



SouthWest Transit Title VI Plan

SouthWest Transit
14405 W 62nd St.
Eden Prairie, MN 55346
Updated: December 2025

I – Introduction

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

SouthWest Transit (SWT) is committed to ensuring that no person is excluded from participation in, or denied the benefits of transit services on the basis of race, color, or national origin, as protected by Title VI in Federal Transit Administration (FTA) Circular 4702.1.B. This plan was developed to guide SWT in administration and management of Title VI-related activities.

Title VI Manager Contact Information:

Erik Hansen
Chief Executive Officer
SouthWest Transit
14405 W 62nd
Eden Prairie, MN 55346

II – Notice to the Public

YOUR RIGHTS UNDER TITLE VI AND RELATED LAWS

TITLE VI: RACE, COLOR, NATIONAL ORIGIN

SouthWest Transit pledges that you will have access to all its programs, services, and benefits without regard to race, color, or national origin.

If you believe that you have been discriminated against, you may file a written complaint with SouthWest Transit.

Complaints may be filed within 180 days following the alleged discriminatory action by mail at this address:

SouthWest Transit
14405 W 62nd St.
Eden Prairie, MN 55346

Or online at www.swtransit.org.

Tell us how, when, where, and why you believe you were discriminated against. Give your name, address, and phone number. You must sign and date your letter. Or you can access a Title VI complaint form at metro council.org.

Upon request, this publication will be made available in alternative formats to people with disabilities. Call 952-949-2287 or Minnesota Relay at 1-877-627-6848.



The above Title VI notice to the public poster shall be prominently and publicly displayed in SWT facilities and in our revenue vehicles. The name of the Title VI Manager is available on the website, at www.swtransit.org/about/Commitment-to-Fairness. Below is a table of locations where the notice is published.

LOCATION	DATE POSTED	DATE UPDATED
SouthWest Station	April 2012	December 2025
SouthWest Village	April 2012	December 2025
East Creek Station	April 2012	December 2025
Eden Prairie Garage	April 2012	December 2025
All Buses	April 2012	December 2025

III – Complaint Procedures

Any person who believes that they individually, as a member of any specific class, has been subjected to discrimination prohibited by Title VI of the Civil Rights Act of 1964, as amended, may file a written complaint with SWT. A complaint may also be filed by a representative on behalf of such a person. All complaints will be referred to SWT's CEO for review and action.

In order to have the complaint considered under this procedure, the complainant must file the complaint no later than 180 calendar days after:

- The date of the alleged act of discrimination; or
- The date when the person(s) became aware of the alleged discrimination.;
- Where there has been a continuing course of conduct, the date on which that conduct was discontinued.

SWT may extend the time for filing or waive the time limit in the interest of justice, specifying in writing the reason for doing so.

Complaints shall be in writing and shall be signed by the complainant and/or the complainant's representative. Complaints shall set forth as fully as possible the facts and circumstances surrounding the claimed discrimination. In the event that a person makes a verbal complaint of discrimination to a Board member or employee of SWT, the person shall be interviewed by the CEO or their designee. If necessary, the CEO or their designee will assist the person in reducing the complaint to writing and submit the written version of the complaint to the person for signature. The complaint shall be handled in the usual manner.

Within 10 business days, the CEO or their designee will acknowledge receipt of the allegation, inform the complainant of action taken or proposed action to process the allegation, and advise the complainant of other avenues of redress available, such as the Federal Transit Administration (FTA). Please note that in responding to any requests for additional information, a complainant's failure to provide the requested information may result in the administrative closure of the complaint.

The complaint should include the following information:

- Name, address, and phone number of the complainant.
- Names and address(es) (if known) of alleged discriminating official(s).
- Basis of complaint (i.e., race color, national origin, sex, age, disability).
- Date of alleged discriminatory act(s).
- Date of complaint received by SWT.
- A statement of the complaint.
- Other agencies (State, local or Federal) where the complaint has been filed.

