



MCTA Title VI Complaint Procedures

The Monroe County Transportation Authority (MCTA) is committed to a policy of nondiscrimination in the conduct of its business, including its Title VI responsibilities, and the delivery of equitable and accessible transportation services. MCTA recognizes its responsibilities to the communities in which it operates and to the society it serves. It is MCTA's policy to utilize its best efforts to assure that no person shall, on the grounds of race, color or national origin be excluded from participation in, be denied the benefits of, or be subjected to discrimination under its program of transit service delivery and related benefits.

If you believe that you have been excluded from participation in, denied the benefits of, or subjected to discrimination based on race, color or national origin under MCTA's program of transit service delivery or related benefits, you may file a complaint with the EEO Officer or the Executive Director during normal business hours. An individual who believes they have been discriminated against by the EEO Officer or Executive Director has the right to file a complaint with the MCTA Board Chair. All complaints shall be confidential and investigated promptly. Reasonable measures will be undertaken to preserve information that is confidential. The EEO Officer will complete a final report for the Executive Director with a copy to the Solicitor. If a violation is found to exist, remedial steps as appropriate and necessary will be taken immediately. The investigation process and final report should take no longer than forty-five (45) business days.

Complaints may also be filed with the Federal Transit Administration's Office of Civil Rights, located at 1760 Market Street, Suite 510, Philadelphia, PA 19103- 4124, 215. 656.7070, no later than 180 days after the date of the alleged discrimination. The EEO Officer shall maintain a log of Title VI complaints received. This log will include the date the complaint was filed; a summary of allegations; the status of the complaint and actions taken by MCTA in response to the complaint. Should MCTA receive a Title VI complaint in the form of a formal charge or lawsuit, the Solicitor shall be engaged as necessary to assist with the investigation described herein.

MCTA shall forward Title VI complaints as well as the status of each complaint to the Federal Transit Administration Office located at 1760 Market Street, Philadelphia, PA 19103.

Information in Spanish is available by calling (570)839-6282 x433.
Information on the MCTA website is also available using Google Translate, and can be found in eighty (80) languages to assist you.