

**JOHNSON CITY TRANSIT (JCT)  
TITLE VI COMPLAINT INVESTIGATION PROCEDURE**

Any complaint alleging that the Johnson City Transit System (a department of the City of Johnson City) has not complied with Title VI regulations must be submitted in writing to Steve Willis, Human Resources Director, City of Johnson City, 601 E. Main Street, Johnson City, TN, 37601.

**A written complaint must be filed within 180 days after the date of the alleged discrimination**, unless the time for filing is extended by the Federal Transit Administration. The written complaint will, at a minimum, provide the following information:

1. the specific act(s) of JCT non-compliance in question;
2. the date(s) of JCT non-compliance in question;
3. specify the reasons why the complaining party believes that JCT is not in compliance with the Title VI regulation(s) in question (including non-compliance in employment with JCT);
4. the name and address of the complainant (and person discriminated against if different from complainant); and
5. if applicable, the Title VI minority status of the complainant (or person discriminated against if different from complainant) .

Upon receipt of the written Title VI Complaint, Mr. Willis will contact the following applicable City staff to provide a summary of the complaint, and request assistance with the investigation of the complaint:

1. the JCT Director, and
2. the JCT Title VI Liaison.

The HR Director and the JCT Title VI Liaison will coordinate efforts into investigating the act(s) of non-compliance with Title VI regulations alleged in the complaint and in preparing a written response, which will be completed within 10 business days from the date the City HR Director contacts the JCT Director and/or the JCT Title VI Liaison regarding the complaint. The investigation activities may include, as applicable, review of JCT Title VI-related procedures, interviews with JCT “front-line” service provision employees (drivers, dispatchers), the complainant, and any witnesses to the alleged discrimination. Upon completion of the investigation, the original complaint and all information obtained during the investigation of the complaint will be submitted to the City Manager.

Upon review of the written investigation submission and any independent investigation deemed appropriate conducted by the City, the City Manager will either:

1. Render a decision which will be final, and advise all interested parties of this decision in writing; or

2. City Manager, at his/her sole discretion, may conduct an informal hearing at which the interested participating parties will be afforded an opportunity to present their respective position, including facts, documents, justification, and technical information in support thereof.
  - a) If the City Manager conducts an information hearing, the parties may be, but are not required to be, represented by counsel. The informal hearing will not be subject to formal rules of evidence or procedures.
  - b) Following the informal hearing, the City Manager will render a decision, which will be final, and advise all interested parties thereof in writing.

Parties dissatisfied with the final decision of the City Manager, whether following review of the written submission or informal hearing, may contact the FTA Civil Rights office, the Tennessee Department of Transportation Civil Rights Office, and/or the U.S. Department of Justice. A *JCT Title VI Complaint Form* has been prepared by JCT for complainants to use, at their discretion, to file their complaint with one of these agencies (addresses included on form), or with the City of Johnson City.