



RTA

Connecting People to Life's Destinations

FY 2021

TITLE VI

Non-Discrimination Plan

Regional Transit Authority 8

7600 Commerce Park

Dubuque, IA 52202

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Company Profile

The Delaware Dubuque Jackson County Regional Transit Authority (Region 8 RTA) provides transportation to a variety of destinations in Delaware, Dubuque and Jackson counties. All services are open to the general public, and all Region 8 RTA vehicles are equipped with a lift and are wheelchair accessible. Most Region 8 RTA services are door to door unless specified. All fares are contingent upon fitting into a current service.

Reservations for service are requested 24 hours in advance. Same day service is subject to availability. Dispatch hours are 5:00 a.m. to 5:00 p.m. RTA is a contracted provider for the State of Iowa MCO's and in partnership with NEIAAA (Scenic Valley). RTA services are available to persons of all income levels.

In addition to regularly scheduled services, the Region 8 RTA provides round trip transportation on a reservation basis to other cities such as Cedar Rapids, Davenport, and even interstate travel to Madison, WI and other locations. Table 1 lists Region 8 RTA's services and Figure 1 maps Region 8 RTA's service area.

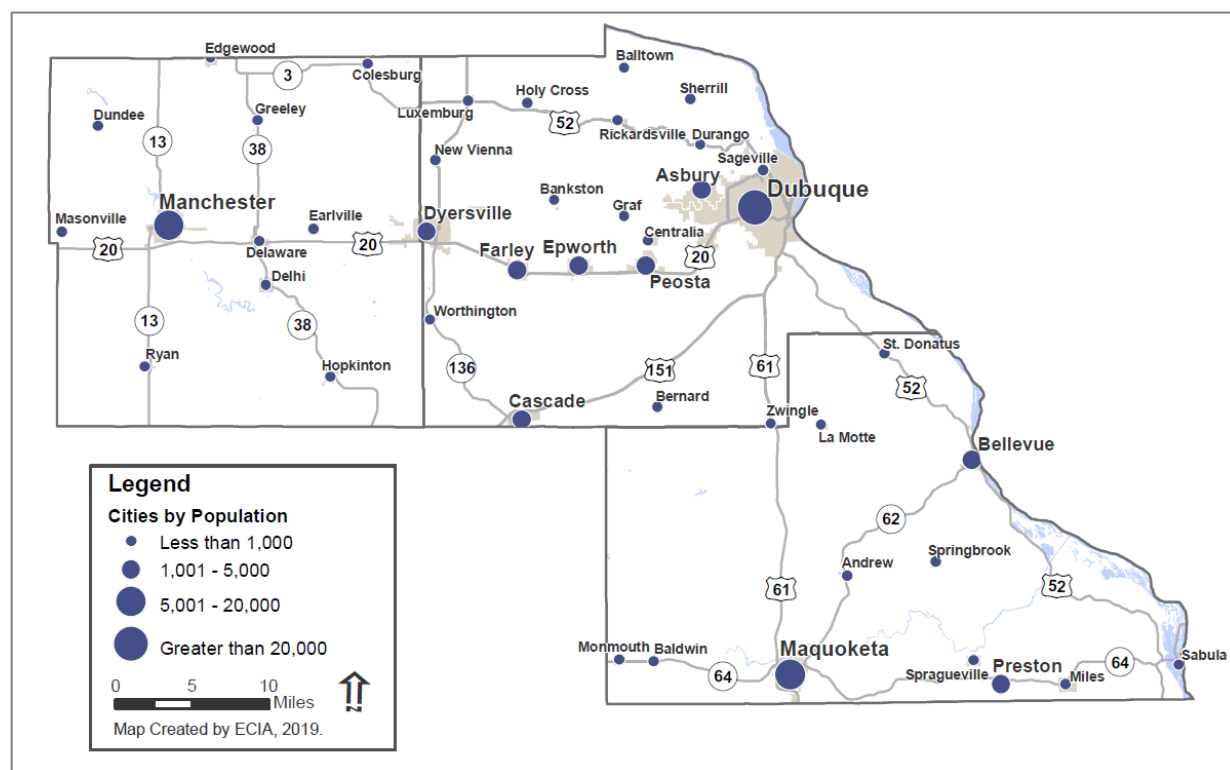
TABLE 1. REGION 8 RTA SERVICES

Service	Hours	Cost
Delaware County Connections - volunteer driver service	7:00am-7:00pm M-F and weekends, pending driver availability.	\$3.00 One way in-town Manchester. \$6.75 One way out-of-town anywhere in Delaware County.
Iowa City – Service from Dubuque, Delaware, and Jackson Counties to Iowa City	Varying, depending upon passenger appointment times.	Contact dispatch for availability and cost (minimum ridership required).
In-Town Dubuque	7:00am-9:00am and 10:00am-5:30pm M-F. locations and times vary throughout the Dubuque County area, contact dispatch for more detailed information and availability.	\$6.75 One way. Children 14 and under \$3.25 one way.
Head Start Dubuque – Service in the City of Dubuque, Dubuque County, Epworth, and Dyersville for Head Start students.	Contact Operation New View/Head Start for further details and for availability	Contact dispatch for times and rates
NICC and Peosta – Service from the JFK Transfer Station in Dubuque to NICC and the City of Peosta	Departs at JFK Transfer Station at 8:30am and returns to JFK Transfer Station at 2:30pm	\$6.75 One way
Epworth/Farley to Dubuque	M-F on a limited basis. Contact dispatch for availability. Departs Epworth around 8:15am arrives at the JFK Transfer Station around 9:00am. Return transportation is provided at 2:30pm at the JFK Transfer Station.	\$6.75 One way

Service	Hours	Cost
Dyersville to Dubuque	M-F. Departs at 7:40am and returns at 2:30pm from the JFK Transfer Station	\$6.75 One way
Dyersville to Manchester	M-Th Departs at 7:50am and returns at 3:00pm from Manchester	\$6.75 One way
Maquoketa in Town	8:00am-3:30pm M, W, & F. 9:00am-3:30pm T & Th	\$3.00 One way
Miles and Preston to Maquoketa	M-F. Departs at 6:30am and returns at 2:00pm	\$6.75 One way
Bellevue to Maquoketa	M, W, & F. Departs at 6:30am and returns at 2:00pm	\$6.75 One way
Baldwin to Maquoketa	M-Th. Departs at 6:30am and returns at 2pm	\$6.75 One way
Delhi to Manchester ¹	M-F. Departs at 7:45am and returns at 3:00pm.	\$6.75 One way
Ryan to Manchester ¹	Available on a limited basis. Departs at 7:45am and returns at 3:00pm.	\$6.75 One way
Earlville to Manchester ¹	Available on a limited basis various times throughout the week.	\$6.75 One way
Manchester in-town ¹	M-F. 7:00am-5:00pm.	\$3.00 One way

¹ If these hours don't fit within your transportation needs, refer to Special Service - Rides to Wellness / Delaware County Connections for additional availability.

FIGURE 1. REGION 8 RTA SERVICE AREA



Delaware Dubuque Jackson County Regional Transit Authority (Region 8 RTA)
Kelley Deutmeyer, East Central Intergovernmental Association (ECIA) Executive Director
Chandra Ravada, Director of Transit Operations - RTA
7600 Commerce Park

I. Plan Statement

Title VI of the Civil Rights Act of 1964 as amended 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 U.S.C. Section 2000d).

The Delaware Dubuque Jackson County Regional Transit Authority (Region 8 RTA) is committed to ensuring that no person is excluded from participation in, or denied the benefits of services on the basis of race, color, or national origin, as protected by Title VI of the Civil Rights Act of 1964. This plan was developed to guide the Region 8 RTA in administration and management of Title VI-related activities.

Title VI Coordinator Contact information is as follows:

Director of Finance and HR

ECIA, 7600 Commerce Park Dubuque, IA 52002

563-556-4166

II. Title VI Information Dissemination

Title VI information posters shall be prominently and publicly displayed in the Region 8 RTA's facilities. The name of the Title VI Coordinator is available on the website, at www.RTA8.org. Additional information relating to nondiscrimination obligations can be obtained from the Title VI Coordinator.

Title VI information shall be disseminated to the Region 8 RTA employees annually via internal memorandum. This memo will remind employees of Region 8 RTA'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 Region 8 RTA's expectations that employees will perform their duties accordingly.

