



Title VI Complaint Procedure

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by ACCESS Transportation Systems (ACCESS) may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form. ACCESS investigates complaints received no more than 180 days after the alleged incident. ACCESS will process complaints that are complete.

Once the complaint is received, ACCESS will review it to determine if our office has jurisdiction. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by our office.

ACCESS has 60 days to investigate the complaint. If more information is needed to resolve the case, ACCESS may contact the complainant. The complainant has 15 business days from the date of the letter to send requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within 15 business days, ACCESS can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

After the investigator reviews the complaint, she/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. An LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member, or other action will occur. If the complainant wishes to appeal the decision, she/he has 60 days after the date of the letter or the LOF to do so.

A person may also file a complaint with Port Authority of Allegheny County, 345 6th Ave., Pittsburgh, PA 15222.

Materials are available in accessible formats upon request: including Braille, Large print and Word or txt. Files.

For more information, contact Consumer Advocate, ACCESS Transportation Systems, 650 Smithfield St., Pittsburgh, PA 15222 or call (412) 562-5353 or TTY 711.