

# CITY UTILITIES TRANSIT

## TITLE VI PUBLIC NOTICE OF COMPLAINT PROCESS

Title VI, 42 U.S.C. § 2000d et seq., was enacted as part of the landmark Civil Rights Act of 1964. It prohibits discrimination on the basis of race, color, and national origin in programs and activities receiving federal financial assistance.

City Utilities of Springfield has in place a Title VI Complaint Procedure which outlines a process for local disposition of Title VI complaints and is consistent with guidelines found in Chapter IX of the Federal Transit Administration Circular 4702.1B, dated October 1, 2012. If you believe that City Utilities has discriminated against your civil rights on the basis of race, color, or national origin you may file a written complaint by following the procedure outlined below under Title VI Complaint Procedure:

### TITLE VI COMPLAINT PROCEDURE

1. **Submission of Complaint:** Any person or group who feels that he or she, individually, or as a member of any class of persons, on the basis of race, color, or national origin has been unfairly deprived of benefit, or unduly burdened by the transportation planning process, or denied the benefits of, or subjected to discrimination caused by City Utilities may file a written complaint with the City Utilities Director of Transit. A sample complaint form may be downloaded from City Utilities – Transit website, [www.cutransit.net/public-rights](http://www.cutransit.net/public-rights). CU's Title VI Complaint Form is included on pages 6 – 9. You are not required to use this form; a letter with the same information is sufficient. However, the information requested in the items marked with a star (\*) must be provided, whether or not the form is used. Such complaints must be filed within **180 days** after the date the person or group believes the discrimination or encumbrance occurred. Note: Upon request, assistance, in preparation of any necessary written material, will be provided to a person(s) who is unable to read or write. Complaints should be mailed or sent to:

**City Utilities of Springfield  
Director of Transit  
1505 N. Boonville Avenue  
Springfield, MO 65803  
Phone #: 417-831-8784  
Fax#: 417-831-8803**

2. **Referral to Review Officer:** Upon receipt of the Complaint, the City Utilities' Director of Transit, shall appoint one or more staff review officers, as appropriate, to evaluate and investigate the Complaint. The Complainant shall meet with the staff review officer(s) to further explain his or her complaint. The staff review officer(s) shall complete their review no later than 45 calendar days after the date City Utilities received the Complaint. If more time is required, the Director of Transit shall notify the Complainant of the estimated time frame for completing the review. Upon completion of the review, the staff review officer(s) shall make a recommendation regarding the merit of the Complaint and whether remedial actions are available to provide redress. Additionally, the staff review officer(s) may recommend improvements to City Utilities processes relative to Title VI, as

appropriate. The staff review officer(s) shall forward their recommendations to the Director of Transit, for concurrence. If the Director concurs, he or she shall issue City Utilities written response to the Complainant.

3. **Request for Reconsideration:** If the Complainant disagrees with the Director of Transit's response, he or she may request reconsideration by submitting the request, in writing, to the Director of Transit within 10 calendar days after receipt of the Director's response. The request for reconsideration shall be sufficiently detailed to contain any items the Complainant feels were not fully understood by the Director. The Director will notify the Complainant of his or her decision either to accept or reject the request for reconsideration within 10 calendar days. In cases where the Director agrees to reconsider, the matter shall be returned to the staff review officer(s) to re-evaluate in accordance with Paragraph 2, above.
4. **Appeal:** If the request for reconsideration is denied, the Complainant may appeal the Director of Transit's response by submitting a written appeal to the Metropolitan Planning Organization (MPO) Board - Ozarks Transportation Organization (OTO), no later than 10 calendar days after receipt of the Director of Transit's written decision rejecting the reconsideration. The OTO Board will review all the information and documents that have been submitted and determine whether they agree or disagree with the Director of Transit's decision. The Complainant will be notified no later than 45 calendar days from the date of appeal to the OTO Board of the OTO Board's decision.
5. **Submission of Complaint:** If the Complainant is dissatisfied with City Utilities and the OTO's resolution of the Complaint, he or she may also submit a written Complaint within 180 days after the alleged date of discrimination to the Departmental Office of Civil Rights, for investigation:

**Departmental Office of Civil Rights  
U.S. Department of Transportation  
1200 New Jersey Ave., S.E.  
Washington, D.C. 20590  
Phone: (202) 366-4648**