

Greater Glens Falls Transit (GGFT) / City of Glens Falls Anti-Discrimination Policy and Complaint Procedure

GGFT is a Department of the City of Glens Falls government. As a City Department, GGFT falls under the authority of the Glens Falls Mayor and the City's Common Council. GGFT's transportation services are funded in part with funds from the Federal Transit Administration (FTA) and the NYS Department of Transportation. GGFT operates its services without regard to race, sex, color or national origin. Persons who feel that they have been the victim of unlawful discrimination as outlined above may file a complaint as follows (*this procedure and any subsequent proceedings will be made available in an accessible format upon request*):

1. Any person who believes that he or she, individually, as a member of any specific class, or in connection with any disadvantaged business enterprise, has been subjected to discrimination prohibited by Title VI of the Civil Rights Act of 1964, the American with Disabilities Act of 1990, Section 504 of the Vocational Rehabilitation Act of 1973 and the Civil Rights Restoration Act of 1987, as amended, may file a complaint with GGFT/City of Glens Falls. A complaint may also be filed by a representative on behalf of such a person. All complaints will be referred to the Title VI Coordinator for review and action.
2. In order to have the complaint considered under this procedure, the complainant must file the complaint no later than 180 days after:
 - a) The date of alleged act of discrimination; or
 - b) Where there has been a continuing course of conduct, the date on which that conduct was discontinued.

In either case, GGFT may extend the time for filing or waive the time limit in the interest of justice, as long GGFT specifies in writing the reason for so doing.

3. Complaints shall be in writing and shall be signed by the complainant and/or the complainant's representative. Complaints shall set forth as fully as possible the facts and circumstances surrounding the alleged discrimination. The complaint shall then be handled according to GGFT's investigative procedures.
4. Within 10 days, the Title VI Coordinator will acknowledge receipt of the allegation, inform the complainant of action taken or proposed action to process the allegation, and advise the complainant of other avenues of redress available, such as USDOT.
5. The recipient will advise USDOT within 10 days of receipt of the allegations. Generally, the following information will be included in every notification to USDOT:
 - a) Name, address, and phone number of the complainant.
 - b) Name(s) and address(es) of alleged discriminating official(s).
 - c) Basis of complaint (i.e., race, color, national origin or sex)
 - d) Date of alleged discriminatory act(s).
 - e) Date of complaint received by the recipient.
 - f) A statement of the complaint.
 - g) Other agencies (state, local or Federal) where the complaint has been filed.
 - h) An explanation of the actions GGFT has taken or proposed to resolve the issue in the complaint.

6. Within 60 days, the Title VI Coordinator will conduct an investigation of the allegation and based on the information obtained, will render a recommendation for action in a report of findings to the Transportation Director. The complaint should be resolved by informal means whenever possible. Such informal attempts and their results will be summarized in the report of findings.
7. Within 90 days of receipt of the complaint, the Transportation Director will notify the complainant in writing of the final decision reached, including the proposed disposition of the matter. The notification will advise the complainant of his/her appeal rights with USDOT, if they are dissatisfied with the final decision rendered by GGFT. The Title VI Coordinator will also provide USDOT with a copy of this decision and summary of findings upon completion of the investigation.
8. Contacts for the different Title VI administrative jurisdictions are as follows:

Federal Transit Administration Office of Civil Rights
Attention: Title VI Program Coordinator
East Building, 5th Floor – TCR
1200 New Jersey Ave., SE
Washington, DC 20590

If YES please provide information in the form of a contact person at any other agency where this complaint has also been filed

Name of Agency: _____

Agency contact person: _____

Address / Telephone No. _____

Please sign and date below. You may attach any additional written information that you feel is relevant to this complaint.

Signature

Date

Please mail/submit this completed to:

GGFT Title VI Coordinator
Greater Glens Falls Transit
495 Queensbury Ave.
Queensbury, NY 12804
518-792-1086