

ASSURANCE OF NON-DISCRIMINATION

Ottumwa Transit Authority (OTA) and Ten-Fifteen Regional Transit Agency (10-15 Transit) are two separate public transit systems within the State of Iowa under separate governing bodies but administered by one management structure. As such, this policy and procedure is adopted for consistency by the Board of Transit Trustees, Ottumwa Transit Authority and Ten-Fifteen Regional Transit Agency Board of Directors.

OTA and 10-15 Transit, and each Iowa transit system that receives public transit funding from Iowa DOT, have provided assurances that no individual will be discriminated against in the delivery of benefits under the transit program on the basis of race, age, disability, religion, color, sex or national origin.

OPPORTUNITY TO FILE COMPLAINTS REGARDING DISCRIMINATION

Any person who believes that he or she, individually, or as a member of any specific class of persons, has been subjected to discrimination on the basis of race, age, disability, religion, color, sex or national origin with regard to any project funded by the Iowa Department of Transportation's Office of Public Transit may file a written complaint with the Transit Administrator of the Transit Department. A complaint must be filed within 180 days after the date of the alleged discrimination, unless the time for filing is extended by the Transit Administrator.

Any complaint related to the direct activities of the OTA or 10-15 Transit must be submitted in writing directly to the Transit Administrator of the Transit Department at the address listed below. For complaints related to the activities of the OTA or 10-15 Transit, it is recommended that any such complaint be initially filed with the OTA or 10-15 Transit for resolution at the local level.

Transit Administrator
Ottumwa Transit Authority or 10-15 Regional Transit Agency
2417 S. Emma Street
Ottumwa, IA 52501

In those cases where the complainant is dissatisfied with the resolution of the complaint by the OTA or 10-15 Transit, the same complaint may subsequently be submitted to the Director of the Office of Public Transit, Iowa Department of Transportation, 800 Lincoln Way, Ames, IA 50010.

Persons with discrimination complaints related to the activities of OTA or 10-15 Transit are encouraged to use the link provided at www.ottumwatransit.com to check the systems' specific complaint process. If no process is posted, or there are questions on the procedures, complaints may be directed to the contact individual(s) listed for the transit system.

Upon investigation of a complaint filed at either the local or the Office of Public Transit level, a written statement of findings and proposed remedies (if necessary), will be provided to the complainant.

For any complaint involving a project using federal transit funding, final resolution may rest with the Federal Transit Administration or the Secretary of the U. S. Department of Transportation.