

# THUNDER BAY TRANSPORTATION AUTHORITY

## Title VI Program

Adopted: 11/22/2017 Reviewed: \_\_\_\_\_ Revised: 8-16-18

### I. Program Statement

Title VI of the Civil Rights Act of 1964 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).

*Thunder Bay Transportation Authority (TBTA)* is committed to ensuring that no person is excluded from participation in, or denied the benefits of its transit services on the basis of race, color, or national origin, as protected by, the updated circular, Title VI in Federal Transit Administration (FTA) Circular 4702.1.B.

This program was developed to guide the *Thunder Bay Transportation Authority* in its administration and management of Title VI-related activities.

#### **Title VI Coordinator Contact information**

*Andrew Sundin, Operations Manager*  
*Thunder Bay Transportation Authority*  
*3859 US 23 North*  
*Alpena, Michigan 49707*  
*Phone: 989-354-2487*  
*Fax: 989-419-5901*  
*Email: [sundina@thunderbaytransportation.com](mailto:sundina@thunderbaytransportation.com)*

### II. Title VI Information Dissemination

Title VI information posters (see Appendix G) shall be prominently and publicly displayed in the *office of operations* and on revenue vehicles. The name of the Title VI coordinator is available on the *Thunder Bay Transportation Authority* website, at [ThunderBayTransportation.com](http://ThunderBayTransportation.com). Additional information relating to nondiscrimination obligation can be obtained from the *Thunder Bay Transportation Authority* Title VI Coordinator.

Title VI information shall be disseminated to *Thunder Bay Transportation Authority* employees annually via the Employee Education form (see Appendix A) in payroll envelopes. This form reminds employees of the *Thunder Bay Transportation Authority* 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 *Thunder Bay Transportation Authority's* expectations to perform their duties accordingly.

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

**III. Membership of non-elected committees and councils.**

TBTA has two non-elected committees and councils: Thunder Bay Board of Directors and the Local Advisory committee (LAC). The Thunder Bay Transportation Board of Directors meets on a monthly basis to discuss policies and the operations of TBTA. The LAC acts as the voice of the people, for the TBTA service area, meeting annually. The TBTA Board of Directors advertises for applications to the LAC, and the Director encourages customers to apply. The table below shows the race of members currently serving on TBTA board and LAC.

Title VI Response Summary of Ethnicity of the	7 Member Board of Directors	7 Member Advisory Committee
Total Members	5	6
American Indian or Alaskan Native	See Other	
Asian	0	0
African or Black American	0	0
Native Hawaiian or Other Pacific Islander	0	0
White	5	6
Other – White & 1/8 American Indian	0	0

**V. Subcontracts and Vendors**

All subcontractors and vendors who receive payments from *Thunder Bay Transportation Authority* 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.

Subcontractors and vendors will be monitored for compliance through observation and the investigation of complaints.

## VI. 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 Thunder Bay Transportation Authority 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.

Thunder Bay Transportation Authority has not received any public transportation related Title VI investigations, complaints, or lawsuit filed since the time of the last submission of the Title VI program. If any are received, they will be tracked and reported in the table below:

	Date (Month, Day, Year)	Summary (include basis of complaint: race, color, or national origin)	Status	Action(s) Taken
<b>Investigations</b>				
1.				
2.				
<b>Lawsuits</b>				
1.				
2.				
<b>Complaints</b>				
1.				
2.				

## V. Title VI Complaint Procedures

### How to file a Title VI Complaint?

The 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:

- Your name, mailing address, and how to contact you (i.e., telephone number, email address, etc.)
- How, when, where and why you believe you were discriminated against. Include the location, names and contact information of any witnesses.
- Other information that you deem significant

The Title VI Complaint Form (see Appendix C) may be used to submit the complaint information. The complaint may be filed in writing with Thunder Bay Transportation Authority at the following address:

*Title VI Coordinator/Current Transportation Director  
Thunder Bay Transportation Authority  
3859 US 23 North  
Alpena, Michigan 49707*

NOTE: Thunder Bay Transportation Authority encourages all complainants to certify all mail that is sent through the U.S. Postal Service and/or ensure that all written correspondence can be tracked easily. 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.

**What happens to the complaint after it is submitted?**

All complaints alleging discrimination based on race, color or national origin in a service or benefit provided by Thunder Bay Transportation Authority will be directly addressed by Thunder Bay Transportation Authority. The Thunder Bay Transportation Authority shall also provide appropriate assistance to complainants, including those persons with disabilities, or who are limited in their ability to communicate in English. Additionally, Thunder Bay Transportation Authority shall make every effort to address all complaints in an expeditious and thorough manner.

A letter of acknowledging receipt of complaint will be mailed within seven days (Appendix D). Please note that in responding to any requests for additional information, a complainant's failure to provide the requested information may result in the administrative closure of the complaint.

**How will the complainant be notified of the outcome of the complaint?**

Thunder Bay Transportation Authority will send a final written response letter (see Appendix E or F) to the complainant. In the letter notifying complainant that the complaint is not substantiated (Appendix F), the complainant is also advised of his or her right to 1) appeal within seven calendar days of receipt of the final written decision from Thunder Bay Transportation Authority, and/or 2) file a complaint externally with the U.S. Department of Transportation and/or the FTA. Every effort will be made to respond to Title VI complaints within 60 working days of receipt of such complaints, if not sooner.

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

Federal Transit Administration Office of Civil Rights  
Attention: Title VI Program Coordinator  
East Building, 5th Floor – TCR  
1200 New Jersey Ave., SE  
Washington, DC 20590

**VII. Limited English Proficiency (LEP) Plan**

TBTA has developed this Limited English Proficiency Plan (LEP) to help identify reasonable steps to provide language assistance for LEP persons seeking meaningful access to TBTA services as required by Executive Order 13166. 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.

## **VIII. Community Outreach**

### **Public Participation Plan**

As an agency receiving federal financial assistance, Thunder Bay Transportation Authority engages minority and LEP populations in planning and decision making processes through marketing and outreach activities, monthly Board of Director meetings, participation in the Coordinated Public Transit-Human Services Transportation Plan, a responsive complaint process, and issuance of a public notice with a 30-day public comment period as part of the Michigan Department of Transportation (MDOT) annual application process. In accordance with the Public Participation Plan, Thunder Bay Transportation Authority has made the following outreach efforts since the last Title VI Program submission:

- Various marketing and outreach activities
- Monthly Board of Director meetings
- Active management customer complaints by the transportation director
- Completion of the MDOT annual application process including the public notice and 30-day public comment period.

## **Appendix A**

### **Employee Annual Education Form**

#### **Title VI Policy**

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 any program or activity receiving federal financial assistance.

All employees of the *Thunder Bay Transportation Authority* are expected to consider, respect, and observe this policy in their daily work and duties. If a citizen approaches you with a question or complaint, direct him or her to *Title VI Coordinator*.

In all dealings with citizens, employees are to use courtesy titles (i.e. Mr., Mrs., Ms., or Miss) to address them without regard to race, color or national origin.

**Appendix B**  
**Acknowledgement of Receipt of Title VI Plan**

I hereby acknowledge the receipt of the *Thunder Bay Transportation Authority's* Title VI Plan. I have read the plan and am committed to ensuring that no person is excluded from participation in, or denied the benefits of its transit services on the basis of race, color, or national origin, as protected by Title VI in Federal Transit Administration (FTA) Circular 4702.1.B.

\_\_\_\_\_  
Your signature

\_\_\_\_\_  
Print you name

\_\_\_\_\_  
Date

