

## **PASCO COUNTY PUBLIC TRANSPORTATION (PCPT)**

### **TITLE VI POLICY STATEMENT**

As a provider of public transportation whose employees have extensive daily contact with the public, Pasco County Public Transportation (PCPT) recognizes its responsibility to the community it serves and is committed to a policy of nondiscrimination. PCPT works to ensure nondiscriminatory transportation in support of our mission to provide effective and efficient management and delivery of public, specialized, and coordinated transportation services in Pasco County.

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)

The Environmental Justice component of Title VI guarantees fair treatment for all people and provides for PCPT to identify and address, as appropriate, disproportionately high and adverse effects of its programs, policies, and activities on minority and low-income populations, such as undertaking reasonable steps to ensure that Limited English Proficiency persons have meaningful access to the programs, services, and information PCPT provides.

Environmental Justice Regulations are:

- (a) To avoid, minimize, or mitigate disproportionately high and adverse human health and environmental effects, including social and economic effects, on minority populations and low-income populations;
- (b) To ensure the full and fair participation by all potentially affected communities in the transportation decision-making process;
- (c) To prevent the denial of, reduction in, or significant delay in the receipt of benefits by minority and low-income populations.

Thelma Williams, Transportation Administrative Manager, has been designated as PCPT's Civil Rights Liaison, responsible for civil rights compliance and monitoring to ensure non-discriminatory provision of transit services and programs. Ms. Williams is also responsible for implementing all aspects of the Title VI Program. However, along with the Transportation Manager, all transportation supervisors and their staff share in the responsibility for making PCPT's Title VI Program a success. Implementation of the Title VI Program is accorded the same priority as compliance with all other legal obligations incurred by PCPT in its financial assistance agreements with the Department of Transportation.

To request a copy of this agency's Title VI program contact PCPT. Any person who believes they have been discriminated against under Title VI has the right to file a formal complaint within 180 days of the alleged discrimination. Individuals and organizations may file a complaint with the Federal Transit Administration's Office of Civil Rights [www.fta.dot.gov/civilrights/title6/civil\\_rights\\_5104.html](http://www.fta.dot.gov/civilrights/title6/civil_rights_5104.html) or by filling out the PCPT Title VI complaint form.

The form should be completed, signed, and sent to the Title VI Liaison at:

Pasco County Public Transportation  
8620 Galen Wilson Boulevard  
Port Richey, Florida 34668

## **PASCO COUNTY PUBLIC TRANSPORTATION (PCPT)**

### **TITLE VI COMPLAINT PROCEDURES**

If you believe that you have been excluded from participation in, denied the benefits of, or subjected to discrimination based on race, color or national origin under the Pasco County Public Transportation (PCPT) program of transit service delivery or related services or programs, you may file an official Title VI complaint with the Civil Rights Liaison, Thelma Williams, 8620 Galen Wilson Boulevard, Port Richey, FL 34668 or by calling (727) 834-3200. We encourage you to make your complaint in writing (see PCPT Title VI Complaint Form), including the following: Your name, address and how to contact you (phone number, email address, etc.)

- How, why, when and where you believe you were discriminated against. Include the location, names and contact information of any witnesses. If the alleged incident occurred on the bus, give date, time of day, and bus number if available.
- You must sign your letter of complaint.

All complaints will be investigated promptly. Reasonable measures will be undertaken to preserve any information that is confidential. The Civil Rights Liaison will review every complaint, and when necessary, begin the investigation process. At a minimum, the investigation will:

- Identify and review all relevant documents, practices and procedures;
- Identify and interview persons with knowledge of the Title VI violation, i.e., 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.

Upon completion of the investigation, the Civil Rights Liaison will complete a final report for the Transportation Manager. If a Title VI violation is found to exist, remedial steps as appropriate and necessary will be taken immediately. The Complainant will also receive a final report together with any remedial steps. The investigation process and final report should take no longer than twenty-five (25) business days. If no violation is found and the complainant wishes to appeal the decision, he or she may contact the Federal Transit Administration, 230 Peachtree St., N.W., Suite 800, Atlanta, GA 30303 Attn: Region IV Civil Rights Officer or by calling (404) 865-5620, web site [http://www.fta.dot.gov/civilrights/title6/civil\\_rights\\_5104.html](http://www.fta.dot.gov/civilrights/title6/civil_rights_5104.html). Complainants may also file their initial Title VI complaint directly, no later than 180 days after the date of the alleged discrimination, and he or she may contact the Federal Transit Administration using the information listed above.

**PASCO COUNTY PUBLIC TRANSPORTATION (PCPT)**

**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 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.”

The Environmental Justice component of Title VI guarantees fair treatment for all people and provides for PCPT, to identify and address, as appropriate, disproportionately high and adverse effects of its programs, policies, and activities on minority and low-income populations, such as undertaking reasonable steps to ensure that Limited English Proficiency (LEP) persons have meaningful access to the programs, services, and information PCPT provides.

PCPT works to ensure nondiscriminatory transportation in support of our mission to provide effective and efficient management and delivery of public, specialized, and coordinated transportation services in Pasco County. PCPT's Civil Rights Liaison is responsible for civil rights compliance and monitoring to ensure non-discriminatory provision of transit services and programs.

Complaint No.: \_\_\_\_\_

Home Number: \_\_\_\_\_ Email Address: \_\_\_\_\_

Work Number: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ Zip Code: \_\_\_\_\_

List type of discrimination (please check all that apply):

Race ( )      National Origin ( )      Color ( )

Other \_\_\_\_\_

Please indicate your race/color, if it is a basis of your complaint: \_\_\_\_\_

Please describe your national origin, if it is a basis of your complaint: \_\_\_\_\_

Location where incident occurred: \_\_\_\_\_

Time and date of incident: \_\_\_\_\_

Name/Position title of the person who allegedly subjected you to Title VI discrimination:

\_\_\_\_\_

Briefly describe the incident (use a separate sheet, if necessary): \_\_\_\_\_

---

---

---

---

---

---

Did anyone else witness the incident?      Yes ( )      No ( )

List witnesses (Use a separate sheet, if necessary):

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone No.: \_\_\_\_\_

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone No.: \_\_\_\_\_

Have you filed a complaint about the incident with the Federal Transit Administration?

Yes ( )      No ( )      If yes, when? \_\_\_\_\_

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date