Title VI notice to the public will be posted on each transit vehicle.

All employees shall be provided a copy of the Title VI Plan and are required to sign the Acknowledgement of Receipt.

III. Subcontracts and Vendors

All subcontractors and vendors who receive payments from Region 8 RTA where funding originates

from any federal assistance are subject to the provisions of Title VI of the Civil Rights Act of 1964 as amended.

Written contracts shall contain non-discrimination language, either directly or through the bid specification package which becomes an associated component of the contract.

IV. Record Keeping

The Title VI Coordinator will maintain permanent records, which include, but are not limited to, signed acknowledgements of receipt from the employees indicating the receipt of the of Title VI Plan, copies of Title VI complaints or lawsuits and related documentation, and records of correspondence to and from complainants, and Title VI investigations.

V. Title VI Complaint Procedures

A complainant may file a signed, written complaint up to one hundred and eighty (180) days from the date of the alleged discrimination. The complaint should include the following information:

- ☐ Contact information including: Name, mailing address, telephone number, cell phone number and email address
- ☐ Description of the incident including how, when, where and why you believe you were discriminated against. Names and contact information for all witnesses.
- ☐ Other relevant information

A complainant may use the Complaint Form in Attachment B for this purpose.

Title VI complaints are to be submitted in writing to the Title VI Coordinator at the following address:

Director of Finance and HR
7600 Commerce Park
Dubuque, IA 52002

It is the responsibility of the complainant to certify all mail that is sent through the U.S. Postal Service and/or ensure that all written correspondence can be tracked. For complaints originally submitted by facsimile, an original, signed copy of the complaint must be mailed to the Title VI Coordinator as soon as possible, but no later than 180 days from the alleged date of discrimination. See attachment A and B for complaint form and consent/release of information.

All complaints alleging discrimination based on race, color or national origin in a service or benefit provided by Region 8 RTA will be directly addressed by Region 8 RTA. Region 8 RTA shall provide appropriate assistance to complainants, including those persons with disabilities, or who are limited in

their ability to communicate in English. Additionally, Region 8 RTA shall make every effort to address all complaints in an expeditious and thorough manner.

Region 8 RTA will, within seven (7) working days of receipt of a complaint, mail a letter to the address provided by a complainant, which letter will acknowledge receipt of the complaint. In the event that Region 8 RTA requests additional information from a complainant and the complainant fails to provide the requested information, Region 8 RTA shall reserve the right to administratively close the complaint.

All complaints will be thoroughly investigated. The investigation will be conducted in a full, fair and impartial manner by the Title VI Coordinator. Results of the investigation will be presented to Region 8 RTA Council for a determination. Every effort will be made to respond to Title VI complaints within 60 working days of receipt of such complaints. Complaints will be determined to be substantiated, not substantiated or inconclusive. Following the investigation, Region 8 RTA will send a final written response letter to the complainant identifying the final determination. In the letter notifying complainant of Region 8 RTA's determination, the complainant will be advised of his or her right to:

1. Appeal within seven (7) calendar days of receipt of the final written decision, and/or
2. File a complaint externally with the Iowa Civil Rights Commission.

In addition to the complaint process described above, a complainant may file a Title VI complaint with the following offices:

Iowa Civil Rights Commission, Title VI Program Coordinator
400 East 14th Street
Des Moines, IA 50319
515-281-4121

Iowa Department of Transportation
Office of Employee Services, Civil Rights Section
800 Lincoln Way
Ames, Iowa 50010
515-239-1422

Civil Rights Officer, Region VII
Federal Transit Administration
901 Locust Street, Room 404
Kansas City, MO 64106
816-329-3920

For appropriate agency for ADA complaints, go to <http://www.ada.gov/cguide.pdf> or call the ADA information line at 800-514-0301 (voice) or 800-514-0383 (TTY)

VI. Limited English Proficiency (LEP) Plan

RTA 8 has conducted the following analysis to meet requirements under Title VI of the Civil Rights Act of 1964 and Executive Order 13166 – Improving Access to Services for Persons with Limited English Proficiency (hereinafter referred to as "LEP"). This Executive Order requires recipients of federal funding to take reasonable steps to improve access to services for persons with LEP. The following uses the Four Factor Analysis identified in the LEP Guidance.