The investigation will be conducted in a full, fair and impartial manner by the CEO or their designee. Results of the investigation will be presented to the SouthWest Transit Commission for a determination. Every effort will be made to respond to the Title VI complaints within 60 working days of receipt of such complaints. Complaints will be determined to be:

- Substantiated (confirmed)
- not substantiated (alleged) or
- inconclusive (no substantiated findings were found)

Following the investigation, SWT will send a final written response letter to the complainant identifying the final determination. In the letter notifying the complainant that the complaint is not substantiated, the complainant will be advised of his or her right to:

1. appeal within (5) business days of receipt of the final written decision and/or
2. File a complaint externally with the U.S. Department of Transportation and/or the FTA.

In addition to the complaint process described above, a complainant may file a Title VI complaint with the following offices:

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

As noted above, within 60 working days, the CEO or their designee will conduct and complete an investigation of the allegation, and based on the information received, will render a recommendation for action in a “Report of Findings,” including an explanation of the actions SWT has taken or proposed to resolve the issue raised in the complaint. The complaint should be resolved by informal means whenever possible. Such informal attempts and their results will be summarized in the Report of Findings.

Should a formal process be required, the complainant has the right to be represented by an attorney or other representative of his/her own choosing. A date/ time will be scheduled to accommodate the right of the complainant to bring witnesses and present testimony and evidence. As with the informal process, within 60 days, the CEO will conduct and complete an investigation of the allegation and based on the information obtained, will render a recommendation for action in a “Report of Findings,” including an explanation of the actions SWT has taken or proposed to resolve the issue raised in the complaint.

Within 90 calendar days of receipt of the complaint, the Chief Executive Officer or his designee will notify the complainant in writing of the final decision reached, including the

proposed disposition of the matter. The notification will advise the complainant of his/her appeal rights if they are dissatisfied with the final decision rendered by SWT.

The Title VI complaints are to be submitted in writing to:

Erik Hansen
CEO
SouthWest Transit
14405 W 62nd St
Eden Prairie, MN 55346
ehansen@swtransit.org

Complaints can be mailed directly to the address or emailed to the email address above. For complaints submitted by facsimile or email, an original, signed copy of the complaint must be mailed to the CEO as soon as possible, but no later than 180 calendar days from the alleged date of discrimination.

All complaints alleging discrimination based on race, color, or national origin in a service or benefit provided will be directly addressed by SWT and shall also provide appropriate assistance to complainants, including those persons with disabilities, or who are limited in their ability to communicate in English. In addition, Executive Order 12898 (Environmental Justice) prohibits discrimination based on income status. Additionally, SWT shall make every effort to address all complaints in an expeditious and thorough manner.

See **Exhibit A** for the SWT Complaint Form.

Southwest Transit is aware of the Title VI investigations, complaints, and lawsuits filed since the previous Title VI plan was submitted. **Exhibit B** includes a log that would capture these investigations, complaints, and lawsuits.

IV – Public Participation Plan

SouthWest Transit has undertaken the following community outreach efforts to engage the public in planning and decision-making processes, as well as its marketing and outreach activities:

- Has established a website at www.swtransit.org to post information, policies, maps, schedules, news, rider alerts, and meeting notices. The SWT site clearly states contact information for SouthWest Transit and lists the “Commitment to Fairness” policy.
 - The SWT website also uses Google Translate, which allows those using the website access to several different languages

