

Attachment G. KC Streetcar Title VI Complaint Process (English)

KANSAS CITY STREETCAR TITLE VI COMPLAINT PROCESS

Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000 et seq., and its implementing regulations provide 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 otherwise subjected to discriminated under any program or activity that receives Federal financial assistance. The U.S. Supreme Court has ruled that Limited English Proficiency is a component of the protected class of national origin.

Any person who believes that he or she has been subjected to discrimination under Title VI on basis or race, color or national origin may file a Title VI complaint with the Kansas City, Missouri Human Relations Department, Title VI Coordinator, 414 E. 12th St., 4th Floor,

Kansas City, Missouri 64106 816-513-1843

Title VI Complaint Forms may be downloaded in English or Spanish.

- The complaint must be signed and include your name, address and telephone number.
- How, why, and when you believe you were discriminated against.
- Include as much specific, detailed information as possible, and
- The names of any people, if known, who KCSA can contact to support or to clarify your allegations.

Kansas City, Missouri Human Relations will provide appropriated assistance to complaints that are limited in their ability to communicate in English.

Complaints may also be filed with the U.S. Department of Transportation:

Federal Transit Administration

Region VII

901 Locust Street, Suite 404,

Kansas City, MO. 64106

Title VI Office of Civil Rights ACT OF 1964
Kansas City, Missouri Streetcar
Complaint Form

Section I

Name: _____

Address: _____

Telephone Numbers:

(Home) _____ (Work) _____

Electronic Mail Address: _____

Accessible Format Requirements?

Large Print _____ Audio tape _____

TDD _____ Other _____

As a Federal Transit Administration (FTA) recipient, the Kansas City, Missouri Streetcar Office of Civil Rights ensures compliance with Title VI Civil Rights and monitoring. This includes ensuring that as a provider of public transportation we 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.

In the Title VI complaint investigation process, we analyze the complainant's allegations for possible violations and related deficiencies by the transit provider. If deficiencies are identified we will provide assistance to correct the inadequacies within a predetermined timeframe. Complainant may also file a complaint directly to the FTA; who may refer the matter to the U.S. Department of Justice for enforcement.

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

Have you previously filed a Title VI complaint with FTA? Yes ___ No ___

If yes, what was your FTA Complaint Number? _____

[Note: This information is needed for administrative purposes; we will assign the same complaint number to the new complaint.]

Have you filed this complaint with any of the following agencies?

Transit Provider ___ Department of Transportation ___

Department of Justice ___ Equal Employment Opportunity Commission ___

Other _____

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

Name of public transit provider complaint is against:

Contact person: _____ Title: _____

Telephone number: _____

On separate sheets, please describe your complaint. 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. Please also provide any other documentation that is relevant to this complaint.

Section V

May we release a copy of your complaint to the transit provider?

Yes ___ No ___

May we release your identity to the transit provider?

Yes ___ No ___

Please sign here: _____

Date: _____

Note - We cannot accept your complaint without a signature.

**Please submit your completed form to: Title VI Program Coordinator, Kansas City, Missouri
Human Relations Department, 414 E 12th Street, 4th Floor, Kansas City, Missouri 64106.**

(See Pages 15-17 Complaint Form in Spanish, Page 18 Complaint Form in Chinese).