



Title VI Complaint Procedure

Commitment to Civil Rights

The Municipality of Anchorage Public Transportation Department operates its programs without regard to race, color, national origin, religion, sex, marital status, age, disability or retaliation in accordance with applicable law.

For more information on Title 5 of the Anchorage Municipal Code or the Anchorage Equal Rights Commission [Click here](#):

Title VI Policy Statement

The Municipality of Anchorage Public Transportation Department is committed to ensuring that no person is excluded from participation in, denied the benefits of its services, or subjected to discrimination, on the basis of race, color or national origin, as provided by Title VI of the Civil Rights Act of 1964, as amended.

Toward this end, it is the Public Transportation Department's objective to:

- Ensure that the level and quality of public transportation service is provided without regard to race, color or national origin;
- Identify and address, as appropriate, disproportionately high and adverse human health and environmental effects, including social and economic effects of programs and activities on minority populations and low-income populations;
- Promote the full and fair participation of all affected populations in public transportation decision making;
- Prevent the denial, reduction or delay in benefits related to programs and activities that benefit minority populations or low-income populations; and
- Ensure meaningful access to programs and activities by persons with limited English proficiency (LEP).

The Public Transportation Director, management, and all employees share the responsibility for carrying out the Public Transportation Department's commitment to Title VI. The Title VI Coordinator is responsible for the day-to-day operation of the program, and receives and investigates Title VI complaints that come through the complaint procedures process.

How to File a Title VI complaint:

Any person who believes that he or she has been subjected to discrimination under Title VI on the basis of race, color or national origin may file a Title VI complaint with the Public Transportation Department. Any such complaint must be in writing and filed with the Public Transportation Department within 180 calendar days from the date of the alleged discrimination. For information on how to file a complaint contact the Title VI Coordinator by any of the methods below:

Public Transportation Department
 Attn: Title VI Coordinator
 3600 Dr. Martin Luther King, Jr. Avenue
 Anchorage, Alaska 99507

Phone: 907-343-8246

Fax:

Email: titlevi@muni.org



**Title VI Complaint Form
Municipality of Anchorage
Department of Public Transportation**

People Mover is committed to ensuring that no person is excluded from participation in or denied the benefits of its services on the basis of race, color, or national origin, as provided by Title VI of the Civil Rights Act of 1964, as amended. Federal and state laws require complaints to be filed within one-hundred eighty (180) calendar days of the alleged incident.

The following information is necessary to assist in processing your complaint. If you require assistance completing this form, please contact the Title VI Coordinator at 907-343-8246.

Complete and return this form to: Municipal Public Transportation Department, Title VI Coordinator, 3600 Dr. Martin Luther King, Jr. Avenue, Anchorage, Alaska 99507, or e-mail: titlevi@muni.org

Section I:

Your Name:		
Address:		
City:	State:	Zip code:
Phone:	Alternative Phone/E-Mail Address:	
Are you filing this complaint on your own behalf? Yes or No (Circle One) If "Yes" Skip to Section II		
If "No," please supply the name and relationship of the individual for whom you are filing this complaint:	Name: Relationship:	
Please explain why you are filing for a third party:		
Have you received permission of the aggrieved party to file on their behalf? Yes or No (Circle One)		

Section II:

Which of the following best describes the reason you believe the alleged discrimination took place?		
Race <input type="checkbox"/>	Color <input type="checkbox"/>	National Origin <input type="checkbox"/>
Date of alleged incident:		

Section III:

Please describe the alleged discrimination. Provide the names and title of all People Mover employees involved if possible. Explain in your own words, what happened and whom you believe was responsible. Please use the back of this form if additional space is required.

Section IV:

Have you filed a complaint with any other federal, state, or local agency? Yes <input type="checkbox"/> No <input type="checkbox"/>		
Agency:		Contact Name:
Address:		
City:	State:	Zip code:
Phone:	Fax:	

Agency:		Contact Name:
Address:		
City:	State:	Zip code:
Phone:	Fax:	

Have you previously filed a Title VI complaint with the Municipality of Anchorage, Department of Public Transportation? <u>Yes or No (Circle One)</u> If "Yes" What was the approximate date of the previous complaint?
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Certification:

I affirm that I have read the above allegation and based on the information provided it is true to the best of my knowledge and belief.	
Print:	Date:
Signature:	

Municipality of Anchorage

Date Received:	Received By:
MOA Title VI Tracking #PTD	

Completed forms may be submitted to the Public Transportation Department via email, mailed to the address listed above or in person to the Customer Service office at the Downtown Transit Center.

A copy of the Title VI Complaint Form may also be obtained by calling Customer Service at (907) 343-8246. The Public Transportation Department will provide appropriate assistance to complainants who are limited in their ability to communicate in English.

Title VI complaints may also be filed with the following organization:

Federal Transit Administration Office of Civil Rights
Attention: Title VI Program Coordinator
East Building, 5th Floor - TCR
1200 New Jersey Ave.
SE Washington, DC 20590
816-329-3770

For more information see "Filing a Title VI Complaint with the FTA" by [clicking here](#).

Title VI Complaint Process

Any person who believes he/she has been aggrieved by an unlawful discriminatory practice on the basis of race, color or national origin by the Public Transportation Department may file a complaint by completing and submitting the Department's Title VI Complaint form.

Once a complaint is received, it will be reviewed by the Title VI Coordinator to determine if the Public Transportation Department has jurisdiction. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by the Public Transportation Department.

The Title VI Coordinator will begin an investigation within fifteen (15) working days of receipt of a complaint. The Coordinator will assign an internal tracking number on the complaint form.

The Title VI Coordinator will contact the complainant in writing no later than thirty (30) working days after receipt of complaint for additional information, if needed, to investigate the complaint. Failure of the complainant to provide the requested information in a timely basis (within 10 days unless the Title VI Coordinator provides a different timeline) may result in the administrative closure of the complaint or a delay in complaint resolution. A case may also be administratively closed if the complainant no longer wishes to pursue their case.

Reasonable measures will be taken to preserve any information that is confidential. At a minimum the Title VI Coordinator will:

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

The investigation will be completed within ninety (90) days of receipt of the complaint. Upon completion of the investigation, the Title VI Coordinator will complete a final written report for the Public Transportation Director and the Office of Equal Opportunity Director. The report shall include a background summary of the complaint, findings of the investigation and a conclusion. If a Title VI violation is found to exist, corrective actions and remedial steps as appropriate and necessary will be included in the report and taken immediately. A closing letter summarizing the results of the investigation, stating the findings, and advising of any corrective action to be taken as a result of the investigation will be provided to the complainant.

If the matter cannot be resolved, then the complainant will be informed of his/her right to appeal to the Federal Transit Administration Office of Civil Rights. Address included below:

Federal Transit Administration Office of Civil Rights
Attention: Title VI Program Coordinator
East Building, 5th Floor - TCR
TCR 1200 New Jersey Ave.
SE Washington, DC 20590