

**ERIE METROPOLITAN TRANSIT AUTHORITY**  
**DISCRIMINATION COMPLAINT PROCEDURE**

- 1) Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by the Erie Metropolitan Transit Authority (EMTA) may file a Title VI complaint by completing and submitting the Title VI Complaint Form. A complaint may also be filed by a representative on behalf of such person. EMTA investigates complaints received no more than 180 days after the alleged incident. EMTA will process complaints that are complete.
- 2) In order to have the complaint considered under this procedure, the complainant must file the complaint no later than 180 days after:
  - a. The date of the alleged act of discrimination; or
  - b. Where there has been a continuing course of conduct, the date on which that conduct was discontinued.

In either case, EMTA may extend the time for filing or waive the time limit in the interest of justice, as long as EMTA specifies in writing the reason for doing so.

- 3) 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 alleged discrimination. In the event that a person makes a verbal complaint of discrimination to an officer or employee of EMTA, the person shall be interviewed by the Title VI Coordinator or a Manager. If necessary, the Title VI Coordinator or Manager will assist the person in reducing the complaint to writing and submit the written version of the complaint to the person for signature.
- 4) Within ten (10) days, the Title VI Coordinator or Manager will acknowledge receipt of the allegation, inform the complainant of action or proposed action to process the allegation, and advise the complainant of other avenues of redress available, such as the State or United States Departments of Transportation.
- 5) Within ten (10) days after receiving the allegation, the Title VI Coordinator or Manager will proceed with an investigation. Within ten (10) days after completion of the investigation, a decision will be reached upon consultation with the Executive Director. The decision will be rendered in writing within ten (10) days of the decision. A copy of the written decision will be promptly furnished to the complainant. If corrective or remedial action is found warranted, such decision will state the nature of the action, which will be taken by EMTA.
- 6) If the complainant is dissatisfied with the decision, an appeal may be made within ten (10) days after notice of decision by the Executive Director. The grievance will then be settled by EMTA's Board of Directors. The notification will advise the complainant of his/her appeal rights with the state and federal Departments of Transportation and provide addresses if they are dissatisfied with the final decision rendered by the Authority.
- 7) EMTA will notify the Federal Transit Administration of any complaints filed and investigations undertaken.
- 8) A complaint may also be filed directly with the Federal Transit Administration or the U.S. Department of Transportation.