



TITLE VI "STATEMENT OF POLICY"

YCTA, the York County Transportation Authority (dba rabbittransit), was created by the York County Board of Commissioners by Resolution under the provisions provided by the Pennsylvania Municipal Authorities Act of 1945 to provide the residents of York County with bus and other mass transportation services. YCTA is governed by its Board of Directors. Pursuant to the County Resolution and the Pennsylvania Municipal Authorities Act of 1945, YCTA's Board of Directors determines the level and nature of services to be provided by purchase of service agreements with private contract carriers and units of local government, and by direct service operation by YCTA staff.

YCTA 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. YCTA recognizes its responsibilities to the communities in which it operates and to the society it serves. It is YCTA'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 YCTA's objective to:

- A. Ensure that the level and quality of transportation service is provided without regard to race, color, or national origin;
- B. Identify and address, as appropriate, disproportionately high and adverse human health and environmental effects, including social and economic effects of programs and activities on minority populations and low-income populations;
- C. Promote the full and fair participation of all affected populations in transportation decision making;
- D. Prevent the denial, reduction, or delay in benefits related to programs and activities that benefit minority populations or low-income populations;
- E. Ensure meaningful access to programs and activities by persons with limited English proficiency.

The responsibility for carrying out YCTA's commitment to this program has been delegated to the Executive Director by the Board of Directors. Staff is responsible for the day-to-day operations of this Program and the Compliance Officer who will receive and investigate Title VI complaints which come through the complaint procedure.

However, all managers, supervisors and employees share in the responsibility for making YCTA's Title VI Program a success.

Additional information concerning YCTA's Title VI obligations and the complaint procedure can be obtained by calling (717) 849-0709.

LIMITED ENGLISH PROFICIENCY POLICY STATEMENT AND AVAILABLE RESOURCES

Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d, et seq., provides that no person shall be subjected to discrimination on the basis of race, color, or national origin under any program or activity that receives Federal financial assistance. Title VI and its implementing regulations require that FTA recipients take responsible steps to ensure meaningful access to the benefits, services, information, and other important portions of their programs and activities for individuals who are Limited English Proficient (LEP).

YCTA provides several options to assist in communicating with individuals who do not speak English. YCTA contracts with Certified Languages International to provide translation services. Customers should identify their need upon calling YCTA and YCTA will conference call in the interpreter. For individuals who are hearing impaired, YCTA encourages customers to use the PARElay service. This service can be accessed by call 711. The translation and interpretation services are free of charge.

TITLE VI COMPLAINT PROCEDURES

The York County Transportation Authority (dba rabbittransit) 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. YCTA recognizes its responsibilities to the communities in which it operates and to the society it serves. It is YCTA'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.

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 YCTA's program of transit service delivery or related benefits, you may file a complaint with the YCTA Compliance Officer, Karen Allen, 1230 Roosevelt Avenue, York, PA 17404 or by telephone (717) 849-0709. Attached you will find a complaint form. We encourage you to make your complaint in writing.

All complaints will be investigated promptly. Reasonable measures will be undertaken to preserve any information that is confidential. The YCTA Compliance Officer will review every complaint, and when necessary, assign a neutral party to investigate. At a minimum the investigating officer will:

Identify and review all relevant documents, practices and procedures;

Identify and interview persons with knowledge of the Title VI violation, i.e., the person making the complaint; witnesses or anyone identified by the Complainant; anyone who may have been subject to similar activity, or anyone with relevant information.

Upon completion of the investigation, the YCTA Compliance Officer will complete a final report for the Executive Director with a copy to the General Counsel. If a Title VI violation is found to exist, remedial steps as appropriate and necessary will be taken immediately. The Complainant will also receive a final report together with any remedial steps. The investigation process and final report should take no longer than twenty-five (25) business days. If no violation is found and the complainant wishes to appeal the decision, he or she may appeal directly to the Executive Director of YCTA, 1230 Roosevelt Avenue, York, PA 17404.

Complaints may also be filed with the Federal Transit Administration's Office of Civil Rights, no later than 180 days after the date of the alleged discrimination, 1760 Market Street, Suite 510, Philadelphia, PA 19103-4124, Phone: (215) 656-7070.

The Compliance Officer shall maintain a log of Title VI complaints received from this process which log shall include the date the complaint was filed; a summary of the allegations; the status of the complaint; and actions taken by YCTA in response to the complaint. Should YCTA receive a Title VI complaint in the form of a formal charge or lawsuit, the General Counsel shall be responsible for the investigation and maintaining a log as described herein.

TITLE VI COMPLAINT FORM

Title VI of the 1964 Civil Rights Act requires 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.” If you feel you have been discriminated against in transit services, please provide the following information in order to assist us in processing your complaint and send it to:

rabbitransit (York County Transportation Authority)
ATTN: YCTA Compliance Officer
1230 Roosevelt Avenue
York, PA 17404
(717) 849-0725
(717) 848-4853

Please print CLEARLY:
Name:

Address:

City, State, Zip Code:

Telephone Number: _____ (home) _____ (cell)

Person discriminated against:

Address of person discriminated against:

City, State, Zip Code:

Please check off why you believe the discrimination occurred:

- _____ race or color
- _____ national origin
- _____ income
- _____ other

What was the date of the alleged discrimination?

Where did the alleged discrimination take place?

Please describe the circumstances as you saw it:

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Please list any and all witnesses' names and phone number:

What type of corrective action would you like to see taken?

Please attach any documents you have which support the allegation.

Then date and sign this form and send to the YCTA Compliance Officer
(address is listed on page 1).

Your Signature

Print your name

Date