

Title VI Complaint Procedures

The All Aboard America! Title VI Complaint Procedure is made available in the following locations:

- Agency website: www.allaboardamerica.com; under Scheduled Routes, select Presidio Route
- Public office
- Reception areas – Office Area
- Meeting rooms – Not applicable
- Stations or stops – All Aboard America! Office
- On vehicles – All Aboard America Buses
- Rider Guides/Schedu

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by the All Aboard America! may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form. Complaint procedures and forms can be found at:

www.allaboardamerica.com; under Scheduled Routes, select Presidio Route or requested at: 10615 W Co Rd 127, Odessa, TX 79765

All Aboard America! investigates complaints received no more than 180 days after the alleged incident. The All Aboard America! will process complaints that are complete.

Once the complaint is received, All Aboard America! will review it to determine if our office has jurisdiction. (All Aboard America! will notify our TxDOT Public Transportation Coordinator by email or fax of any Title VI related complaints received within (10) working days of receipt of the complaint, including a paper or electronic copy of the complaint form.) The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by our office.

All Aboard America! has 30 days to investigate the complaint. If more information is needed to resolve the case, All Aboard America! may contact the complainant.

The complainant has 15 business days from the date of the letter to send requested information to the investigator assigned to the case.

If the investigator is not contacted by the complainant or does not receive the additional information within 15 business days, All Aboard America! can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

After the investigator reviews the complaint, she/he will issue one of two (2) letters to the complainant: a closure letter or a letter of finding (LOF).

- ✓ A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed.
- ✓ A letter of finding (LOF) summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member or other action will occur.

If the complainant wishes to appeal the decision, she/he has 30 days after the date of the letter or the LOF to do so.

A person may also file a complaint directly with the:

- Texas Department of Transportation, Attn: TxDOT-PTN, 125 E. 11th Street, Austin, TX 78701-2483,
or
- Federal Transit Administration, Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE Washington, DC, 20590.

If information is needed in another language, then contact 800-628-1335

Si necesita información en otro idioma, Contacta con 800-628-1335