

## **PORTLAND AREA COMPREHENSIVE TRANSPORTATION SYSTEM (PACTS) CIVIL RIGHTS DISCRIMINATION COMPLAINT PROCEDURES**

Any person who believes they were subjected to discrimination based on race, color, national origin, limited English proficiency, sex, age, or disability has a right to file a complaint within 180 days of the alleged discrimination. The complainant can file with the federal department, the state recipient, or the agency providing the service (e.g. Federal Highway Administration (FHWA), Federal Transit Administration (FTA), or Maine Department of Transportation (MaineDOT). The complaint can be filed through a legal representative. The identity of the complainant is not necessary, provided the information is sufficient to determine the identity of the recipient and indicates the possibility of a violation. If the complaint is submitted to PACTS, then the following procedures will be followed.

- A. Complaints may be submitted online, in writing or verbally to the Title VI Coordinator, including through an interpreter (provided at no cost to the person making the complaint). When a complaint is submitted verbally, the Title VI Coordinator will record the complaint in writing.

Submit to PACTS – in person or by mail:

PACTS – Attention Civil Rights Complaint  
970 Baxter Boulevard, Suite 201  
Portland, ME 04103

By phone at: 207-774-9891 – ask for the Title VI Coordinator

By email: [info@gpcog.org](mailto:info@gpcog.org) (include Civil Rights Complaint in the subject line)

- B. Complaints should contain the following information:

- i. Name, address and telephone number of the complainant if available.
- ii. Name and location of the entity delivering the service.
- iii. Nature of the incident that led the complainant to believe discrimination was a factor.
- iv. Basis of the complaint, i.e., race, color, national origin, limited English proficiency, sex, age, or disability.
- v. Names, addresses and phone numbers of people who may have knowledge of the event.
- vi. Date or dates on which the alleged discriminatory event or events occurred.
- vii. A complaint log shall be kept by PACTS for the record and date of submission of the complaint by PACTS to the proper federal authorities.

- C. Complaint investigation process:

- i. Complaints received by PACTS shall be forwarded to the MaineDOT Civil Rights Department for evaluation within 72 hours.
- ii. PACTS will log the complaint and send a certified letter verifying receipt of the complaint to the complainant.

- iii. MaineDOT will forward the complaint to the appropriate federal agency, either the Federal Transit Administration (for complaints related to bus, paratransit or demand-response service) or the Federal Highway Administration (for complaints related to roads, bridges, sidewalks, pedestrian/bicycle facilities) for processing and potential investigation.
  - iv. If the FHWA Office of Civil Rights determines a Title VI or ADA complaint against PACTS can be investigated by MaineDOT, the FHWA Office of Civil Rights may delegate the task of investigating the complaint to MaineDOT Civil Right Office. MaineDOT will conduct the investigation and forward the Report of Investigation to the FHWA Office of Civil Rights for review and final disposition.
  - v. The disposition of all Title VI complaints will be undertaken by the FHWA Office of Civil Rights, through either (1) informal resolution or (2) issuance of a Letter of Finding of compliance or noncompliance with Title VI and ADA. A copy of the Letter of Finding will be sent to the FHWA Division Office.
- D. Records and investigative working files shall be kept for a period of three years.

**PORTLAND AREA COMPREHENSIVE TRANSPORTATION SYSTEM**

**Civil Rights Discrimination Complaint Form –**

**Title VI (race, color, national origin), Nondiscrimination (sex, age) and ADA/Section 504 (disability)**

1. Name:
2. Address:
3. Telephone Number:
4. Name of person or organization charged with discrimination (respondent):
5. Date of alleged discriminatory act:
6. Type of discrimination:
  
7. Please write a summary of the facts supporting your complaint (use additional pages as necessary):
  
8. Names of witnesses to the alleged discriminatory act:
  
9. What do you want as a remedy for the alleged discrimination?

Signed: \_\_\_\_\_

Date: \_\_\_\_\_