



# Transportation

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## *CIVIL RIGHTS PLAN*

**Title VI of the 1964 Civil Rights Act** prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving Federal financial assistance. Specifically, Title VI provides that “no person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving financial assistance” (42 U.S.C. Section 2000d).

**49 CFR Part 21 and Part 303** and related Federal Civil Rights authorities protects all persons from discrimination on the basis of sex, age, disability, income status, or Limited English Proficiency (LEP).

**DARTS Transportation** 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, national origin, sex, age, disability, income status, or Limited English Proficiency **as protected by Title VI of the Civil Rights Act of 1964 and additional Federal Civil Rights authorities including 49 CFR Part 21 and Part 303.**

As President of DARTS, I have designated the Director of Transportation as the Coordinator for DARTS Civil Rights Plan. Additionally, I have delegated authority and responsibility to the Transportation Services Program Manager and Human Resources Consultant to assist in effectively implementing the Plan in accordance with Civil Rights Assurances.

Si se necesita esta información en español, por favor póngase en contacto con DARTS aquí:  
(651) 455-1560.

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Ann Bailey, President

7-17-2017

Date

Original signature on file at DARTS, 1645 Marthaler Lane, West St. Paul, MN 55118

## Notification to Beneficiaries/Participants

A narrative of DARTS Civil Rights Plan (see Appendix A) shall be posted and publicly displayed in all Transportation vehicles and in DARTS facilities. Information will be posted in conspicuous locations and readily available. Additional information relating to Civil Rights obligations can be obtained from the DARTS Transportation Director.

## Community Outreach

Community Outreach is a requirement of Title VI and other Federal related Civil Rights authorities including 49 CFR Part 21 and Part 303. DARTS shall review information with the United States Census Bureau and Minnesota State Demographic Center annually, to determine the Limited English Proficiency population within its service area.

DARTS Civil Rights Plan will be translated in the appropriate language(s) as determined by the annual demographic review.

## Training/Education

During *New Employee Orientation*, new employees shall receive a copy of DARTS Civil Rights Plan, be informed of the provisions of the plan, and DARTS' expectations to perform their duties accordingly.

DARTS Civil Rights information shall be distributed to the Transportation employees annually via the Employee Training/Education form (see Appendix B). This form reminds employees of their Civil Rights responsibilities in their daily work and duties.

All Transportation employees shall be required to sign the *Civil Rights Plan Acknowledgement of Receipt Form*. This receipt will be kept on file at the DARTS office located at 1645 Marthaler Lane, West St. Paul, MN 55118.

## Complaint Disposition Process

If you believe you have been discriminated against in transit services, please contact DARTS for the necessary documents for filing a complaint or on our website [www.dartsconnects.org/transportation](http://www.dartsconnects.org/transportation) located under Resources.

DARTS shall prepare and maintain a record of any complaints filed alleging discrimination on the basis of race, color, national origin, sex, age, disability, income status, or Limited English Proficiency (LEP). These files will include:

- Complaints naming DARTS
- Active investigations conducted by Federal Transportation Administration (FTA), Federal Motor Carrier Safety Administration (FMCSA), and any other entities naming DARTS
- Lawsuits

These records shall be included in the Civil Rights Plan-related documents submitted to the appropriate Transportation Agency (State and/or Federal) as required.

## How Does A Member Of The Public File A Civil Rights-Related Complaint?

The Complainant must file a signed, written complaint no later than one-hundred-eighty (180) days from the date of the alleged discrimination. The complaint should contain the following:

- Complainants name, mailing address, and how to contact you (i.e. telephone numbers, e-mail address(es), etc.)
- How, when, where, and why Complainant believes she/he was discriminated against. Include the location, names, and contact information (phone numbers, e-mail addresses, etc.) of any witnesses
- Other information that Complainant deems significant to the complaint

The *DARTS Civil Rights Complaint Form* and *Complaint Consent/Release Form* are available upon verbal or written request; as well as on DARTS website.

DARTS

Attn: Transportation Director

1645 Marthaler Lane

West St. Paul, MN 55118

Phone: (651) 455-1560

Fax: (651) 234-2284

[www.dartsconnects.org/transportation](http://www.dartsconnects.org/transportation)

**NOTE:** DARTS encourages Complainants to certify all mail that is sent through the U.S. Postal Service and/or ensure that all written correspondence can be tracked easily. For complaints originally submitted by fax or e-mail, an original, signed copy of the complaint must be mailed to DARTS Transportation Director as soon as possible, but no later than one-hundred-eighty (180) days from the alleged date of discrimination.