RTA 8, has developed this Limited English Proficiency Plan (LEP) to help identify reasonable steps to provide language assistance for LEP persons seeking meaningful access to all RTA 8 services. A Limited English Proficiency person is one who does not speak English as their primary language and who has a limited ability to read, speak, write, or understand English.

This plan details procedures on how to identify a person who may need language assistance, the ways in which assistance may be provided, training staff, how to notify LEP persons that assistance is available, and information for future plan updates. In developing the plan, RTA 8 undertook a U.S. Department of Transportation four factor LEP analysis which considered the following:

- 1) Number or proportion of LEP persons eligible in RTA 8 service area who may be served or likely to encounter an RTA 8 program, activity, or service;
 - 2) Frequency with which LEP individuals come in contact with RTA 8 services;
 - 3) Nature and importance of the program, activity or service provided by RTA 8 to the LEP population; and
 - 4) Resources available to RTA 8 and overall cost to provide LEP assistance.
- A brief description of these considerations is provided in the following section. See attachment E for copy of LEP Plan.

A full copy of RTA 8 *Limited English Proficiency (LEP) Plan* can be found at https://www.rta8.org/pdf/RTA_8_LEP_20_Plan.pdf

VII. Community Outreach

As an agency that receives federal financial assistance, we have made or will be making the following community outreach efforts to engage the public in planning and decision-making processes, as well as its marketing and outreach activities: **(Attachment A: Outreach Efforts)**

- ☐ The public will be invited to participate in the process whether through public meetings or surveys.
- ☐ When a change to an existing service, addition of new service, fare changes or major reductions in service occur, Region 8 RTA will convene a public meeting to discuss feasibility and to welcome suggestions. The RTA defines major reduction as elimination of service. RTA will follow the Public Involvement Policy Plan. **(Attachment B: RTA 8 PIP)**
- ☐ Citizens may call Region 8 RTA at 563-588-4592 to lodge a complaint or comment. All complaints/comments are input into a database and then distributed to the appropriate person in order to respond.
- ☐ Agencies who serve individuals who may be considered low-income, disabled, elderly or in some other minority group, are invited to participate in our Transit Action Group. This group meets every other month for planning of transportation improvements.

Transit Advisory Board

RTA 8 is advised by the Transit Action Group (TAG). The TAG is a volunteer body formed by RTA 8 in each county within the RTA 8 service area. Each TAG committee has representation from Human Service agencies, Schools, Transit systems, Economic Development, Policy members and general public. The Technical TAG Members were selected based on the agency they are associated with and the clients they serve. All of the Members' clients are either current RTA clients; are potential riders; or also provide transportation and have a vested interest in coordinating services. Members are never excluded from participation based on race, color, national origin, gender, age or disability. RTA encourages the TAG Members to refer minorities as guests at TAG meetings, and to utilize RTA's transit services. The membership of the TAG group is provided below: **(Attachment C: Committees and Council)**

Body	Caucasian	African American	Asian American	Native American	Some Other Race
Population	98.01%	1.22%	0.90%	0.47%	0.25%
Transit Advisory Group	96%	2%	2%	0%	0%

Source: 2018: ACS 5-Year Estimates Data Profiles

ACKNOWLEDGEMENT OF RECEIPT

I am an employee of Region 8 RTA and have received and read Region 8 RTA Title VI Plan. I understand this policy may be amended from time to time to address new concerns or legal issues. I understand I may contact my Department Supervisor, Director of Finance and HR or the Executive Director with any questions or concerns.

NAME:

SIGNATURE:

DATE:

Delaware Dubuque Jackson County
Regional Transit Authority

TITLE VI NOTICE TO THE PUBLIC

Delaware Dubuque Jackson County Regional Transit Authority (RTA) hereby gives public notice that it is the policy of Region 8 RTA to assure full compliance with Title VI of the Civil Rights Act of 1964, related statutes and regulation providing that no person shall on the ground of race, color, national origin, gender, age or disability be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance. The Civil Rights Restoration Act of 1987 amended Title VI to specify that entire institutions receiving federal funds, whether schools, colleges, government entities, or private employers, must comply with Federal civil rights laws, rather than just the particular programs or activities that receive federal funds. To receive more information on the RTA's obligations regarding Title VI, please contact the RTA Manager of Transit Operations or The Civil Rights Coordinator as listed below.

