



**State of Vermont,
Office of Civil Rights &
Labor Compliance**
219 North Main Street
Barre, VT 05641
vtrans.vermont.gov/civil-rights

[phone] 802-595-6959
[ttd] 802-253-0191

Agency of Transportation

To: Environmental Justice Advisory Council
Karla Raimundi, karla.raimundi@vermont.gov

RE: Agency of Transportation (AOT) Civil Rights Title VI and Environmental Justice Complaint Report

Complaint Procedure: The Agency of Transportation, in an effort to ensure nondiscrimination in all of its federal-aid programs, services, and activities, maintains a written [Title VI Complaint Procedure](#) to investigate, respond to, and resolve, Title VI complaints or lawsuits. In addition, all instances of alleged discrimination submitted as a Title VI Complaint, will be recorded, and tracked and include the following information: date complaint was filed, a summary of allegations, investigative status, further actions and follow-up, and final resolution. Any person who believes that they individually, or as a member of any specific class of persons, has been subjected to discrimination on the basis of race, color, national origin, sex, age, limited English proficiency, or disability may file a complaint with the Vermont Agency of Transportation's Office of Civil Rights and Labor Compliance. Federal and State law require that the complaint be filed within 180 days of the alleged incident of discrimination. Complaints related to Title VI Program discrimination may be submitted [online](#) by mail, email, or phone. The contact information is as follows: Patricia Martin, Title VI & ADA Coordinator, Vermont Agency of Transportation, Office of Civil Rights and Labor Compliance, 219 North Main Street, Barre, VT 05641, patricia.martin@vermont.gov 802-595-6959. Once submitted, the Title VI & ADA Coordinator will contact the complainant.

Title VI Complaints: Since May 31, 2022, the AOT has received two complaints that were filed under Title VI submitted on March 12, 2023, and February 28, 2024. Upon examination of the March 2023 complaint, it was determined that there was no Title VI basis for this complaint and that it was simply a service complaint unrelated to any Title VI considerations. The February 2024 complaint is being investigated.

1. Complaint: Bus arrived late and could not accommodate two wheelchairs so delayed their departure.
 - a. Date Submitted: March 12, 2023
 - b. Findings: The complainant was upset about the inconvenience, cancelled the ride, and felt discriminated against, so he submitted the Title VI complaint and indicated national origin only because he didn't know what to select. The complainant was travelling with an aid, also in a wheelchair, and the bus could not accommodate them both.
 - c. Actions Taken: The dispatcher called back and scheduled the second ride for the same day which the complainant accepted. The Public Transit Agency Executive Director spoke with the complainant and stated he will be working with the operations team to manage the scheduling better to prevent delays. The AOT Title VI Coordinator reached out to the complainant, confirmed he spoke with the Public Transit Agency Executive Director and agreed he should be treated fairly and respectfully but since this isn't an issue of national origin, and it doesn't entail any discrimination that would qualify as a Title VI complaint.
2. Complaint: Bus did not pick up riders at published stop.
 - a. Date Submitted: February 28, 2024
 - b. Findings: The complainant was upset about the bus not stopping at the published stop. The alleged discrimination is based on race and color.
 - c. Actions Taken: This is an active investigation.

Environmental Justice Complaints: Since May 31, 2022, no Environmental Justice Complaints have been received.