- Key rider materials – such as our rack cards – are translated into the most commonly spoken languages in our service area, and are available as PDFs on our site or as needed at stations
- Important information, policies, maps, schedules, news, rider alerts, and meeting notices are shared across a diverse set of channels such as social media (Facebook, Instagram, LinkedIn), physical flyers and materials (ex. brochures and schedules), monitors at stations, driver announcements, and email
- Annually conducted rider surveys collect feedback regarding our services
- SWT conducts a biennial, third-party community survey that collects demographics of the SWT service area
- SouthWest Transit Commission meeting notices and agendas are posted per the State of Minnesota open meeting statutes. Transit business items for the Commission meeting are included in the agenda. Agendas and minutes of each meeting are available online and/or upon request.
- All communication efforts include a Limited English Proficiency (LEP) component when requested. As cited in the LAP plan, if it is expected that meeting attendees of LEP communities will consist of 33% or more, then meeting materials will be translated to the needed language. At the drafting of this document no requests have been made and no groups in an open setting had more than 33 percent of one language group other than English.
- At times when a typical meeting format would not be best suited to conduct the outreach, SWT will find other means to conduct the outreach. That may include but is not limited to direct mailings, phone conversations, or meeting individuals at their place of work or home if they are willing. In this SWT believes that all riders including Title VI protected populations as well as those with ADA needs will receive the necessary information.
- SWT collaborates with cities in our service area for communications in their respective newsletters, email communications, newspapers, etc.
- SWT seeks and hires bilingual staff to support communication and engagement with riders who speak languages other than English
- A human-operated language translation/ interpretation service is available on-demand to assist LEP individuals with questions and service information

When contemplating and planning service changes, SWT utilizes rider feedback, focus groups, public meetings, and surveys as needed. The public is also invited to attend all SouthWest Transit Commission meetings that are open to the public for comment and feedback.

Community members and riders may call SouthWest Transit at 952-949-2287 to lodge a complaint or comment between the hours of 6:00 AM and 6:00 PM on weekdays to speak to a Customer Experience/Service representative.

V – Language Assistance Plan

The Limited English Proficiency Plan has been prepared to address SouthWest Transit’s responsibilities as a recipient of federal financial assistance as they relate to the needs of individuals with limited English language skills accessing the services offered by SWT. The plan has been prepared in accordance with Title VI of the Civil Rights Acts of 1964, 42 U.S.C. 2000d, et seq, and its implementing regulations, which state that no person shall be subjected to discrimination on the basis of race, color or national origin.

Executive Order 13166, titled “Improving Access to Services for Persons with Limited English Proficiency”, indicates that differing treatment based upon a person’s inability to speak, read, write or understand English is a type of national origin discrimination. It directs each federal agency to publish guidance for its respective recipients clarifying their obligation to ensure that such discrimination does not take place. This order applies to all state and local agencies which receive federal transit funds, including SWT where applicable relating to SWT services and facilities.

SWT has developed this Limited English Proficiency Plan to help identify reasonable steps for providing language assistance to persons with limited English proficiency (LEP) who wish to access services provided by SWT. As defined in Executive Order 13166, LEP persons are those who do not speak English as their primary language and have limited ability to read, speak, write or understand English.

This plan outlines how to identify a person who may need language assistance, the ways in which assistance may be provided, staff training that may be required, and how to notify LEP persons that assistance is available.

In order to prepare this plan, SWT undertook the U.S. DOT four-factor LEP analysis which considers the following:

1. The number or proportion of LEP persons in the service area who may be served or are likely to encounter a SWT program, activity or service.
2. The frequency with which LEP persons come in contact with SWT programs, activities or services.
3. The nature and importance of programs, activities or services provided by SWT to the LEP population.
4. The resources available to SWT and overall cost to provide LEP assistance.

Four-Factor Analysis:

1. The number or proportion of Limited English Proficiency (LEP) persons in the service area who may be served or are likely to encounter a SWT program, activity or service.

The SouthWest Transit staff reviewed the population estimates found in the 2016-2020 American Community Survey (ACS) 5 Year Estimates and determined, based on 2020 Census data that 109,902 persons live in the SWT service area (City of Eden Prairie – 60,537; City of Chanhassen – 24,409; City of Chaska – 24,956). The 2016-2020 American Community Survey (ACS) is used to determine the percentage of people who speak English less than “very well”, see chart below

Population in SWT service area who speak English less than “very well”

