

TheBus Non-Discrimination (Title VI) Policy

The City & County of Honolulu, Department of Transportation Services (DTS), as a recipient of Federal funds, has certified and provided assurances that it, and the non-profit corporation contracted by DTS to provide the services of "TheBus," Oahu Transit Services, Inc. (OTS), will fully comply with Title VI of the Civil Rights Act of 1964. DTS, and OTS, is committed to ensuring that no person using TheBus is discriminated against on the basis of race, color, national origin, low income, or limited English proficiency, particularly in the following service areas:

- Scheduling
- Quality of service
- Frequency of service
- Age and quality of vehicles assigned to routes
- Quality of stations serving different routes
- Location of routes

What is Title VI?

Title VI of the Civil Rights Act of 1964 prohibits discrimination in programs and activities receiving Federal financial assistance on the basis of race, color, and national origin.

The City & County of Honolulu, Department of Transportation Services (DTS), and the non-profit corporation it has contracted to provide fixed route services, "TheBus," and paratransit services, "TheHandi-Van," are committed to ensuring that no person is discriminated against while using TheBus or TheHandi-Van on the basis of race, color, or national origin, as prohibited by Title VI of the Civil Rights Act of 1964. Any person using TheBus or TheHandi-Van who believes he or she is a victim of such discrimination may file a complaint with DTS.

Title VI protections have been extended via two Presidential Executive Orders to Environmental Justice, which also protects persons of low income, and Limited English Proficiency.

Who can complain?

Anyone who believes that he or she has been discriminated against on the basis of race, color, national origin, low income, or limited English proficiency while using TheBus or TheHandi-Van may file a Title VI complaint with DTS.

How to file a discrimination (Title VI) complaint

If a person believes he or she has been discriminated against in using TheBus or TheHandi-Van, they may file a signed, written complaint within one hundred eighty (180) days of the date of alleged discrimination. Complaints should provide the following information:

- Complainant's name, address, and contact information (telephone number, email address, etc.)
- How, when, where, and why the complainant believes he or she was discriminated against
- Location, names, and contact information of any witnesses

File the complaint in writing with DTS, Public Transit Division, Fixed Route Operations at:

Public Transit Division, Fixed Route Operations
Department of Transportation Services
City & County of Honolulu
Frank F. Fasi Municipal Building
650 South King Street, Third Floor
Honolulu, Hawai'i 96813-3017

Email: TheBusStop@honolulu.gov
Phone: (808) 768-8396

If the complainant is unable to write a complaint, DTS will provide assistance.

Printable Form:

- [Title VI complaint form](#) (83KB PDF)

- [Title VI complaint form](#) (32KB DOC)
- [Title VI complaint form](#) (4.3KB TXT)

In addition to the Title VI complaint process at DTS, a complainant may also file a Title VI complaint with an external entity, such as:

- The FTA

U.S. Department of Transportation
Federal Transit Administration
Office of Civil Rights, Region IX
201 Mission Street, Suite 1650
San Francisco, California 94105-1839

- Other agency, Federal or state
- A court, Federal or state

If a complaint is filed with both DTS and an external entity, the external complaint will supersede the DTS complaint and DTS' complaint procedures will be suspended until the external entity produces its findings.

How DTS handles complaints

Complaints that allege discrimination based on race, color, national origin, low income, or limited English proficiency while using TheBus or TheHandi-Van services, provided by DTS, through OTS, will be recorded in the Discrimination Complaint Log and immediately assigned a complaint number by DTS, Public Transit Division, Fixed Route Operations (FRO).

FRO will review the Title VI complaint and will provide appropriate assistance to complainants, including those persons with disabilities, or who have limited English proficiency (LEP).

DTS will contact the complainant in writing within fifteen (15) working days for additional information, if needed, to investigate the complaint. If the complainant fails to provide the requested information by a certain date, the complaint could be administratively closed.

DTS will investigate a formal Title VI complaint within ten (10) working days of receiving the complaint. Based upon all of the information received, DTS will prepare a draft written response, subject to review by the City & County of Honolulu's Corporation Counsel.

Corporation Counsel will determine if the complaint may be administratively closed after the draft is written, or if a final written response is needed. If a final written response is needed, DTS will send the response to the complainant and advise the complainant of his or her right to file a complaint externally.

The complainant also will be advised of his or her right to appeal the response to Federal and state authorities as appropriate. DTS will diligently attempt to respond to a complaint within sixty (60) working days of its receipt by DTS, unless it was also filed with an outside agency, as noted above.

How DTS notifies complainant of the outcome

DTS will send a final written response to the complainant and advise the complainant of his or her right to file a complaint externally. DTS will diligently attempt to respond to complaints within sixty (60) workdays of its receipt.

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