

Complaint Process

Northern Arizona Intergovernmental Public Transportation Authority (NAIPTA) grants all citizens equal access to all its transportation services. It is further the intent of NAIPTA, 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 NAIPTA 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 age, ability, sex/gender, gender identity or expression, or sexual orientation discrimination. It only covers race, color and national origin. Other Civil Rights laws, including state and local regulations prohibit these forms of 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 the NAIPTA on the basis of your age, sex, ability, race, color, national origin, gender identity/expression, and sexual orientation, you have the right to file a complaint with the NAIPTA Administrative Director in the Civil Rights Division. 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:

NAIPTA Civil Rights Division
Attn: Administrative Director
3773 N Kaspar Dr
Flagstaff, AZ 86004

Or via email to hdalmolin@naipta.az.gov

Verbal complaints will be accepted and transcribed by the Civil Rights Division. To make a verbal complaint, call (928) 679-8908. Complaints may also be filed with external entities the Federal Transit Administration at www.fta.dot.gov; the Arizona Department of Transportation Civil Rights Office at <http://azdot.gov/business/civil-rights/contact-us-new>; or Equal Employment Opportunity Commission at www.eeoc.gov. Please review information on the respective agency websites for details on filing Title VI complaints.

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

Investigations

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

The investigations will address complaints against any NAIPTA department(s). The investigation will be conducted in conjunction with and under the advice of the Civil Rights Division.

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 60 days of the receipt of the formal complaint.

Based upon all the information received, an investigation report will be written by the Administrative Director for submittal to the CEO – General Manager.

The complainant will receive a letter stating that final decision by the end of the 60 day time limit. Most investigations are completed within 30 days.

The complainant shall be notified of his/her right to appeal the decision. Appeals may be made to the Federal Transit Administration, the Arizona Department of Transportation, or the Equal Employment Opportunity Commission.



Northern Arizona Intergovernmental Public Transportation Authority

3773 N. Kaspar Drive • Flagstaff, AZ 86004 • 928-679-8900 • FAX 928-779-6868 • www.naipta.az.gov

Updated: August 10, 2016

Policy: Process for Public Comment and Complaint

Goal: Establish a guideline and process for handling public comments and complaints, as well as mechanism for tracking and investigation.

Contact: Lauree Battice 928.679.8920 lbattice@naipta.az.gov OR Alicia Becker 928.679.8935 abecker@naipta.az.gov

Receiving Comments or Complaints

NAIPTA receives various types of comments and complaints. This procedure recognizes each type and assigns related process by type.

General Comments and Complaints, including complaints regarding violations under Title VI (Discrimination complaints):

1. The public comment hotline will be provided 24 hours a day for citizens with questions, comments, or complaints. The hotline number is posted on all vehicles and made available to the public on printed schedules and on website.
2. Calls will be taken during regular business hours by Operations Supervisors in the dispatch office or Administrative Staff at the front desk.
3. An email address will be provided on NAIPTA website through both the Contact Us link and the Customer Rights page. Access to Customer Rights page will be provided through a link on every page within the NAIPTA website. The email address is also made available on vehicles and in NAIPTA facilities on the Customer Rights/Title VI notice.
4. Public Comment cards are available in the office and on the buses. The cards are removed from locked comment boxes at the end of each service day and submitted to Administrative Staff at the front desk.
5. All comments/complaints will be investigated by senior level staff with contact made to caller within 2 business days as applicable.
6. All comments/complaints will be recorded in the Comments and Complaints database. Detailed description of comment should be obtained with date, time and location of incident as well as caller's name/number if possible.
7. All investigation notes will be entered into the database, along with resolution of comment or complaint. Investigations and complaints are to be marked closed at resolution.
8. The Business Manager will report to the management team all open comments & complaints as well as complaints closed within the period on a quarterly basis. Management may make recommendations on additional actions, including training to respective supervisors based on trends or reoccurring complaints.
9. All Title VI complaints will be handled as per the Title VI Policy, Section 2 Title VI Complaint Procedure. Title VI complaints are defined as complaints regarding denial of benefits, exclusions of participation, or subjection to discrimination on the grounds of race, color, or national origin. As per state and local regulations, Title VI discriminatory complaints include



Getting you where you want to go



Northern Arizona Intergovernmental Public Transportation Authority

3773 N. Kaspar Drive • Flagstaff, AZ 86004 • 928-679-8900 • FAX 928-779-6868 • www.naipta.az.gov

discrimination based on age, sex/gender, and sexual orientation. As deemed necessary, Title VI complaints are subject to discussion with Board of Directors.

10. All documents regarding Title VI complaints, including print out of complaint from database and closing letter will be maintained in the Title VI file with the Administrative Director.
 11. All callers will be offered an opportunity to participate in public meetings conducted by the Board of Directors.
- ** All comments and complaints whether left on hotline, conveyed through email, or taken during business hours by staff will be handled as described above.

Fare and Service Change Comments, including those received during public comment period:

1. A public comment line will be enacted whenever NAIPTA is conducting a public comment period or has posted invitations for public comment regarding service changes. The public comment line will be provided 24 hours a day for citizens with questions, comments, or concerns.
 2. Calls will be taken during regular business hours by Administrative Staff at the front desk.
 3. An email address will be made available on posted signs at stops and on vehicles.
 4. Any comments received via Public Comment cards available in the office and on the buses will be processed by Administrative Staff at the front desk.
 5. All comments will be assigned to planning staff with contact made to caller within 2 business days as applicable.
 6. All comments will be recorded in the Fare and Service Changes database. Detailed description of comment should be obtained with date, time, and route or stop information as well as caller's name and number if possible.
 7. All investigation notes will be entered into the database, along with resolution of comment. Investigations and comments are to be marked closed at resolution.
 8. The Transit Planner will report to the management team all open comments within the period at the close of the comment period. Management team may make recommendations or take additional action prior to information in summary form being reported to the Board as part of the comment period for fare and service changes.
 9. All commenters will be offered an opportunity to participate in public meetings conducted by the Board of Directors.
- ** All comments whether left on hotline, conveyed through email, or taken during business hours by staff will be handled as described above.



Getting you where you want to go