



Title VI Civil Rights Notice to Public

The Piedmont Authority for Regional Transportation is committed to ensuring that no person is excluded from participation in or denied the benefits of its services on the basis of race, color or national origin, as provided by Title VI of the Civil Rights Act of 1964, as amended. It is PART's objective to:

- Ensure that the level and quality of transportation service is provided without regard to race, color, or national origin;**
- Promote the full and fair participation of all affected populations in transportation decision making;**
- Prevent the denial, reduction, or delay in benefits related to programs and activities that benefit minority populations or low-income populations;**
- Ensure meaningful access to programs and activities by persons with limited English proficiency.**

PART is committed to a policy of non-discrimination in the conduct of its business; including, adherence to Title VI responsibilities and the delivery of equitable and accessible transportation services. Any person who believes that he or she has been subjected to discrimination under Title VI on the basis of race, color or national origin may file a Title VI complaint with PART.

Any such complaint must be in writing and submitted to the PART Title VI Coordinator within one hundred eighty (180) days following the date of the alleged discrimination. A Title VI Civil Rights Complaint Form is available by calling (336) 662-0002 or from our website www.partnc.org. Complaints should be addressed to: Citilink Title VI Coordinator, 7800 Airport Center Dr., Suite 102, Greensboro, NC 27409.



Title VI Civil Rights Notice to Public

The Piedmont Authority for Regional Transportation (PART) 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 acts and 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 otherwise subjected to discrimination under any program or activity receiving Federal assistance.

Any person who believes they have been aggrieved by an unlawful discriminatory practice regarding PART services has a right to file a formal complaint with PART. Any such complaint must be in writing and submitted to the PART Title VI Coordinator within one hundred eighty (180) days following the date of the alleged occurrence.

A Title VI Civil Rights Complaint Form is available. For more information regarding civil rights complaints, please contact: PART (336)662-0002 or visit our website www.partnc.org

If any person believes that PART has not followed this commitment, please contact the PART Civil Rights Coordinator:

PART
7800 Airport Center Drive, Suite 102
Greensboro, NC 27409
(336)662-0002
www.partnc.org

PART takes all allegations seriously. All incidents are thoroughly investigated. Generally, investigations begin within 48 hours.

Investigation protocol is as follows:

- Review allegation/charge and relevant elements
- Protect individuals (and PART) from additional allegations or retaliation claims
- Engage Corporate Attorney for assistance/participation
- Employee Assistance Program is available as appropriate
- Witness interviews are arranged. Citizens, employees, etc. are interviewed and information documented
Interviewee's are asked not to discuss the investigation outside of the interview
- Maintaining confidence is a priority, but can not be guaranteed
- Additional investigation or repeat interviews as necessary
- Study and draw conclusions
- Review with Corporate Attorney
- Review with involved parties
- Settle
- Document actions as required



**Title VI Civil Rights
Complaint Form**

Section I

Name: _____

Address: _____
Street City State Zip

Telephone Numbers:

Home: _____ Work: _____ Other: _____

E-Mail Address: _____

Accessible Format Requirements?

Large Print: Yes _____ No _____ Audio Tape: Yes _____ No _____

TDD: Yes _____ No _____ Other: _____

The Federal Transit Administration (FTA) Office of Civil Rights is responsible for civil rights compliance and monitoring, which includes ensuring that providers of public transportation properly abide by Title VI of the Civil Rights Act of 1964, Executive Order 12898, "Federal Actions to Address Environmental Justice in Minority Populations and Low Income Populations", and the Department of Transportation's Guidance to Recipients on Special Language Services to Limited English Proficient (LEP) Beneficiaries.

Section II:

Are you filing this complaint on your own behalf? Yes _____ No _____
(If you answered "yes" to this question, go to Section III)

If not, please supply the name and relationship of the person for whom you are complaining:

Name: _____ Relationship: _____

Please explain why you have filed for a third party. _____

Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party. Yes _____ No _____.

Section III

Have you previously filed a Title VI complaint with PART? Yes _____ No _____

If yes, what was your PART Complaint No? _____

(Note: This information is needed for administration purposes; we will assign the same complaint number to the new complaint.)

Have you filed this complaint with any of the following agencies? Yes _____ No _____

(If you answered yes, who did you file the complaint with?)

Federal Transit Administration: _____ U. S. Department of Transportation: _____

North Carolina Dept. of Transportation: _____ Department of Justice: _____

Equal Employment
Opportunity Commission: _____

Have you filed a lawsuit regarding this complaint? Yes _____ No _____

If yes, please provide a copy of the complaint form. (Note: This above information is helpful for administrative tracking purposes. However, if litigation is pending regarding the same issues, we defer to the decision of the Court.)

Section IV:

Complaint is against: _____

Contact Person: _____ Title: _____

Telephone Number: _____

Attached is a blank sheet of paper to describe your complaint. Please use additional sheets if necessary.

Section V:

Please sign here: _____ Date: _____

(Note: We cannot accept your complaint without a signature)

Please mail your completed form to:

**PART
Title VI Coordinator
7800 Airport Center Drive, Suite 102
Greensboro, NC 27409**

COMPLAINT DESCRIPTION

(You should include specific details such as names dates, times, route numbers, witnesses, and any other information that would assist us in our investigation of your allegations.)