

CITY OF WAUKESHA TRANSIT COMMISSION

TITLE VI STATEMENT

The City of Waukesha Transit Commission and Waukesha Metro Transit operates its programs without regard to race, sex, color, or national origin. Information on the City of Waukesha Transit Commission's nondiscrimination obligations and copies of documents related to Title VI, EEO, and ADA are available at the Downtown Transit Center customer service window, located at 212 E. St. Paul Avenue in Waukesha. If a member of the public wishes to file a discrimination complaint against the transit system, it should follow the procedures outlined below.

COMPLAINT PROCEDURE Title VI Discrimination Equal Employment Opportunity (EEO) Americans with Disabilities Act (ADA)

The City of Waukesha Transit Commission and Waukesha Metro Transit have incorporated appropriate due process standards that provide for the prompt and equitable resolution of complaints alleging any action prohibited by federal, state, or local law or regulations, including, but not limited to, matters related to discrimination, Title VI, Equal Employment Opportunity, and the Americans with Disabilities Act. Resolution of complaints will be handled in the following manner:

1. A complaint may be submitted in writing on a Title VI Complaint Form (available at the Downtown Transit Center), by telephone, or in person with a description of the incident to the office of the Transit Manager at the office or telephone number listed below. Title VI complaints must be filed within 180 days from the date of the alleged discrimination.
2. If the complaint is deemed incomplete, additional information will be request and the Complainant will be provided 30 days to submit required information. Failure to do so will deem the complaint unresponsive and the complaint will be dismissed.
3. Upon receipt of a complete complaint, the Transit Manager will investigate and respond to the complainant within 30 days.
4. If the complainant is not satisfied with the Transit Manager's resolution of the issue, the complainant may then appeal the decision to the City of Waukesha Transit Commission Board. The Board will schedule a hearing at a mutually convenient time with the complainant to consider the issue.
5. A compliant may file a complaint directly with Federal Transit Administration by filing a complaint with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590.
5. The responsible employee to coordinate efforts to comply with this policy is:

Mr. Brian Engelking, Transit Manager

City of Waukesha Transit Commission
2311 Badger Drive
Waukesha, WI 53188-5932
Telephone: 262-524-3634
FAX: 262-524-3646

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