

II. GENERAL REQUIREMENTS

Notice to the Public

To make **Fayette County Public Transit** riders aware of its commitment to Title VI compliance, and their right to file a civil rights complaint, **Fayette County Public Transit** has presented the following information, in both English and Spanish, on its website, brochures, and posters, etc.

Your Civil Rights

Fayette County Public Transit operates its programs and services without regard to race, color, or national origin, in accordance with Title VI of the Civil Rights Act and other statutes and authorities that prohibit discrimination in Federally assisted programs and activities. Any person who believes they have been aggrieved by any unlawful discriminatory practice under Title IV may file a complaint with Fayette County Transit. For more information on Fayette County Public Transit's civil rights program and the procedures to file a complaint, please contact (765)825-1541 email fayetteseniorcenter@comcast.net or visit our administrative office at 477 N. Grand Avenue, Connersville, Indiana, from 8:00 a.m. - 3:30 p.m. A complaint may also be filed directly with the FTA, Office of Civil Rights, 1200 New Jersey Avenue SE, Washington DC 20590. For more information about Fayette County Public Transit programs and services, visit their Website. If information is needed in another language, please contact 825-1541.

Discrimination Complaint Procedures

Fayette County Public Transit has established a process for riders to file a complaint under Title VI. Any person who believes that she or he has been discriminated against on the basis of race, color, or national origin by Fayette County Public Transit may file a Title IV complaint by completing and submitting the agency's Title VI Complaint available at our administrative offices or on our website Fayette County Public Transit.

Fayette County Public Transit will notify NHDOT of all formal complaints within five business days of receiving the complaint.

****See copy of the system's Complaint form****

The Procedure

If you believe that you have received discriminatory treatment by the Fayette County Public Transit on the basis of race, color, or national origin you have the right to file a complaint with the Transit Supervisor.

Methods of filing a complaint:

Verbal complaints are accepted and transcribed by **Transit Supervisor**. To make a verbal complaint, call (765) 825-1541 and ask for **the Transit Supervisor**.

Fayette County Public Transit investigates complaints received no more than **90 days** after the alleged incident. **Fayette County Public Transit** will process complaints that are complete. Once the complaint is received, **Fayette County Public Transit** will review it and the complainant will receive an acknowledgement letter informing them whether the complaint will be investigated by **Fayette County Public Transit**.

Fayette County Public Transit has up to **thirty days** to investigate the complaint. If more information is needed to resolve the case, the **Fayette County Public Transit** may contact the complainant. The complainant has thirty days from the date of the letter to send requested information to the investigator assigned to the case.

If **Fayette County Public Transit's** investigator is not contacted by the complainant or does not receive the additional information within thirty days, **Fayette County Public Transit** 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, one of two letters will be issued to the complainant: a closure letter or a letter of finding (LOF). A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed.

A LOF 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 ten days after the date of the letter or the LOF to do so.

A person may also file a complaint directly with the Federal Transit Administration, at:
Federal Transit Administration
Office of Civil Rights
1200 New Jersey Avenue SE
Washington, DC 20590

Active Lawsuits, Complaints or Inquiries Alleging Discrimination

Fayette County Public Transit maintains a list of active investigations conducted by FTA and entities other than FTA, including lawsuits and complaints naming **Fayette County Public Transit** that allege discrimination on the basis of race, color, or national origin. This list includes the date that the transit-related Title VI investigation, lawsuit or complaint was filed; a summary of the allegation(s); the status of the investigation, lawsuit or complaint, and actions taken by **Fayette County Public Transit** in response, or final findings related to the investigation, lawsuit, or complaint.

As of the writing of this program, there are zero (0) zero complaints pending which allege discrimination on the grounds of race, color, or national origin, or any other form of discrimination.

Active Lawsuits, Complaints or Inquiries Alleging Discrimination

Type (Investigation, Lawsuit, Complaint)	Date	Summary of Complaint	Status	Action(s) Taken

III. FAYETTE COUNTY PUBLIC TRANSIT'S PUBLIC PARTICIPATION PLAN

Key Principles

Fayette County Public Transit's Public Participation Plan (PPP) has been prepared to ensure that no one is precluded from participating in Fayette County Public Transit's service planning and development process. It ensures that:

- Potentially affected community members will have an appropriate opportunity to participate in decisions about a proposed activity that will affect their environment and/or health;
- The public's contribution can and will influence Fayette County Public Transit's decision making;
- The concerns of all participants involved will be considered in the decision-making process; and,
- Fayette County Public Transit will seek out and facilitate the involvement of those potentially affected.

Through an open public process, Fayette County Public Transit has developed a public participation plan to encourage and guide public involvement efforts and enhance access to Fayette County Public transportation decision-making process by minority and Limited English Proficient (LEP) populations. The public participation plan describes the overall goals, guiding principles and outreach methods that Fayette County Public Transit uses to reach its riders.

LEP refers to persons for whom English is not their primary language and who have a limited ability to read, write, speak, or understand English. It includes people who reported to the U.S. Census that they speak English less than very well, not well, or not at all.