We are also concerned about the impacts of our programs, projects and activities on low income and minority populations ("Environmental Justice") under Title VI. Any person who believes that they are being denied participation in a project, being denied benefits of a program, or otherwise being discriminated against because of race, color, national origin, gender, age, or disability, may contact:

Lisa Weinhold, Title VI Coordinator
ECIA
563-556-4166

or

Director of Transit Operations
Regional Transit Authority
563-588-4592

You should contact one of the above individuals as soon as possible but no later than 180 days after the alleged discrimination occurred, or if there has been a continuing course of conduct, no later than 180 days after the alleged discrimination was discontinued. Contact the civil Rights Coordinator to get more information on the Title VI program.

If information is needed in another language, contact 563-556-4166.

Delaware Dubuque Jackson County
Regional Transit Authority

List of Investigations, Lawsuits and Complaints

	Date (Month, Day, Year)	Summary (include basis of complaint: race, color, or national origin)	Status	Action(s) Taken
Investigations	None to date			
1.				
2.				
Lawsuits	None to date			
1.				
2.				
Complaints	None to date			
1.				
2.				

Declaration of the Respondent

I declare that I have provided information as part of the Title VI Program to the best of my knowledge and believe it is to be true, correct, and complete.

Respondent

Date

Declaration of the Administrative Head

I declare that I have reviewed and approved the information provided in the Title VI Program and to the best of my knowledge believe it to be true, correct, and complete.

Respondent

Date

ATTACHMENT A

Delaware Dubuque Jackson County Regional Transit Authority

Outreach Efforts 2018-2020

Transit Action Group	January 16, 2018
Transit Action Group	February 20, 2018
Transit Action Group	April 17, 2018
Transit Action Group	September 26, 2018
Transit Action Group	November 28, 2018
Regional Planning Affiliation	February 22, 2018
Regional Planning Affiliation	March 22, 2018
Regional Planning Affiliation	May 24, 2018
Regional Planning Affiliation	July 26, 2018
Regional Planning Affiliation	September 27, 2018
Regional Planning Affiliation	October 25, 2018
RTA Board of Supervisors	January 3, 2018
RTA Board of Supervisors	January 31, 2018
RTA Board of Supervisors	March 7, 2018
RTA Board of Supervisors	April 4, 2018
RTA Board of Supervisors	May 2, 2018
RTA Board of Supervisors	June 6, 2018
RTA Board of Supervisors	August 1, 2018
RTA Board of Supervisors	October 3, 2018
RTA Board of Supervisors	November 14, 2018
RTA Board of Supervisors	December 12, 2018
Delaware County Connections	January 3, 2018
Delaware County Connections	February 12, 2018
Delaware County Connections	March 21, 2018
Transit Action Group	January 10, 2019
Transit Action Group	February 28, 2019
Transit Action Group	May 22, 2019
Transit Action Group	July 24, 2019
Transit Action Group	September 25, 2019
Regional Planning Affiliation	January 17, 2019
Regional Planning Affiliation	April 17, 2019
Regional Planning Affiliation	May 16, 2019
Regional Planning Affiliation	June 20, 2019
Regional Planning Affiliation	September 19, 2019
Regional Planning Affiliation	October 16, 2019
Regional Planning Affiliation	November 26, 2019
RTA Board of Supervisors	January 9, 2019
RTA Board of Supervisors	January 25, 2019
RTA Board of Supervisors	February 6, 2019
RTA Board of Supervisors	March 6, 2019
RTA Board of Supervisors	March 20, 2019

