

Requesting Additional Information on Title VI Obligations

Members of the public who wish to obtain additional information regarding Heart of Iowa Public Transit Agency's obligations under Title VI of the Civil Rights Act of 1964 may do so through the following procedures:

1. **Submit a Written Request:** To request information, submit your request in writing (by mail, email, or in person) to:
Heart of Iowa Regional Transit Agency | HIRTA
Attn: Title VI Coordinator
2824 104th Street, Urbandale, IA 50322
BRamsey@ridehirta.com
1-866-686-0029
2. **Include Relevant Details:** Requests should include the requestor's name, contact information, and a brief description of the information sought. For example, a copy of the Title VI Program, demographic data used in service equity analyses, language assistance plans, or complaint procedures.
3. **Response Time:** Heart of Iowa Regional Transit Agency will acknowledge receipt of the request within three (3) business days and will provide the requested information, or an explanation of any applicable exemption, within ten (10) business days of receipt.
4. **Language Assistance** — Individuals with limited English proficiency (LEP) may request this information in an alternative language or format. Heart of Iowa Regional Transit Agency will provide translation, or interpretation services free of charge upon request.
5. **Alternative Formats** — Individuals with disabilities may request information in an alternative accessible format (e.g., large print, Braille, or audio) by contacting the Title VI Coordinator at the number above.
6. **Public Availability** — The Title VI Program, including this notice, is also available for public inspection at Heart of Iowa Regional Transit Agency's central office located at 2824 104th Street, Urbandale, IA during regular business hours. It is also available on the agency's website at www.ridehirta.com.