



Discrimination Complaint Process

Complaint Process

Mountain Line is committed to ensuring that no person is excluded from participation in or denied the benefits of its services on the basis race, color, or national origin (including Limited English Proficiency), as provided by Title VI of the Civil Rights Act of 1964, as amended, or on the basis of age, sex/gender, ability, gender identity or expression, and sexual orientation as provided by other civil rights statutes.

Mountain Line's objective is to:

- Ensure that the level and quality of transportation service is provided without regard to age, sex/gender, ability, race, color, national origin, gender identify or expression, and sexual orientation;
- Promote the full and fair participation of all affected populations in transportation decision making;
- Prevent the denial, reduction, or delay in benefits related to programs and activities that benefit minority populations or low-income populations;
- Ensure meaningful access to programs and activities by persons with limited English proficiency.

Mountain Line grants all citizens equal access to all its transportation services. It is further the intent of Mountain Line, that all citizens are aware of their rights to such access. This information is to serve as an educational tool for citizens so that they may understand one of the civil rights laws that protect their benefit of Mountain Line 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.

For more information

To request additional information on Mountain Line's Title VI and other anti-discrimination obligations or if information is needed in languages other than English, please contact Mountain Line Civil Rights Division or Mountain Line's Deputy General Manager at:

- phone (928) 679-8900
- TTY (800) 367-8939
- fax (928) 779-6868
- email transportation@mountainline.az.gov

Mountain Line Title VI Program and Implementation Plan

How do I file a complaint?

If you believe that you have received discriminatory treatment by the Mountain Line 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 Mountain Line Deputy General Manager 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:

Mountain Line Civil Rights Division
Attn: Deputy General Manager
3773 N Kaspar Dr
Flagstaff, AZ 86004

Or via email to transportation@mountainline.az.gov and kmorley@mountainline.az.gov

Complaints must include the complainant(s) name, address, and phone number. The complaint must be signed by the complainant(s). For complaints submitted via email, the email address and complainant(s) name will be treated as the complainant(s) signature.

Verbal complaints will be accepted and transcribed by the Civil Rights Division. To make a verbal complaint, call (928) 679-8903. Complainant(s) will receive a copy of the transcribed complaint for verification and the complainant(s) must return a signed copy to initiate an investigation.

All complaints will be acknowledged in writing within 3 business days of the receipt of the signed complaint and the acknowledgement will include whether the complaint is to be investigated by Mountain Line or referred to external entities.

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 Mountain Line and an external entity simultaneously, the external complaint shall supersede the Mountain Line complaint and Mountain Line's complaint procedures will be suspended pending the external entity's findings.

Should Mountain Line receive a complaint related to Mountain Line's program provided through Arizona Department of Transportation Section 5310 or 5311 funding, specifically vanpools or taxi vouchers, Mountain Line will notify ADOT within 72 hours via telephone at 602.712.8946; or email at civilrightsoffice@azdot.gov.

Investigations

Within 10 working days of receipt of the formal complaint, the Deputy General Manager 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 Mountain Line 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 Deputy General Manager for submittal to the CEO and 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.

A copy of these procedures can be found online at: <http://mountainline.az.gov/naipta-information/customer-rights/>.