RTA Board of Supervisors	April 3, 2019
RTA Board of Supervisors	May 1, 2019
RTA Board of Supervisors	June 5, 2019
RTA Board of Supervisors	July 3, 2019
RTA Board of Supervisors	August 7, 2019
RTA Board of Supervisors	September 4, 2019
RTA Board of Supervisors	October 3, 2019
RTA Board of Supervisors	November 6, 2019
Delaware County Connections	March 18, 2019
Delaware County Connections	November 8, 2019
Delaware County Connections	November 25, 2019
Peosta Commuter Pilot	March 13, 2019
Jackson County Transportation	May 8, 2019
Jackson County Transportation	June 24, 2019
Jackson County Transportation	July 30, 2019
Dyersville Foundation	December 9, 2019
Transit Action Group	February 5, 2020
Transit Action Group Dubuque County	May 5, 2020
Transit Action Group Jackson County	May 7, 2020
Transit Action Group Delaware County	May 12, 2020
Transit Action Group Dubuque County	August 4, 2020
Transit Action Group Jackson County	August 6, 2020
Transit Action Group Delaware County	August 11, 2020
Transit Action Group Combined/All County	December 2, 2020
Regional Planning Affiliation	January 23, 2020
Regional Planning Affiliation	March 26, 2020
Regional Planning Affiliation	April 23, 2020
Regional Planning Affiliation	May 28, 2020
Regional Planning Affiliation	June 25, 2020
RTA Board of Supervisors	January 8, 2020
RTA Board of Supervisors	March 4, 2020
RTA Board of Supervisors	April 1, 2020
RTA Board of Supervisors	May 13, 2020
RTA Board of Supervisors	August 5, 2020
Delaware County Connections	January 31, 2020
Delaware County City Clerks	February 27, 2020

ATTACHMENT B

Delaware Dubuque Jackson County Regional Transit Authority Public Involvement Policy Plan

The RTA 8 has developed a Public Involvement Policy Plan.

The RTA 8 *Public Involvement Policy (PIP)* was developed due to a need for proactive citizen involvement in the activities conducted by RTA 8.

This process is also being used to satisfy Regional Transit Authority's Section 5311 and 5339 program of projects requirement, all other Federal Transit Authority (FTA) funding programs, and Federal Highway Administration (FHWA) flex funding programs.

The public involvement process will provide the following:

- Complete and accurate information to the public
- Timely notices of public hearings
- Complete access to all key decisions made at public hearings
- Continuing involvement of the public

This PIP is developed in hopes that it will promote and encourage citizen involvement in the decision-making process. It is the obligation and responsibility of RTA 8 to provide information and consider public input in decision making as prescribed by the 2015 Fixing America's Surface Transportation Act (FAST Act).

In worst case scenarios, public participation does not occur until after the community becomes aware of an unpopular policy decision. In such a case citizen involvement mobilized to overturn or amend a decision that had already been made. Late citizen involvement prolongs the planning process and ultimately costs more in terms of resources and staff time. Public involvement in the decision-making process at an early stage makes such occurrences minimal or non-existent.

A full copy of RTA 8 *Public Involvement Policy (PIP)* can be found at
https://www.rta8.org/pdf/RTA_8_PUBLIC_INVOLVEMENT_POLICY_20.pdf

ATTACHMENT C

Non-elected Committees and Council Selected by RTA

AREA	Agency
Delaware County	
Delma Hardin	Regional Medical Center /Public Health
Peggy Petlon	Community Services/MHDS
Mike Mellon	ITP
Heather Hansel	Unlimited Services/Public Relations
Katie Althouse	Soc Services at Penn Center
Michelle Armstrong	Unlimited Services
Shirley Helmrichs	Delaware County Board of Supervisors
Heather Ries	CNO Regional Medical Center
Angie Gudenkauf	Penn Center
Donna Boss	Economic Development
Charity Loecke	RMC/Public Health
Dawn Sage	Department of Human Services
Mindy Meyers	Easter Iowa Regional Housing Authority
Tricia Wagner	RTA 8

Dubuque County	
Ann Morris	Crescent Community Health center
Bill Stumpf	General Public
Carol Gebhart	Opening Doors
Chandra Ravada	RTA 8
Cris Kirsch	Sunnycrest Manor
Dan McDonald	Greater Dubuque Development Corporation
Dave Baker	Dubuque county supervisor
Genevieve Heinold	Unified Therapy
Greg Zars	Northeast Iowa Area Agency on Aging
Jacob Ironside	Jule Transit
Jenny Schrobilgen	Easter Iowa Regional Housing Authority
Kara Huss	Hills & Dales
Kelsey Wade	Department of Human Services
Lori Anderson	Dubuque schools
Margee Woywood	Goodwill Industries
Michelle Huseman	Easter Iowa Regional Housing Authority
Michelle Schmitt	Hills & Dales
Paula Paider-Licht	Dubuque United Way
Rachel Naderman	Area Residential Care

