

Title VI Complaint Procedures For Dodge City Public Transportation Program

Title VI Complaint Procedure: The following pertains only to Title VI complaints regarding the services of Dodge City's Public Transportation Program.

Title VI of the Civil Rights Act of 1964 [42 U.S.C. §2000d et seq.], states that:

No person in the United States shall, on the ground 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.

Dodge City Public Transportation Program has in place a Title VI Complaint Procedure, which outlines a process for local disposition of Title VI complaints and is consistent with guidelines found in Chapter III of the Federal Transit Administration Circular 4702.1B, dated October 1, 2012. If you believe that the Dodge City Public Transportation Program has violated your civil rights on the basis of race, color, or national origin, you may file a written complaint by following the procedure outlined below.

1. Submission of Title VI Complaint

Any person who feels that he or she, individually or as a member of any class of persons, on the basis of race, color or national origin has been excluded from or denied the benefits of, or subjected to discrimination caused by the Dodge City Public Transportation Program, may file a written complaint with the Supervisor of the Public Transportation Program. A sample [complaint form](#) is available for download at www.dodgecity.org/PublicTransportation and is available in hard copy at the offices of Dodge City Public Transportation. Upon request, Dodge City Public Transportation will mail the complaint form. **Such complaints must be filed within 180 calendar days after the date the discrimination occurred.**

Note: Assistance in the preparation of any complaints will be provided to a person or persons upon request and as appropriate. If information is needed in another language, then contact the Supervisor of the Public Transportation Program at 620-225-8160, or by email title.vi.complaint@dodgecity.org, or visit our administrative office at 806 N. Second Avenue, Dodge City, KS 67801.

Complaints may be emailed to title.vi.complaint@dodgecity.org, or may be mailed to or submitted by hand to:

Supervisor of Public Transportation Program
City of Dodge City
806 N. Second Avenue
P.O. Box 880
Dodge City, KS 67801

2. Referral to Review Officer

Upon receipt of the complaint, the Supervisor of the Public Transportation Program shall appoint one or more staff review officers, as appropriate, to evaluate and investigate the complaint. If necessary, the Complainant shall meet with the staff review officer(s) to further explain his or her complaint. The staff review officer(s) shall complete their review no later than 45 calendar days after the date the agency received the complaint. If more time is required, the Supervisor of the Public Transportation Program shall notify the Complainant of the estimated timeframe for completing the review. Upon completion of the review the staff review officer(s) shall make a recommendation regarding the merit of the complaint and whether remedial actions are available to provide redress. Additionally, the staff review officer(s) may recommend improvements to the Dodge City Public Transportation Program's processes relative to Title VI, as appropriate. The staff review officer(s) shall forward their recommendations to the Supervisor of the Public Transportation Program for concurrence. If the Supervisor concurs, he or she shall issue the Dodge City Public Transportation Program's written response to the Complainant. This final report should include a summary of the investigation, all findings with recommendations, or corrective measures where appropriate.

Note: Upon receipt of a complaint, Dodge City Public Transportation Program shall forward a copy of this complaint and the resulting written response to the appropriate KDOT and FTA Region 7 contacts.

3. Request for Reconsideration

If the Complainant disagrees with the Supervisor of the Public Transportation Program's response, he or she may request reconsideration by submitting the request, in writing, to the Supervisor within 10 calendar days after receipt of the Supervisor's response. The request for reconsideration shall be sufficiently detailed to contain any items the Complainant feels were not fully understood by the Supervisor. The Supervisor will notify the Complainant of his or her decision in writing either to accept or reject the request for reconsideration within 10 calendar days. In cases where the Supervisor agrees to reconsider, the matter shall be returned to the staff review officer(s) to reevaluate in accordance with Section 2 above.

4. Appeal

If the request for reconsideration is denied, the Complainant may appeal the Supervisor's response by submitting a written appeal to the City Manager of Dodge City no later than 10 calendar days after receipt of the Supervisor's written decision rejecting reconsideration. The City Manager will make a determination to either request reevaluation by the staff review officer(s) or forward the complaint to KDOT for further investigation.

5. Submission of Complaint to the State of Kansas Department of Transportation

If the Complainant is dissatisfied with the Dodge City Public Transportation Program's resolution of the complaint, he or she may also submit a written complaint to the State of Kansas Department of Transportation (KDOT) for further investigation. The submission of complaint must be received by KDOT within 180 days after the alleged date of discrimination, or 10 calendar days after receipt of the written decision rejecting reconsideration or appeal, whichever is later. Complaints submitted to KDOT should be mailed to:

KDOT Office of Contract Compliance
Eisenhower State Office Building
700 Southwest Harrison
3rd Floor West
Topeka, KS 66603

The Complainant may also file a complaint directly with the Federal Transit Administration, at:

Federal Transit Administration
Office of Civil Rights
1200 New Jersey Avenue SE
Washington, DC 20590