

**CITY OF WASHINGTON PUBLIC TRANSIT DEPARTMENT**  
**TITLE VI PUBLIC NOTICE OF RIGHTS**  
*Non-Discrimination - Your Rights Under*  
*Title VI of the Civil Rights Act of 1964*

*The City of Washington's Transit Dept. operated public transit services according to Title VI law and without regard to race, color and national origin. The United States Department of Transportation (DOT) ensures full compliance with Title VI of the Civil Rights Act of 1964 by prohibiting discrimination against any person on the basis of race, color or national origin in the provisions of benefits and services resulting from federally assisted programs and activities. Any person, who believes that Washington Transit Dept. has violated his /her Title VI protections, should contact:*

*City of Washington's Transit Department, Attn: Public Transit Representative /Transit Coordinator, City Hall, 55 West Maiden Street, Washington, PA 15301, 724-223-4200, Fax 724-223-4229, [www.washingtonpa.us](http://www.washingtonpa.us).*

<p><i>IF INFORMATION IS NEEDED IN ANOTHER LANGUAGE, PLEASE CONTACT THE CITY OF WASHINGTON'S PUBLIC TRANSIT REPRESENTATIVE AT THE ABOVE INFORMATION.</i></p>
---

*The Washington Transit Dept. has also developed a policy to assist individuals who are Limited English Proficient (LEP). Translation services in order to assist LEP individuals shall be made available to public transit customers upon request. Also their Title VI policy, complaint procedures and LEP Plan shall be made available upon request by contacting the Washington Transit Coordinator at the above-stated address. For federal Title VI information please contact the Federal Transit Administration (FTA), Region III, 1760 Market Street, Ste. 500, Philadelphia, PA 19103. Federal Title VI information, can also be accessed on the FTA web site at: [www.fta.dot.gov](http://www.fta.dot.gov).*

**CITY OF WASHINGTON PUBLIC TRANSIT DEPARTMENT**  
**DISCRIMINATION COMPLAINT PROCEDURES**

The protected classes covered under these complaint procedures are those individuals discriminated against based on race, color, and national origin only. These procedures cover all complaints filed under Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, and the Americans with Disabilities Act of 1990, for alleged discrimination in any program or activity administered by the WASHINGTON TRANSIT DEPT.

These procedures do not deny the right of the complainant to file formal complaints with other State or Federal agencies or to seek private counsel for complaints alleging discrimination. Every effort will be made to obtain early resolution of complaints at the lowest level possible. The option of informal mediation meeting(s) between the affected parties and the WASHINGTON TRANSIT DEPT. may be utilized for resolution. Any individual, group of individuals or entity that believes they have been subjected to discrimination prohibited under Title VI and related statutes may file a complaint.

The following measures will be taken to resolve discrimination complaints:

- (1) Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by the City of Washington Public Transit Department and/or Operations (herein referred to as "Washington Transit Dept.") may file a Title VI complaint by completing and submitting a Washington Transit Dept. Title VI Complaint Form to:

Title VI Public Transit Representative/Transit Coordinator  
City of Washington  
City Hall  
55 West Maiden Street  
Washington, PA 15301  
Phone: 724-223—4200; Fax 724-223-4229

- a. In the case where a complainant is unable or incapable of providing a written statement, a verbal complaint of discrimination may be made to the Title VI Transit Representative/Transit Coordinator or his/her authorized designee. Under these circumstances, the complainant will be interviewed, and the Title VI Transit Representative/Transit Coordinator or his/her authorized designee will assist the Complainant in converting the verbal allegations to writing.
- (2) The Washington Transit Dept investigates complaints received no more than 180 days after the alleged incident. The Washington Transit Dept will only process complaints that are complete.
  - (3) Within 15 business days from receipt of a completed complaint, the WASHINGTON TRANSIT DEPT. will determine its jurisdiction in pursuing the matter and whether the complaint has sufficient merit to warrant investigation. Within 5 days of this decision, the Title VI Transit Representative/Transit Representative or his/her authorized designee will notify the Complainant, informing them of the disposition.
    - a. If it is determined that the complaint is out of their jurisdiction, the Complainant will be notified and the complaint will be referred to the appropriate State or Federal agency holding such jurisdiction
    - b. If the decision is not to investigate the complaint, the notification shall specifically state the reason for the decision.
    - c. If the complaint is to be investigated, the notification shall state the grounds of the WASHINGTON TRANSIT DEPT.'s jurisdiction, while informing the parties that their full cooperation will be required in gathering additional information and assisting the investigator.
  - (4) If the complaint is to be investigated, the Washington Transit Dept has an additional 20 days to investigate the complaint. If more information is needed to resolve the case, the Washington Transit Dept may contact the complainant. The complainant has 10 business days from the date of the letter to send requested information to the investigator assigned to the case. If the investigator is not

