TITLE VI CIVIL RIGHTS ASSURANCE

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in program activities receiving Federal financial assistance. Title VI states: “No person shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied benefits of, or be subjected to discrimination under any program or activity receiving Federal assistance” (42 USC 2000d).

Further, Title VI provides for Environmental Justice, guaranteeing fair treatment for all people and provide for agencies to identify and address, as appropriate, disproportionately high and adverse effects of its programs, policies, and activities on minority and low-income populations. Environmental Justice includes taking reasonable steps to ensure that Limited English Proficiency (LEP) persons have meaningful access to programs, services, and information provided by Space Coast Area Transit.

HOW TO FILE A TITLE VI COMPLAINT

Any person who believes that he, or she, or any specific class of persons, has been subjected to discrimination or retaliation prohibited by the Title VI of the Civil Rights Act of 1964, as amended, and related statutes under Space Coast Area Transit’s program of transit service delivery or related services or programs is encouraged to file a report with Space Coast Area Transit’s Office:

Terry Jordan, Planner • Space Coast Area Transit
401 South Varr Avenue, Cocoa, FL 32922
Telephone (321) 635-7815 extension 52960; Facsimile (321) 633-1905
E-mail: Terry.Jordan@BrevardFL.Gov

Space Coast Area Transit encourages the filing of a complaint in writing. Include the complaintants name, address, and other contact information so that he/she may be reached. See the Space Coast Area Transit Title VI Complaint Form on page 25–26 of the Rider's Guide, or on **321Transit.com/TitleVIForm.** Please note that the complaintant will be asked to provide information regarding:

1. How, why, when, and where the compaintant believes he/she was discriminated against, including the location, names, and contact information for witnesses. If the alleged incident occurred on a Space Coast Area Transit vehicle, provide the bus, give date, time of day, and bus number if available.
2. The Complaint Form or letter must be signed. Electronic signatures will be accepted.
3. Complaints must be filed within 180 calendar days after the dated alleged discrimination occurred.

COMPLAINT INVESTIGATIONS

All complaints will be investigated promptly. Complaint reviews shall be complete within 60 calendar days of the date the complaint was received. If more time is required Space Coast Area Transit shall notify the complainant of the reason and estimated timeframe for completing the review. Reasonable measures will be undertaken to preserve any information that is confidential. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated.

At a minimum, the investigation will:

1. Identify and review all relevant documents, practices, and procedures.
2. Identify and interview persons with knowledge of the Title VI violation, including the person making the complaint, witnesses or anyone identified by the complainant; anyone who may have been subject to similar activity; or anyone with relevant information.

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. An LOF summarizes the allegations and interviews regarding the alleged incident, and explains whether disciplinary action, additional training of the staff member, or other action will occur. If a Title VI violation is found to exist, Space Coast Area Transit will take remedial steps, as appropriate and necessary, immediately.

TITLE VI CIVIL RIGHTS ASSURANCE

FEDERAL TRANSIT ADMINISTRATION OFFICE OF CIVIL RIGHTS

Complainants may also file their initial Title VI complaints directly to the Federal Transit Administration, no later than 180 days after the date of the alleged discrimination. Additionally, if no violation is found and the complainant wishes to appeal the decision, the complainant may contact the Federal Transit Administration as follows:

Federal Transit Administration Office of Civil Rights
Attention: Complaint Team
East Building, 5th Floor–TRC
1200 New Jersey Ave., SE
Washington, DC 20590

SPACE COAST AREA TRANSIT'S 2017 TITLE VI UPDATE

Space Coast Area Transit's 2017 Title VI update was prepared pursuant to Title VI of the Civil Rights Act of 1964, FTA Circular 4702.IB, "Title VI and Title VI Dependent Guidelines for Federal Transit Administration Recipients" (October 1, 2012), and can be found at **321Transit.com/TitleVIReport2017**.

Federal Transit Administration

The objectives detailed in Space Coast Area Transit's Title VI Program include ensuring that Federally-assisted benefits and related services are made available and equitably distributed, ensuring that the level and quality of Federally-assisted services are sufficient to provide equal access and mobility to all persons, ensuring adequate opportunities for all to participate in planning and decision-making processes, and ensuring that placement of transit services and facilities is equitable.

Additionally, Space Coast Area Transit's 2017 Title VI update ensures that corrective and remedial actions are taken for all applications and receipts of Federal assistance to prevent discriminatory treatment of any beneficiary, provides procedures for investigating Title VI complaints, ensures that meaningful access to programs and activities is provided for LEP populations, and provides steps for informing the public of their rights under Title VI.

According to the criteria described in this document, Space Coast Area Transit is in compliance with Title VI requirements.



SPACE COAST AREA TRANSIT TITLE VI COMPLAINT FORM

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in program activities receiving Federal financial assistance. Title VI states: "No person shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied benefits of, or be subjected to discrimination under any program or activity receiving Federal assistance" (42 U.S.C. §2000d).

Before completing this form, please read the Space Coast Area Transit Title VI Complaint Procedures by visiting our office or at **321Transit.com/TitleVIReport2017**. For questions call 321-635-7815.

The following information is necessary and required to assist in processing of a complaint. If assistance is required in completing this form, please call the phone number listed above. Complaints must be filed within 180 calendar days after the dated alleged discrimination occurred.

Section I:

Name:

Address:

Phone Home:	Cell:	Work:

Email Address:

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:

_____

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:

I believe the discrimination I experienced was based on (check all that apply):

☐Race ☐Color ☐National Origin

Date of alleged discrimination (Month, Day, Year):_____

Location where incident occurred:_____

Name and title of person who allegedly subjected you to Title VI discrimination:

_____

Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, attach a separate sheet.

_____

_____

_____

_____

_____

_____

_____

Section IV

Have you previously filed a Title VI complaint with Space Coast Area Transit? ☐ Yes ☐ No

Section V

Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court? ☐ Yes ☐ No

If yes, check all that apply and name applicable agency:

☐ Federal Agency_____

☐ Federal Court_____

☐ State Agency_____

☐ State Court_____

☐ Local Agency_____

Please attach any written materials or other information that you think is relevant to your complaint.

AFFIRMATION

I hereby swear and affirm that the information I have provided in this Title VI Complaint Form is true and correct to the best of my knowledge, information, and belief.

Signature:_____ Date:_____

Please submit this form in person at the address below, or mail this form to:

Terry Jordan, Planner
Space Coast Area Transit
401 South Varr Avenue, Cocoa, FL 32922
Telephone (321) 635-7815 extension 52960; Facsimile (321) 633-1905
E-mail: Terry.Jordan@BrevardFL.gov

LANGUAGE TRANSLATION SERVICE AVAILABLE

NOTE: If you require this Title VI Complaint Form to be translated into another language, download the form at **321Transit.com/TitleVIForm**, then go to **Translate.Google.com** and follow these steps. **1)** Click on the "From" and "To" tabs. **2)** Select what language the original PDF is in "From". **3)** Select what language you want it translated into "To". **4)** Click "Browse" and then select this PDF file from your computer.