Mississippi Band of Choctaw Indians
Choctaw Regional Transportation and Maintenance Facility

Effective Date: 01/01/2015
Standard Operating Procedure Policy Memorandum Number: CRTMF 2015-01
Division: Choctaw Regional Transportation and Maintenance Facility Program
Title: Title VI Plan

I. Purpose Statement

Title VI of the Civil Rights Act of 1964 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 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" (42 US.C. § 2000d).

The Choctaw Regional Transportation and Maintenance Facility (CRTMF) is committed to ensuring that no person is exclude from participation in, or denied the benefits of its transit services on the basis of race, color, or national origin, as protected by Title VI in Federal Transit Administration (FTA) Circular 4702.1.1A.

This plan was developed to guide the CRTM in its administration and management of Title VI-related activities.

Title VI Coordinator

The Safety and Security Manager is designated to serve as the Title VI Coordinator. The Title VI Coordinator is the focal point for the Title VI implementation and monitoring of programs and/or activities receiving federal financial assistance from Mississippi Department of Transportation (MDOT).

II. Title VI Information Dissemination

Title VI information posters shall be prominently and publicly displayed in the CRTMF facility and on the fleet revenue vehicles. Any information relating to nondiscrimination policy can be obtained from the CRTMF Title VI Coordinator. **(See Appendix G)**

Title VI information shall be disseminated to CRTMF employees annually via the **Employee Education form (see Appendix A)** in payroll envelopes. This form reminds employee of the CRTMF's policy statement, and of their Title VI responsibilities in their daily work and duties.

During New Employee Orientation, new employees shall be informed of the provisions of Title VI, and the CRTMF's expectation to perform their duties accordingly.

What happens to the complaint after it is submitted?
All complaints alleging discrimination based on race, color or national origin in a service or benefit provided by CRTMF will be directly addressed by CRTMF. CRTMF shall also provide appropriate assistance to complainants, including those persons with disabilities, or who are limited in their ability to communicate in English. Additionally, CRTMF shall make every effort to address all complaints in an expeditious and thorough manner.

A **letter of acknowledging receipt of complaint** will be mailed within seven (7) days **(Appendix D)**. Please note that in responding to any requests for additional information, a complainant's failure to provide the requested information may result in the administrative closure of the complaint.

How will the complainant be notified of the outcome of the complaint?
CRTMF will send a final written response letter **(see Appendix E or F)** to the complainant. In the letter notifying complainant that complaint is not substantiated **(Appendix F),** the complainant is also advised of his or her right to 1) appeal within seven calendar days of receipt of the final written decision from CRTMF, and /or 2) file a complaint externally with the U.S, Department of Transportation and/or the FTA. Every effort will be made to respond to Title VI complaints within 60 working days of receipt of such complaints, if not sooner. **All Title VI complaints response shall have final review by the Choctaw Attorney General's office, which provides legal services to the MBCI.**

VI. Limited English Proficiency (LEP) Plan

The Choctaw Regional Transportation and Maintenance Facility program alternative framework for providing language assistance is to utilize the staff that is fluent Choctaw language speakers' to provide language assistance. This alternative is based on the fact that many of the elderly in the services area speak Choctaw as their primary language.

VII. Community Out Reach

The CRTMF shall provide an opportunity for public involvement and access to its transportation decision-making process in the planning and development of a transportation project or expansion, so that the public may understand the project and articulate any concerns with any project that affects them. We submit to the Mississippi Department of Transportation (MDOT) annually an application for funding. The application request funding for both capital and operating assistance. Part of the annual application is a public notice hearing, which includes a 30-day public comment period.

Further, CRTMF is a member the EZTAG, a regional framework committee that coordinates transit services expansion, and has meetings on quarterly bases, which is open to the public.

APPENDIX B

Acknowledgement of Receipt of Title VI Plan

I hereby acknowledge the receipt of the Choctaw Regional Transportation and Maintenance Facility Program Title VI Policy Memorandum CRTMF 2014-01, I have read the policy 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, or national origin, as protected by Title VI in Federal Transit Administration (FTA) Circular 4702.1.A.

Your signature **Date**

Print your name

APPENDIX D

Letter Acknowledging Receipt of Complaint

Today's Date

Mr. John Doe
Xxxxxxxx
Xxxxxxxx

Dear Mr. Doe:

This letter is to acknowledge receipt of your complaint against the Choctaw Regional Transportation alleging _____.

An investigation will begin shortly. If you have additional information you wish to convey or questions concerning this matter, please feel free to contact this office by telephoning 601-650-7748, or write to me at, 390 Industrial Park, suite 1, Choctaw, MS 39350.

Sincerely,

Name
Title VI Coordinator

APPENDIX F

Letter Notifying Complainant that the Complaint Is Not Substantiated

Today's Date

Mr. John Doe
Xxxxxxxx
Xxxxxxxx

Dear Mr. Doe:

The matter referenced in your letter of _____ (date) against the Choctaw Regional Transportation alleging_____ has been investigated.
The results of the investigation did not indicate that the provisions of Title VI of the Civil Rights Act of 1964 had in fact been violated. As you know, Title VI prohibits discrimination based on race, color, or national origin in any program receiving federal financial assistance.

The Choctaw Regional Transportation has analyzed the material and fact pertaining to your case for evidence of CRTMF's failure to comply with any of the civil rights laws. There was no evidence found that any of these laws have been violated.

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

You have the right to 1) appeal within seven calendar *day's* receipt of this final written decision from CRTMF, and/or 2) file a complaint externally with the U.S. Department of Transportation and/or the Federal Transit Administration at:

Federal Transit Administration office of Civil Rights
Attention: Title VI Program Coordinator
East Building, 5th Floor-TCR
1200 New Jersey Ave., SE
Washington, DC 20590

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
Title VI Coordinator