Renee Tyler	Jule Transit
Robin Nims	Imagine The possibilities, Inc.
Traci Gael	Department of Human Services
Jackson County	
Angela Martensen	Imagine The possibilities, Inc.
Carolyn Schaefer	Imagine The possibilities, Inc.
Danielle Kopf	Imagine The possibilities, Inc.
David Heiar	Jackson County Economic Alliance
Deb Courter	Department of Human Services
Lynn Bopes	Jackson County Conservation
Michelle Huseman	Easter Iowa Regional Housing Authority
Mike Steines	Jackson County Board of Supervisors
Robin Nims	Imagine The possibilities, Inc.
Ronelle Clark	Operation New View
Sally Davies	Clover Ridge place
Stephanie Sagers	Jackson County Economic Alliance
Ted Strait	General Public
Tom Meyer	City of Bellevue

ATTACHMENT D

Delaware Dubuque Jackson County Regional Transit Authority Discrimination Complaint Form

Note: *The following information is needed to assist in processing your complaint. Allegations received by telephone will be reduced to writing and provided to complainant for confirmation or revision before processing.*

Complainant Information:

Name: _____
Address: _____
City: _____ State: _____ Zip Code: _____
Telephone Number (Home): _____
Telephone Number (Other): _____
Email Address: _____

Person Discriminated Against (if someone other than the Complainant):

Name: _____
Address: _____
City: _____ State: _____ Zip Code: _____
Telephone Number (Home): _____
Telephone Number (Other): _____
Email Address: _____

Which of the following best describes the reason you believe the discrimination took place?

- ☐ Race / Color (Specify)
- ☐ National Origin (Specify)
- ☐ Sex / Gender
- ☐ Religion
- ☐ Age
- ☐ Disability

On what date(s) (d/m/yr) did the alleged discrimination take place? _____

Please explain below as briefly and clearly as possible what happened and how you believe you were discriminated against. Indicate who was involved. Describe in what way you believe other persons were treated differently than you and why you believe these events occurred. Please use additional sheets if necessary and attach a copy to written material pertaining to your case.

List names and contact information of persons who may have knowledge of the alleged discrimination.

Name: _____
Address: _____
City: _____ State: ____ Zip Code: ____
Telephone Number (Home): _____
Telephone Number (Other): _____
Email Address: _____

Name: _____
Address: _____
City: _____ State: ____ Zip Code: ____
Telephone Number (Home): _____
Telephone Number (Other): _____
Email Address: _____

Name: _____
Address: _____
City: _____ State: ____ Zip Code: ____
Telephone Number (Home): _____
Telephone Number (Other): _____
Email Address: _____

Have you filed this complaint with any other federal, state, or local agency, or with any federal or state court? Check all that apply.

- Federal agency

- State agency

- Local agency

☐ Federal court

- State court

☐ Other _____

If a complaint was filed elsewhere, please provide information about a contact person at the agency/court where the complaint was filed.

Name: _____

Address: _____

City: _____ State: _____ Zip Code: _____

Telephone Number (Home): _____

Telephone Number (Other): _____

Email Address: _____

Please describe how this/these issue(s) can be resolved to your satisfaction.

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

If an advisor will be assisting you in the complaint process, please provide the advisor's name and contact information.

Name: _____
Organization: _____
Address: _____
City: _____ State: _____ Zip Code: _____
Telephone Number (Home): _____
Telephone Number (Other): _____
Email Address: _____

Please sign below. You may attach any written materials or other information that you think is relevant to your complaint.

This Discrimination Complaint Form and your written complaint statement must be signed and dated for allegation(s) to be addressed.

Additionally, you will need to sign a Consent/Release Form to disclose your name, if necessary, in the course of the inquiry. A Consent/Release Form is attached for your convenience. If you are filing a complaint of discrimination on behalf of another person, this person must also sign a Consent/Release Form to consent to name disclosure in order to proceed.