	EDEN PRAIRIE	% OF TOTAL POPULATION	CHANHASSEN	% OF TOTAL POPULATION	CHASKA	% OF TOTAL POPULATION
Spanish	905	1.49%	61	0.25%	288	1.15%
Other Indo-European languages	820	1.35%	63	0.26%	45	0.18%
Asian and Pacific Island languages	1,112	1.84%	344	1.41%	269	1.08%
Other languages	917	1.51%	0	0.00%	0	0.00%

Source: U.S. Census Bureau, 2016-2020 American Community Survey 5-Year Estimates (2020)

A. How LEP persons interact with the agency

- LEP Customers interact with SWT drivers and staff most notably by talking to the drivers and staff and the drivers and staff determine what the questions are by taking time and being patient with the customer. In other cases family and friends also assist with the conversation. There are also community advocates that work with SWT assisting their community with communication and transportation. Finally, in extreme cases when the informal approach doesn't work, SWT will make arrangements to have an interpreter (depending on the language or hearing disability) to ensure we are able to communicate with one another and insure input and identify solutions to the questions.
- In addressing the ACS data no identified LEP population crosses the Safe Harbor threshold of an eligible LEP language group that constitutes five percent (5%) or 1,000 persons, whichever is less, of the total population of persons eligible to be served or likely to be affected or encountered. In Eden Prairie the total of LEP persons that speak Asian and Pacific languages is over 1,000. However since the ACS groups multiple languages under this category, it is SWT's determination that no one language in that group would cross the Safe Harbor threshold. Furthermore, the amount of SWT's service area population that utilizes SWT's services is 3.5%. When applying this percentage to each LEP communities, no one group totals more than 40 people.

- B. Identification of LEP communities, and assessing the number or proportion of LEP persons from each language group to determine the appropriate language services for each language group
 - As seen in Table 1, the level of LEP communities has been identified by SWT through analysis of ACS data. SWT’s determination is that the level of language services provided currently is appropriate for the given LEP population in the service area.
 - C. The literacy skills of LEP populations in their native languages, in order to determine whether translation of documents will be an effective practice
 - Literacy skills of the LEP population appears to be high, based on the driver surveys conducted. In addition the average percentage of SWT’s population that achieved a high school education or higher is 96.5%. With this percentage it can be assumed that literacy rates are at a high level whether English or in a native language. That being said, if SWT were to translate documents it would be an effective practice.
 - D. Whether LEP persons are underserved by the recipient due to language barriers
 - At this point in time, it does not appear that LEP persons are not underserved due to language barriers.
- 2. The frequency with which LEP persons come in contact with SWT programs, activities or services.**
- SWT conducts a rider survey annually to gauge customer satisfaction, route performance, opinions and idea, demographics, etc. From the demographics section, SW asks the question “What is your primary language?” 2019/2021 answers show that 93.81% chose English, 1.35% chose Hindi, 1.19% chose Spanish and all other responses were under 1% of ridership.
- 3. The nature and importance of programs, activities or services provided by SWT to the LEP population.**
- SWT offers several programs for the LEP population always trying to be inclusive of all individuals including:
 - o Information and Q&A sessions held locally at our three stations, in addition to virtual sessions
 - o Our lineup of SW Shuttle services expanded into cultural relevant events based on the diverse needs and wants of our community. (Ex. IndiaFest)
 - o Engage with community organizations that specifically work with LEP population (Ex. Mi Casa, Indian Association of Minnesota)
 - o Provides a Job Seekers pass in conjunction with Metro Transit to those who need it.
- 4. The resources available to SouthWest Transit and overall cost to provide LEP assistance.**

- SWT has resources that will be used for providing LEP assistance with no limitation, and has determined that it could afford a professional interpreter and translation service. To this point in time, that service has not been required.
- The amount of staff and driver training that might be needed was also considered. Based on the four-factor analysis, SWT developed its LEP Plan as outlined in the following section.