contacted by the complainant or does not receive the additional information within 10 business days, the Washington Transit Dept can administratively close the case. A case can also be administratively closed if the complainant no longer wishes to pursue their case.

- (5) After the complaint is fully investigated, the investigator will issue one of two letters to the complainant:
  - a. Closure Letter - A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed.
  - b. Letter of Finding (LOF) - An LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member, or other action will occur.
- (6) If the complainant wishes to appeal the decision, she/he has 60 days after the date of the Closure Letter or the Letter of Finding (LOF) to do so.
- (7) A person may also file a complaint and/or appeal a complaint directly with the Federal Transit Administration, at FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.

Federal Transit Administration  
Office of Communications and Congressional Affairs  
1200 New Jersey Avenue SE  
East Building  
Washington, DC 20590  
Phone: 202-366-4043; Fax: 202-366-3472

FTA Complaint procedures can also be found on the FTA web site at: [www.fta.dot.gov](http://www.fta.dot.gov). These procedures are also outlined in FTA Circular 4702.1B, Chapter IX. Also refer to Appendix C and D.

# City of Washington Public Transit

## Discrimination

## Complaint Form

Instructions: If you would like to submit a discrimination complaint to the Washington Transit Dept., please fill out the form below and send it to: City of Washington Transit Dept., Attn: Title VI Transit Rep./Transit Coordinator, 55 West Maiden Street, Washington, PA 15301. You may also contact the City of Washington's Transit Department, Attn: Title VI Transit Rep. /Transit Coordinator, City Hall, 55 West Maiden Street, Washington, PA 15301, 724-223-4200, Fax 724-223-4229, [www.washingtonpa.us](http://www.washingtonpa.us) with questions or for a full copy of their Title VI policy and complaint procedures.

1. Name (Complainant):		
2. Phone:	3. Home address:	
4. If applicable, name of person(s) who allegedly discriminated against you:		
5. Location and position of person(s) if known:	6. Date of incident:	
7. Discrimination because of:		
<input type="checkbox"/> Race/Color	<input type="checkbox"/> Sex (includes sexual harassment)	<input type="checkbox"/> Vietnam Era Veteran
<input type="checkbox"/> National origin	<input type="checkbox"/> Sexual orientation	<input type="checkbox"/> Disabled Veteran
<input type="checkbox"/> Creed / religion	<input type="checkbox"/> Marital status	<input type="checkbox"/> Retaliation
<input type="checkbox"/> Disability	<input type="checkbox"/> Age	

8. Explain as briefly and clearly as possible what happened and how you believe you were discriminated against. Indicate who was involved. Be sure to include how you feel other persons were treated differently than you. Also, attach any written material pertaining to your case.

9. Why do you believe these events occurred?

10. What other information do you think is relevant to the investigation?

11. How can this/these issue(s) be resolved to your satisfaction?

12. Please list below any person(s) we may contact for additional information to support or clarify your complaint (witnesses):

Name:

Address:

Phone number:

13. 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 all that apply:

- Federal agency             Federal court             State court  
 Local agency                 State agency

If filed at an agency and/or court, please provide information about a contact person at the agency/court where the complaint was filed.

Agency/Court:              Contact's Name:              Address:                      Phone number:

Signature (Complainant):

Date of filing: