

**JANESVILLE METROPOLITAN PLANNING ORGANIZATION  
18 North Jackson Street  
Janesville, Wisconsin 53545**

**CITY OF JANESVILLE  
JANESVILLE TRANSIT SYSTEM  
101 Black Bridge Road  
Janesville, Wisconsin 53545**

**Complaint Procedure**

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

**I. INTRODUCTION**

The following complaint procedures have been prepared by the Janesville Metropolitan Planning Organization (MPO) and the Janesville Transit System (JTS) to address any potential Title VI, EEO, or ADA complaints against the MPO and JTS. These procedures have been prepared according to information outlined in Federal Transit Administration Circular 4702.1B *Title VI Guidelines for Urban Mass Transportation Administration Recipients* dated October 1, 2012, as may be amended or reissued from time to time, and have been developed in accordance with City of Janesville Equal Employment Opportunity employment personnel policies. These procedures are consistent with the Title VI non-discrimination agreement between the Wisconsin Department of Transportation (WisDOT) and the MPO, a WisDOT sub-recipient. The purpose of this document is to outline the procedures for local processing of Title VI, EEO, and ADA complaints.

The MPO and JTS operate their programs without regard to race, color, or national origin.

**Application of Equal Opportunity**

The following are examples of Title VI nondiscrimination provisions applied to projects receiving Federal financial assistance:

1. Any person who is, or seeks to be, a patron of any public vehicle which is operated as part of, of in conjunction with, a project shall be given the same access, seating, and other treatment with regard to the use of such vehicle as other persons without regard to their race, color, or national origin.
2. No person who is, or seeks to be, an employee of the project sponsor or lessees, concessionaires, contractors, licensees, or any organization furnishing planning or public transportation services shall be treated less favorably than any other employee or applicant with regard to hiring, dismissal, advancement, wages, or any other conditions and benefits of employment, on the basis of race, color, or national origin.

3. No person or group of persons shall be discriminated against with regard to the routing, scheduling, or quality of transportation service furnished as a part of the project on the basis of race, color or national origin. Frequency of service, age, and quality of vehicles assigned to routes, quality of stations serving different routes, and location of routes may not be determined on the basis of race, color or national origin.
4. The location of projects requiring land acquisition and the displacement of persons from their residences and businesses may not be determined on the basis of race, color, or national origins.

## II. JANESVILLE TRANSIT SYSTEM COMPLAINT PROCESS

Any person who believes that he or she, individually, or as a member of any specific class of persons, has been subjected to discrimination on the basis of race, color, or national origin in regards to the provision of Janesville Transit System regular transit service or other transit service provided by or funded through the Janesville Transit System may file a complaint. The complaint process may also be used in cases of discrimination regarding location of and land acquisition for transit facilities or employment discrimination by the transit provider, transit project contractors, concessionaires, lessees, and licensees.

The process for filing a complaint with the City of Janesville is outlined in this section. The complainant may file an appeal if not satisfied with the decision. FTA recommends that Title VI complaints be filed with the City of Janesville; however, complainants reserve the right to file a complaint directly with the United States Department of Transportation Federal Transit Administration if dissatisfied with the decision of the City of Janesville.

The complainant should be aware that complaints to FTA must be filed within 180 days after the date of the alleged discrimination, unless the time limit is extended by the Secretary of Transportation. The 180-day limit applies regardless of whether the complainant initially files a complaint with the City of Janesville.

### a. Filing Title VI Complaints with the City of Janesville

- (1) The Janesville Transit Director is the Title VI Coordinator for all complaints related to transit. All Janesville Transit System complaints shall be filed with the Transit Director or an official designated by the City of Janesville. A complaint must be filed within 30 days of an alleged discrimination act. Complainants may submit written or verbal complaints.
- (2) The Janesville Transit Director will provide the complainant or his/her representative with a written acknowledgement that the City has received the complaint within 10 working days. Concurrently, the Transit Director will transmit the complaint to the City of Janesville Attorney's Office. For those

complaints involving employment with the City, a copy shall also be forwarded to the Human Resources Director.

c. Determination of Jurisdiction and Investigative Merit

The Janesville Transit Director, in consultation with the City Attorney's Office; the Neighborhood & Community Services Director; the Human Resources Director, as appropriate; and MPO Coordinator as appropriate, shall conduct an investigation and render a decision based on information in the complaint. A determination will be made within 15 working days after the receipt of the complaint. A complaint shall be regarded as meriting investigation unless:

- Within the time allotted for making the determination of investigative merit, the Janesville Transit System voluntarily concedes noncompliance and agrees to take appropriate remedial action.
- Within the time allotted for making the determination of investigative merit, the complainant withdraws the complaint.

e. Notification of Decision

The Janesville Transit Director shall notify the complainant; the Neighborhood & Community Services Director; the MPO Coordinator if applicable; and the City Attorney's Office of the decision by letter. In the event of a decision not to investigate the complaint, the notification shall specifically state the reason for the decision.

The notification of decision shall include a brief written memorandum prepared by the Transit Director. The memorandum shall include the following:

- (1) Summary of the complaint, including a statement of the issues raised by the complainant and the Janesville Transit System's reply to each of the allegations;
- (2) Citations of relevant Federal, State, and local laws, rules, regulations and guidelines, etc.;
- (3) Description of the investigation, including a list of the persons contacted by the Transit Director and a summary of the interviews conducted; and
- (4) A statement of the Transit Director's findings and recommendations.

All documentation pertaining to Title VI complaints, including written and recorded verbal statements, shall be kept on file at the Janesville Transit System, Transit Services Center.

f. Referral to Other Agencies

After investigation and consultation with appropriate staff and the City Attorney's Office, the Janesville Transit Director may refer the complaint to State or Federal agencies and will inform the complainant; and the City Attorney's Office of such action. For example, discrimination complaints regarding employment could be referred to the Equal Employment Opportunity Commission or to a State agency with comparable responsibility.

### **JANESVILLE AREA MPO COMPLAINT PROCESS**

The MPO Coordinator acts as the Title VI Coordinator for complaints related to MPO planning and projects. The MPO uses the same process as JTS to process complaints. Additionally, any MPO related complaints are reported to Wisconsin Department of Transportation (WisDOT) Civil Rights and Compliance Section (CRCS) within 10 days of the date the complaint was received by the MPO.

### **III. CITY OF JANESVILLE APPEAL PROCESS**

Upon notification of the decision, the complainant may file a local appeal with the City of Janesville if not satisfied with the findings of the initial investigation. Appeals shall be forwarded to the Deputy City Manager within 15 days after the initial decision. The appeal process follows the same guidelines as an initial complaint.

### **IV. FEDERAL TRANSIT ADMINISTRATION COMPLAINT PROCESS**

As stated previously, complainants have the right to file a Title VI discrimination complaint directly with the United States Department of Transportation, Federal Transit Administration.

Title VI Discrimination Complaints filed directly with the Federal Transit Administration shall be subject to the procedures documented in Chapter VII of FTA Circular 4702.1B *Title VI Guidelines for Urban Mass Transportation Administration Recipients*.

## TITLE VI DISCRIMINATION COMPLAINT PROCEDURES

### AGENCY DIRECTORY

#### *Janesville Metropolitan Planning Organization*

City of Janesville Public Works Department  
18 North Jackson Street  
PO Box 5005  
Janesville, WI 53547-5005  
Telephone: (608) 755-3095

#### *Janesville Transit System*

Transit Services Center  
101 Blackbridge Road  
Janesville, WI 53545  
Telephone: (608) 755-3150

#### *City of Janesville*

Deputy City Manager's Office  
18 North Jackson Street  
PO Box 5005  
Janesville, WI 53545  
Telephone: (608) 755-3036

#### *Federal Transit Administration*

Region V Office  
200 West Adams Street  
Suite 2410  
Chicago, IL 60606-5232  
Telephone: (312) 353-2789

#### *Departmental Director of Civil Rights*

Office of the Secretary  
Department of Transportation  
400 Seventh Street SW Room 10215  
Washington, D.C. 20590

#### *Director, Office of Civil Rights*

Federal Transit Administration  
400 Seventh Street SW Room 7412  
Washington, DC 20590

Title VI Complaint Form  
Janesville Transit System



The Janesville Transit System (JTS) is committed to ensuring that no person is excluded from participation in or denied the benefits of its services on the basis of race, color, or national origin, as provided by Title VI of the Civil Rights Act of 1964, as amended. Title VI complaints must be filed within 30 days of an alleged discrimination act.

