



**Butler Transit Authority**

## **Title VI Policy**

## BUTLERTRANSIT AUTHORITY

### TITLE VI COMPLAINT PROCEDURES

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 Butler Transit Authority (BTA).

These procedures do not deny the right of the complainant to file 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. Any individual, group of individuals or entity that believes they have been subjected to discrimination prohibited by Title VI and related statutes by BTA may file a complaint.

The following measures will be taken to resolve Title VI complaints:

1.) A formal complaint must be filed within 180 days of the alleged occurrence. Complaints shall be in writing and signed by the individual or his/her representative, and will include the complainant's name, address and telephone number; name of alleged discriminating official, basis of complaint (race, color, national origin, sex, disability, age, limited English), and the date of alleged act(s). A statement detailing the facts and circumstances of the alleged discrimination must accompany all complaints.

BTA strongly encourages the use of BTA's Title VI Complaint Form when filing official complaints. Written complaints should be sent to:

Butler Transit Authority  
130 Hollywood Dr – Suite 101  
Butler, PA 16001

2.) When a complaint is received, BTA will record the complaint in the Title VI complaint data base and provide written acknowledgment to the Complainant, within ten (10) days by registered mail.

3.) If a complaint is deemed incomplete, additional information will be requested, and the Complainant will be provided 60 business days to submit the required information. Failure to do so may be considered good cause for a determination of no investigative merit.

4.) Within 15 business days from receipt of a complete complaint, BTA will determine its jurisdiction in pursuing the matter and whether the complaint has sufficient merit to warrant investigation. Within five (5) days of this decision, the Executive Director or his/her authorized designee will notify the Complainant by registered mail, informing him/her of the disposition of the complaint.

- a. If the decision is not to investigate the complaint, the notification shall specifically state the reason for the decision.
  - b. If the complaint is to be investigated, the notification shall state the grounds of BTA's jurisdiction, while informing the parties that their full cooperation will be required in gathering additional information and assisting the investigator.
- 5.) When BTA does not have sufficient jurisdiction, the Executive Director or his/her authorized designee will refer the complaint to the appropriate State or Federal agency holding such jurisdiction.
  - 6.) If the complaint has investigative merit, the Executive Director or his/her authorized designee will fully investigate the complaint. A complete investigation will be conducted, and an investigative report will be prepared within 60 days from receipt of the complaint. The report will include a narrative description of the incident, summaries of all persons interviewed, and a finding with recommendations and conciliatory measures where appropriate. If the investigation is delayed for any reason, the appropriate authorities will be notified, and an extension will be requested.
  - 7.) The Executive Director or his/her authorized designee will issue letters of finding to the Complainant within 90 days from receipt of the complaint.
  - 8.) If the Complainant is dissatisfied with BTA's resolution of the complaint, the complainant has the right to file a complaint with the Federal Transit Administration:

Federal Transit Administration  
Region III  
1760 Market St.–Suite500  
Philadelphia,PA19103-4124

Telephone: 215-656-7100  
Fax: 215-656-7260

Butler Transit Authority  
 Title VI – Civil Rights  
 Complaint Form

Instructions: To submit a Title VI complaint to Butler Transit Authority, please complete the form below and submit to Butler Transit Authority, 130 Hollywood Drive–Suite 101, Butler, PA16001. For questions or a full copy of BTA’s Title VI policy and complaint procedure call 724-283-0445.

1. Name (Complainant)		
2. Home Address (number and street, city, state, zip code):		
3. Phone Number(s) (with area code):		
4. Date of Incident:		
5. If applicable, name of person(s) who allegedly discriminated against you, as well as their location and position (if known):		
6. Discrimination because of:		
<input type="checkbox"/> Race / Color	<input type="checkbox"/> Sex (includes sexual harassment)	<input type="checkbox"/> Viet Nam 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	<input type="checkbox"/> Limited English
7. 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 complaint.		

8. Why do you believe these events occurred?

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

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

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

Name

Address

Phone Number

12. 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 with an agency and/or court , please provide the following information regarding the contact person at the agency/court where the complaint was filed:

Agency/Court

Contact Name

Address

Phone Number

Signature (Complainant):

Date Signed:

## APPENDIX B

### BUTLER TRANSIT AUTHORITY

#### NOTICE TO PUBLIC REGARDING COMPLIANCE WITH TITLE VI

Butler Transit Authority is in compliance with Title VI of the Civil Rights Act of 1964. As such:

Any person who is riding, or seeks to ride any public vehicle which is operated as a part of service provided by Butler Transit Authority shall be given the same access, seating, and other treatment with regard to the use of such vehicle as other persons without regard to their race, color, or national origin.

No person who is, or seeks to be, an employee of Butler Transit Authority or its lessees, concessionaires, contractors, licensees, or any organization furnishing public transportation service shall be treated less favorably than any other employee or applicant with regard to hiring, dismissal, advancement, wages, or any other conditions and benefits of employment, on the basis of race, color, or national origin.

No person or group of persons shall be discriminated against with regard to the routing, scheduling, or quality of transportation service furnished by Butler Transit Authority on the basis of race, color, or national origin. Frequency of service, age and quality of vehicles assigned to routes, quality of stations serving different routes, and location of routes may not be determined on the basis of race, color, or national origin.

The location of projects requiring land acquisition and the displacement of persons from their residences and businesses may not be determined on the basis of race, color, or national origin.

Additional information regarding Butler Transit Authority's nondiscrimination obligations may be obtained by contacting Butler Transit Authority at 130 Hollywood Drive – Suite 101, Butler, PA 16001; by calling 724-283-0445; or by submitting a request through the comment / suggestion section of Butler Transit Authority's website:  
<http://www.butlertransitauthority.com/>.

Individuals or organizations who believe they have been denied the benefits of, excluded from participation in, or subject to discrimination on the grounds of race, color, or national origin by Butler Transit Authority can file a written complaint with Butler Transit Authority at 130 Hollywood Drive – Suite 101, Butler, PA 16001; or with the Federal Transit Administration's Office of Civil Rights under Title VI of the Civil Rights Act of 1964. The complaint must include the complainant's name, address, and telephone number; date of the alleged act of discrimination; name of alleged discriminating official; basis of the complaint; and a statement of the facts and circumstances of the alleged discrimination