

Filing a Discrimination Complaint

Process and Investigation Procedures

The Regional Metropolitan Transit Authority of Omaha, d/b/a Metro, is committed to the delivery of equitable and accessible transportation services and a policy of non-discrimination in the conduct of its business and delivery of services, including responsibilities related to Title VI of the Civil Rights Act of 1964 and the Americans with Disabilities Act, both as amended.

Any person, group of individuals or entity who believe they have been subjected to discrimination based on race, color, national origin (including English proficiency), disability, sex, gender, sexual orientation, religion, income status, or any other protected class, may file a discrimination complaint with Metro within 180 days from the date of the alleged discrimination. Failure to file a complaint within 180 days will result in the dismissal of the complaint. Complaints may be filed with Metro or with the U.S. Department of Transportation, Federal Transit Administration, Office of Civil Rights.

Metro's Discrimination Complaint Form is available at www.ometro.com, or by calling:

- VOICE: (402) 341-0800
- TDD: (402) 341-0807

If you require any assistance in completing this form, please contact the Civil Rights and Inclusion Director by calling (402) 341-7560 ext. 2550 voice or (402) 341-0807 TDD or emailing civilrights@ometro.com.

A Discrimination Complaint Form (accessible formats available upon request) can be filed with Metro at civilrights@ometro.com or mailed to:

Metro
Civil Rights and Inclusion Director
2222 Cuming Street
Omaha, NE 68102-4392

A discrimination complaint not filed on Metro's Discrimination Complaint Form shall include:

1. Your name, address, and a phone number
2. An explanation of what happened, how you were discriminated against, and the basis of discrimination (race, color, national origin (including English proficiency), disability, sex, gender, sexual orientation, religion, income status, or other protected class). Be sure to include how you feel other persons were treated differently than you.
3. A description of who was involved, date and time of the incident, and location of the incident (e.g., route, direction of travel, bus number, facility).
4. Any other information about what happened and supporting documents, if needed.
5. The agency and contact information for any other federal, state, or local agency with which the complaint has been filed.
6. The complaint must be signed and dated by the person filing the complaint or by someone authorized to do so on their behalf.

Complaint Assistance

In the case where a Complainant is unable or incapable of providing a written statement, a verbal complaint of discrimination may be made to the Civil Rights and Inclusion Director. Under these circumstances, the Complainant will be interviewed, and the Civil Rights and Inclusion Director will assist the Complainant in converting the verbal allegations to writing. Metro will also provide appropriate assistance to Complainants who request it (e.g., language or sign language interpretation).

Complaint Tracking

The Civil Rights and Inclusion Director shall maintain a log of discrimination complaints received with an additional note as to whether the complaint is related to Metro's Title VI or ADA responsibilities. This log will be maintained by Metro's Civil Rights and Inclusion Director. The log shall include the date the complaint was filed, a summary of the allegations, the status of the complaint, and actions taken by Metro in response to the discrimination complaint.

Investigation Procedures

Once the complaint is received, Metro will review it to determine if Metro has jurisdiction over the incident. The complainant will receive an acknowledgement letter informing them whether the complaint will be investigated by Metro.

Metro has 60 days to investigate the complaint. If more information is needed to reach a determination, Metro may contact the complainant. The complainant has 30 business days from the date of the letter to send requested information to the assigned investigator. If the investigator is not contacted by the complainant or does not receive the additional information within 30 business days, Metro can administratively close the complaint. A complaint can also be administratively closed if the complainant no longer wishes to pursue the complaint.

After the investigator reviews the complaint, the investigator will issue either a closure letter or a letter of finding. A Letter of Finding summarizes the results of the investigation. A closure letter summarizes the allegations and states that there was no discrimination found or related compliance violations (Title VI, ADA) and that the case will be closed. If the complainant wishes to appeal the decision, the complainant must contact the Chief Executive Officer within 10 days of the Letter of Finding/Closure Letter at 2222 Cuming Street, Omaha NE 68102.

File a Complaint with FTA

A complainant may choose to file directly with the Federal Transit Administration, Office of Civil Rights, no later than 180 days after the date of the alleged discrimination. Full information on FTA's complaint process is available online: <https://www.transit.dot.gov/regulations-and-guidance/civil-rights-ada/file-complaint-fta>.

Complaints filed with the FTA can be submitted in the following formats:

- Civil Rights Online Form
<https://ftawebprod.fta.dot.gov/OCF/OnlineComplaintForm/CreateOnlineComplaintForm>
- Download and complete the FTA Civil Rights Complaint Form (PDF) and either submit it by email or physical mail. <https://www.transit.dot.gov/regulations-and-guidance/civil-rights-ada/fta-civil-rights-complaint-form>

Email address: FTACivilRightsCommunications@dot.gov (include "FTA complaint form" in the subject line).

Mailing address:
Federal Transit Administration
Office of Civil Rights
Attention: Complaint Team
East Building, 5th Floor – TCR
1200 New Jersey Avenue, SE
Washington, DC 20590

If you have questions on how to prepare a complaint for the FTA, contact the FTA's toll-free civil rights hotline at (888) 446-4511.