Limited English Proficiency (LEP) Plan Outline

SWT will provide assistance to LEP persons who utilize SW transit services upon request. SWT is unable to tell if an individual needs assistance unless asked. However, if it helps the situation in the conversation, SWT will contact an interpreter to bridge the language gap. Currently, SWT has limited staff as well as the ability to contact a language interpreter in Spanish. For LEP populations that are not Spanish speakers, interpreter services such as Language Line are accessible. This service is available by request through the customer services desk. Other languages in the SWT geographical area appear to have a strong English as a Second Language (ESL) skills.

Language Assistance Measures

Although there is a very low percentage in the SWT Service Area of LEP individuals, that is, persons who speak English “not well” or “not at all”, SWT will ensure that the following measures are in place:

- SWT Title VI Policy and Limited English Proficiency Plan will be posted on the agency website at www.swtransit.org/about/Commitment-to-Fairness.
- When an interpreter is needed in person or on the telephone, staff will attempt to determine what language is required and then 1) see if there is a staffer internally who can assist in the interpretation; if that does not work, 2) access a language assistance person or program such as Language Line. That means a person or program that SWT, through its outreach efforts have identified, would be contacted/used in an effort to make the communication as easy as possible.

Staff Training

The following training will be provided to SWT staff that is directly involved with the transit services:

- Information on SWT’s Title VI Policy and LEP responsibilities.
- Description of language assistance services offered to the public.
- Documentation of language assistance (including Language Line use) and document translation requests.
- How to handle a potential Title VI/LEP complaint.

Outreach Techniques

Due to the small local LEP population, the SouthWest Transit-initiated outreach activities are expected to be minimal, but the following procedure will be utilized as the need arises:

- When the staff prepares a document or schedules a meeting for which the target audience is expected to consist of at least 33 percent LEP individuals, then documents, meeting notices, flyers, and agendas will be printed in an alternative language based on the known LEP population.

Monitoring and Updating the LEP Plan

SWT will update the LEP as required by U.S. DOT. At a minimum, the plan will be reviewed and updated when data from the 2022 U.S. Census is available, or when it is clear that higher concentrations of LEP individuals are present in the SouthWest Transit service area. SWT will look for additional mid census data to ensure that if the Safe Harbor threshold is met, then the required steps will take place. If no thresholds are met within a three year times span, then SWT will maintain the schedule of updating the plan every three years.

Dissemination of the SWT LEP Plan

A link to the SouthWest Transit LEP Plan and the Title VI Plan will be included on the SWT website, www.swtransit.org/about/Commitment-to-Fairness. Any person or agency with internet access will be able to access and download the plan from the SWT website. Alternatively, any person or agency may request a copy of the plan via telephone, fax, mail, email, or in person, and shall be provided a copy of the plan at no cost. LEP individuals may request a copy of the plan in translation which SWT will provide. Questions or comments regarding the LEP Plan may be submitted to SWT as follows:

Erik Hansen
Chief Executive Officer
SouthWest Transit
14405 W. 62nd St.
Eden Prairie, MN 55346

VI – Commission Membership

Southwest Transit utilizes a formalized seven-member Transit Commission outlined in its JPA and bylaws. Each of the three City Council's at a minimum appoints at least one elected City Council member and one appointed individual from their city. That second person could also be another elected Council member, from the three cities of Eden Prairie, Chanhassen and Chaska. For the seventh spot on the SWT Commission, there is an open process by the SWT Commission of appointing an individual who resides in one of the three communities SWT serves. As of the drafting of this plan, the seven-member

Commission is comprised of five elected officials, two from Eden Prairie (both are City Council members), two from Chanhassen (both are City Council members) and two from Chaska (both are City Council members). The final position on the Commission goes through an open application process of SWT and is selected by the SWT Commission. There is one non-voting member from the city of Carver, whom we serve with our Prime service. This person is appointed by the Carver city council to the SouthWest Transit Commission.

SouthWest Transit does not select the members of its commission. That is the responsibility of the 3 cities (Eden Prairie, Chaska, Chanhassen) of the Joint Powers Agreement under which SWT was formed.

