



RIVER VALLEY TRANSIT AUTHORITY

Title VI Complaint Procedures

RVT will respond to complaints of discrimination under Title VI that are filed. RVT will promptly investigate all complaints filed under Title VI in accordance with Department of Transportation (DOT) regulations at 49 CFR Section 21.11(b) and 21.11(c). RVT may delay its investigation if the complainant agrees to postpone the investigation.

1. **FILE A COMPLAINT.** Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by River Valley Transit (hereinafter referred to as "RVT") may file a Title VI complaint by completing and submitting RVT's Title VI Complaint Form. This information is available on RVT's website (www.rideRVT.com).

RVT investigates complaints received no more than 180 days after the alleged incident, unless the time for filing is extended by RVT. RVT will process complaints that are complete. An aggrieved individual may submit a complaint directly with the Federal Transit Administration (FTA).

All Title VI complaints should be filed to RVT or FTA at the following addresses:

River Valley Transit
Title VI Coordinator
1500 West Third Street
Williamsport, PA 17701

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

Phone: (570) 326-2500
Email: compliance@ridervt.com

Phone: (215) 656-7121
Email: lynn.bailey@dot.gov

2. **COMPLAINT ACCEPTANCE.** Once a complaint has been received and accepted by RVT for investigation, RVT will review it to determine if our office has jurisdiction. The complaint will receive an acknowledgement letter informing her/him whether the complaint will be investigated by our office.
3. **INVESTIGATIONS.** RVT will make a prompt investigation whenever a compliance review, report, complaint or any other information indicates a possible failure to comply with this part. The investigation will include, where appropriate, a review of the pertinent practices and policies of RVT, the circumstances under which the possible noncompliance with this part occurred, and other factors relevant to a determination as to whether RVT has failed to comply with Title VI. RVT has 60 days to investigate the complaint. If more information is needed to resolve the case, RVT may contact the complainant. The complainant has 30 business days from the date of the letter to send requested information to RVT personnel assigned to the case. If RVT is not contacted by the complainant or does not receive the additional information within 30 business days, RVT can administratively close

the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

4. LETTERS OF FINDING AND RESOLUTION. After RVT reviews the complaint, they will issue one of two letters to the complainant: a closure letter or a letter of finding (LOF) based on the findings:
 - a. A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed.
 - b. A letter of finding (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. This letter explains why RVT was not found to be in non-compliance with Title VI. This letter will include each violation referenced as to the applicable regulations, a brief description of proposed remedies, and notice of the time limit on the conciliation process.
5. APPEALS PROCESS. If the complainant wishes to appeal the decision, they have 60 days after the date of the closure letter or the letter of finding (LOF) to do so.

The Federal Transit Administration (FTA) recommends that Title VI complaints be initially filed with River Valley Transit (RVT) for resolution. In those cases where the complainant is dissatisfied with the resolution by RVT the same complaint may be submitted to FTA for investigation to the following address:

Federal Transit Administration
Office of Civil Rights
1200 New Jersey Avenue, SE
Washington, DC 20590
(215) 656-7121

Unless otherwise permitted, the final determination of all Title VI complaints affecting programs administered by FTA will be made by the Office of the Secretary, DOT.

RVT's local Metropolitan Planning Organization (MPO), known as the Williamsport Area Transportation Study (WATS), also has a separate Title VI complaint procedures in place for any other transportation-related complaints within Lycoming County.

RVT investigates complaints received no more than 180 days after the alleged incident, unless the time for filing is extended by RVT. RVT will process complaints that are complete. An aggrieved individual may submit a complaint directly with FTA. This Title VI Complaint Form is available on the RVT's website (www.rideRVT.com).

RVT's Title VI Complaint Form

Section I:				
Name:				
Address:				
Telephone (Home):			Telephone (Work):	
Electronic Mail Address:				
Accessible Format Requirements?	Large Print		Audio Tape	
	TDD		Other	
Section II:				
Are you filing this complaint on your own behalf?			Yes*	No
*If you answered "yes" to this question, go to Section III.				
If not, please supply the name and relationship of the person for whom you are complaining:				
Please explain why you have filed for a third party:				
Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party.			Yes	No
Section III:				
I believe the discrimination I experienced was based on (check all that apply):				
Race	Color	National Origin		
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. 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 this form.				
Section IV				
Have you previously filed a Title VI complaint with this agency?			Yes	No

Section V		
Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court?		
Yes	No	
Federal Agency	State Agency	Local Agency
Federal Court	State Court	
Please provide information about a contact person at the agency/court where the complaint was filed.		
Contact Person:		
Title:		
Address		
Telephone:		

You may attach any written materials or other information that you think is relevant to your complaint. Signature and date required below.

Signature

Date

Please submit this form in person at the address below, or email to compliance@ridervt.com or mail this form to:

River Valley Transit
 Title VI Coordinator
 1500 West Third Street
 Williamsport, PA 17701