Northeast Oregon Public Transit (and its parent agency Community Connection of Northeast Oregon, Inc.) operates in strict accordance with Title VI of the Civil Rights Act of 1964. It is the intent of this booklet to assist those who feel they have been discriminated against on the basis of race, color or national origin.

How to File a Complaint:

There is a complaint form contained in this book. A version is also available online at www.neotransit.org/union-county/title-vi. Upon request we can provide a large print version and/or a staff member to assist you in completing it. Spanish versions are available in print and online.

You can submit your completed complaint form to our service office:

Northeast Oregon Public Transit
2204 East Penn Avenue
La Grande, OR 97850
(541) 963-2877 Ext. 158
Frank Thomas, Transit Manager

If you prefer, you can drop your completed form off at our Administration Office:

Community Connection of NE Oregon, Inc.
2802 Adams Avenue
La Grande, OR 97850
(541) 963-3186
Margaret Davidson, Executive Director

Alternatively, you can bypass the agency and file a complaint directly with the Federal Transit Administration:

Federal Transit Administration
Office of Civil Rights
Attn: Title VI Program Coordinator
East Building Fifth Floor – TCR
1200 New Jersey Avenue SE,
Washington DC, 20590
Title VI Complaint Process:

Upon receipt of your Title VI Complaint, the Transit Manager will:

1) Log the complaint into our Title VI register and assign a case number.

2) Determine the jurisdiction of the complaint. As a transit facility that serves four counties, we often field complaints about providers and services for which we are not responsible.

3) Mail, email, fax or in a fashion that is consistent with the manner in which the complaint was received, provide a written acknowledgement that the complaint was received – including a case number.
   a. If the complaint stems from the actions of a service for which Northeast Oregon Public Transit’s local office is not responsible, the Transit Manager will refer the complaint to the correct recipient, note the Title VI log and guide you to the correct jurisdiction.

4) Within seven (7) calendar days from the log date, the Transit Manager will investigate the full complaint including (but not limited to):
   a. Clarifying questions with the complainant
   b. Interviewing staff alleged to be involved
   c. Inquiring with witnesses to the alleged event(s)
   d. Consult with local and state Civil Rights experts
   e. Follow up conversations with the complainant

5) Within ten (10) calendar days from the log date, the Transit Manager will provide the respondent(s) with a written account of the allegation(s). The respondent(s) will have ten (10) calendar days from the date of notification to accept the account of events or furnish his or her own written response to the allegation(s).

6) Within thirty (30) days from the log date, the Transit Manager will take all corrective actions deemed to be necessary and appropriate.
7) Within sixty (60) days from the log date, the Transit Manager will forward a final written report and a copy of the complaint to the complainant(s), respondent(s), Oregon Department of Transportation’s Public Transit Division and the Federal Transit Administration’s Office of Civil Rights.

8) If a complainant is not satisfied with the results of an investigation, he or she may appeal to the Federal Transit Administration’s Office of Civil Rights.

On an annual basis, Northeast Oregon Public Transit submits copies of its Title VI logs, complaints, investigations, mediations and/or legal actions.
NORTHEAST OREGON PUBLIC TRANSIT – UNION COUNTY
TITLE VI COMPLAINT FORM

SECTION 1:

<table>
<thead>
<tr>
<th>Name:</th>
<th>Date:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Address:</td>
<td>City:</td>
</tr>
<tr>
<td>State:</td>
<td>Zip:</td>
</tr>
<tr>
<td>Email:</td>
<td>Phone:</td>
</tr>
</tbody>
</table>

Do you require (please check all that apply):
- Spanish? □
- Large Print? □
- TTY? □
- Audio / Staff Assist? □

SECTION 2:

Are you filing this report on your own behalf? Yes □ No □

If you checked Yes, please skip to SECTION 3.

If you checked No above, please supply the name of the person for whom you are complaining and your relationship to him or her.


Please explain why you have filed on behalf of a third party.


Please confirm that have obtained the permission of the aggrieved person(s) if you are filing on behalf of a third party.

□ Yes, I have obtained permission
□ No, I have not obtained permission
SECTION 3:

I believe the discrimination I experienced was based on (please check all that apply):

- Race
- Color
- National Origin

Please provide the date of the alleged discrimination (month, date and year):

Please explain what happened as clearly as possible. Why do you believe you were discriminated against? Describe all persons(s) who were involved including the name and contact information (if you have it) of the person(s) who discriminated against you. Please list names and contact information for any witnesses you may have. Please include additional sheets if necessary.
SECTION 4:

Have you filed a previous Title VI complaint with this agency?

☐ Yes    ☐ No

Have you filed this complaint with any other federal, state or local agency or with any federal or state court?

☐ Yes    ☐ No

If you answered Yes, please check all that apply:

- Federal Agency ☐
- Federal Court ☐
- State Agency ☐
- State Court ☐
- Local Agency ☐

Please provide any information you may have on contact people at the Court(s) or Agency(ies) where you have filed this complaint.
SECTION 5:

Please provide the name of the agency (if known) that this the subject of this complaint?


SECTION 6:

Please sign and date your complaint below. Please include copies of any support materials you wish to have considered in this matter.

Complainant ___________________________ Date ______________

Complainant ___________________________ Date ______________

Complainant ___________________________ Date ______________

Assistant (if someone helped you file this complaint) ___________________________ Date ______________