

Cambria County Transit Authority Title VI Complaint Procedures

The Cambria County Transit Authority (CamTran) is committed to providing nondiscriminatory transportation services to all of its passengers and potential passengers. CamTran prohibits discrimination in all of its programs and services on the basis of race, color and national origin. In furtherance of the Title VI policy, the following procedure has been established for filing and handling complaints of any alleged acts of discrimination due to race, color, and national origin.

Any person who believes that they have, individually or as a member of any specific class of persons, been subjected to discrimination on the basis of race, color, or national origin, may file a complaint alleging discrimination with CamTran (See Appendix D). Complaint forms are available at our Administrative offices in Johnstown (502 Maple Avenue, Johnstown, PA 15901) and Ebensburg (1226 North Center Street, Ebensburg, PA 15931) or on our website at www.camtranbus.com. Complaints must be filed and received no more than 180 days after the alleged incident. All complaints must be completed in full. Individuals may file a complaint with the Title VI Officer, 502 Maple Avenue, Johnstown, PA 15901 or by calling (814) 535-5526.

All written complaints will be acknowledged in writing at the mailing address provided on the complaint form, within ten (10) business days of receipt of the complaint. The Title VI Officer will proceed with an investigation within ten (10) business days of receipt of the complaint. If additional information is needed to resolve the case, CamTran may contact the complainant via mail. The complainant has five (5) business days from the date of the letter requesting additional information to send the requested information. If the additional information is not received within five (5) business days, CamTran can administratively close the case. A complainant may also be administratively closed if the complainant no longer wishes to pursue their case.

Confidentiality will be maintained as far as practicable. If it is necessary to identify the complainant, the same shall be advised in advance and shall be told why it is necessary to identify him/her. If the complainant is not willing to release their name, and the case cannot proceed without this information, the case will be considered "closed" and the complainant will be notified in writing.

A decision will then be reached upon consultation by the Title VI Officer with the Executive Director. The decision will be rendered in writing within ten (10) business days after completion of the investigation. A copy of the written decision will be promptly furnished to the complainant. The case will either be closed because there was not a Title VI violation or if corrective or remedial action is found warranted, such decision will state the findings and the actions the agency has taken to address the violation.

The aggrieved complainant may make appeal from the decision of the Executive Director and the Title VI Officer within three (3) business days of the date of notification of the decision of the Executive Director and Title VI Officer. Such appeal must be made in writing within ten (10) business days after notice of decision by the Executive Director and Title VI Officer. The appeal will then be settled by the CamTran Board of Directors. The decision of the CamTran Board of Directors shall be in writing and final.

If the complainant wishes to have a representative present at any discussion between the same and the Title VI Officer, the request will be honored and a representative will be given an opportunity to be present.

Any individual who files a complaint or who testifies, assists, or participates in any manner in an investigation or hearing will be safeguard against intimidation, coercion, or discrimination in any manner. All such acts against complainants or other participants should be reported immediately to the Title VI Officer, who will notify then Executive Director.

Complaints may also be filed, no later than 180 days after the date of alleged discrimination, with the Federal Transportation Administration's Office of Civil Rights, Attn: Complaint Team, East Building, 5th Floor – TCR, 1200 New Jersey Avenue, SE, Washington DC 20590.