

# CATS Title VI Complaint Process

CATS grants all citizens equal access to all its transportation services. It is further the intent of CATS that all citizens are aware of their rights to such access. This site 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 CATS 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.

## Who are Limited English Proficient Persons?

Persons who do not speak English as their primary language and who have limited ability to read, speak, write, or understand English can be limited English proficient, or “LEP.” These individuals may be entitled to language assistance with respect to a particular type of service, benefit, or encounter.

Different treatment based on a person’s inability to speak, read, write, or understand English may be a type of national origin discrimination.

## How do I file a complaint?

If you believe that you have received discriminatory treatment by CATS on the basis of your race, color or national origin, you have the right to file a complaint with CATS’ Title VI Coordinator. The complaint must be filed no later than 180 calendar days of the alleged discriminatory incident.

## Methods of filing a Complaint

The preferred method is to file your complaint in writing using the Title VI Complaint Form, and sending it to:

**Title VI Coordinator**  
Capital Area Transit System  
Title VI Coordinator  
2250 Florida Boulevard  
Baton Rouge, LA, 70802

Verbal complaints will be accepted and transcribed by the Title VI Coordinator. To make a verbal complaint, call (225) 342-5548 and ask for the Title VI Coordinator. Complaints may also be filed with external entities such as the Equal Employment Opportunity Commission (EEOC); Federal Transit Administration (FTA); or Department of Fair Employment and Housing (DFEH). Please review information on the respective agency websites for details on filing Title VI complaints.

Should a complaint be filed with CATS and an external entity simultaneously, the external complaint shall supersede the CATS complaint and the CATS complaint procedures will be suspended pending the external entity's findings.

## **Investigations**

Within 10 working days of receipt of the formal complaint, the Title VI Coordinator will notify the complainant and begin an investigation (unless the complaint is filed with an external entity first or simultaneously).

The investigation may include discussion(s) of the complaint with all affected parties to determine the problem. The complainant may be represented by an attorney or other representative of his/her own choosing and may bring witnesses and present testimony and evidence in the course of the investigation.

The investigation will be conducted and completed within 90 days of the receipt of the formal complaint.

Based upon all the information received, an investigation report will be written by the Title VI Coordinator for submittal to the Chief Executive Officer.

The complainant will receive a letter stating that final decision by the end of the 90-day time limit.

The complainant shall be notified of his/her right to appeal the decision. Appeals may be made to the Federal Transit Administration (FTA).

If the complainant is dissatisfied with the determination and/or resolution set forth by CATS, the same complaint may be submitted to the FTA for investigation. The complainant will be advised to contact the Federal Transit Administration, Office of Civil Rights, 201 Mission Street Suite 1650 San Francisco, CA 94105-1839.

A copy of the complaint and CATS' investigation report/letter of finding and final remedial action plan, if appropriate, will be issued to FTA within 120 days of the receipt of the complaint.

A summary of the complaint and its resolution will be included as part of the Title VI updates to the FTA.

# CAPITAL AREA TRANSIT SYSTEM (CATS)

## Title VI Complaint Form

Title VI Notice: Capital Area Transit System (CATS) is committed to ensuring that no person is excluded from participating in or denied the benefits of its services on the basis of race, color, or national origin, as provided by Title VI of the Civil Rights Act of 1964, as amended. Title VI complaints must be filed within 180 days from the date of the alleged discrimination.

Today's Date: \_\_\_\_\_

Type of Service Involved:

Complainant's Name: \_\_\_\_\_

Fixed Route

Address: \_\_\_\_\_

Paratransit

Phone Number(s): \_\_\_\_\_

Customer Service

E-Mail Address: \_\_\_\_\_

Other: \_\_\_\_\_

Person discriminated against (if other than Complainant)

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

What was the discrimination based on? (Check all that apply)

Race

Color

National Origin

Date of incident resulting in discrimination: \_\_\_\_\_

Describe how you were discriminated against. What happened and who was responsible? (If additional space is required, please attach additional sheets of paper to back of the form. Additionally, you may attach any written materials or supporting documentation you think is relevant to your complaint.)

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What CATS representatives are the person(s) alleging were involved?

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Where did the incident take place? Please provide location, bus number, drivers name, etc.

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**Witnesses:** Please provide their contact information.

① Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Telephone Numbers: (Home) \_\_\_\_\_ (Business): \_\_\_\_\_

② Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Telephone Numbers: (Home) \_\_\_\_\_ (Business): \_\_\_\_\_

③ Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Telephone Numbers: (Home) \_\_\_\_\_ (Business): \_\_\_\_\_

Did you file this complaint with another federal, state, or local agency? (Check the appropriate space)

Yes       No

If answer is yes, check each agency complaint was filed with:

Federal Agency     State Agency     Local Agency     Other \_\_\_\_\_

Provide contact person information for the agency you also filed the complaint with:

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Date Filed: \_\_\_\_\_

I affirm that I have read the above charge and that it true to the best of my knowledge, information, and belief.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Print or Type Name

Please mail, deliver, or e-mail the completed form to CATS, Title VI Compliance Manager:

US Mail:      2250 Florida Blvd Baton  
                 Rouge, LA 70802  
                 cdunbar@brcats.com

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## TITLE VI PUBLIC NOTICE

Capital Area Transit System (CATS) operates its programs and services without regard to race, color and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes he or she has been the subject of any unlawful discriminatory practice under Title VI may file a complaint with CATS.

For more information on CATS Civil Rights Program and the procedure to file a complaint, contact CATS' Title VI Coordinator at (225) 346-5548 or via email:

[TitleVIComplaints@brcats.com](mailto:TitleVIComplaints@brcats.com).

A complaint may also be filed directly with the Federal Transit Administration: Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5<sup>th</sup> Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590.

## Título VI aviso público

Capital Area Transit System (CATS) (sistema de tránsito de área Capital (CATS)) opera sus programas y servicios sin importar raza, color y origen nacional según el título VI de la ley de derechos civiles. Cualquier persona que cree que él o ella ha sido objeto de ninguna práctica discriminatoria ilegal bajo el título VI puede presentar una queja con CATS.

Para más información sobre el programa de derechos civiles de CATS y el procedimiento para presentar una queja, póngase en contacto con CATS título VI Coordinador en (225) 346-5548 o por correo electrónico:

[TitleVIComplaints@brcats.com](mailto:TitleVIComplaints@brcats.com)

También puede presentar una queja directamente con la administración de tránsito Federal: Oficina de derechos civiles, Atención: Coordinador del Programa Título VI, Edificio Oriente, Piso 5 °-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590.

## THÔNG BÁO CÔNG CỘNG CỦA TIÊU ĐỀ VI

Hệ thống Di chuyển trong khu vực thủ phủ (CATS) điều hành các chương trình và các dịch vụ bất kể chủng tộc, màu da và nguồn gốc quốc gia theo qui định của Tiêu đề VI của đạo luật các Quyền lợi Dân sự. Bất cứ ai nghĩ rằng mình là nạn nhân của bất cứ sự kỳ thị bất hợp pháp nào theo Tiêu đề VI có thể nộp đơn khiếu nại với Hệ Thống Di Chuyển trong Khu vực Thủ Phủ (CATS).

Muốn biết thêm thông tin về chương trình liên quan đến những quyền lợi dân sự của CATS và thủ tục khiếu nại, có thể liên lạc với Điều hợp viên Tiêu đề VI của CATS, số điện thoại (225) 346-5548, hoặc qua e-mail:

[TitleVIComplaints@brcats.com](mailto:TitleVIComplaints@brcats.com).

Đơn khiếu nại cũng có thể nộp trực tiếp cho Cơ quan Hành chính Liên Bang Di Chuyển: Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5<sup>th</sup> Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590.

## 民权法案第六章公告

路易斯安那州首府地區公共交通局(CATS)服务于全民。遵从民权法案第六章的要求,其公共交通运营和服务对象不分种族、膚色、民族血統。任何人士如認為他或她在乘坐公共交通时受到非法歧視都可以向路易斯安那州首府地區公共交通局 (CATS) 投訴。

如需有关投訴的詳細資訊,請电話联系路易斯安那州首府地區公共交通局公民權利協調人 (225) 346-5548 或通過電子郵件:

[TitleVIComplaints@brcats.com](mailto:TitleVIComplaints@brcats.com)

您也可直接與聯邦公共交通管理局提交投訴。地址如下: Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5<sup>th</sup> Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590.

