or other action will occur. If the complainant wishes to appeal the decision, she/ he has 30 days after the date of the letter or the letter of finding to do so.

A person may also file a complaint directly with the Federal Transit Administration at

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

Central Community Transit Title VI Complaint Form

Please Return to Driver, Mail or Deliver to: Central Community Transit
1320 SW 22nd Street
PO Box 186
Willmar, MN 56201
(320) 214-7433

Today's Date: _____
Name/Agency: _____
Address: _____
Phone #: _____

Person(s) discriminated against (if someone other than the complainant):
Name: _____
Address: _____

Date (s) Incident Occurred _____

- Which of the following best describes the reason for the alleged discrimination that took place:
- Race
 - Color
 - National Origin (Limited English Proficiency)
 - Other

Have you filed a complaint with any other federal, state or local agencies? Yes No
If yes, please complete the information below:

Agency: _____
Contact Name: _____

Agency: _____
Contact Name: _____

Detailed Description of Complaint: Please provide the names and titles of all Central Community Transit employees involved if available. Explain what happened and to whom you believe was responsible.

Title VI Notification

Central Community Transit

- The Central Community Transit Joint Powers Board operates its programs without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes he or she has been aggrieved by an unlawful discriminatory practice under Title VI may file a complaint with Central Community Transit.
- For more information on Central Community Transit's civil rights program, obligations, and complaint procedures, please contact:
Tiffany Collins, Transit Director
Phone: 320-214-7433
tcollins@cctbus.org

You may also visit our administrative office at:

1320 22nd Street SW
Willmar, MN 56201

- Persons with Limited English Proficiency may contact:
Personas con competencia limitada en inglés pueden contactar:
Kandiyohi County 320-231-7800
Renville County 320-523-2202
Meeker County 320-693-5300
- A Title VI complaint may also be made by contacting the Minnesota Department of Transportation, Office of Civil Rights:
Minnesota Department of Transportation
Office of Civil Rights, Mail Stop 170
395 John Ireland Blvd.
St. Paul, Minnesota 55155-1899
Phone: (651) 366-3073
Fax: (651) 366-3129

Central Community Transit Joint Powers Board
Title VI – Locations Where “Notice to the Public” Sign is Posted
11/24/14

1. Central Community Transit Facilities
 - 1320 22nd Street SW, Willmar, MN 56201
 - *By the main entrance of the facility
 - 612 E. Lincoln, Olivia, MN 56277
 - *By the main entrance of the facility
 - 812 East Ripley, Litchfield, MN 55355
 - *By the main entrance of the facility

2. At the Becker Bus Station

3. In each transit vehicle operated by the Central Community Transit Joint Powers Board.

Central Community Transit Passenger Complaint Form

Please Return to Driver, Mail or Deliver to:

Central Community Transit
1320 SW 22nd Street
P.O. Box 186
Willmar, MN 56201
(320) 214-7433

Today's Date: _____

Name/Agency: _____

Address: _____

Phone #: _____

Date(s) Incident Occurred _____

Detailed Description of Complaint: _____

Request for Special Accommodations (Describe): _____

OFFICE USE ONLY

Complaint Received By: _____ Date: _____

Driver Response:

Resolution:

Signature of Employee _____ Date: _____

Signature of Supervisor _____ Date: _____