I certify that to the best of my knowledge the information I have provided is accurate and the events and circumstances are as I have described them. As a complainant, I also understand that if I indicated I will be assisted by an advisor on this form, my signature below authorizes the named individual to receive copies of relevant correspondence regarding the complaint and to accompany me during the investigation.

Complainant Signature: _____ **Date:** _____

Attachments: Yes _____ No _____

Submit completed and signed Discrimination Complaint Form, Consent/Release Form(s) and any additional information to:

Region 8 RTA, 7600 Commerce Park, Dubuque, IA 52002
Phone: 563-588-4592 Fax: 563-557-3176 Email: lweinhold@ecia.org

The form can be also found at <https://www.rta8.org/pdf/complaintform.pdf>

ATTACHMENT E

Delaware Dubuque Jackson County Regional Transit Authority Consent/Release Form for Discrimination Complaints

Name _____
Address: _____
City: _____ State: _____ Zip Code: _____
Telephone Number (Home): _____
Telephone Number (Other): _____
Email Address: _____

As a complainant, I understand that in the course of an investigation it may become necessary for the Delaware Dubuque Jackson County Regional Transit Authority, hereafter referred to as “Region 8 RTA”, to reveal my identity to persons at the organization or institution under investigation. I am also aware of the obligations of Region 8 RTA to honor requests under the Freedom of Information Act. I understand that it may be necessary for Region 8 RTA to disclose information, including personally identifying details, which it has gathered as part of its investigation of my complaint. In addition, I understand that as a complainant I am protected by Region 8 RTA policies and practices, from intimidation or retaliation for having taken action or participated in action to secure rights protected by nondiscrimination statutes and regulations which are enforced by Region 8 RTA.

Please check one of the two boxes below:

☐ **I CONSENT** and authorize to have Region 8 RTA, as part of the investigation, reveal my identity to persons at the organization, business or institution, which has been identified by me in my formal complaint of discrimination. I also authorize Region 8 RTA to discuss, receive and review materials and information about me from the same and with appropriate administrators or witnesses for the purpose of investigating this complaint. In doing so, I have read and understand the information in this form. I also understand that the material and information received will be used for authorized civil rights compliance activities only. I further understand that I am not required to authorize this release, and do so voluntarily.

☐ **I DENY CONSENT** to have Region 8 RTA reveal my identity to persons at the organization, business or institution under investigation. I also deny consent to have Region 8 RTA disclose any information contained in this complaint with any witnesses I have mentioned in the complaint. In doing so, I understand that I am not authorizing Region 8 RTA to discuss, receive nor review any materials and information about me from the same. In doing so, I have read and understand the information at the beginning of this form. I further understand that my decision to deny consent may impede this investigation and may result in the unsuccessful resolution of my case.

Signature: _____ **Date:** _____

Submit completed and signed Consent/Release Form(s) with the Discrimination Complaint Form and any additional information to: Region 8 RTA, 7600 Commerce Park, Dubuque, IA 52002
Phone: 563-556-4166 Fax: 563-557-3176 Email: lweinhold@ecia.org

ATTACHMENT F

Delaware Dubuque Jackson County Regional Transit Authority Limited English Proficiency Plan

The Region 8 RTA has developed a Limited English Proficiency Plan.

The Delaware, Dubuque and Jackson County Regional Transit Authority, also known as Regional Transit Authority 8 (RTA 8) operates its programs, services, and activities in compliance with federal nondiscrimination laws. These laws include; Title VI of the Civil Rights Act of 1964 (Title VI), the Civil Rights Restoration Act of 1987, and related statutes and regulations. Title VI prohibits discrimination in federally assisted programs and requires that no person in the United States of America shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity receiving federal assistance. Related federal nondiscrimination laws administered by the Federal Highway Administration, the Federal Transit Administration, or both prohibit discrimination on the basis of age, sex, and disability. These protected categories are contemplated within RTA 8 Title VI Program consistent with federal interpretation and administration. Additionally, RTA 8 provides meaningful access to its programs, services, and activities to individuals with limited English proficiency, in compliance with US Department of Transportation policy and guidance on federal Executive Order 13166.

A full copy of the RTA 8 *Limited English Proficiency Plan (LEP)* can be found at https://www.rta8.org/pdf/RTA_8_LEP_20_Plan.pdf