Member	City Appointed	SWT Appointed	Commission Appointed	Race
Eden Prairie #1	X			White
Eden Prairie #2	X			White
Chaska #1	X			White
Chaska #2	X			White
Chanhassen #1	X			White
Chanhassen #2	X			White
At-Large			X	White
Carver (non-voting)	X			White

VII – Monitoring Subrecipients for Compliance

Southwest Transit does not have sub recipients and therefore does not keep a schedule of sub recipient Title VI program submissions.

VIII – Facility Equity Analysis

Southwest Transit has not constructed any facilities since the 2014 Title VI program submission.

IX – Approval of Title VI Plan

Exhibit C provides documentation of the approval of Southwest Transit’s Title VI program by their Commission.

X – Service Standards

As of 2025, SWT operates a total of 4 fixed routes (three commuter-express routes and a suburban local route) using 52 morning and 59 afternoon trips during weekdays. These routes serve the three SWT partner cities of Eden Prairie, Chanhassen, and Chaska, Downtown Minneapolis, Southdale Mall in Edina, the University of Minnesota, MSP airport, and major destinations along the I-494 corridor. On the weekend, SWT operates only one fixed route using 19 morning and 29 afternoon trips, which serves Eden Prairie, MSP airport, and major destinations along the I-494 corridor. SWT also operates special events transportation service to various games, concerts, and community events from the park and ride stations within SWT partner cities of Eden Prairie, Chanhassen, and Chaska. Additionally, SWT also operates on-demand suburban microtransit service.

The following sections describe the FTA required quantitative standards and policies used by SWT when planning and monitoring transit services:

Vehicle Loads: The SWT standard is 100 percent seated loads. Trip ridership on SouthWest Transit (SWT) all fixed-route trips are reviewed daily to look for patterns of standing loads. When an individual trip experiences standees, the trip is examined for possible solutions to reduce the number of standees in the context of available financial and vehicle resources.

Vehicle Headways: For commuter-express routes serving downtown Minneapolis and the University of Minnesota, SWT has a goal of a minimum of 60 minutes off peak for headway. For peak express service, it ranges between five minutes and 15 minutes, again depending on vehicle loads and demand. Meanwhile, for the suburban local route serving the major destinations along the I-494 corridor, Mall of America and MSP airport Terminals, SWT has a goal of minimum 30 minutes to 45 minutes headway during weekdays and the minimum of 45 minutes headway on the weekend throughout the service hour.

On-Time Performance: The goal is that 99 percent of all trips depart their first time point, pending weather, road construction, reroutes, etc. causing atypical conditions, on time for all regular route service. Due to the nature of express bus service an “on-time trip” is defined as a trip that is one minute early and not more than five minutes late. SWT has a goal of maintaining an average of 87 percent of system-wide on-time departure from every time points of the fixed route service. However, note for those time points classified as “drop-off” time points in the schedule, buses can be early due to the nature of the express bus service. An analysis is done quarterly using the automated vehicle locator (AVL) system provided by the region’s data visual monitoring to determine compliance with this goal.

Service Availability: SWT is a mix of commuter express, suburban local service, suburban microtransit and special event transportation service. SWT had a goal of placing one park

and ride facility in each city of the JPA. That objective has now been met. Size for the park and ride facilities is based on the following analysis – 1) amount of routes based off existing service after time; and 2) demographic analysis does dictate size requirements. Currently, SWT matches its resources with service demand.

XI – Service Policies

SWT provides commuter express, suburban local, suburban microtransit, and special events transportation service. For the fixed-route bus service, SWT has bus stop signs at all time-points as well as non-time points. SWT collaborates with the regional transit agencies to add bus routes numbers to the bus stop signs which are located beyond its jurisdiction. The suburban microtransit is mostly door-to-door service except the stop-to-stop service in an autonomous service zone. The AV stop signs have been posted in coordination with local municipality and business partners, where possible. This Title VI plan incorporates the following Service Policies:

Distribution of Transit Amenities: The local portion of SWTs fixed routes operate as a “stop-to stop” service, meaning we stop at all of the designated bus stops as published on the public timetable. There is only one bus shelter besides the park and ride stations. With the approval of this plan, the standard for constructing a shelter will be when a specific stop averages over 20 daily boardings, and SWT currently meets this standard.

