CART – Cleveland Area Rapid Transit
Title VI Complaint Procedures

The following 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 CART – Cleveland Area Rapid Transit.

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. The complainant or his/her representative shall complete and sign the CART Title VI Complaint Form. A statement detailing the facts and circumstances of the alleged discrimination must accompany each complaint.
   - If a complainant is unable to provide a written statement, a verbal complaint of the alleged discrimination may be made to the CART Title VI Coordinator who will interview the complainant and assist the complainant in converting the verbal allegations to writing.

2. Within ten (10) working days of receiving a complaint, the Title VI Coordinator will notify the complainant in writing that the complaint was received.
   - If a complaint is incomplete, the Title VI Coordinator will request that the complainant submit additional information within thirty (30) days. Failure to do so may be considered good cause for a determination of no investigative merit.

3. Within fifteen (15) working days from receipt of a complete complaint, the CART Title VI Coordinator will determine whether the complaint has sufficient merit to warrant investigation as a Title VI complaint and within five (5) working days of this decision, CART will notify the complainant in writing whether it will pursue a Title VI investigation.
   - If the decision is not to investigate as a Title VI complaint, the notification shall specifically state the reason for the decision.

4. 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 Title VI Coordinator shall send a letter to the complainant that will include:
   - 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 and shall have 30 days after the date of the letter.

5. When CART receives a written appeal of the Title VI complaint decision, an appeal hearing committee consisting of five (5) individuals will convene within 30 days of the receipt of the appeal. The hearing committee will consist of two (2) riders of the appropriate CART service, one of which is disabled and one with no apparent disability; one (1) representative of the University of Oklahoma Disability Resource Center; the Director of the University of Oklahoma Parking and Transportation Services; and the Legal Counsel for the University of Oklahoma Parking and Transportation Services.

- CART will notify the appellant in writing of the date, time and location of the hearing utilizing U.S. Postal Service certified mail with return receipt of delivery required.

6. The outcome of the appeal hearing will be mailed to the appellant via the U.S. Postal Service utilizing certified mail with return receipt of delivery required.

7. Complaints may also be filed with the Federal Transit Administration, Title VI Program Coordinator, Office of Civil Rights, East Building, 5th 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 CART in response to the complaint. Should CART receive a Title VI complaint in the form of a formal charge or lawsuit, the CART’s legal counsel shall be responsible for the investigation and maintaining a log as described above.