

TITLE VI COMPLAINT PROCEDURES

These procedures cover all complaints under 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" (1994), and Executive Order 13166 "Improving Access to Services for Person with Limited English Proficiency" (2000), for alleged discrimination in any program or activity administered by the City of Shreveport SporTran. Any individual, group of individuals, or entity that believes they have been subjected to discrimination prohibited under Title VI and the related statues may file a complaint, completing the complaint form to the following address:

**SporTran Title VI Coordinator
1115 Jack Wells Blvd.
Shreveport, LA 71107
318-673-7400**

The following measures will be taken to resolve Title VI complaints:

1. A formal complaint must be filed within 180 days of the alleged occurrence. Complaints shall be in writing and signed by the individual or his/her representative, and will include the Complainant's name, address and telephone number; name of alleged discrimination person, basis of complaint (race, color, and national origin) and the date of the alleged act(s). A statement detailing the facts and circumstances of the alleged discrimination must accompany each complaint.
2. 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 SporTran Title VI Coordinator. Under these circumstances, the Complainant will be interviewed, and the SPORTRAN Title VI Coordinator will assist the Complainant in converting the verbal allegations to writing.
3. When a complaint is received, the SporTran Title VI Coordinator will provide written acknowledgement to the Complainant, within ten (10) days by registered mail.
4. If a complaint is deemed incomplete, additional information will be requested, and the Complainant will be provided thirty (30) business days to submit the required information. Failure to do so may be considered good cause for a
5. Within fifteen (15) business days from receipt of a complete complaint, the SporTran Title VI Coordinator will determine whether the complaint has sufficient merit to warrant investigation as a Title VI complaint within five (5)

days of this decision, SporTran will notify the Complainant, by registered mail, that it will either pursue or not a Title VI investigation.

- a. If the decision is not to investigate as a Title VI complaint, the notification shall specifically state the reason for the decision.
6. If the complaint has investigative merit a complete investigation will be conducted, and an investigative report will be completed within sixty (60) days from receipt of the complaint. The report will include a narrative description of the incident, summaries of all persons interviewed, a finding with recommendations for remedial steps as appropriate and necessary. The remedial steps, if any, will be implemented as soon as practicable. The Complainant will receive a copy of the final report together with any remedial steps. The Complainant shall also be notified of his/her right to appeal the decision.
 7. Complaints may also be filed with the Federal Transit Administration, Title VI Program Coordinator, and FTA Office of Civil Rights, East Building, 51st floor- TCR, and 1200 New Jersey Ave., S.E., Washington, D.C. 20590

The Title VI Coordinator shall maintain a log of Title VI complaints received from this process. The log shall include the date the complaint was filed; a summary of the allegations; the status of the complaint; and actions taken by SPORTRAN in response to the complaint. Should SPORTRAN receive a Title VI complaint in the form of a formal charge or lawsuit, the City of Shreveport City Attorney Office shall be responsible for the investigation and maintaining a log as described above.

**City of Shreveport – SporTran
Title VI Complaint Form**

The City of Shreveport SporTran is committed to ensuring that no person is excluded from participating 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. Title VI complaints must be filed within 180 days from the date of the alleged discrimination.

The following information is necessary to assist us in processing your complaint. Complaint Form Instructions: If you would like to submit a Title VI complaint to the City of Shreveport-SporTran, please fill out the form below and send it to: SporTran, Attn: Title VI Coordinator, 1115 Jack Wells Blvd., Shreveport, Louisiana 71107. For questions or a full copy of SporTran's Title VI policy and complaint procedures call 318-673-7400, visit www.SporTran.org or email: info1@SporTran.org.

Your Name:	Phone #:
Street Address:	Alternate Phone #:
	City, State & Zip Code:
Name(s) of person(s) discriminated against, (if someone other than Complainant):	
Street Address, City, State & Zip Code:	

Which of the following best describes the reason for the alleged discrimination that took place? (Circle one) Date of Incident: _____

1. Race
2. Color
3. National Origin (Limited English Proficiency)

Please complete the reverse side of this form as follows:

1. Describe the alleged discrimination incident.
2. Provide the names and title of all SporTran employees involved, if applicable.
3. Explain what happened, and whom you believe was responsible.

Please describe the alleged discrimination incident:

Have you filed a complaint with any other Federal, State or Local Agencies? (Circle one) Yes/No

- If yes, list Agency/Agencies, and contact information below:

Agency	
Contact Name	
Street Address, City, State & Zip Code	
Phone #	

Agency:	
Contact Name:	
Street Address, City, State & Zip Code	
Phone #	

I affirm that I have read the above charge and that it is true to the best of my knowledge, information and belief.

Complainant's Signature	
Print Name	
Date	

Date Received: _____
Received By: _____

Title VI Active Investigations and Complaints

During the reporting period, SporTran did not have any investigations conducted by entities other than FTA, lawsuits, or complaints naming SporTran in that alleged discrimination on the basis of race, color, or National Origin.