A station is defined as a more substantial rider waiting facility that is ADA accessible with a full HVAC system, restrooms, security cameras, access to customer services, bus service information, lighting, and trash cans. SWT has four stations, one located in Eden Prairie, two located in Chanhassen, and one located in Chaska. Three of the stations take advantage of Highway 212 and Chaska’s station takes advantage of Highway 5.

Vehicle Assignment by Mode: SWT Express service has 45, 45-foot motor coaches. SWT Prime service has 8 minivans, 6 passenger vans, and 9 cutaways. Route 686 utilizes 10 cutaways. Each bus style has a different passenger capacity. Buses are assigned to specific routes and trips based on the ridership levels to help prevent standing loads. The assignments are analyzed at a minimum quarterly. For seasonal local service, SWT uses the trolley. Ridership is the only measure to determine which vehicles are used for specific routes. This is also dependent on the interlining of the given run and the order that the vehicles are parked in SWT garage. After the size of the bus is dictated, Dispatch assigns the first bus in line that matches the capacity criteria for the given run as it is a first in/first out garage.

Exhibit A – Title VI Complaint Form

See next page for the complete form.



SouthWest Transit
Office/ Garage Address: 14405 W 62nd St, Eden Prairie, MN, 55346
Phone: 952-949-2287 | **Fax:** 952-974-7994 | **Email:** customerservice@swtransit.org

PART I—COMPLAINANT INFORMATION (Print all items legibly)

Name		Telephone
Mailing Address		
City	State	Zip Code

Are you filing this complaint on your own behalf (if yes, go to Part III)?

Yes No

PART II—THIRD PARTY INFORMATION

Name		Telephone
Mailing Address		
City	State	Zip Code

Please explain why you have filed for a third party (If additional space is needed, please attach extra sheets)

Have you obtained permission of the complainant to file this complaint on their behalf?

Yes No

PART III—COMPLAINT INFORMATION

The discrimination I experienced was based on (check all that apply)

Race Color National Origin
 Other, please specify _____

When did the alleged discrimination take place (MM/DD/YYYY): ____/____/____

Please explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. (If additional space is needed, please attach extra sheets)

PART IV—RESOLUTION

How can this be resolved to your satisfaction?

PART V—COMPLAINT FILED WITH OTHER AGENCIES

Have you filed this complaint with any other federal, state, or local agency; or with any federal or state court?

Yes

No

If yes, check each that applies:

___ Federal Agency

___ Federal Court

___ State Agency

___ State Court

___ Local Agency

If you filed this complaint elsewhere, please provide information about a contact person at the agency/court where the complaint was filed.

Name: _____

Address: _____

City: _____ State: _____ Zip Code: _____

PART VI—SIGNATURE

Complainant's Signature _____ Date _____

Exhibit B – Log of Title VI Complaints

Southwest Transit is aware of the Title VI investigations, complaints, and lawsuits filed since the previous Title VI plan was submitted. This information is current as of December 2025.

Investigations	Date	Summary	Status	Action Taken

Lawsuits	Date	Summary	Status	Action Taken

Complaints	Date	Complaints	Status	Action Taken
Quinnie Nguyen	04/03/25	Complainant accused a SouthWest Transit employee of distress and emotional frustration.	Closed	Complaint found to be not substantiated
Christina Johnson	09/25/25	Complainant accused a driver of negligence, intentional infliction of emotional distress, and a civil rights violation.	Transferred to Transdev	Complaint was transferred from the League of Minnesota Cities to Transdev on 10/29/25

Exhibit C – Commission Approval Resolution

See the next page for the complete Commission resolution #25-10 which approves the 2025 Title VI plan. **(INSERT AFTER COMMISSION MTG)**