## What Happens To The Complaint After It Is Submitted?

All complaints alleging discrimination based on race, color, national origin, sex, age, disability, income status, or LEP in a service or benefit provided by DARTS will be directly addressed by DARTS. We shall also provide appropriate assistance to Complainants, including those persons with disabilities, or who are limited in their ability to communicate in English. Additionally, DARTS shall make every effort to address all complaints in an expeditious and thorough manner.

A letter acknowledging receipt of the complaint (see appendix C) will be mailed to the Complainant. If additional information is needed to resolve the complaint, DARTS may contact the Complainant. The Complainant will have thirty (30) business days from the date of the letter to provide the additional requested information to DARTS.

## Administrative Closure of a Complaint

If additional information is requested to complete the complaint process, and it is not received by DARTS within thirty (30) days, DARTS Transportation Director will administratively close the complaint. A complaint can also be administratively closed if the Complainant notifies DARTS she or he wants to discontinue pursuing the complaint.

## How Will the Complainant be Notified of the Outcome of the Complaint?

DARTS will send a final written response letter (see Appendix D) to the Complainant. In the event the complaint is not substantiated (Appendix E), the response letter advises the Complainant of her/his right to **1)** appeal within seven (7) calendar days of receipt of the final written decision from DARTS; and/or **2)** file a complaint externally with the Federal Civil Rights Office. Every effort will be made to respond to all complaints within 60 working days of receipt of such complaints, if not sooner.

DARTS Transportation Director, President, Human Resources Coordinator, and/or Transportation Services Program Manager receiving information regarding alleged violation(s) of this order shall determine if there is any basis for the allegation and shall proceed with initiating an investigation as warranted.

Each person shall:

- Ensure that there are no barriers to service or accommodation that would prevent public usage of DARTS Transportation
- Train subordinates as to what constitutes discrimination and barriers to access DARTS Transportation
- Take prompt and appropriate action to avoid and minimize the incidence of any forms of discrimination
- Notify the Transportation Supervisor in writing of the circumstances surrounding any reported allegations of discrimination no later than the next business day

## Appendix Reference

Appendix A	Sample Narrative Displayed in DARTS Revenue Vehicles and Facilities
Appendix B	Civil Rights Transportation Employee Training/Education and Receipt of Acknowledgement
Appendix C	Sample Letter Acknowledging Receipt of Complaint
Appendix D	Sample Letter Notifying the Complaint is Substantiated
Appendix E	Sample Letter Notifying the Complaint is Not Substantiated

## Appendix A: Sample of Narrative Displayed in DARTS Revenue Vehicles and Facility

### Your Civil Rights:

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- DARTS operates its programs and services without regard to race, color, national origin, sex, age, disability, income status, or Limited English Proficiency in accordance with **Title VI of the Civil Rights Act of 1964 and other related Federal Civil Rights Authorities including 49 CFR Part 21 and Part 303.**
- Any person who believes she/he has been aggrieved by any discriminatory practice may file a complaint with DARTS without out fear of reprisal.
  - Complaints must be filed within one-hundred-eighty (180) calendar days from date of alleged discriminatory act.
- For more information or to file a Civil Rights related complaint a person can contact DARTS as listed below.

**DARTS**  
(651) 455-1560  
1645 Marthaler Lane  
West St. Paul, MN 55118  
[www.dartsconnects.org/resources](http://www.dartsconnects.org/resources)

Rev. 2017  
S:/Human Resources/Policies/Title VI

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### Sus Derechos Civiles:

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- DARTS opera sus programas y servicios sin discriminar a nadie por ninguna razón, incluyendo, la raza, color, origen nacional, sexo, edad, discapacidad, estado de ingresos, o dominio limitado del inglés de acuerdo con el **Título VI de la Ley de Derechos Civiles de 1964 y otras Autoridades Federales de Derechos Civiles incluyendo 49 CFR parte 21 y parte 303.**
- Cualquier persona que crea que ha sido agraviada por cualquier práctica discriminatoria puede presentar una queja con DARTS sin temor a represalias.
  - Las quejas deben presentarse dentro de ciento ochenta (180) días de calendario a partir de la fecha del presunto acto discriminatorio.
- Para más información o para presentar una queja de Derechos Civiles por favor comuníquese con:

**DARTS**  
(651) 455-1560  
1645 Marthaler Lane  
West St. Paul, MN 55118  
[www.dartsconnects.org/resources](http://www.dartsconnects.org/resources)

Rev. 2017  
S:/Recursos humanos/políticas/título VI

## Appendix B: Sample Civil Rights Plan: Transportation Employee Training/Education and Receipt of Acknowledgement



# Civil Rights Plan

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### *Transportation Employee Annual Education and Receipt of Acknowledgement*

**Title VI of the 1964 Civil Rights Act** requires that “No person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.”

**49 CFR Part 21 and Part 303** and related Civil Rights authorities protects all persons from discrimination on the basis of sex, age, disability, income status, or Limited English Proficiency (LEP). All employees of DARTS Transportation are expected to consider, respect, and observe this policy in their daily work and duties. If a citizen approaches you with a question or complaint, direct her or him to DARTS Transportation Director.

In all dealings with citizens, employees are to use courtesy titles (i.e. Mr., Mrs., Ms., or Miss) to address them, unless the citizen specifically requests DARTS Employee’s to refer to her or his first name.

### **Receipt of Acknowledgement**

I hereby acknowledge the receipt of the DARTS Transportation Civil Rights Plan. I have read the plan and am 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, national origin, sex, age, disability, income status, or LEP as protected by Title VI and additional Federal Civil Rights authorities including 49 CFR Part 21 and Part 303.

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Employee Signature

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Employee Printed Name

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Date

## Appendix C: Sample Letter Acknowledging Receipt of Civil Right Complaint



[Today's Date]

[Complainant Title and Name]

[Address]

[City, State Zip Code]

Dear [Title Complainant Last Name]:

This letter is to acknowledge receipt of your complaint against DARTS Transportation alleging [complaint details] on [complaint date].

An investigation will begin shortly. If you have additional information you want to convey or questions concerning this matter, please feel free to contact me as listed below.

*{If additional information is required by DARTS to complete the complaint documents and/or process, the following sentences may be appropriate.}*

DARTS is in need of the following information to thoroughly investigate your complaint.

[Details of information/documentation being requested]

Please provide the requested information no later than [thirty (30) days from date of letter]. If the information is not received by this date the complaint will be administratively closed.

Sincerely,

[Name of Transportation Director]

Transportation Director

[xxx-xxx-xxxx]

## Appendix D: Sample Notifying Complainant the Complaint is Substantiated



[Today's Date]

[Complainant Title and Name]

[Address]

[City, State Zip Code]

Dear [Title Complainant Last Name]:

The matter referenced in your letter, dated [mm dd, yyyy] against DARTS Transportation alleging [allegation], a violation of Title VI, 49 CFR Part 21 and Part 303, and/or other Federal related authorities, has been investigated.

[An/Several] apparent violation[s], including those mentioned in your letter [was/were] identified. Efforts are underway to correct these deficiencies.

Thank you for bringing this important matter to our attention. You were extremely helpful during our review of the program.

*{If a hearing is requested, the following sentence may be appropriate.}*

You may be hearing from this office, or from Federal authorities, if your services should be needed during the administrative hearing process.

Sincerely,

[Name of Transportation Director]

Transportation Director

[xxx-xxx-xxxx]



## Appendix E: Sample Letter Notifying Complainant the Complaint is Not Substantiated



[Today's Date]

[Complainant Title and Name]

[Address]

[City, State Zip Code]

Dear [Title Complainant Last Name]:

The matter referenced in your complaint, dated [mm dd, yyyy] against DARTS Transportation alleging [allegation], a violation of Federal Civil Rights has been investigated.

The results of the investigation did not indicate the provisions of *Title VI of the Civil Rights Act of 1964* or additional Federal Civil Rights authorities including 49 CFR Part 21 and Part 303 had been violated. As you know, Title VI prohibits discrimination based on race, color, or national origin in any program receiving federal financial assistance. Other Federal authorities, including 49 CFR Part 21 and Part 303, prohibit discrimination based on sex, age, disability, income status, or Limited English Proficiency (LEP).

DARTS Transportation has analyzed the materials and facts pertaining to your case for evidence of DARTS failure to comply with any of the civil rights laws. There was no evidence found that any of these laws have been violated.

I am advising you that your complaint has not been substantiated, and I am closing this matter in our files.

You have the right to **1)** appeal within seven (7) calendar days of receipt of this final written decision from DARTS, and/or **2)** file a complaint externally with the Federal Civil Rights Division [Address of the Civil Rights Division is entered here].

Thank you for taking the time to contact us. If I can be of assistance to you in the future, do not hesitate to call me.

Sincerely,

[Name of Transportation Director]

Transportation Director

[xxx-xxx-xxxx]