

1. **Statement of 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 otherwise subjected to discrimination under any Heart of Iowa Regional Transit Agency (HIRTA) program or activity, as provided by Title VI of the Civil Rights Act of 1964 and as amended, and the Civil Rights Restoration Act of 1987 (P.L. 100.259). HIRTA operates its programs without regard to race, color, or national origin.
2. **Notices:** Notices of Title VI rights are posted on the agency's website at: www.ridehirta.com/policies as well at the entrances of facilities.
3. **How to file a Complaint:** Any person or entity may file a complaint alleging discrimination based on race, color, or national origin. Complaints must be submitted within 180 days of the alleged discriminatory act, as follows:
 1. All complaints must be in writing.
 2. A complaint may be made on HIRTA's Title VI Complaint Form or by email or letter with the following information:
 - A. If submitting a complaint by letter all complaints must include:
 - Name, address, and telephone number of complaining party;
 - Name, address of the person, agency, institute, or office alleged to have engaged in a discriminatory act;
 - A description of how, why and when the discrimination occurred, including as much background as possible about the allegations; and
 - A signature by the complaining party.
 - B. A complaint submitted by letter should be addressed as follows:

HIRTA, Title VI Coordinator
2824 104th Street, Urbandale, IA 50322 or jcastillo@ridehirta.com
 - C. A copy of HIRTA's Title VI Complaint Form may be obtained as follows:
 - Website at www.ridehirta.com/policies
 - Email request for Form to jcastillo@ridehirta.com
 - Call: 1-877-686-0029 and ask for the form to be emailed or mailed to you.
 - D. A Title VI complaint may also be filed with an external entity such as the Federal Transit Administration (FTA), other federal or state agency, or a federal or state court. Information on how to file a complaint with the FTA may be found at: <https://ftawebprod.fta.dot.gov/OCF/OnlineComplaintForm/CreateOnlineComplaintForm>
 - E. If a complaint is filed with both HIRTA and an outside agency at the same time, the outside agency's process will take precedence. HIRTA will pause its own complaint procedures until the outside agency reaches a decision.

4. How HIRTA Public Transit Will Respond to Complaints:

Once HIRTA receives a Title VI complaint, it will be reviewed within 10 working days, and the complainant will be contacted to confirm receipt and let them know whether an investigation will begin or the case will be closed.

HIRTA investigates written complaints alleging discrimination based on race, color, or national origin, filed within 180 days of the alleged act, and aims to complete investigations within 60 days. Complaints filed outside this window, or that don't allege discrimination on these bases, will be closed, and the complainant will be notified.

During the investigation, HIRTA may contact the complainant for a meeting, interview, or additional information. The complainant has 10 business days from HIRTA's request to respond or participate. If HIRTA does not receive the requested information, contact details, or participation within that time, the complaint will be closed.

Once the investigation is complete, HIRTA will issue a written report with findings and, if appropriate, recommendations for corrective action. Issuing this report closes both the investigation and the complaint.

Complainants may appeal the findings by submitting a letter to HIRTA's CEO within 15 days of receiving the report, explaining their position and requesting an independent review. The CEO will respond within 30 business days of receiving the appeal, either upholding the original findings or ordering further investigation. The CEO's decision is final and binding.

6. **Complaint Records:** Records of all Title VI complaints and associated investigations are retained, subject to applicable retention policies and public disclosure requirements and/or exemptions.
7. **Non-Retaliation:** HIRTA will not retaliate against any person or entity for filing a Title VI discrimination complaint or participating in an investigation. Anyone who believes they experienced retaliation for doing so may file a complaint using this same process.