



Jeremy Peterson
Chief Executive Officer

Erie Metropolitan Transit Authority
127 East 14th Street
Erie, Pennsylvania 16503

Discrimination Complaint Procedure

Introduction

Any person who believes they have been discriminated against based on race, color, religion, sex (including pregnancy, childbirth and related medical conditions, transgender status, and gender identity), national origin (including limited English proficiency), age, disability, political affiliation or belief, and/or citizenship status 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 be filed by a representative on behalf of the complainant. EMTA investigates complaints received no more than 180 days after the alleged incident occurred. To have a complaint considered under this procedure, the complainant or their representative must file and submit their complaint no later than 180 days after the date of the alleged discrimination. Should there be a continuing course of discrimination, the complainant or their representative must file no later than 180 days from the most recent discriminatory conduct. EMTA will only process complaints that have been fully completed. In either case, EMTA may extend the time for filing or waive the time limit in the interest of justice if EMTA specifies in writing the reason for doing so.

Filing

To file a Title VI complaint, the complainant or complainant's representative must complete the Title VI Complaint Form in its entirety. The Title VI Complaint Form must be signed by either the complainant or their representative. Complaints shall set forth, as fully as possible, the facts and circumstances surrounding the alleged discrimination. In the event a person makes a verbal complaint of discrimination to an officer or an EMTA employee, that person shall be interviewed by the Title VI Coordinator or a member of the EMTA Administrative staff. If necessary, the Title VI Coordinator or Administrator will assist the person in reducing the complaint to writing and submit their written version of the complaint to the person for their signature.

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Receipt and Acceptance

Within ten (10) days, the Title VI Coordinator or an EMTA Administrator will acknowledge receipt of the allegation and inform the complainant and/or their representative of proposed action to process the allegation. The complainant and/or their representative will receive additional information regarding supplementary avenues of redress, such as Pennsylvania or the United States Department of Transportation. The Title VI Coordinator will then proceed with an investigation.

Investigation and Decision of Complaints

The Title VI Coordinator will reach a decision upon consultation with the CEO no more than ten (10) days after completing the investigation. 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 and/or their representative. If corrective or remedial action is warranted, the decision will state the nature of this action and the measures taken by EMTA. EMTA notifies the Federal Transit Administration of any complaints filed as well as any initiated investigations. All complainants are welcome to file a Title VI complaint directly with the Federal Transit Administration or the U.S. Department of Transportation.

Your Right to Appeal

The complainant and/or their representative hold the right to appeal the decision rendered should they feel dissatisfied with the investigative outcome. An appeal may be made within ten (10) days after the notice of decision by the Title VI Coordinator and CEO. The grievance will then be settled by the Authority Board of Directors. The Authority Board of Directors shall notify the complainant and/or their representative of the decision in writing and will include addresses of the state and federal Departments of Transportation should they be dissatisfied with the final decision rendered by the Authority.