

County of Hawai'i  
Mass Transit Agency  
Title VI Notice

The Mass Transit Agency operates the Hele-On Bus and Hele-On Kako'o Paratransit services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act of 1964. Any person who believes that she or he has been mistreated by an unlawful discriminatory practice under Title VI must file a complaint within 180 days of the alleged occurrence to any of the following:

County of Hawai'i - Mass Transit Agency  
1266 Kamehameha Avenue, Room A-2  
Hilo, Hawai'i 96720  
Phone No. (808) 961-8343

County of Hawai'i – Department of Human Resources  
Attention: ADA Coordinator  
25 Aupuni Street  
Hilo, Hawai'i 96720  
Phone No. (808) 961-8361

Hawai'i State Department of Transportation  
Office of Civil Rights  
200 Rodgers Boulevard  
Honolulu, Hawai'i 96819  
Phone No. (808) 831-7901

Federal Transit Administration  
Office of Civil Rights  
Attention: Title VI Program Coordinator  
East Building, 5<sup>th</sup> Floor – TCR  
1200 New Jersey Avenue  
SE, Washington, DC 20590

**COUNTY OF HAWAI'I MASS TRANSIT AGENCY**  
**TITLE VI COMPLAINT FORM**

The County of Hawai'i Mass Transit Agency operates Hele-On Bus and Hele-On Kako'o Paratransit services without regard to race, color and national origin in accordance with Title VI of the Civil Rights Act of 1964. Any person who believes that she or he has been aggrieved by any unlawful discriminatory practice under Title VI must file a complaint within 180 days of the alleged occurrence to any of the following by mail, in person, fax and/or email as explained at the end of the form.

Complainant's Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Telephone No. (Home): \_\_\_\_\_ (Business/Cell): \_\_\_\_\_

Person discriminated against (if other than complainant)

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

What was the discrimination based on? (check all that apply)

Race \_\_\_\_\_

Color \_\_\_\_\_

National Origin \_\_\_\_\_

Date of Incident: \_\_\_\_\_

Please describe in detail how you were discriminated against. Name any individual(s) who was responsible. Attach addition sheets of paper if additional space is needed.

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Was this complaint filed with another Federal, State, or local agency; or with a Federal or State Court?       Yes       No      If YES, please indicate the agency:

Federal Agency       Federal Court       State Agency

State Court       Local Agency       Other (list) \_\_\_\_\_

Provide contact person information for the agency you also filed the complaint with:

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Date Filed: \_\_\_\_\_

Please sign the complaint and attach any supporting documents.

\_\_\_\_\_  
Complainant's Signature

\_\_\_\_\_  
Date

Mail, fax, email or deliver completed form to:

- County of Hawai'i Mass Transit Agency  
1266 Kamehameha Avenue, Suite A-2, Hilo, HI 96720  
Telephone: (808) 961-8744, Fax: (808) 961-8745  
email: [heleonbus@hawaiicounty.gov](mailto:heleonbus@hawaiicounty.gov)
- County of Hawai'i Department of Human Resources  
Attn: Equal Opportunity Officer  
101 Pauahi Street, Suite 2, Hilo, HI 96720  
Telephone: (808) 961-8361, Fax: (808) 961-8617  
email: [teri.spinolacampbell@hawaiicounty.gov](mailto:teri.spinolacampbell@hawaiicounty.gov).
- Hawai'i State Department of Transportation, Office of Civil Rights  
200 Rodgers Boulevard  
Honolulu, HI 96819  
Telephone: (808) 831-7901
- Federal Transit Administration, Office of Civil Rights  
Attn: Title VI Program Coordinator  
East Building, 5th Floor-TCR  
1200 New Jersey Ave, SE Washington, DC 20590

If transit-related information is needed in another language, interpreter services are available by contacting the County of Hawai'i Mass Transit Agency at (808) 961-8744.