The following measures will be taken to resolve Title VI complaints:

1) A formal complaint must be filed within 180 days of the alleged occurrence. Complaints shall be in writing and signed by the individual or his/her representative, and will include the complainant’s name, address and telephone number; name of alleged discriminating official, basis of complaint (race, color, national origin, sex, disability, age), and the date of alleged act(s). A statement detailing the facts and circumstances of the alleged discrimination must accompany all complaints.

MRTA strongly encourages the use of the attached MRTA Title VI Complaint Form when filing official complaints.

The preferred method is to file your complaint in writing using MRTA Title VI Complaint Form, and sending it to:

Title VI Coordinator  
Mountain Rides Transportation Authority  
PO Box 3091  
Ketchum, ID  83340

2) In the case where a complainant is unable or incapable of providing a written statement, a verbal complaint of discrimination may be made to MRTA Title VI Coordinator. Under these circumstances, the complainant will be interviewed, and MRTA Title VI Coordinator will assist the Complainant in converting the verbal allegations to writing.

3) When a complaint is received, the Title VI Coordinator will provide written acknowledgment to the Complainant, within ten (10) days by registered mail.

4) If a complaint is deemed incomplete, additional information will be requested, and the Complainant will be provided 60 business days to submit the required information. Failure to do so may be considered good cause for a determination of no investigative merit.

5) Within 15 business days from receipt of a complete complaint, MRTA will determine its jurisdiction in pursuing the matter and whether the complaint has sufficient merit to warrant investigation. Within five (5) days of this decision, the Executive Director or his/her authorized designee will notify the Complainant and Respondent, by registered mail, informing them of the disposition.

a. If the decision is not to investigate the complaint, the notification shall specifically state the reason for the decision.

b. If the complaint is to be investigated, the notification shall state the grounds of MRTA’s jurisdiction, while informing the parties that their full cooperation will be required in gathering additional information and assisting the investigator.

6) When MRTA does not have sufficient jurisdiction, the Executive Director or his/her authorized designee will refer the complaint to the appropriate State or Federal agency holding such jurisdiction.

7) If the complaint has investigative merit, the Executive Director or his/her authorized designee will instruct the Title VI Coordinator to fully investigate the complaint. A complete investigation will be conducted, and an investigative report will be submitted to the Executive Director within 60 days from receipt of the complaint. The report will include a narrative description of the incident, summaries of all persons interviewed, and a finding with recommendations and conciliatory measures where appropriate. If the investigation is delayed for any reason, the Title VI Coordinator will notify the appropriate authorities, and an extension will be requested.

8) The Executive Director or his/her authorized designee will issue letters of finding to the Complainant and Respondent within 90 days from receipt of the complaint.
9) If the Complainant is dissatisfied with MRTA’s resolution of the complaint, he/she has the right to file a complaint with the:

Federal Transit Administration
Region 10
Office of Civil Rights
915 Second Ave, Suite 3142
Seattle, WA 98174
Phone: 206-220-4462
Fax: 206-220-7959

FTA Complaint procedures can also be found on the FTA web site at: [www.fta.dot.gov](http://www.fta.dot.gov). These procedures are also outlined in FTA Circular 4702.1A, Chapter IX.
Title VI Complaint Form
Mountain Rides Transportation Authority

Complaint Form
Instructions: If you would like to submit a Title VI complaint to the Mountain Rides Transportation Authority (MRTA), please fill out the form below and send it to: MRTA, Attn: Title VI Coordinator, PO Box 3091, Ketchum, ID 83340. For questions or a full copy of MRTA’s Title VI policy and complaint procedures call 208-788-7433 or email jason@mountainrides.org.

1. Name (Complainant):

2. Phone: 3. Home address (street no., city, state, zip):

4. If applicable, name of person(s) who allegedly discriminated against you:

5. Location and position of person(s) if known: 6. Date of incident:

7. Discrimination because of:
   - Race/Color
   - National origin
   - Creed / religion
   - Disability
   - Sex (includes sexual harassment)
   - Sexual orientation
   - Marital status
   - Age
   - Vietnam Era Veteran
   - Disabled Veteran
   - Retaliation

8. Explain as briefly and clearly as possible what happened and how you believe you were discriminated against. Indicate who was involved. Be sure to include how you feel other persons were treated differently than you. Also, attach any written material pertaining to your case.
9. Why do you believe these events occurred?

10. What other information do you think is relevant to the investigation?

11. How can this/these issue(s) be resolved to your satisfaction?

12. Please list below any person(s) we may contact for additional information to support or clarify your complaint (witnesses):
   Name:            Address:            Phone number:

13. Have you filed this complaint with any other federal, state, or local agency; or with any federal or state court?
   □ Yes          □ No
   If yes, check all that apply:
   □ Federal agency  □ Federal court  □ State court  
   □ Local agency  □ State agency
   If filed at an agency and/or court, please provide information about a contact person at the agency/court where
   the complaint was filed.
   Agency/Court:         Contact's Name:         Address:         Phone number:

Signature (Complainant):  Date of filing: