

TITLE VI PUBLIC NOTICE AND COMPLAINT PROCEDURES

Ride Connection posts the Title VI public notice on the agency website, in all vehicles, and in the administrative offices. Ride Connection's Title VI complaint form and procedures are also available on the agency website, and the top five languages have been translated. The Complaint Form is Attachment A, Attachment B shows the vehicle notice, and Attachment C is the Complaint Tracking form.

Ride Connection shall follow the internal procedure for reviewing complaints set forth below:

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by Ride Connection, Inc. may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form. In order for Ride Connection to investigate, complaints must be received no more than 180 days after the alleged incident. Ride Connection will only process complaints that are complete. If an incomplete complaint is received, Ride Connection will work with the person to resolve the issue. Once the complaint is received, Ride Connection will review it to determine if our office has jurisdiction. The complainant will receive an acknowledgement letter informing them whether the complaint will be investigated by our office.

Ride Connection will generally complete an investigation within 90 days of receipt of a completed complaint form. If more information is needed to resolve the case, Ride Connection may contact the complainant. The complainant has 10 business days from the date of the letter to send requested information to the Chief Quality Assurance & Compliance Officer.

If the Chief Quality Assurance & Compliance Officer is not contacted by the complainant or does not receive the additional information within 10 business days, Ride Connection can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

After Ride Connection reviews the complaint, the Chief Quality Assurance & Compliance Officer will issue one of two letters to the complainant: a closure letter or a letter of finding (LOF). A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed. An LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member, or other action will occur. If the complainant wishes to appeal the decision, they have 10 business days after the date of the letter or the LOF to do so.

All Appeals will be reviewed by Ride Connection's Board of Directors.

Ride Connection's Title VI public and website notice is stated below:

Ride Connection operates its programs without regard to race, religion or religious creed, color, gender, gender identity, gender expression, national origin, ancestry, physical or mental disability, medical condition, genetic information, marital status, registered domestic partner status, age, sexual orientation, military or veteran status, or any other basis protected by federal, state, local law, ordinance, or regulation and will not be discriminated against on these bases, in accordance with Title VI of the Civil Rights Act, ORS Chapter 659A, or other applicable law.

Making a Title VI Complaint

Under Title VI, any person who believes they have been aggrieved by an unlawful discriminatory practice on the basis of race, color, or national origin by Ride Connection may file a complaint by completing and submitting Ride Connection's Title VI Complaint form. In addition to Title VI protected categories, Ride Connection accepts discrimination allegation complaints based on religion or religious creed, gender, gender identity, gender expression, ancestry, physical or mental disability, medical condition, genetic information, marital status,

registered domestic partner status, age, sexual orientation, military or veteran status, or any other basis protected by federal, state, local law, ordinance, or regulation. Any such complaint must be in writing and filed with Ride Connection within 180 days following the date of the alleged discriminatory occurrence. For information on how to file a complaint, contact Ride Connection by any of the methods provided below.

Mail: Ride Connection, Inc.
Attention:
Chief Quality Assurance & Compliance Officer
9955 NE Glisan Street Portland, OR 97220
Phone: 503.528.1743
Fax: 503.528.1755
Email: tellus@rideconnection.org
Main Phone Line: (503) 226.0700

A person may also file a Title VI complaint directly with:

Federal Transit Administration Office of Civil Rights

Attention: Complaint Team
East Building, 5th Floor-TCR
1200 New Jersey Avenue, SE
Washington, DC 20590
<https://www.transit.dot.gov/regulations-and-guidance/civil-rights-ada/file-complaint-fta>
Voice: (888) 446-4511

Oregon Department of Transportation Office of Civil Rights

Attention: Intermodal Civil Rights Programs Manager
ODOT.TITLEVI@odot.state.or.us
Phone: (503) 986-3169
TTY Line: 711
Internet Relay: <http://sprintip.com>
Fax: (503) 986-6382