



2222 Cuming Street, Omaha, Nebraska 68102-4392  
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*Operated by Transit Authority of the City of Omaha*

## **TITLE VI COMPLAINT PROCESS and Investigation Procedures**

The Transit Authority of the City of Omaha of Douglas County, Nebraska (“METRO”) is committed to a policy of non-discrimination in the conduct of its business and delivery of services, including its Title VI responsibilities, and to the delivery of equitable and accessible transportation services.

Any person, group of individuals or entity who believes that he / she or they have been subjected to discrimination under Title VI of the Civil Rights Act of 1964, as amended, on the basis of race, color or national origin may file a Title VI Complaint with Metro within 180 days from the date of the alleged discrimination. Complaints may be filed with either Metro or with the U.S. Department of Transportation, Federal Transit Administration.

Metro’s Title VI Complaint Form is available at [www.ometro.com](http://www.ometro.com) , or by calling

- VOICE: 401.341.0800, Ex 2300
- TDD: 402 341.0807;

A Title VI Complaint Form (accessible formats available upon request) can be filed with Metro at [comment@ometro.com](mailto:comment@ometro.com) or mailed to:

Metro  
Office of Civil Rights,  
Linda Barritt, Title VI Coordinator  
2222 Cuming Street  
Omaha, NE 68102-4392

A Title VI complaint not filed on Metro’s Title VI Complaint Form shall include:

1. Your name, address, and a weekday time telephone phone number where you can be reached during business hours.
2. A description of the alleged discriminatory act(s) in sufficient detail to enable Metro to understand what occurred.
  - a) Please explain why you believe you or another person(s) were discriminated against and the basis of the alleged discrimination complaint (race, color or national origin).
  - b) And such details as the route, bus/van number, location, names and contact information of any witness(es); whom you believe was responsible, e.g., descriptions or the name(s) and title(s) of all Metro employees responsible, if you know.
3. The complaint must be signed and dated by the person filing the complaint or by someone authorized to do so on his or her behalf.

## **COMPLAINT ASSISTANCE:**

In the case where a Complainant is unable or incapable of providing a written statement, a verbal complaint of discrimination may be made to the Title VI Coordinator. Under these circumstances, the Complainant will be interviewed and the Title VI Coordinator will assist the Complainant in converting the verbal allegations to writing.

1. Metro will also provide appropriate assistance to Complainants who are limited in their ability to communicate in English, e.g., language or sign interpreter.
2. Metro assistance is available Monday – Friday 8:00 AM – 4:30 PM, excluding scheduled holidays. If a member of the general public requires assistance during at a time or day other those published, a mutually agreeable appointment will be scheduled.

## **Complaint Tracking**

The Title VI Coordinator shall maintain a log of Title VI complaints received. This log will be maintained by and is available in the office of Linda Barritt, Title VI Coordinator, Metro, 2222 Cuming Street, Omaha, NE 68102-4392, for public review during business hours. The log shall include the date the complaint was filed; a summary of the allegations; the status of the complaint; and actions taken by Metro in response to the Title VI Complaint.

## **Investigation Procedures**

Once the complaint is received, Metro will review it to determine if Metro has jurisdiction over the incident. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by Metro.

Metro has 60 days to investigate the complaint. If more information is needed to resolve the case, Metro may contact the complainant. The complainant has 30 business days from the date of the letter to send requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within 30 business days, Metro can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

After the investigator reviews the complaint, she/he will issue one of two letters to the complainant: a closure letter or a letter of finding (LOF). A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed. A Letter of Finding 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.

If the complainant wishes to appeal the decision, she/he has 10 days after the date of the date of the Letter of Finding/Closure Letter to do so by contacting the Executive Director at 2222 Cuming Street, Omaha NE 68102.

A complainant may file directly with the Department of Transportation, Federal Transit Administration, Office of Civil Rights, no later than 180 days after the date of the alleged discrimination. Mailing address: U.S. Department of Transportation, Office of Civil Rights, Attention: Office of Civil Rights, East Building, 5<sup>th</sup> Floor-TCR, 1200 New Jersey Avenue, SE, Washington, D.C. 20590.