

APPENDIX D  
TITLE VI PUBLIC NOTICE OF RIGHTS / COMPLAINT PROCESS  
City of Casper, Wyoming is herein referred to as the "City"

Public Notice of Rights

The following statement shall be posted on site at the City office, the Casper Area Transportation Coalition (CATC) office, on the CATC website [www.catbus.com](http://www.catbus.com), permanently displayed on public transit vehicles; and other appropriate materials made available to the public: (*Documents will be translated into languages other than English, upon request.*)

**STATEMENT OF RIGHTS:** CATC/The Bus is committed to ensuring that no person is excluded from participation in or denied the benefits of or be subject to discrimination in the receipt of its services on the basis of race, color, national origin or any other characteristics protected by law including Title VI of the Civil Rights Act of 1964 as amended. If you believe you have been subjected to discrimination, you may file a written complaint no later than one-hundred and eighty (180) calendar days after the alleged discrimination with the Director of CATC/The Bus 1715 East 4th Street Casper, WY 82601. If you need assistance with a written complaint (o si no habla ingles, llama por) call the supervisor at (307) 265-1313 during regular business hours.

Title VI Information, Limited English Proficient (LEP) information and Complaint Process (for printed materials, website, and other mediums upon request)

The City of Casper (City) grants all citizens equal access to all its public transportation services. It is further the intent of the City that all citizens are aware of their rights to such access. This is designed to serve as an educational tool for citizens so that they may understand one of the civil rights laws that protect their benefit of the City programs and services, specifically, as it relates to Title VI of the Civil Rights Act of 1964.

What is Title VI?

Title VI is a section of the Civil Rights Act of 1964 requiring 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." Note that Title VI does not address gender discrimination. It only covers race, color, and national origin. Other Civil Rights laws prohibit gender discrimination.

What is LEP?

As part of Title VI requirements, the City/CATC has developed a Limited English Proficiency (LEP) Plan to help identify reasonable steps to provide language assistance for LEP persons seeking meaningful access to City services as required by Executive Order 13166 "Improving Access to Services for Persons With Limited English Proficiency," reprinted at 65 FR 50121 (August 16, 2000). A Limited English Proficiency person is one who does not speak English as their primary language and who has a limited ability to read, speak, write, or understand English.

City's Complaint and Investigation Procedures

These procedures cover all complaints filed under Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, and the Americans with Disabilities Act of 1990, for alleged discrimination in any transportation program or activity administered by the City.

These procedures do not deny the right of the complainant to file formal complaints with other State or Federal agencies or to seek private counsel for complaints alleging discrimination. Every effort will be made to obtain early resolution of complaints at the lowest level possible. The option of informal mediation meeting(s) between the affected parties and the City may be utilized for resolution. Any individual, group of individuals or entity that believes they have been subjected to discrimination prohibited under Title VI and related statutes may file a complaint.

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

- 1) A formal complaint must be filed within calendar one-hundred and eighty (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 discriminating official, basis of complaint (race, color, or national origin) and the date of alleged act(s). A statement detailing the facts and circumstances of the alleged discrimination must accompany all complaints.

The City strongly encourages the use of the attached City of Casper, Wyoming/CATC Title VI Complaint Form when filing official complaints. The preferred method is to file your complaint in writing using the City of Casper, Wyoming/CATC Title VI Complaint Form, and sending it to:

Title VI Coordinator – Community Development  
City of Casper, Wyoming  
200 North David  
Casper, WY 82601-1815

- 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 City Title VI Coordinator. Under these circumstances, the Complainant will be interviewed, and the City Title VI Coordinator will assist the Complainant in converting the verbal allegations to writing.
- 3) When a complaint is received, the Title VI Coordinator will provide written acknowledgment to the Complainant, within ten (10) calendar days by registered mail.
- 4) If a complaint is deemed incomplete, additional information will be requested, and the Complainant will be provided sixty (60) calendar days to submit the

required information. Failure to do so may be considered good cause for a determination of no investigative merit.

- 5) Within fifteen (15) calendar days from receipt of a complete complaint, the City will determine its jurisdiction in pursuing the matter and whether the complaint has sufficient merit to warrant investigation. Within five (5) calendar days of this decision, the City Transit Grant Manager or his/her authorized designee will notify the Complainant and Respondent, by registered mail, informing them of the disposition.
  - a. If the decision is not to investigate the complaint, the notification shall specifically state the reason for the decision.
  - b. If the complaint is to be investigated, the notification shall state the grounds of the City's jurisdiction, while informing the parties that their full cooperation will be required in gathering additional information and assisting the investigator.
- 6) When the City does not have sufficient jurisdiction, the City Grant Transit Manager or his/her authorized designee will refer the complaint to the appropriate State or Federal agency holding such jurisdiction.
- 7) If the complaint has investigative merit, the City Transit Grant Manager or his/her authorized designee will instruct the Title VI Coordinator to fully investigate the complaint. A complete investigation will be conducted, and an investigative report will be submitted to the Transit Grant Manager within sixty (60) calendar days from receipt of the complaint. The report will include a narrative description of the incident, summaries of all persons interviewed, and a finding with recommendations and conciliatory measures where appropriate. If the investigation is delayed for any reason, the Title VI Coordinator will notify the appropriate authorities, and an extension will be requested.
- 8) The City Transit Grant Manager or his/her authorized designee will issue letters of finding to the Complainant and Respondent within (ninety) 90 calendar days from receipt of the complaint.
- 9) If the Complainant is dissatisfied with the City's resolution of the complaint, he/she has the right to file a complaint with the:

Federal Transit Administration - Region 8  
Attn: Civil Rights Officer  
1961 Stout St, Ste 13301  
Denver, CO 80294-3007  
303-362-2400  
Fax 303-362-2424

FTA Complaint procedures can also be found on the FTA web site at: [www.fta.dot.gov](http://www.fta.dot.gov). These procedures are also outlined in FTA Circular 4702.1B, Chapter IX.

UNITED STATES  
DEPARTMENT OF TRANSPORTATION  
OFFICE OF THE ATTORNEY GENERAL



Title VI  
Complaint Form

*[Handwritten signature]*  
JIAO

Complaint Form  
 (CA) (TC) (Form No. 1, 10-1-51) (Rev. 1-5-58)  
 Complaint procedures are set forth in Chapter 4702.1B of the Federal Acquisition Regulation (FAR), 48 CFR 4702.1B-1 through 4702.1B-4. Chapter 4702.1B of the FAR is available on the FTA web site at [www.fta.dot.gov](http://www.fta.dot.gov).  
 (CA) (TC) (Form No. 1, 10-1-51) (Rev. 1-5-58)

1. Name of the contractor	
2. Name of the subcontractor	
3. Name of the complainant	
4. Address of the complainant	
5. Telephone number of the complainant	
6. Name of the contractor's representative	
7. Name of the subcontractor's representative	
8. Name of the complainant's representative	
9. Name of the contractor's representative	
10. Name of the subcontractor's representative	
11. Name of the complainant's representative	
12. Name of the contractor's representative	
13. Name of the subcontractor's representative	
14. Name of the complainant's representative	
15. Name of the contractor's representative	
16. Name of the subcontractor's representative	
17. Name of the complainant's representative	
18. Name of the contractor's representative	
19. Name of the subcontractor's representative	
20. Name of the complainant's representative	