



3400 Victoria Boulevard, Hampton, Virginia 23661  
Phone: 757-222-6000 ~ Southside Fax: 757-222-6103  
Peninsula Fax: 757-222-6195 ~ [www.hrtransit.org](http://www.hrtransit.org)

## **Title VI Program**

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving Federal financial assistance. Specifically, Title VI provides that "no person in the United States shall, on the ground 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" (42 U.S.C. Section 2000d).

HRT is committed to a program of non-discrimination in the conduct of its business and in the delivery of equitable and accessible transportation services. The responsibility for day-to-day operations of the Title VI program, including the investigation of Title VI complaints, has been assigned to the Title VI Coordinator. However, all HRT employees share in the responsibility for implementing this program.

## **HRT Title VI Complaint and Investigation Procedures**

These procedures cover all complaints under 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" (1994), and Executive Order 13166 "Improving Access to Services for Person with Limited English Proficiency" (2000), for alleged discrimination in any program or activity administered by Hampton Roads Transit. Any individual, group of individuals, or entity that believes they have been subjected to discrimination prohibited under Title VI and the related statutes may file a complaint, completing the complaint form to the following address:

Title VI Coordinator  
Hampton Roads Transit  
3400 Victoria Blvd.  
Hampton, VA 23661  
757-222-6000

The following measures will be taken to resolve Title VI complaints:

1. A formal complaint must be filed within 180 days of the alleged occurrence. Complaints shall be in writing and signed by the individual or his/her representative, and will include the complainant's name, address and telephone number; name of alleged discriminating person, basis of complaint (race, color, national origin) and the date of the alleged act(s). A statement detailing the facts and circumstances of the alleged discrimination must accompany each complaint.
2. In the case where a complainant is unable or incapable of providing a written statement, a verbal complaint of discrimination may be made to the HRT Title VI Coordinator. Under these circumstances, the complainant will be interviewed,

and the HRT Title VI Coordinator will assist the Complainant in converting the verbal allegations to writing.

3. When a complaint is received, the HRT Title VI Coordinator will provide written acknowledgement to the Complainant, within ten (10) days by registered mail.
4. If a complaint is deemed incomplete, additional information will be requested, and the Complainant will be provided thirty (30) business days to submit the required information. Failure to do so may be considered good cause for a determination of no investigative merit.
5. Within fifteen (15) business days from receipt of a complete complaint, the HRT Title VI Coordinator will determine whether the complaint has sufficient merit to warrant investigation as a Title VI complaint and within five (5) days of this decision, HRT will notify the Complainant, by registered mail, that it will either pursue or not a Title VI investigation.
  - a. If the decision is not to investigate as a Title VI complaint, the notification shall specifically state the reason for the decision.
6. If the complaint has investigative merit a complete investigation will be conducted, and an investigative report will be completed within sixty (60) days from receipt of the complaint. The report will include a narrative description of the incident, summaries of all persons interviewed, a finding with recommendations for remedial steps as appropriate and necessary. The remedial steps, if any, will be implemented as soon as practicable. The Complainant will receive a copy of the final report together with any remedial steps. The Complainant shall also be notified of his/her right to appeal the decision.
7. Complaints may also be filed with the Federal Transit Administration, Title VI Program Coordinator, FTA Office of Civil Rights, East Building, 5<sup>th</sup> Floor – TCR, 1200 New Jersey Ave., S.E., Washington, D.C. 20590

The Title VI Coordinator shall maintain a log of Title VI complaints received from this process. The log shall include the date the complaint was filed; a summary of the allegations; the status of the complaint; and actions taken by HRT in response to the complaint. Should HRT receive a Title VI complaint in the form of a formal charge or lawsuit, the HRT's legal counsel shall be responsible for the investigation and maintaining a log as described above.