

**BASIN TRANSIT SERVICE TRANSPORTATION DISTRICT TRANSPORTATION  
DISTRICT TITLE VI PROGRAM POLICY  
ADOPTED: JULY 24, 2024**

**COMPLIANCE WITH THIS PUBLICATION IS MANDATORY**

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ACCESSIBILITY: Publications and forms are available for downloading or ordering on the Basin Transit Service Transportation District web site at [www.basintransit.com](http://www.basintransit.com)

RELEASABILITY: There are no releasability restrictions on this publication.

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**References:**

Department of Transportation Circular 1000.12C (June 11, 2021) *The Department of Transportation Title VI Program*

**1. PURPOSE**

**1.1** The purpose of this policy is to establish guidelines to effectively monitor and ensure that Basin Transit Service Transportation District Transportation District (BTS) is in compliance with all FTA Title VI requirements and regulations in order to carry out the provisions of the Department of Transportation's (DOT) Title VI Regulations at 49 CFR Part 21 to ensure that no person in the United States, based on race, color, or national origin, is excluded from participation in, denied the benefits of, or otherwise subjected to discrimination under any program that DOT financially assists.

**2. POLICY**

**2.2** Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color or nation origin in programs or activities receiving federal financial assistance. Presidential Executive Order 12898 addresses environmental justice in minority and low-income populations. Presidential Executive Order 13166 addresses services to those individuals with Limited English proficiency (LTP). These Presidential Executive Orders fall under the umbrella of Title VI. The Environmental Justice Policy Guidance for Federal Transit Administration Recipients (FTA C 4703.1 provides further guidance to incorporate environmental justice principles in plans, projects and activities that receive funding from FTA.)

**2.3** Discrimination refers to any action or inaction, whether intentional or unintentional, in any program of a recipient of Federal financial assistance, the effect of which is that programmatic benefits and services are denied, excluded, or otherwise made unavailable based on race, color, or national origin; or such action or inaction has the effect of imposing artificial, arbitrary, and unnecessary barriers to the accomplishment of the objectives of the program or activity with respect to individuals of a particular race, color, or national origin.

**2.4** Basin Transit Service Transportation District is committed to creating and maintaining public transportation that is free of all forms of discrimination. No person or group of persons shall be discriminated against with regard to routing, scheduling or the quality of transportation service provided by Basin Transit Service Transportation District. Basin Transit Service Transportation District will take whatever preventive, corrective or disciplinary action necessary for behavior that violates this policy, or the rights and privileges designed to protect.

**2.5** Every application for financial assistance from the FTA is accompanied by an assurance that Basin Transit Service Transportation District will carry out the program in compliance with Title VI of the Civil Rights Act of 1964. This requirement is fulfilled annually when the applicant submits its certifications and assurances to the FTA via Oregon Department of Transportation Public Transit Division (ODOT PTD)

### **3. OBJECTIVES**

**3.1** Basin Transit Service Transportation District established a Title VI Program in accordance with Department of Transportation regulation 49 CFR Part 21. Basin Transit Service Transportation District is the recipient of federal financial assistance from the Department of Transportation and as a condition of receiving this financial assistance Basin Transit Service Transportation District signed an assurance that it will carry out the program in accordance with requirements of Title VI of the Civil Rights Act of 1964.

**3.2** The primary objectives of Basin Transit Service Transportation District Title VI Plan are to:

**3.2.1** Ensure that the level and quality of transportation service is provided without regard to race, color, national origin, gender, age, or disability.

**3.2.2** Identify and address, as appropriate, disproportionately high, and adverse human health, and environmental effects, including social and economic effects of plans, projects and activities on minority populations and low-income populations.

**3.2.3** Promote the full and fair participation of all affected populations in transportation decision making.

**3.2.4** Prevent the denial, reduction, or delay in benefits related to programs and activities that benefit minority population or low-income populations.

**3.2.5** Ensure meaningful access to program and activities by persons with limited English proficiency.

### **4. PROGRAM**

#### **4.1 Providing information**

**4.1.1** Basin Transit Service Transportation District shall provide information to the public regarding Title VI obligations and advise members of the public of the protections against discrimination afforded to them by Title VI. List of locations where notice is posted:

All BTS fixed-route motor bus vehicles.  
All BTS paratransit vehicles.  
District Office Building main lobby.  
Online at [www.basintransit.com](http://www.basintransit.com)

**4.1.2** Basin Transit Service Transportation District is required to submit a Title VI update every three (3) years to ODOT to determine compliance with state and federal laws and regulations.

**4.1.3** Basin Transit Service Transportation District will provide instructions to the public regarding how to file a Title VI discrimination complaint, including a copy of the complaint form to be available online.

## **4.2 Title VI Investigations and Complaints**

**4.2.1** Basin Transit Service Transportation District shall establish and publish the guidelines and procedures consistent with 28 CFR § 42.408 and 49 CFR §§ 21.11 through 21.17, DOT's External Civil Rights Complaint Processing Manual and the DOT General Counsel's February 15, 2019 Memorandum for Secretarial Officers and Heads of Operating Administrations concerning Procedural Requirements for DOT Enforcement Actions (and any corresponding regulations) for the prompt processing and disposition of Title VI complaints on its website.

**4.2.2** A complaint must meet the following criteria for acceptance:

- a. The Complaint must be filed within 180 days of alleged occurrence.
- b. The allegation must involve a covered basis such as race, color, or national origin.

**4.2.3** A complaint may be dismissed for the following reasons:

- a. The Complainant requests the withdrawal of the complaint.
- b. The Complainant fails to respond to repeated requests for additional information needed to process the complaint.
- c. The Complainant cannot be located after reasonable attempts.

## **4.3 Procedures for complaints**

**4.3.1** It is the policy of Basin Transit Service Transportation District to provide an orderly process whereby problems and complaints will be considered as fairly and rapidly as possible without fear of retaliation. Every effort will be made to find an acceptable solution by informal means at the lowest possible level.

**4.3.2** Basin Transit Service Transportation District has developed procedures for investigating and tracking Title VI complaints filed against them. These procedures are as follows:

**4.3.2.1** Any person who believes he/she has been discriminated against based on race, color, or national origin by Basin Transit Service Transportation District may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form (Appendix A). Submission

may be by mail, drop off, or email. Basin Transit Service Transportation District investigates each complaint within 24 hours after the alleged incident. Basin Transit Service Transportation District will only process a complete complaint(s).

**4.3.2.2** Once Title VI Complaint Coordinator (General Manager) receives the complaint, a manager is assigned the case. If more information is needed to resolve the case, Basin Transit Service Transportation District may contact the complainant. After the investigator reviews the complaint, he/she will issue one of two letters: a closure letter or a letter of finding. A closure letter summarizes the allegations and states that there was not a Title VI violation, and the case is closed. A letter of finding summarizes the allegations and the interviews regarding the alleged incident. It explains whether any disciplinary action, additional training of the staff or other action will occur. If the complainant wishes to appeal the decision, he/she has 30 days after the date of the letter or the letter of finding to the General Manager.

**4.4** A person may also file a complaint directly with the Federal Transit Administration or the Oregon Department of Transportation.

Federal Transit Administration  
Office of Civil Rights  
Attention: Complaint Team  
East Building 5<sup>th</sup> Floor - TCR  
1200 New Jersey Avenue SE  
Washington, DC 20590  
Phone: 888-446-4511

ODOT Office of Civil Rights  
Atten: Intermodal Civil Rights Program Manager  
800 Airport Rd. SE  
Salem, OR 97301  
ODOT.TitleVI@ODOT.Gov  
Phone: 855-540-6655

## **4.5 Record Keeping Requirements**

**4.5.1** Basin Transit Service Transportation District shall maintain a log of Title VI complaints filed with it, and with its recipients, identifying each complainant by race, color, or national origin; the recipient; the nature of the complaint; the date the complaint was filed, and the investigation completed; the disposition; the date of disposition; and other pertinent information. The log shall include the date of filing, a summary of the allegation(s), the status, and actions taken by the recipient in response and be maintained by the General Manager. As of May 30, 2024, there are no Title VI complaints.

## **4.6 Public Participation Plan**

**4.6.1** Basin Transit Service Transportation District will seek out and consider the viewpoints of minority, low-income, and limited English proficiency populations in the course of conducting public outreach and involvement activities. Basin Transit Service Transportation District will

comply with grant-related public involvement requirements as defined by grant application documents. Basin Transit Service Transportation District will accomplish this by:

**4.6.2** Identification of social, economic, and environmental impacts of BTS's proposed transportation changes.

**4.6.3** Adequate public notice of public involvement activities and time for public review and comment at key decision points including persons with low-income, minority populations and those with limited English proficiency.

**4.6.4** Contact of agencies and individuals who are or who represent minorities, people with low-incomes and people with low English proficiency to participate in Basin Transit Service Transportation District's program.

**4.6.5** An annual summary of outreach efforts for each fiscal year will be completed and reported on by August each year at the Board of Directors meeting. Plans for the next fiscal year will be developed by June 30<sup>th</sup> and reported to at the July Board of Directors meeting each year.

#### **4.7 Meetings**

**4.7.1** All meetings shall be held in accessible locations, at convenient meeting times and with appropriate notice. Meeting materials are prepared in alternative formats for people with disabilities if requested and adhere to the following:

**4.7.1.1** Basin Transit Service Transportation District shall provide adequate public notice.

**4.7.1.2** All meeting agendas will include time for public comment arrangements made in advance. The meetings are open to the public; the meeting schedule and agenda are published, and a contact number are posted on Basin Transit Service Transportation District's website.

**4.7.1.3** When possible, committee members will represent people with disabilities, American Indian tribes, people with low-income, seniors, local government, and local transit agencies.

**4.7.1.4** Offer time for adequate review of material at key decision points.

**4.7.1.5** Demonstrate explicit and considered responses to input by maintaining documentation of responses.

#### **4.8 Title VI Language Assistance Plan**

**4.8.1** Limited English proficiency is a term used to describe people who do not speak English as their primary language and who also may have limited ability to read, write, or understand English.

**4.8.2** Limited English proficiency users primarily interact with Basin Transit Service Transportation District through fixed routes and para-transit service. Fixed routes are within a mixture of the City of Klamath Falls and immediate housing surrounding Klamath Falls called the Urban Growth Boundary serving an approximate population of 42,154.

**4.8.3** Limited English proficiency users primarily interact with Basin Transit Service Transportation District through fixed routes outside the District Boundary serving the remaining area in Klamath County is an approximate population of 27,259.

**4.8.4** Regulation indicates that a recipient may conduct an individualized assessment that balances the following four factors:

**4.8.5** FACTOR 1: The number or proportion of limited English proficiency persons served or encountered in the eligible service population ("served or encountered" includes those persons who would be served or encountered by the recipient if the persons received adequate education and outreach and the recipient provided sufficient language services).

**4.8.6** FACTOR 2: The frequency with which limited English proficiency persons come into contact with the program.

**4.8.7** FACTOR 3: The nature and importance of the program, activity, or service provided by the program.

**4.8.8** FACTOR 4: The resources available and costs to the recipient.

**4.8.9 Basin Transit Service Transportation District Four Factor Analysis**

**Summary of Findings**

Basin Transit Service Transportation District provides public transportation services for the City of Klamath Falls and Altamont CDP within the approximate area of the Klamath Falls Urban Growth Boundary (UGB). The U.S. Census Bureau estimates for 2022 vintage year (vintage year refers to the final year of the series (2020 thru 2022)) show that 14.2 % of Klamath County residents identified themselves as being of Hispanic or Latino origin. 6.6% of the population reports to speaking a language other than English at home as recorded on the 2020-2022 U.S. Census Bureau report and the 2022 ACS estimates subject table outlines that 5.1% of the population speak Spanish.

Factor 1. Demography or the number or proportion and Limited English Proficiency persons served, and languages spoken in the service area.

U.S. Census's American Community Survey (ACS) 2022 data for Klamath Falls Urban Growth Boundary

<b>CITIZENS 18 YEARS AND OVER</b>	<b>Altamont CDP Population</b>	<b>%</b>	<b>Klamath Falls City Population</b>	<b>%</b>	<b>Total Klamath Urban Growth Boundary Population</b>	<b>%</b>
All citizens 18 years old and over	14,954		16,421		31,375	
Speak only English	13,699	93.90%	15,147	92.20%	28,846	93.05%
Speak a language other than English	895	61.00%	1,274	78.00%	2,169	69.50%
Spanish	805	5.50%	932	5.70%	1,737	5.60%
Other languages	90	0.60%	342	2.10%	432	1.35%

U.S. Census's American Community Survey (ACS) 2022 data for Klamath County

<b>CITIZENS 18 YEARS AND OVER</b>	<b>Population</b>	<b>%</b>
All citizens 18 years old and over	53,686	
Speak only English	50,166	93.40%
Speak a language other than English	3,520	6.60%
Spanish	2,725	5.10%
Other languages	795	1.50%

#### **4.8.12.3 Factor 2. Frequency of contact with limited English proficiency customers**

The service area of Basin Transit Service Transportation District has long had a population of Spanish speaking customers. Spanish is the only language that is currently identified requiring attention.

Basin Transit Service Transportation District does not currently have data in regard to contact frequency with limited English proficiency individuals. The organization will develop a survey to be launched no later than December 2024 to identify what routes are used more predominantly by limited English proficiency users.

#### **Factor 3. Importance of the program or service affect people's lives**

4.8.9.1.1 The total population in Klamath County is 69,413. The services provided by Basin Transit Service Transportation District includes fixed routes and para-transit services within transit service areas of Klamath County. The service area population within the District

boundary is approximately 42,154. The service area population outside the District boundary is approximately 27,259. Common destinations of riders include health services, government services, courts, senior services, entertainment, shopping, schools, colleges and links to other service and transportation services.

#### **Factor 4. Resources and Costs**

4.8.9.1.2 The decision to provide language assistance services should include an assessment of the number or proportion of limited English proficiency persons from a particular language group served or encountered in the surrounding community area.

4.8.9.1.3 Basin Transit Service Transportation District meets federal regulations by covering the cost incurred in translating appropriate documentation or signage into Spanish and utilizing its bilingual staff when required.

4.8.9.1.4 Furthermore, Basin Transit Service Transportation District leverages resources to assist limited English proficiency users by developing materials to educate both community leaders who serve Spanish speaking limited English proficiency populations and limited English proficiency community members.

#### **4.9 General Strategy**

**4.9.1** This program will utilize existing networks within the Spanish-speaking community to contact, engage, and educate community leaders serving Spanish-speaking limited English proficiency populations and limited English proficiency community members about Basin Transit Service Transportation District services and programs. These include community-based organizations, churches, social clubs, business organizations and state, county, and city social service agencies. Currently, most non-elected members of transit-related planning and advisory committees are English speaking Caucasians, however some progress has been made to diversify the committees. A table depicting a breakdown of racial representation will maintain to document efforts and outcomes for each fiscal year.

#### **4.9.2 Program Elements**

##### **4.9.2.1 Outreach – External Stakeholders:**

- Community based organizations serving Spanish-speaking limited English proficiency populations.
- Rural Spanish-speaking limited English proficiency communities.
- Hispanic Advisory Board.
- State, county, and city governments.



- Bilingual Basin Transit Service Transportation District staff person at public hearings, open houses, and other service outreach activities when available or upon request.

#### **4.9.3 Outreach – Internal Stakeholders**

- Employee training
- Service and scheduling.
- Media – Include Spanish when promoting Basin Transit Service Transportation District when feasible.
- Translation of pertinent information.
- Bus Riding Rules and Bus Safety information posted inside all buses in English and Spanish.
- Printed materials available in English/Spanish: Bus Schedules (to include fare information).
- Title VI Complaint information.

#### **4.10 Fixed Route Standards and Policies**

##### **4.10.1 Vehicle Load Standards**

**4.10.1.1** The average of all loads during the peak operating period does not exceed the vehicles' achievable capacity of 30 seated passengers with no standees.

##### **4.10.2 Vehicle Headway Standards and Periods of Operation**

**4.10.2.1.1** Basin Transit Service Transportation District Public Transportation provides service within the Urban Growth Boundary, (UGB) of Klamath Falls. Transit service provided by BTS includes Fixed Route, Paratransit, and limited Extended Service to outlying areas. Days and hours of operations for all services; Monday through Friday, 8:00 am to 5:00 pm, dispatching hours 8:00 am to 5:00 pm Monday through Friday. Basin Transit Service Transportation District does not provide service on Saturday or Sunday.

