

Title VI Non-Discrimination Plan

Policy and Assurances

Roads To Independence's (RTI) goal is to fully comply with Title VI of the Civil Rights Act of 1964 and related non-discrimination authorities. The RTI has given assurances to the US Department of Transportation in this regard.

What is Title VI?

The Civil Rights Act of 1964, the Civil Rights Restoration Act of 1987, and related non-discrimination authorities say:

"No person in the United States shall, on the ground of race, color, national origin, sex, age, disability, low-income, or Limited English Proficiency be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance."

RTI values everyone's civil rights and aims to provide equal opportunity and service for members of the public. As a federal aid recipient, the RTI strives to ensure non-discrimination authorities and equal opportunity in all of its programs and activities.

Title VI Notice to the public

The FTA requires that transit agencies inform the public of their rights and protections under Title VI. RTI strives to keep members of the public apprised of their rights and protections against discrimination afforded them in Title VI by providing and posting a notice to the public explaining their rights at various locations. A copy of the notice can be found:

- In all company vehicles that provide transportation to our consumers/constituents
- In our office near the reception area where the public can see it

Who Qualifies as a LEP Person?

Limited English Proficient refers to any person, age five years and older, who does not speak English as their primary language and has a limited ability to read, speak, write or understand English.

RTI is committed to being fully compliant with Title VI and Executive Order 13166 and to truly find ways to provide meaningful access to people with limited English proficiency. In order to accomplish this, RTI provides the following LEP services

RTI employs a bilingual resource for Spanish translation both verbal and written.

RTI will provide other language transition services as necessary and within means

Complaint Procedures

Complaints may be filed by anyone who believes they have been excluded from participation in, denied the benefits of, or otherwise subjected to discrimination under any RTI service, program, or activity, whether federally funded or not, based on their race, color, national origin, age, sex, disability, low income status or Limited English Proficient.

Complaints will be accepted in writing only and may be filed with RTI's Executive Director, Andy Curry. Allegations received by telephone call, fax, or email concerning a complaint will not be accepted; the RTI employee will immediately direct the customer to the process of filling out the official complaint form available in our office at 3355 Washington Blvd. Ogden, Utah 84401.

A signed, written complaint documented on the Customer Complaint Form must be submitted within 180 days of the alleged discriminatory act.

Upon receiving a written complaint, all reasonable efforts will be made by Investigators to contact the complainant by telephone, email, or in person. Otherwise, a response letter will be sent to the Complainant informing them that their complaint was received by the agency and is in the review process.

You may fax, email, or mail your complaint, with the Customer Compliant Form.

- Fax 801-612-3732 Attention: Andy Curry, Executive Director
- Email: roads@roadstoindpendence.org
- Mail:
Andy Curry, Executive Director
3355 Washington Blvd.
Ogden UT 84401

Title VI Investigation, complaints, and lawsuits

Roads To Independence has no Title VI Investigation, complaints, and lawsuits

Community Participation Process

The Community Participation Process (CPP) is used to expand the RTI's public outreach, support two-way dialogue with consumers/constituents, and supplement

feedback. It enables RTI policy to be relevant to local communities and fulfills the agency's obligations under the Title VI Program regarding the services provided by RTI.

This process enables the agency to make informed decisions through collaborative efforts and builds mutual understanding and trust between the agency and the public. Successful public participation is a continuous process, consisting of a series of activities and actions to inform the public and stakeholders of potential RTI changes to obtain input regarding how those potential changes may affect them.

At the RTI's discretion, if a change in operations is significant enough to have a substantial impact on the community that RTI serves, RTI will reach out to their consumers/constituents for their input. This may be done by having a meeting with the consumers/constituents, through social media, email or outreach calls. However, the public does not need to attend meetings to provide feedback or comments since they can be accepted through email, social media, or online.

Additional Resources

Additional information on Title VI and the ADA laws individuals may call:

Andrew Gray
UTA Title VI Compliance Officer
(801) 287-3533
Email: AGray@rideuta.com

Cherissa Alldredge
UTA ADA Compliance Office
(801) 287-3536
Email: CALldredge@rideuta.com