



TITLE VI COMPLAINT INSTRUCTIONS AND PROCEDURE

If information is needed in another language, please call (724) 981-1561.

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by SVSS may file a Title VI complaint by completing and submitting SVSS's Title VI Complaint Form. SVSS investigates all completed complaint forms that are filed no later than 180 calendar days following the date of the incident in question.

HOW TO FILE A COMPLAINT:

- A complaint can be filed in writing and mailed to the following address:
Title VI Coordinator
Shenango Valley Shuttle Service
2495 Highland Road
Hermitage, PA 16148
- The preferred method is to file a complaint in writing by completing SVSS's Title VI Complaint Form.
- If you do not use SVSS's Title VI Complaint Form, your written complaint must be signed and, at a minimum, must contain the following:
 - 1) Contact information, including name, mailing address, telephone number(s), and e-mail address, etc.
 - 2) A description of how, when, where, and why you believe you were discriminated against, including location, names, and contact information of any witnesses.
 - 3) Other information that you deem significant or important.
- A complaint can be filed verbally by calling the Title VI Coordinator at (724) 981-1561.
- You also have the right to file a complaint with an external entity, such as the Department of Transportation (DOT), a federal or state agency, or a federal or state court. Following is contact information for two entities:

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



SHENANGO VALLEY SHUTTLE SERVICE

TITLE VI PROCEDURE:

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When a complaint is received by SVSS, the Title VI Coordinator turns complaints over to the Mercer County Regional Planning Commission, which forwards all complaints for investigation to:

Joshua D. Bartash, Equal Opportunity Specialist
PA Department of Transportation, Bureau of Equal Opportunity
400 North Street, 5th Floor, Harrisburg, PA 17121
Phone: (717) 934-4199, Fax: (717) 772-4026
Email: jbartash@pa.gov

The Mercer County Regional Planning Commission and the PA Department of Transportation, Bureau of Equal Opportunity maintains detail and summary logs of all complaints received, actions taken as well as all subsequent correspondence. SVSS maintains summary tracking records of all complaints.