

I. Policy Statement

The City of Alabaster ensures compliance with Title VI of the Civil Rights Act of 1964, 49 CFR, Part 21, and related statutes and regulations to the end that "no person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance" (42 U.S.C. Section 2000d) including the denial of meaning access for Limited English Proficient (LEP) persons.

The purpose of this plan is to assist the City of Alabaster in its administration and management of Title VI related activities. The City of Alabaster's Title VI Coordinator is George Henry, City Manager. He can be contacted at 205-664-6800 and/or ghenry@cityofalabaster.com.

II. Notice to the Public

The City of Alabaster has developed a Title VI Notice to provide information to the public regarding the City of Alabaster's Title VI obligations and to inform the public of the protections against discrimination afforded to them by Title VI. The notice also includes contact information to file a discrimination complaint with the City of Alabaster as well as information to file a complaint directly with the Federal Transit Administration (FTA).

The City of Alabaster has posted the Title VI Notice on the agency's website and in public areas of the agency's offices including City Hall and the Senior Center. The notice is also posted in the transit vehicle. This notice will be translated into languages other than English as needed. A copy of the notice is included as Appendix A.

III. Complaint Procedures and Form

A Title VI complaint may be filed by any individual or individuals who allege that he or she has been subjected to discrimination or adverse impact under any FTA funded program or activity based on race, color, or national origin. The City of Alabaster has adopted Title VI complaint procedures for investigating and tracking complaints. A formal, signed, written Title VI complaint form must be filed within 180 days of the date of the alleged act of discrimination. A copy of the complaint form is included in Appendix B. The complaint procedures and complaint form are also posted on the City of Alabaster's website*. Completed forms should be submitted to:

George Henry
City Manager
City of Alabaster
1953 Municipal Way
Alabaster, Alabama 35007
205-664-6800
205-664-6841 Fax
ghenry@cityofalabaster.com

Once the complaint is received, the City of Alabaster will review it to determine who has jurisdiction. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by the City of Alabaster's office. The City of Alabaster will only process complaint forms that are complete.

In a situation where the complainant is unable or incapable of providing a written complaint, a verbal complaint of discrimination may be made to the City of Alabaster. Under these circumstances, the complainant will be interviewed and the City of Alabaster will assist the complainant in converting the verbal allegations to a formal written complaint.

The City of Alabaster has 15 business days to investigate the complaint. If more information is needed to resolve the case, the City of Alabaster may contact the complainant. The complainant has 15 business days from the date of this 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, the City of Alabaster can administratively close the case. A case can also be administratively closed if the complainant no longer wishes to pursue the case.

After the investigator reviews the complaint, she/he will issue one of two 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 LOF summarizes the allegations and the interviews regarding the alleged incident and explains whether any disciplinary action, additional training of the accused staff member, or other action will occur. If the complainant wishes to appeal the decision, she/he has 15 days after the date of the closure letter or the LOF to do so.

If the complainant is not satisfied with actions taken locally or if they demand further action, the complaint will be referred to Mr. Joe Nix, Alabama Department of Transportation, Modal Programs Bureau, 1100 John Overton Drive, Montgomery, Alabama 36110.

A person may also file a complaint directly with the Federal Transit Administration at FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.

*If information is needed in another language, complainant can contact **205-664-6800**.