**4.10.2.1.2** Basin Transit Service Transportation District began to provide Public Transportation service outside the Urban Growth Boundary, (UGB) of Klamath Falls in October of 2022, connecting towns and communities (Beatty, Bly, Bonanza, Dairy, Falcon Heights, Merrill, Malin, Keno, Lake of the Woods, Rock Point, and Worden) in Southern Klamath County. The out of district transit service is a fix route point to point service. Days and hours of operations for services are Monday through Thursday, 8:00 am to 5:00 pm. Basin Transit Service Transportation District out of district does not provide service on Friday, Saturday, or Sunday.

**4.10.2.1.3** Basin Transit Service Transportation District is planning to provide Public Transportation service outside the Urban Growth Boundary, (UGB) of Klamath Falls in

Northern Klamath County beginning Spring of 2025. The fix deviated route will provide service to communities such as Chemult, Crescent, Crescent Jct., Diamond Lake Jct., Gilchrist, and LaPine. Days and hours of operations for service will be twice a week; days of service and operation hours are yet to be determined, dispatching hours 8:00 am to 5:00 pm Monday through Friday. Basin Transit Service Transportation District will not provide service on Saturday or Sunday.

#### **4.10.3 On-Time Performance Standards**

**4.10.4** Basin Transit Service Transportation District fixed route buses operate on a system schedule; 15 minutes past the established times buses are considered late. When a fixed route bus is as late as 15 minutes or later, the Field Supervisor takes immediate corrective action to return that bus to a timely route service. Appointments exclusively make up the schedules for paratransit; drivers arriving 15 minutes past the designated time are considered late.

#### **4.10.4 Service Availability Standards**

**4.10.4.1** The service area includes the City of Klamath Falls, surrounding suburban neighborhoods and other locations within the Urban Growth Boundary of Klamath County. Southern Klamath County out-of-district services connect communities, small cities and towns to Klamath Falls. Norther Klamath County out-of-district services will connect communities to cities like LaPine and Bend in Deschutes County. These services provided by Basin Transit Service Transportation District are fixed routes, paratransit, extended services to the outlying areas in Klamath Falls, fix deviated routes, and fix routes (point to point), connecting bus services with the medical services, government and non-profit agencies, low-income housing, Klamath Tribes, City and County schools, Klamath Community College, and Oregon Institute of Technology, shopping, entertainment and parks, religious and spiritual centers, senior services, other transportation services such Amtrak, SW Point, Sage Stage, and Greyhound. All vehicles are completely ADA accessible and equipped with bicycle racks. All neighborhoods and communities within the District service area are interconnected and served equally.

#### **4.10.5 Service Policy**

**4.10.5.1** It is the commitment of Basin Transit Service Transportation District to maintain vehicles and equipment in excellent condition in accordance with manufacturer's recommendations to provide safe, reliable transportation, effective and efficient service to the community protecting the public investment in that equipment.

**4.10.5.2** Program elements: Pre-trip inspections, basic service routines, vehicle cleaning, repairs, documentation, and analysis.

**4.10.6 Transit Amenities Policy**

**4.10.6.1** Installation of transit amenities along the bus route are based on demand for amenities from our customers, availability of financing, need and the existence of suitable locations without regard to location in the community.

## **Basin Transit Service Transportation District Public Notice of Title VI Program Rights**

Basin Transit Service Transportation District (BTS) provides services without regard to race, color, or national origin in accordance with Title VI of the Civil Rights Act. Any person who believes he or she subjected to any unlawful discriminatory practice under Title VI may file a complaint with BTS.

For more information on BTS's civil rights program and obligations and procedures to file a complaint, call 541-883-2877, mail: 1130 Adam Street Klamath Falls, Oregon, 97601, email: [ask@basintransit.com](mailto:ask@basintransit.com) or visit online: [www.basintransit.com](http://www.basintransit.com) or in person.

