

Mount Rogers IDC Title VI Statement

Mount Rogers IDC is committed to ensuring that no person is excluded from participation in, or denied the benefits of its transit services on the basis of race, color or national origin, as protected by Title VI of the Civil Rights Act of 1964.

For additional information on Mount Rogers IDC's nondiscrimination policies and procedures or to file a complaint, please visit the website at www.mtrogersidc.com or contact:

Margaret Stuart, Director of Administrative Services

Mount Rogers IDC

255 George James Drive

Wytheville, Virginia 24382.

INVESTIGATIONS/COMPLAINTS AND LAWSUITS

Any individual may exercise his or her right to file a complaint with Mount Rogers IDC if that person believes that s/he or any other program beneficiaries have been subjected to unequal treatment or discrimination in the receipt of benefits/services or prohibited by non-discrimination requirements. Mount Rogers IDC will report the complaint to DRPT within three business days (per DRPT requirements), and make a concerted effort to resolve complaints locally, using the agency's Nondiscrimination Complaint Procedures, as described below. All Title VI complaints and their resolution will be logged as described under "Data collection" and reported annually, in addition to immediately, to DRPT.

Should any Title VI investigations be initiated by FTA or DRPT, or any Title VI lawsuits be filed against Mount Rogers IDC, the agency will follow these procedures as outlined in the MRCSB Procedure 1.1.03.10 "Human Rights Complaint Resolution, Hearing, and Appeal Procedures." In addition, any complaints related to provision of transportation to individuals served will be reported immediately to DRPT. As described below, a status log and paper file will be maintained.

Procedures

1. Any individual, group of individuals, or entity that believes they have been subjected to discrimination as it relates to transportation on the basis of race, color, or national origin may file a written complaint with Mount Rogers IDC's Title VI Manager.

The complaint should include:

- a. the complainant's name, address, and contact information (i.e., telephone number, email address, etc.)
- b. the date(s) of the alleged act of discrimination (if multiple days, include the date when the complainant(s) became aware of the alleged discrimination and the date on which the alleged discrimination was discontinued or the latest instance).
- c. a description of the alleged act of discrimination
- d. the location(s) of the alleged act of discrimination (include vehicle number if appropriate)
- e. an explanation of why the complainant believes the act to have been discriminatory on the basis of race, color, and national origin
- f. if known, the names and/or job titles of those individuals perceived as parties in the incident

- g. contact information for any witnesses
 - h. indication of any related complaint activity (i.e., was the complaint also submitted to DRPT or FTA?)
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- The complaint shall be submitted to the Mount Rogers IDC's Title VI Manager at 255 George James Drive; Wytheville, VA 24382.
 - Complaints received by any other employee of Mount Rogers IDC will be immediately forwarded to the Title VI Manager.
 - 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 Title VI Manager. Under these circumstances, the complainant will be interviewed, and an IDC Program Manager will assist the complainant in converting the verbal allegations to writing.
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2. For any claim of discrimination, Mount Rogers IDC will adhere to the timelines outlined in MRCSB Procedure 1.1.03.10 as noted above.
 3. Upon receipt of the complaint, the Title VI Manager will immediately notify DRPT (no later than 3 business days from receipt).
 4. If DRPT has assigned staff to assist with the investigation, the Title VI Manager will offer an opportunity to participate in the interview.
 5. All steps taken and findings in the investigation will be documented in writing and included in the complaint file.
 6. At the conclusion of the investigation and within 60 days of the interview with the complainant, the Title VI Manager will prepare a report that includes a narrative description of the incident, identification of persons interviewed, findings, and recommendations for disposition. This report will be provided to DRPT. If the complaint is determined to be unfounded, the letter will explain the reasoning, and refer the complainant to DRPT in the event the complainant wishes to appeal the determination. This letter will be copied to DRPT.
 7. DRPT will serve as the appealing forum to a complainant that is not satisfied with the outcome of an investigation conducted by Mount Rogers IDC. DRPT will analyze the facts of the case and will issue its conclusion to the appellant according to their procedures.