

**Sitka Coordinated Public Transit System
Title VI Procedures**

Title VI of the 1964 Civil Rights Act requires that “No person in the United States shall, on the grounds 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.”

Any person who believes that he/she has been aggrieved by an unlawful discriminatory practice on the basis of race, color or national origin by (insert your transit system’s name) may file a complaint by completing and submitting (your system’s name) the Title VI Complaint form.

How do you file a complaint?

You may download the **Sitka Public Transit system’s** Title VI Complaint Form at (www.cfc.org/Transit) or request a copy by writing or phoning : Sitka Public Transit, Center for Community, 700 Katlian Street, Sitka, Alaska 99835. Phone: 907-747-6960 (ask for the transit manager).

You may file a signed, dated and written complaint no more than 180 days from the date of the alleged incident. The complaint should include:

- Your name, address and telephone number. (See Question 1 of the Complaint Form)
- How, why, and when you believe you were discriminated against. Include as much specific, detailed information as possible about the alleged acts of discrimination, and any other relevant information. (See Questions 7, 8, 9, and 10 of the Complaint Form)
- The names of any persons, if known, whom the Title VI officer could contact for clarity of your allegations. (See Question 11 of the Complaint Form)

Please submit your complaint form to address listed below:

**Public Transit Title VI Coordinator
Sitka Public Transit, Center for Community
700 Katlian Street, Suite B
Sitka, AK 99835**

Email: Csipe@cfc.org Fax: 907-747-4868

Sitka’s Public Transit System investigates complaints received no more than 180 days after the alleged incident. Sitka’s Public Transit System will process complaints that are complete. Once a completed complaint is received, Sitka’s Public Transit System will review it to determine if Sitka’s Public Transit System has jurisdiction. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by Sitka’s Public Transit System.

Sitka’s Public Transit System will generally complete an investigation within 90 days from receipt of a completed complaint form. If more information is needed to resolve the case, Sitka’s Public Transit System may contact the complainant. Unless a longer period is specified by Sitka’s Public Transit System, the complainant will have ten (10) days from the date of the letter to send requested information to the Sitka’s Public Transit System investigator assigned to the case.

If Sitka's Public Transit System investigator is not contacted by the complainant or does not receive the additional information within the required timeline, Sitka's Public Transit System may administratively close the case. A case may be administratively closed also if the complainant no longer wishes to pursue their case.

After an investigation is complete, Sitka's Public Transit System will issue a letter to the complainant summarizing the results of the investigation, stating the findings and advising of any corrective action to be taken as a result of the investigation. If a complainant disagrees with Sitka's Public Transit System determination, he/she may request reconsideration by submitting a request in writing to Sitka's Public Transit System through the Executive Director of Center for Community, Inc. within seven (7) days after the date of Sitka's Public Transit System letter, stating with specificity the basis for the reconsideration. The Executive Director of Center for Community will notify the complainant of his decision either to accept or reject the request for reconsideration within 10 days. In cases where reconsideration is granted, the Executive Director of Center for Community will issue a determination letter to the complainant upon completion of the reconsideration review.

A person may also file a complaint directly with the Alaska Department of Transportation and Public Facilities, at MS-2530, Anchorage, AK 99519-6900 or the Federal Transit Administration, at FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.

If information is needed in another language, contact Sitka's Public Transit System at 907-747-6960 (ask for public transit manager).