The following information is necessary to assist us in processing your complaint. If you require any assistance in completing this form, please contact the Title VI Coordinator by calling (608)755-3095. The completed form must be returned to Janesville Area Metropolitan Planning Organization, Title VI Coordinator, 18 North Jackson Street, P.O. Box 5005, Janesville, WI 53547-5005.

Your Name:	Phone:
Street Address:	City, State, Zip Code:
Person(s) discriminated against (if someone other than complainant)	
Street Address, City, State, Zip Code:	

Which of the following best describes the type of discrimination that took place? (Circle one)

**Race**

**Color**

**National Origin (Limited English Proficiency)**

When was the date of the incident? \_\_\_\_\_

Please describe the alleged discrimination incident. Provide the names and the title of JTS employees if available. Explain what happened and who you believe is responsible.

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Title VI Complaint Form  
Janesville Transit System



Have you filed a complaint with any other federal, state or local agencies? (Circle One) YES / NO

If so, list agency/agencies and contact information below:

Agency:	Contact Name:
Street Address, City, State, Zip Code:	Phone

Agency:	Contact Name:
Street Address, City, State, Zip Code:	Phone

I, \_\_\_\_\_, being first duly sworn on oath, deposes and says that I have read the above complaint and that it is true to the best of my knowledge, information and belief.

\_\_\_\_\_  
Complainant's signature                      Date





Formulario de Reclamo por Discriminación (bajo Título VI)  
Sistema de Transporte de Janesville (JTS)

El Sistema de Transporte de Janesville (JTS) esta comprometido para asegurar que ninguna persona sea excluida del derecho de participar o sea negado del beneficio de los servicios que JTS brinda al público por razones de raza, color, o nacionalidad. El Título VI de la Ley de Derechos Civiles de 1964 prohíbe la discriminación por motivo de raza, color y nacionalidad en todo programa o actividad que reciba asistencia federal.

Si cree haber sido objeto de un acto de discriminación prohibido por las disposiciones del Título VI o estatutos afines, puede presentar el reclamo dentro de los 30 días de la fecha en que tuvo lugar el supuesto acto de discriminación.

Para poder procesar su reclamo, complete la siguiente información, firme el formulario y envíalo al siguiente dirección: Janesville Area Metropolitan Planning Organization, Title VI Coordinator, P.O. Box 5005, Janesville, WI 53547-5005

O preséntelo en: Janesville Area Metropolitan Planning Organization, Title VI Coordinator, 18 North Jackson Street (Municipalidad), tercer piso, Janesville, WI

Si Usted requiere ayuda para poder completar este formulario, pueda contactar el Coordinador del Título VI por Teléfono: (608)755-3095.

Información del Demandante:	
Nombres y Apellidos:	Teléfono:
Dirección:	Ciudad, Estado, Código Postal:
Si hace la presentación en nombre de otra persona, proporcione su información de contacto a continuación:	
Nombre _____	
Dirección _____	
Ciudad _____ Estado _____ Código postal _____	
Teléfono _____	

**Fundamento(s) del reclamo. Marque todo lo que corresponda:**

Raza  Color  Nacionalidad (habilidad de hablar en ingles es limitado)





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¿Ha presentado este reclamo ante otro organismo federal, estatal o local, o ante un juzgado federal o estatal? (Marque una respuesta con un círculo) Si / NO

Si has marcado "Si" haz una lista de los organismo(s) y su información de contacto:

Organismo:	Nombre de contacto:
Ciudad, Estado, Código Postal:	Teléfono:

Organismo:	Nombre de contacto:
Ciudad, Estado, Código Postal:	Teléfono:

Yo, \_\_\_\_\_, habiendo sido debidamente juramentado, declaro y digo, que he leído el reclamo escrito y que es cierto [según mi leal saber y entender](#).

\_\_\_\_\_  
Firma del demandante                      Fecha