A person may also file a complaint directly with the Federal Transit Administration call 888-446-4511: Office of Civil Rights, Attn: Title VI Program Coordinator, East Building, 5<sup>th</sup> Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590 or visit online: [www.transit.dot.gov/regulations-and-guidance/civil-rights-ada](http://www.transit.dot.gov/regulations-and-guidance/civil-rights-ada).

A person may also file a complaint directly with the ODOT Office of Civil Rights, call 885-540-6655 or mail: ODOT Office of Civil Rights, Atten: Title VI/EJ/ADA Manager, 800 Airport Rd. SE, Salem, OR 97301, email: [odot.titlevi@odot.gov](mailto:odot.titlevi@odot.gov) or visit online: [www.oregon.gov/odot/Business/OCR/Pages/Forms](http://www.oregon.gov/odot/Business/OCR/Pages/Forms)

## **Distrito de Transporte del Servicio de Tránsito de la Cuenca Aviso Público de los Derechos del Programa del Título VI**

Basin Transit Service Transportation District (BTS) provee servicios sin tener en cuenta la raza, el color o el origen nacional de acuerdo con el Título VI de la Ley de Derechos Civiles. Cualquier persona que crea que está sujeto a cualquier práctica discriminatoria ilegal bajo el Título VI puede presentar una queja ante BTS.

Para obtener más información sobre el programa de derechos civiles de BTS y las obligaciones y procedimientos para presentar una queja, llame al 541-883-2877, correo: 1130 Adam Street Klamath Falls, Oregon, 97601, correo electrónico: [ask@basintransit.com](mailto:ask@basintransit.com) o visite en línea: [www.basintransit.com](http://www.basintransit.com) o en persona.

Una persona también puede presentar una queja directamente ante la Administración Federal de Tránsito llamando al 888-446-4511: Oficina de Derechos Civiles, Attn: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590 o visite en línea: [www.transit.dot.gov/regulations-and-guidance/civil-rights-ada](http://www.transit.dot.gov/regulations-and-guidance/civil-rights-ada).

Una persona también puede presentar una queja directamente ante la Oficina de Derechos Civiles de ODOT, llamar al 885-540-6655 o enviar un correo a: Oficina de Derechos Civiles de ODOT, Atten: Title VI/EJ/ADA Manager, 800 Airport Rd. SE, Salem, OR 97301, correo electrónico: [odot.titlevi@odot.gov](mailto:odot.titlevi@odot.gov) o visitar en línea: [www.oregon.gov/odot/Business/OCR/Pages/Forms](http://www.oregon.gov/odot/Business/OCR/Pages/Forms)

BASIN TRANSIT SERVICE TRANSPORTATION DISTRICT TION DISTRICT  
TITLE VI COMPLAINT FORM  
APPENDIX A

**Section 1.**

Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
Phone (Home): \_\_\_\_\_  
Phone (Work): \_\_\_\_\_  
E-Mail Address: \_\_\_\_\_

Accessible Format                      Large Print \_\_\_\_\_ Audio Tape \_\_\_\_\_  
Requirements?                      TTY \_\_\_\_\_ Other \_\_\_\_\_

**Section 2.**

Are you filing this complaint on your own behalf? Yes \_\_\_\_\_ No \_\_\_\_\_  
(If you answered "Yes" to this question, go to Section III.)

If not, please supply the name and relationship of the person for whom you are complaining:

\_\_\_\_\_

Please explain why you have filed for a third party: \_\_\_\_\_  
\_\_\_\_\_

Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party. Yes \_\_\_\_\_ No \_\_\_\_\_

**Section 3.**

I believe the discrimination I experienced was based on (check all that apply):

☐ Race    ☐ Color    ☐ National Origin    ☐ Sex    ☐ Disability    ☐ Low Income  
☐ Limited English proficiency

Date of Alleged Discrimination (Month, Day, Year): \_\_\_\_\_

Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all person(s) who were involved, including the name and contact information of the person(s) who discriminated against you (if known). List name(s) and contact information of any witnesses. If more space is needed, please use the back of this form.

\_\_\_\_\_  
\_\_\_\_\_

#### Section 4.

Have you previously filed a Title VI complaint with this agency? Yes \_\_\_\_ No \_\_\_\_

#### Section 5.

Have you filed this complaint with any other federal, state, or local agency, or with any federal or state court? ☐ Yes ☐ No

If yes, check all that apply and enter name of agency or court:

☐ Federal Agency: ☐ Federal Court ☐ State Agency ☐ State Court

☐ Local Agency

Please provide information about a contact person at the agency or court where the complaint was filed:

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Agency: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_

#### Section 6.

Name of agency complaint is against: \_\_\_\_\_

Contact person: \_\_\_\_\_

Title: \_\_\_\_\_

Phone: \_\_\_\_\_

Please attach any written materials or other information that you think is relevant to your complaint.

Signature and date required below.

_____	_____
Signature	Date

Please submit this form in person at the address below, or mail this form to:

Basin Transit Service Transportation District  
1130 Adam Street  
Klamath Falls, Oregon 97601  
Email: ask@basintransit.com

SERVICIO DE TRÁNSITO DE LA CUENCA DISTRITO DE TRANSPORTE DISTRITO DE TION  
FORMULARIO DE QUEJA DEL TÍTULO VI  
APÉNDICE A

**Sección 1.**

Nombre: \_\_\_\_\_  
Dirección: \_\_\_\_\_  
Teléfono: \_\_\_\_\_  
Teléfono (trabajo): \_\_\_\_\_  
Dirección de correo electrónico: \_\_\_\_\_

**Sección 2.**

¿Está presentando esta queja en su propio nombre?    Sí \_\_\_\_ No \_\_\_\_  
(Si respondió "Sí" a esta pregunta, vaya a la Sección III.)

Si no es así, proporcione el nombre y la relación de la persona de la que se queja:

\_\_\_\_\_

Por favor, explique por qué ha presentado una pregunta para un  
tercero: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Confirme que ha obtenido el permiso de la parte agraviada si está presentando en nombre de un  
tercero.    Yes \_\_\_\_    No \_\_\_\_

**Sección 3.**

Creo que la discriminación que experimenté se basó en (marque todo lo que corresponda):

☐ Raza   ☐ Color   ☐ Origen Nacional   ☐ Sexo   ☐ Discapacidad   ☐ Ingresos Bajos  
☐ Dominio limitado del inglés

Fecha de la supuesta discriminación (mes, día, año): \_\_\_\_\_

Explique con la mayor claridad posible lo que sucedió y por qué cree que fue discriminado.  
Describa a todas las personas involucradas, incluyendo el nombre y la información de contacto de  
la(s) persona(s) que lo discriminaron (si se conocen). Liste nombre(s) e información de contacto  
de cualquier testigo. Si se necesita más espacio, utilice la parte posterior de este formulario.

\_\_\_\_\_

\_\_\_\_\_

**Sección 4.**

¿Ha presentado previamente una queja de Título VI ante esta agencia?    Sí \_\_\_\_    No \_\_\_\_

## Sección 5.

¿Ha presentado esta queja ante cualquier otra agencia federal, estatal o local, o con cualquier tribunal federal o estatal? ☐ Sí ☐ No

En caso afirmativo, marque todos los que correspondan e introduzca el nombre de la agencia o tribunal:

☐ Agencia Federal: ☐ Tribunal Federal ☐ Agencia Estatal ☐ Tribunal Estatal

☐ Agencia Local

Proporcione información sobre el contacto en la agencia o tribunal donde se presentó la queja:

Nombre: \_\_\_\_\_

Título: \_\_\_\_\_

Agencia: \_\_\_\_\_

Dirección: \_\_\_\_\_

Teléfono: \_\_\_\_\_

## Sección 6.

Nombre de la agencia La queja es contra: \_\_\_\_\_

Persona de contacto: \_\_\_\_\_

Título: \_\_\_\_\_

Teléfono: \_\_\_\_\_

Adjunte cualquier material escrito u otra información que crea que es relevante para su queja.  
Firma y fecha requeridas a continuación

_____ Firma	_____ Fecha
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Por favor envíe este formulario en persona en la siguiente dirección, o envíe este formulario a:

Basin Transit Service Transportation District  
1130 Adam Street  
Klamath Falls, Oregon 97601  
Email: ask@basintransit.com