



## TITLE VI POLICY NOTICE TO THE PUBLIC

The Western Reserve Transit Authority (WRTA) is committed to offering safe, dependable, cost effective, customer focused transportation to our community. WRTA gives public notice that it complies with the Title VI of the Civil Rights Act of 1964 and all related statutes. 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.” WRTA operates its programs and services without regard to race, color, and national origin in accordance with Title VI.

Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with WRTA. For more information on WRTA’s civil rights program and/or the procedures to file a complaint, you can do the following:

- Download the Title VI Complaint form from our website at [www.wrtaonline.com](http://www.wrtaonline.com) and mail it to the following address:

Western Reserve Transit Authority  
Attn: EEO Officer  
604 Mahoning Avenue  
Youngstown, OH 44502

- Call Customer Service at 330-744-8431 to request a copy of the Title VI Complaint form.
- Visit our administration office located at 604 Mahoning Avenue, Youngstown, OH 44502 and request a complaint form.

A complaint may also file a complaint directly with the Federal Transit Administration. The address is:

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

If information is needed in another language, please call (330)-744-8431.  
Si se necesita información en otro idioma, por favor llame al (330)-744-8431.



## TITLE VI COMPLAINT INSTRUCTIONS AND PROCEDURES

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by WRTA may file a Title VI complaint by completing and submitting WRTA's Title VI Complaint Form. WRTA investigates all completed complaint forms that are filed no later than 180 calendar days following the date of the incident in question.

### **HOW TO FILE A COMPLAINT:**

A complaint can be filed in writing and mailed to the following address:

Western Reserve Transit Authority  
Attn: EEO Officer  
604 Mahoning Ave.  
Youngstown, OH 44502

If you do not use WRTA's Title VI Complaint Form, your written complaint must be signed and, at a minimum, must contain the following:

- Contact information, including complainant name, mailing address, telephone number(s), and e-mail address, etc.
- Name, address of the person, agency, institute, or office alleged to have engaged in a discriminatory act;
- The date of the alleged act(s) and if known, the time of the alleged act(s).
- A description of how, when, where, and why you believe you were discriminated against, including location, names, and contact information of any witnesses.
- The basis of the complaint (race, color, national origin)
- Other information that you deem significant or important.

A complaint can be filed verbally by calling, EEO Officer, at (330) 744-8431.

You also have the right to file a complaint with an external entity, such as the Department of Transportation (DOT), a federal or state agency, or a federal or state court. Information on how to file a complaint with the Federal Transit Administration (FTA) can be found at the following web address: <https://www.transit.dot.gov/regulations-and-guidance/civil-rights-ada/file-complaint-fta>. Contact information for the FTA: 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.

If information is needed in another language, please call (330) 744-8431.  
Si se necesita información en otro idioma, por favor llame al (330) 744-8431.

TITLE VI COMPLAINT FORM

Section 1

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

Address: \_\_\_\_\_  
Street Address City State Zip Code

Telephone (Home): \_\_\_\_\_ Telephone (Alternate): \_\_\_\_\_

Electronic Mail Address: \_\_\_\_\_

If you require accessible format(s), please check the appropriate box(es):

Large Print  Audio Tape  TDD  Other, please specify \_\_\_\_\_

Section 2

Are you filing this complaint on your own?  Yes (If yes, Go to Section 3)  No (If no, go to next line)

Please provide the name and address of the person who alleges discrimination:

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

Address: \_\_\_\_\_  
Street Address City State Zip Code

Please explain why you are filing this claim for a third party:

Please confirm that you have obtained permission.  Yes  No

Section 3

I believe that the discrimination experienced was based on (check all that apply):

Race  Color  National Origin (includes Limited English Proficiency)

Date of alleged discrimination (Month, Day, Year): \_\_\_\_\_

Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved and 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 more space is needed, please use the back of the form or another sheet of paper.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Section 4

Have you previously filed a complaint with Western Reserve Transit Authority (WRTA)?  Yes  No

Section 5

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 and provide the name of the agency or court:

Federal Agency: \_\_\_\_\_  Federal Court: \_\_\_\_\_  State Agency: \_\_\_\_\_

State Court: \_\_\_\_\_  Local Agency: \_\_\_\_\_

Please provide information about a contact person at the agency/court where the complaint was filed.

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

Agency: \_\_\_\_\_ Telephone Number: \_\_\_\_\_

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

Section 6

*You may attach any written materials or other information that you think is relevant to your complaint.*

I affirm that I have read the above and that it is true to the best of my knowledge, information and belief.

**Signature and date required.**

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

Please submit this form and any additional materials in person or mail to: Western Reserve Transit Authority, Attn: EEO Officer, 604 Mahoning Avenue, Youngstown, OH 44502.

**Si se necesita información en otro idioma, por favor llame al (330)-744-8431.**

WRTA use only: Date Received:

Person receiving complaint:



## TITLE VI PROCEDURE

1. When a complaint is received by WRTA, the EEO Officer will provide written acknowledgement within ten (10) days by registered mail. If a complaint is incomplete, additional information will be requested, and the Complainant will be provided thirty (30) business days to submit the required information. If the information is not received within 30 business days, the case can be administratively closed by WRTA. A case can also be administratively closed if the complainant no longer wishes to pursue their case.
2. Should a complaint be filed with WRTA and an external entity simultaneously, the external complaint shall supersede WRTA's complaint and WRTA's complaint procedures will be suspended pending the external entity's findings.
3. Within fifteen (15) business days from receipt of a complete complaint, a determination will be made if the complaint has sufficient merit to warrant investigation as a Title VI complaint. The Complainant will be notified of the decision, by registered mail within five (5) days of the date the decision is made. If the decision is not to investigate as a Title VI complaint, the notification shall specifically state the reason for the decision.
4. Investigation
  - a. A complete investigation will be conducted and will address the complaints against WRTA.
  - b. The investigation may include discussion(s) of the complaint with all affected parties to determine the problem. The Complainant may be represented by an attorney or other representative of his/her own choosing and may bring witnesses and present testimony and evidence in the course of the investigation.
  - c. The investigation will be conducted and completed within sixty (60) days of the acceptance of the formal complaint.
  - d. Based upon all the information received, an investigation report will be written.
5. The Complainant will receive a letter stating the final decision by the end of the 60-day period.
6. The Complainant shall be notified of his/her right to appeal the decision.
  - a. An appeal to the findings, recommendations and/or conclusions in the EEO Officer's report may do so by submitting a letter to the Executive Director, Western Reserve Transit Authority, 604 Mahoning Avenue, Youngstown, OH 44502.
  - b. Within thirty (30) calendar days, the Executive Director will make a determination of the appeal and notify the Complainant confirming the EEO Officer's Report, the need for further investigation or other assessment.

**Non-Retaliation:** No person or entity will suffer retaliation or reprisal by WRTA as a result of filing a Title VI discrimination complaint or as a result of participating in an investigation of a complaint. Any person who believes that they have suffered retaliation as a result of making a Title VI complaint or participating in any such investigation may make a complaint in accord with this process.