

# PLANNING AND COMMUNITY DEVELOPMENT

Commissioners:  
Scott L. Metzger, Chairman  
Marc C. Sortman, Vice Chairman  
Mark Mussina, Secretary

Location:  
3<sup>rd</sup> Street Plaza - 3<sup>rd</sup> Floor  
33 West Third Street  
Williamsport Pennsylvania 17701



"Building Partnerships"

Jenny Picciano, AICP, Director

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## WILIAMSPORT AREA TRANSPORTATION STUDY

## METROPOLITAN PLANNING ORGANIZATION

### Title VI Discrimination Complaint Procedures

#### **Purpose:**

The *Williamsport Area Transportation Study Metropolitan Planning Organization (WATS MPO)* Title VI Complaint Procedures are written to specify the process employed by the *WATS MPO* to investigate complaints, while ensuring due process for Complainants and Respondents. The process does not preclude the *WATS MPO* from attempting to informally resolve complaints.

These procedures apply to all external complaints relating to any program or activity administered by the *WATS MPO* and/or its sub-recipients, consultants and contractors, filed under Title VI of the Civil Rights Act of 1964 as amended, (including Disadvantage Business Enterprise and Equal Employment Opportunity components), as well as other related laws that prohibit discrimination on the basis of race, color, sex, disability, age, low income, national origin, religion, or Limited English Proficiency. Additional statutes include, but are not limited to, Section 504 of the Rehabilitation Act of 1973, the Civil Rights Restoration Act of 1987, and the Americans with Disabilities Act of 1990.

These procedures are part of an administrative process that does not provide for remedies that include punitive damages or compensatory remuneration for the Complainant. Intimidation or retaliation of any kind is prohibited by law.

**Process:**

An individual, or his or her representative, who believes that he or she has been subject to discrimination or retaliation prohibited by Title VI and other nondiscrimination provisions, has the right to file a complaint. Complaints need to be filed within 180 calendar days of alleged occurrence, when the alleged discrimination became known to the Complainant, or when there has been a continuing course of conduct, the date on which the conduct was discontinued or latest instance of the conduct.

**Complaints may be mailed to:**

*Michael Hagen*

Director of Human Resources  
County of Lycoming  
Third Street Plaza  
49 West Third Street  
Williamsport, PA 17701  
Phone: (570)-320-2120

Title VI Coordinator  
Pennsylvania Department of Transportation  
Bureau of Equal Opportunity  
PO Box 3251  
Harrisburg, PA 17105-3251  
Phone: (717)-934-4199  
Email: [penndotreports@pa.gov](mailto:penndotreports@pa.gov)

Equal Opportunity Specialist  
U.S. Department of Transportation  
Federal Highway Administration  
Pennsylvania Division Office  
228 Walnut Street, Room 508  
Harrisburg, PA 17101-1720  
Phone: (717)-221-3705

Equal Opportunity Specialist  
PA Human Relations Commission  
Harrisburg Regional Office  
333 Market Street, 8<sup>th</sup> Floor  
Harrisburg, PA 17101

U.S. Department of Justice  
Office of Justice Programs  
Office for Civil Rights  
810 7<sup>th</sup> Street, NW  
Washington, DC 20531  
Phone: (202)-307-0690  
Phone (TDD): (202)-307-2027

U.S. Department of Justice  
Civil Rights Division  
950 Pennsylvania Avenue, N.W.  
Office of the Assistant Attorney General,  
Main  
Washington, D.C. 20530

Civil Rights Officer  
U.S. Department of Transportation  
Federal Transit Administration  
17600 Market Street, Suite 500  
Philadelphia, PA 19103-4121

Title VI Coordinator  
Office of Civil Rights  
Federal Aviation Administration  
800 Independence Avenue, SW  
Washington, DC 20591

Complaints shall be in writing using the WATS Discrimination Complaint Form and signed by the Complainant(s). If complaints are received by telephone or in person, the Title VI Compliance Officer or other authorized representative shall formally interview the person to provide the basis for the written complaint. If necessary, the authorized person will assist the Complainant in writing the complaint. The written complaint must include the following information:

- Name, address and telephone number of Complainant
- Basis of the complaint (e.g., Race, Color, Sex, Disability, Age, National Origin, Religion, or Retaliation)
- A detailed description of the circumstances of the incident that lead the Complainant to believe discrimination occurred.
- Names address and phones numbers of people who may have knowledge of the alleged incident or are perceived as parties in the complained-of-incident.
- Date or dates on which the alleged discrimination occurred
- Other agencies where the complaint was filed.
- As an investigation moves forward, additional information may be required.

If the **WATS MPO** receives a complaint, the **MPO** will acknowledge receipt of the complaint by notifying the Complainant and immediately transmitting the complaint to the proper state and federal agency (e.g. Federal Highway Administration, Federal Transit Administration, and PennDOT) for investigation and disposition pursuant to that agency's Title VI complaint procedures. This can be done by scanning to email or by regular mail. The Department of Justice has final word on what agency will investigate the claim.

The **WATS MPO** Title VI Compliance Officer will maintain a log of all complaints received by the Williamsport Area Transportation Study Metropolitan Planning Organization.

These procedures were adopted by the Williamsport Area Transportation Study Metropolitan Planning Organization at a publicly advertised meeting held on July 23, 2012.

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Eric High, Chairperson

Williamsport Area Transportation Study Metropolitan Planning Organization