TransIT Services of Frederick County

Title VI Policy

TransIT Services of Frederick County (TransIT) is committed to a policy of non-discrimination in the conduct of its business, including its Title VI responsibilities - the delivery of equitable and accessible transportation services. TransIT recognizes its responsibilities to the communities in which it operates and to the society it serves. It is TransIT's policy to utilize its best efforts to assure that no person 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 its program of TransIT service delivery and related benefits.

Toward this end, it is TransIT's objective to:

A. Ensure that the level and quality of transportation service is provided without regard to race, color, or national origin;

B. Promote the full and fair participation of all affected populations in transportation decision making;

C. Prevent the denial, reduction, or delay in benefits related to programs and activities that benefit minority populations or low-income populations;

D. Ensure meaningful access to programs and activities by persons with limited English proficiency.

TITLE VI COMPLAINT PROCEDURES

If you believe that you have been excluded from participation in, denied the benefits of, or subjected to discrimination based on race, color or national origin under the TransIT Services of Frederick County service delivery or related benefits, you may file a complaint up to 180 days from the date of the alleged discrimination via:

Mail: TransIT Services Community Relations Manager
1040 Rocky Springs Road, Frederick, MD 21702

Phone: (301) 600-2065

Email: TransIT@FrederickCountyMD.gov

Verbal Interview: 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 TransIT Community Relations Manager. Under these circumstances, the complainant will be interviewed, and the TransIT Community Relations Manager will assist the Complainant in converting the verbal allegations to writing.

We encourage you to make your complaint in writing. A form is provided and may be used to simplify the process. If registering your complaint by phone please including the following:

- Your name, address and how to contact you (phone number, email address, etc.)
- How, why, when and where you believe you were discriminated against.
- Include the location, names and contact information of any witnesses. If the alleged incident occurred on the bus, give date, time of day, and bus number if available.
- You must sign your letter of complaint

All complaints will be investigated promptly. Reasonable measures will be undertaken to preserve any information that is confidential.

Title VI Complaint Form

Instructions: If you would like to submit a Title VI complaint to the TransIT Services of Frederick County, please fill out the form below and send it to: TransIT Services of Frederick County, Community Relations Manager, 1040 Rocky Springs Rd, Frederick, MD 21702.

1. Name (Complainant): _____

2. Phone: _____

3. Home address (street no., city, state, zip):

_____

4. If applicable, name of person(s) who allegedly discriminated against you:

_____

5. Location and position of person(s) if known:

_____

6. Date of incident: _____

7. Discrimination because of:

Race National origin

Color

Sex

Disability

8. Explain as briefly and clearly as possible what happened and how you believe you were discriminated against. Indicate who was involved. Be sure to include how you feel other persons were treated differently than you. Also, attach any written material pertaining to your case.

9. Why do you believe these events occurred?

10. What other information do you think is relevant to the investigation?

11. How can this/these issue(s) be resolved to your satisfaction?

12. Please list below any person(s) we may contact for additional information to support or clarify your complaint (witnesses):
Name: Address: Phone number: _____

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

Yes No

If yes, check all that apply:

Federal agency

Local agency

Federal court

State agency

State court

If filed at an agency and/or court, please provide information about a contact person at the agency/court where the complaint was filed. _____

Agency/Court: _____

Contact's Name: _____

Address: _____

Phone number: _____

Signature (Complainant):

Date of filing: