

**2019 TITLE VI SUBMITTAL  
FROM THE  
FORT WAYNE PUBLIC TRANSPORTATION  
CORPORATION/CITILINK**

\*\*\*\*\*

**Revised June 14, 2019**

**Fort Wayne Public Transportation Corporation  
801 Leesburg Road  
Fort Wayne, Indiana 46808  
(260) 432-4977**

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## INTRODUCTION

The Fort Wayne Public Transportation Corporation, d/b/a Citilink, is a recipient of Federal Funds through the U.S. Department of Transportation's Federal Transit Administration (FTA). As part of its eligibility to receive this financial assistance, Citilink is required to implement various actions as prescribed by the laws that govern the distribution of these funds. One such requirement is the development and maintenance of a program of compliance with Title VI of the Civil Rights Act of 1964, as amended. The regulatory procedures are further detailed in 49 USC Chapter 53, and FTA Circular 4702.1B.

### **Purpose of this Report**

Citilink prepared and submitted its Title VI Program Information Report in December, 1997. The report was approved by the FTA in 1998. Citilink has been obligated to review and summarize compliance with its Title VI Program every three (3) years. On October 1, 2012 the FTA published updated Title VI Requirements and Guidelines for Federal Transit Administration Recipients. This submission provides information compliant with the FTA Circular C4702.1B.

### **Description of the Citilink Transit System**

Citilink operates fixed-route bus service and demand-response complementary ADA paratransit service Monday through Saturday within the City of Fort Wayne & New Haven. Service hours are 5:30 a.m. to 9:30 p.m. weekdays, and 7:45 a.m. to 6:15 p.m. on Saturdays. The peak-period fleet requirements are 28 buses for fixed-route service and 18 paratransit vehicles for the ADA service (an increase of 6 paratransit vehicles since our 2015 report).

The 2010 Census information identified a total population in the City of Fort Wayne of 253,691 (including the city of New Haven the total population for the Citilink service area is 268,485). The percent change in population 2000-2010 was 23.3% increase, primarily due to annexation of rural areas into the city limits (thus expanding the Citilink service area geographically). Eight percent (8%) are identified as being of Hispanic ethnicity and 1.1% Burmese. The American Community Survey data from 2014 indicates a total City of Fort Wayne population of 255,784 (less than 1% increase) and the table below shows a slight increase in the percentage of our population that identifies as "other" race.

<b>Race</b>	<b>2010 Census</b>	<b>2014 ASC</b>
White	73.6%	74.3%
Black	15.4%	15.2%
Asian	3.3%	4.0%
Mixed	3.5%	3.9%
Other	0.5%	2.3%

Other demographic characteristics relating to English proficiency are provided later in this report.

## ANALYSIS OF THE TITLE VI PROGRAM

The items evaluated below reflect the fact that Citilink operates fixed-route transit service with less than 50 vehicles during peak demand periods. The analysis includes data in effect through December 31, 2015, which is the third year of the reporting cycle.

### **1. Title VI Notice to the Public**

The Title VI Notice to the Public is included as **Exhibit “A”** of this report. This notice is permanently posted in English at the following locations:

1. Every Citilink owned facility in the customer service areas as well as employee areas (5 postings).
2. Every Citilink owned transit bus (51 postings)
3. Citilink Website: <http://www.fwcitilink.com/policies-and-procedures.php>

(Also available translated into Spanish & Burmese on the website under translated information <http://www.fwcitilink.com/translated-route-schedule-information.php>

4. Referenced in the Citilink Access Ride Guide, Citilink Service Standards, and other printed materials as appropriate.

The notice is available translated into Spanish, Burmese, large print & other formats upon request. It was updated, with board approval, 10/13/15 to include sexual orientation protections.

### **2. Title VI Complaint Procedures**

Title VI Complaint Procedures, i.e., instructions to the public regarding how to file a Title VI discrimination complaint, is included as **Exhibit “B”** of this report. This document is available on our website & from Customer Service representatives translated into Spanish & Burmese. Other languages & formats are available upon request.

### **2a. Title VI Complaint Form**

Title VI Complaint Form is included as **Exhibit “C”** of this report.

### **3. Transit-related Title VI Investigations, Complaints, and Lawsuits**

Citilink has received no Title VI complaints of discrimination on the basis of race, color National origin, age, disability, sex, sexual orientation, gender identity, religion, low-income status or limited English proficiency regarding participation in, or benefit of, transit-related activities and programs in 2015. There are no pending complaints from previous years.

#### **4. Public Participation Plan**

The have been two service changes since 2015. The first was the addition of purchased service for the University of Saint Francis that connects the main campus to an extension in the urban core of downtown Fort Wayne. The second was the discontinuation of the Campus Link purchased service at Ivy Tech in 2017.

A copy of Citilink’s Public Participation Plan as adopted by the board December 14, 1995 accompanies this report as **Exhibit “D”**. Also attached under Exhibit “D” is a survey form that is used by Citilink, NIRCC and other transportation providers in our area to collect demographic information about participants in various public meeting/hearing/open house. Participation in the survey is voluntary.

Public Participation meetings are often held in low income/multicultural neighborhood centers (Urban League) and/or centrally located in a common area (Main Library) to accommodate all. Locations are ADA accessible and well served by public transit. Time of the day is selected to accommodate maximum participation (generally early evening). Translated materials and services can be made available upon request. The public input process is informed by the four factor analysis and outreach plans associated with the updated Language Assistance Plan (Exhibit E).

Additionally, Citilink has partnered with the regional Metropolitan Planning Organization (MPO) the Northeast Indiana Regional Coordinating Council (NIRCC) to perform the public participation requirements associated with the development of their long range Transit Improvement Plan (TIP) and Program of Projects (POP) in conjunction with their transportation planning public notice/participation process. Passenger and general public surveys and public input sessions regarding public transportation are conducted by Citilink, NIRCC and Fort Wayne City Planning in conjunction with updating community transportation plans (Transportation Development Plan, Coordinated Transit-Human Service Plan, Bus Fort Wayne Plan, long range transportation planning, etc.

Citilink staff participates (as member and often presenter) in numerous monthly outreach meetings targeted to engage minority and Limited English Proficient populations (LEP) (Multicultural Council, Human Service Council, Hispanic Service Provider Network, Urban League, Burmese Advocacy Center, NE Indiana Disability Coalition, Neighborhood Associations, etc.). Citilink Operations and Administrative staff visit with riders on the bus and at our Central Station on a regular basis. Street Supervisors and Customer Service Staff report comments & suggestions via our Customer Comment Database and email with all relevant staff to ensure that rider input is recorded and addressed.

Notification of meetings, like essential service information & media alerts, is widely distributed to an extensive list of media, human service, education, public official, transit advocates and riders via print, electronic and social media outlets.

In addition, please reference the transit service marketing materials on our website targeted to Spanish & Burmese speaking populations:

<http://www.fwcitilink.com/translated-route-schedule-information.php>

### **5. Language Assistance Plan**

Citilink’s Language Assistance Plan (LAP) is included as **Exhibit “E”**. This includes results of the Four Factor Analysis, description of available resources, employee training, and program evaluation to provide language assistance to limited English proficiency (LEP) persons.

### **6. Membership of Non-elected Committees and Councils**

The Fort Wayne Public Transportation Corporation’s seven (7) member Board of Directors is comprised of the following:

Chairman	White Female	City Planner
Vice-Chair	White Male	Business Owner
Secretary	Black Male	Fort Wayne City Councilman
Member	White Male	CPA
Member	White Female	Fort Wayne City Clerk
Member	White Male	Actuarial Pension Consultant
Member	White Male	Retired

The board is appointed by the Mayor and City Council and not selected by Citilink. Thus the transit system’s ability to impact representation on this board is minimal. Board meetings are held on the 2<sup>nd</sup> Thursday of each month at 5:30PM at our administrative offices that are well served by our system. Additional transport arrangements can be made upon request. As stated above, the MPO (NIRCC) also convenes regular Transportation Advisory Group and Transportation Planning Council meetings regarding public transit issues that are open to the public. Further, Fort Wayne City Council reviews the Citilink budget annually providing yet another opportunity for public input. Citilink convenes Service Advisory Roundtables quarterly to share information and obtain feedback. Passengers, advocates, human service agency staff are invited to attend. Efforts are made to encourage minority participation.

### **7. Sub-recipient Title VI Compliance Monitoring**

Since the inception of the FTA New Freedom program Citilink has served as the designated recipient for this funding which has been passed through to the Community Transportation Network (CTN) as a sub-grantee. With the demise of New Freedom and the modification of the 5310 program to provide for pass-through operating assistance, CTN has continued to receive funding for door-to-door, non-emergency medical transport that exceeds the geographical boundaries and service limitations of the Citilink Access paratransit service. The regional MPO, NIRCC, administers the competitive selection process for the use of New Freedom/5310 funding. Through that process both CTN and the Byron Center have received 5310 capital assistance in recent years. Both sub-grantees have certified in their application & contract to comply with all applicable federal, state & local funding requirements. The Byron Center and CTN have provided copies of their Title VI notice & complaint processes. The Byron Center and CTN have updated their Title VI program per guidance provided by the Indiana Department of Transportation for their state-wide 5310 grantees and has provided Citilink with these materials; as the designated recipient of 5310 funding for the Fort Wayne urbanized area. The Byron Center and CTN will be provided a copy of Citilink’s updated Title VI submission to ensure consistency. Citilink staff

meet with CTN and Byron Center staff at least monthly for program updates; including, but not limited to any service equity issues that might arise. In addition, an annual on-site sub-grantee review is conducted to ensure compliance. CTN and Byron Health staff are also active participants in numerous community outreach meetings targeted to engage minority and LEP populations in public transportation and mobility issues.

## **8. Facility Location Title VI Equity Analysis**

Citilink has not been involved in any projects involving land acquisition or the displacement of persons that would require a NEPA or Title VI Equity Analysis during this three year reporting period, nor are any such projects planned for the future.

## **9. Review and Approval of the Title VI Program and This Report**

The Fort Wayne Public Transportation Corporation board amended the Title VI Notice to the Public, and associated documents, during the October 8, 2015 board meeting to come into compliance with Indiana Department of Transportation recommended language and the City of Fort Wayne Title VI policy. More recently, the board received an advance draft and discussed this 2015 Title VI Program Report at the July 11, 2019 meeting and approved the submission. Documentation of board approval is included as **Exhibit “F”**.

## **Additional Information Requirements for systems with fewer than 50 vehicles in peak service:**

The standards listed below are those required by the current Title VI Circular FTA C4702.IB. These standards, and others included as **Exhibit “G”**, are included the Citilink Transit Development Plan of 2004 (and update adopted in 2010) and the Citilink Service Standard guidance adopted by the board in August, 2014. Further, the Bus Fort Wayne Plan, adopted in 2013 by the City of Fort Wayne and Citilink board references service level preferences and strategies for growth. <http://www.fwcitilink.com/pdfs/Bus-Fort-Wayne.pdf>

## **Required Service Standards**

### **1. Vehicle Load Factor/Loading Standards:**

**The loading standards for Citilink routes should be a maximum average load factor of 1.2 (120%) during the weekday peak periods, and 1.0 (100%) at all other time periods. For individual trips, this should not be exceeded for time periods greater than 15 minutes.** (p. 87 of TDP Chapter 5)

Passenger comfort and the ability to attract additional riders requires an assessment of load conditions to determine the possible need for additional service. Maximum loading standards ensure that most passengers will have a seat for at least the majority of their trip. The maximum average load factor is calculated by dividing the total number of passengers passing the maximum load point by the number of seats passing the maximum load point during the operating period being considered. Since this is an average, individual trips may exceed the standard.

Total passenger trips were 1,767,067M in 2018. Average weekday ridership per route is reviewed by the Citilink board on a monthly basis. In 2018 individual route ridership ranged from 29-24 passengers/hour for fixed route & around 10-4 passengers/hour for specialty routes. Ridership is down slightly over the past couple of years thus overcrowding is less of an issue.

**2. Vehicle Headway/Frequency of Service:**

**The maximum headway between scheduled fixed-route buses should be 60 minutes off-peak and 30 minutes in peak service.**

The frequency of service influences the attractiveness of transit travel to potential riders. The 60 minute maximum headway, while not altogether the most desirable, recognizes the financial constraints we are required to work under. The routes frequency should correspond to demand. Some routes may only operate during the weekday peak period while others may run at all times with relatively high frequencies. Maximum policy headways of 60 minutes for off-peak Radial, Cross-town, and Connector routes should not be exceeded if the route is to be operated. The maximum peak period standards of 30 minutes should only be implemented if sufficient ridership and funding exists. Headways should conform to regularly recurring clock intervals.

Currently, all routes operate on at least 60 minute headway. Three routes (4, 7 & 8) operate on 30 minute headways (reduced funding/unanticipated fuel & fringe benefit expenses resulted in service reductions in 2008 reduced headways on three additional routes and this has not yet been restored). JARC funding has allowed Citilink to maintain 30 minute headway on Route 7 all day and on Route 4 during peak hours.

**3. On-time Performance/Schedule Adherence/Reliability:**

**This is defined as departure from all scheduled time points not earlier than zero (0) minutes and not later than five (5) minutes of the published schedule.**

<u>Category</u>	<u>% between 0 and 5 minutes late</u>
<b>Good</b>	<b>90%</b>
<b>Satisfactory</b>	<b>85-90%</b>
<b>Marginal</b>	<b>80-85%</b>
<b>Unsatisfactory</b>	<b>less than 80%</b>

Reliability deals with the rider’s confidence in the bus arriving on time throughout the transit system. Surveys reflect that reliability is a most important factor in determining user attractiveness and satisfaction with the transit system. Reliability is an especially important factor when the interval between fixed-route buses is greater than fifteen (15) minutes.

The Citilink board monitors on-time performance on a monthly basis. Average on-time performance for fixed route buses in 2018 was 89% for Access paratransit service it was 96% for a system wide average of 93%. As the service operates on a pulse system with relatively long headways it is sometimes necessary to delay all buses at the station to allow

for successful transfer; further, weather, construction, accidents, emergencies, etc. all affect reliability. The route changes associated with the move to the new Central Station in 2012 that significantly improved on-time performance were offset by an unusually difficult year of construction detours in 2018. However, our relatively new fleet (60% within useful life standards) and strong preventative maintenance practices have reduced service interruptions due to road calls.

**4. Service Availability/Route Spacing:**

**The distance between routes will be guided by population density and automobile availability according to the standards in the table below.**

<b>Automobiles Per household</b>	<b>Density (persons per square mile)</b>			
	<b>Over 5,000</b>	<b>2,501 to 5,000</b>	<b>1,000 to 2,500</b>	<b>Under 1,000</b>
<b>Under 0.40</b>	<b>¼ mile</b>	<b>¼ mile</b>	<b>3/8 mile</b>	<b>½ mile</b>
<b>0.40-0.80</b>	<b>¼ mile</b>	<b>3/8 mile</b>	<b>½ mile</b>	<b>1 mile</b>
<b>0.81-1.50</b>	<b>3/8 mile</b>	<b>½ mile</b>	<b>1 mile</b>	<b>*</b>
<b>1.51-2.00</b>	<b>½ mile</b>	<b>½ mile</b>	<b>*</b>	<b>*</b>
<b>Over 2.0</b>	<b>1 mile</b>	<b>*</b>	<b>*</b>	<b>*</b>

Route coverage measures the potential for people to use transit based on their proximity to service. Routes should be designed so that the number of people with access to the system is maximized.

On average the City of Fort Wayne has a population density of 2,293.4/square mile (2010 census); this is a higher density than the largest transit system in the state, Marion County/Indianapolis IndyGo, service area. The number of automobile per household is about 1.8, on average. Thus our goal is to have fixed route service available, on average, within ½ mile of most households.

Every effort was made in 2012 to minimize the impact of the route adjustments necessary to improve on-time performance and accommodate the move to our new Central Station. Moving to the south has allowed us to add service in the areas of town that are most populated by minority and low income residents. In conjunction with the implementation of on-line trip planning via Google Transit and implementation of the Route Match real-time vehicle locator system, bus stops have been relocated & geo-coded to assure maximum effectiveness and customer access.

**Required Service Indicator Policies**

**1. Transit Passenger Amenities:**

Passenger amenities and information are an important part of the service standards review of a transit network. These facets of Citilink operation relate to the user-friendly nature of the service provided. This is an important element of a transit network as a service provider.

**a. Seating/Shelters Waiting Comfort:**

**Bus stops with more than 25 passengers boarding on a daily basis should have a bus shelter. Benches should be provided at bus stops with more than 15 passengers per day.**

In addition, since a large percentage of Citilink passengers transfer, passenger amenities should be provided at all major transfer locations. Special facilities may be provided, if necessary, as hospitals and clinics. These key bus stops should have bus shelters or other means of weather protection for passengers. Schedule information for all routes should be displayed or available to passengers.

Citilink has developed a map indicating key origin & destination stops as well as route transfer points. Boarding & alighting studies provided valuable information regarding bus stop usage. Bus stop information is being updated in conjunction with the implementation of our Route Match real time bus tracking system as well as an updated accessibility survey of our bus stops in response to PROWAG (public right of way ADA) standards.

The City of Fort Wayne Public Works/Right-of-Way Department contracts with a private company to provide bus shelters. Citilink has provided bus shelter priority information to the city & the vendor; however, there is very little control over this process. Stakeholders are now working together much better and the situation has improved. Another company has taken over and has updated many existing shelters and added new locations per our suggestions. Citilink has direct control of only 10 shelters in our community. This spring we will be refurbishing and repurposing the 20 benches from our old station around town in conjunction with Artlink artists that will turn them into public art benches. As joint venture with the City of Fort Wayne we implemented a FTA Bus Livability grant to improve bus stops & sidewalks along the Lake Avenue corridor (on Route 4).

**b. System Information Availability:**

**Route & Schedule brochures will be available upon request from bus drivers and from Citilink customer service representatives. They will also be displayed and made available at the transfer facility and a number of other employment and activity centers throughout the city as determined appropriate by Citilink staff. System information is available in translated & accessible formats.**

The advent of our new Citilink Central Station provided the opportunity to update the system map & all route schedules and distribute throughout the community (social service agencies, libraries, pass sales outlets, etc.). The station is equipped with real time electronic signage and this information is made available to the public via RouteWatch on our website & the RouteShout app on their PDA's. This provides real time information at bus stops & anywhere passengers have access to a computer or smart phone. Please see our website for examples of our system information [www.fwcitilink.com](http://www.fwcitilink.com).

**c. Escalators/Elevators:**  
**Not applicable**

**d. Waste Receptacles:**  
**Waste receptacles will be provided at Citilink facilities as necessary.**

Citilink owned bus shelters are equipped with waste containers which are emptied on a regular schedule. Recycling bins are available with each trash can in individual work areas in our offices and in the waiting area of our Central Station.

**2. Vehicle Assignment:**

**Bus assignments are matched appropriate to the operating characteristics of the route. Lower ridership routes are assigned smaller buses. Flex routes, requiring route deviation, and tight turns on narrow streets, are operated with smaller light duty transit buses.**

Citilink continues our efforts to replace fixed route buses with low-floor biodiesel/hybrid Gillig busses. We now have 19 in our fleet with one more to arrive in the next few months. We have also replaced our smaller Flex route and Access paratransit buses as needed. Currently, we have no vehicles that have exceeded the FTA definition of useful life. The relatively good condition of our fleet has assisted in assuring that all areas of the community have access to comparable buses in good-excellent condition. All buses are lift or ramp equipped.

Additional service standards contained within our Chapter 5 of our Transportation Development Plan and more recently adopted system Service Standards are included as **Exhibit “G”**.

# Exhibit A



## **Title VI Civil Rights Notice to Public**

**The Fort Wayne Public Transportation Corporation (Citilink) is committed to ensuring that no person is excluded from participation in, denied the benefits of, or subjected to discrimination under any of its services on the basis of race, color, national origin, age, disability, sex, sexual orientation, gender identity, religion, low income status or limited English proficiency, as provided by Title VI of the Civil Rights Act of 1964 and all related acts and statutes.**

**It is Citilink's objective to:**

- **Ensure that the level and quality of transportation service is provided to all persons;**
- **Promote the full and fair participation of all affected populations in transportation decision making;**
- **Prevent the denial, reduction, or delay in benefits related to programs and activities that benefit minority populations or low-income populations;**
- **Ensure meaningful access to programs and activities by persons with limited English proficiency.**

**Citilink is committed to a policy of non-discrimination in the conduct of its business; including, adherence to Title VI responsibilities and the delivery of equitable and accessible transportation services. Any person who believes that he or she has been subjected to unlawful discrimination may file a Title VI complaint with Citilink.**

**Any such complaint must be in writing and submitted to the Citilink Title VI Coordinator within one hundred eighty (180) days following the date of the alleged occurrence. A Title VI Civil Rights/ADA Complaint Form is available by calling (260)432-4546 or from our website [fwcitilink.com](http://fwcitilink.com). To submit a complaint or if information is needed in another language contact:**

**Citilink Title VI/ADA Coordinator  
801 Leesburg Road, Fort Wayne  
Indiana, 46808**

## Exhibit B



### **Title VI Civil Rights Complaint Procedures**

The Fort Wayne Public Transportation Corporation/Citilink hereby gives public notice of its policy to uphold and assure full compliance with Title VI of the Civil Rights Act of 1964 and all related acts and statutes. Title VI and related statutes prohibiting discrimination in Federally assisted programs require that no person is excluded from participation in, denied the benefits of, or subjected to discrimination under any services on the grounds of race, color, national origin, age, disability, sex, sexual orientation, gender identity, religion, low income status or limited English proficiency.

Any person who believes they have been aggrieved by an unlawful discriminatory practice regarding Citilink services has a right to file a formal complaint with Citilink. Any such complaint must be in writing and submitted to the Citilink Title VI/ADA Coordinator within one hundred eighty (180) days following the date of the alleged occurrence.

A Title VI Civil Rights/ADA Complaint Form is available. For more information regarding civil rights complaints, please contact: Citilink (260) 432-4977 or visit our website [www.fwcitilink.com](http://www.fwcitilink.com)

If any person believes that Citilink has not followed this commitment, please contact the Citilink Civil Rights/ADA Coordinator:

Citilink  
Attn: Civil Rights Coordinator  
801 Leesburg Road  
Fort Wayne, Indiana, 46808  
(260) 432-4977

Investigation protocol is as follows:

- Receive complaint within 180 days of alleged discriminatory act
- Respond in writing to complainant to inform them that their complaint is outside our jurisdiction within 48 hours or requesting additional information
- Initiate investigation within 5 business days of receiving necessary information
- Information must be received from the complainant within 30 days from the request for information or the case will be administratively closed
- Review allegation/charge and relevant elements (engage corporate attorney for assistance/participation as necessary)

- Witness interviews are arranged. Citizens, employees, etc. are interviewed and information documented
- Upon completion of the review, a letter of finding summarizing the allegations, decision and any relevant actions will be sent to the complainant
- If the complainant wishes to appeal the decision, they have 30 days after the letter of finding to do so in writing
- The appeal must include an explanation of your dissatisfaction with the decision and signed
- Written decision regarding the appeal will be sent within 30 days
- Confidentiality will be maintained unless disclosure is authorized by the complainant or required by law.

# Exhibit C



## Title VI Civil Rights/ADA Complaint Form

The Fort Wayne Public Transportation Corporation (Citilink) is committed to ensuring that no person is excluded from participation in, denied the benefits of, or subjected to discrimination under any of its services on the basis of race, color, national origin, age, disability, sex, sexual orientation, gender identity, religion, low income status or limited English proficiency, as provided by Title VI of the Civil Rights Act of 1964 and all related acts and statutes.

### Section I

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

Address: \_\_\_\_\_  
Street City State Zip

Telephone Numbers: Home: \_\_\_\_\_ Work: \_\_\_\_\_ Other: \_\_\_\_\_

E-Mail Address: \_\_\_\_\_

### Accessible Format Requirements?

Large Print: Yes \_\_\_\_\_ No \_\_\_\_\_ Audio Tape: Yes \_\_\_\_\_ No \_\_\_\_\_

TDD: Yes \_\_\_\_\_ No \_\_\_\_\_ Language Translation: Yes \_\_\_\_\_ No \_\_\_\_\_

Other: \_\_\_\_\_

The Federal Transit Administration (FTA) Office of Civil Rights is responsible for civil rights compliance and monitoring, which includes ensuring that providers of public transportation properly abide by Title VI of the Civil Rights Act of 1964, Executive Order 12898, "Federal Actions to Address Environmental Justice in Minority Populations and Low Income

Populations”, and the Department of Transportation’s Guidance to Recipients on Special Language Services to Limited English Proficient (LEP) Beneficiaries.

Section II

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:

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

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 III

I believe the discrimination I experienced was based on:

Race       Color       National Origin

Other non-Title VI basis (e.g. income, disability, sex, etc. please describe below):

\_\_\_\_\_

Date of alleged discrimination (month, day, year): \_\_\_\_\_

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

Section IV

Have you previously filed a Title VI complaint with Citilink/FWPTC? Yes \_\_\_\_\_ No \_\_\_\_\_

Section V

Have you filed this complaint with any other agencies? Yes \_\_\_\_\_ No \_\_\_\_\_

(If you answered yes, who did you file the complaint with?)

Federal Transit Administration: \_\_\_\_\_ U. S. Department of Transportation: \_\_\_\_\_

Indiana Dept. of Transportation: \_\_\_\_\_ Department of Justice: \_\_\_\_\_

Equal Employment Opportunity Commission: \_\_\_\_\_ Federal Court \_\_\_\_\_ State Court \_\_\_\_\_

Have you filed a lawsuit regarding this complaint? Yes \_\_\_\_\_ No \_\_\_\_\_

If yes, please provide a copy of the complaint form/lawsuit. Please provide information about a contact at the agency/court where the complaint was filed.

Name \_\_\_\_\_ Title \_\_\_\_\_

Agency \_\_\_\_\_ Address \_\_\_\_\_

Telephone \_\_\_\_\_

Section VI:

Complaint is against: \_\_\_\_\_

Contact Person: \_\_\_\_\_ Title: \_\_\_\_\_

Telephone Number: \_\_\_\_\_

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

Signature (required) \_\_\_\_\_ Date (required) \_\_\_\_\_

(Note: We cannot accept your complaint without a signature)

Please mail your completed form to:

Title VI/ADA Coordinator  
Citilink/FWPTC  
801 Leesburg Road  
Fort Wayne, IN 46808

## Exhibit D