

## **Shoreline Metro Title VI Civil Rights Complaint Procedures**

*Revised August 22, 2023*

### **Complaint Process:**

Any person who believes she or he has been discriminated against on the basis of race, color, national origin, sex, disability, or age by Shoreline Metro or the City may file a Title VI complaint by completing and submitting the Title VI Complaint Form. Complaints received within 180 days of the alleged incident will be investigated timely and accordingly.

### **Complaint Format:**

Shoreline Metro will process complaints that are written, signed and complete. All complaints must be in writing and signed by the complainant or his / her designee representative before action can be taken. Complaints shall state, as fully as possible, the facts and circumstances surrounding the alleged discrimination.

### **Submitting a Complaint:**

Complaints may be filed electronically with Shoreline Metro at <https://shorelinemetro.com/about/file-a-complaint/> or submitted by mail to:

Shoreline Metro  
Attn: Director of Transit & Parking  
608 S Commerce Street  
Sheboygan, WI 53081

*Shoreline Metro encourages all complainants to certify all mail that is sent through the U.S. Postal Service and/or ensure that all written correspondence can be tracked easily. For complaints originally submitted by facsimile, an original, signed copy of the complaint must be mailed to the Title VI Coordinator as soon as possible, but no later than 180 days from the alleged date of discrimination.*

Shoreline Metro shall also provide appropriate assistance to complainants, including those persons with disabilities, or who are limited in their ability to communicate in English. Additionally, Shoreline Metro shall make every effort to address all complaints in an expeditious and thorough manner.

In addition to the complaint process described above, a complainant may file a Title VI complaint with the following office if they do not wish for Shoreline Metro to handle the complaint:

Office of Civil Rights  
Federal Transit Administration, Region V  
200 W. Adams Street, Suite 320  
Chicago, IL 60606

### **Complaint Investigation:**

Once the complaint is received, Shoreline Metro and the City will review it to determine if the City has jurisdiction. The complainant will receive an acknowledgement letter within ten (10) working days of receipt informing her or him acknowledging receipt.

The Director of Transit & Parking, based on the information in the complaint and regulatory guidance provided by FTA, will determine whether the complaint has merit to warrant investigation. This determination will be made within 14 working days after the receipt of the complaint. A complaint shall be regarded as meriting investigation unless:

- It clearly appears on its face to be frivolous or trivial,
- Within the time allotted for making the determination of investigative merit, the complainant withdraws the complaint.

The City will make every reasonable effort to complete its investigation of the complaint within 14 business days. If more information is needed to resolve the complaint, the City may contact the complainant. The complainant has 14 business days from the date of the letter to send requested information to the investigator assigned to the complaint. If the investigator is not contacted by the complainant or does not receive the additional information within 10 business days, the City may administratively close the case. A case may also be administratively closed if the complainant no longer wishes to pursue their case.

### **Investigation Report & Disposition of Complaint:**

After the investigator reviews the complaint, she or he will issue one of two letters to the complainant: a closure letter or a letter of finding (LOF).

A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed.

A LOF summarizes the allegations and the interviews regarding the alleged incident, and explains—to the extent permitted by law—whether any disciplinary action, additional training, or other action will occur. If the complainant wishes to appeal the decision, she/he has 14 business days after the date of the closure letter or the LOF to submit a written statement of her/his intent to appeal to the City's Title VI Coordinator. Appeals will be heard by the City's Transit Commission and/or Law and Licensing Committee.

### **Appealing a Decision:**

The complainant has the right and ability to appeal the investigative result of a complaint within 7-business days of receipt of the final written decision from Shoreline Metro. Appeals should be directed to the agency investigating the complaint and issuing the determination.

For Shoreline Metro:

Shoreline Metro  
Attn: Director of Transit & Parking  
608 S Commerce Street  
Sheboygan, WI 53081  
[Derek.muench@shorelinemetro.com](mailto:Derek.muench@shorelinemetro.com)

For FTA:

Office of Civil Rights  
Federal Transit Administration, Region V  
200 W. Adams Street, Suite 320  
Chicago, IL 60606

All appeals must be received in writing.