

Discrimination is Prohibited by TITLE VI

There are many forms of illegal discrimination based on race, color or national origin that limit the opportunity of minorities to gain equal access to services and programs.

Among other things, in operating a federally assisted program,

a recipient cannot, directly or indirectly:

- ▶ **Deny program services, aids or benefits,**
- ▶ **Provide a different service, aid or benefit, or provide them in a manner different than they are provide others; or**
- ▶ **Segregate or separately treat individuals in any matter related to the receipt of any service, aid or benefit.**



TITLE VI PROGRAM

How to file a complaint:

Members of the public who feel they have been the subject of discrimination, may file a signed, written complaint up to 180 days from the date of the alleged discrimination.

Complaint forms and instructions can be accessed online at gpmetrobus.com or by visiting METRO's Transit Center at 21 Elm Street or Main office at 114 Valley Street in Portland. Forms can also be mailed upon request. METRO's TITLE VI Complaint Form asks for the following information:

- Name, address, telephone number
- Date and location of incident
- Detailed description of incident
- Identification of witnesses

Complaints must be signed and dated, and mailed or delivered to:

**Greater Portland Transit District
METRO
114 Valley Street
Portland, ME 04102**



METRO Transit Center

Elm Street in Portland,
across from the Portland Library,
one block from Congress Street.

**TITLE VI PROGRAM
OF THE CIVIL RIGHTS ACT OF 1964**

Your Rights under Title VI of the Civil Rights Act of 1964:



“No person in the United States, shall, on the ground of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.”

If you feel that you have been discriminated against based on race, color or national original, you may file a complaint with Greater Portland transit District METRO.

Look for information about this process on the back page of this brochure.



“Simple Justice requires that all public funds, to which all taxpayers of all races contribute, not be spent in any fashion which encourages, entrenches, subsidizes or results in racial discrimination.”
President John F. Kennedy

Public Involvement

Public involvement is an important part of transportation planning and project development. METRO uses a variety of methods to gather public input on services, standards and projects, including:

- Board and Committee Meetings
- Annual Public Meetings
- Community Workshops
- Task Forces for special initiatives
- Online Comment Form(s)

For information:

- gpmetrobus.com / 207-774-0351
- Email: info@gpmetrobus.com
- Visit - 114 Valley St., Portland, ME

Limited English Proficiency (LEP)

The federal government and those entities receiving assistance from the federal government must take reasonable steps to ensure that LEP persons have access to programs, services and information.

Who is a Limited English Proficient

Person? Persons who do not speak English as their primary language and who have a limited ability to read, speak, write or understand English can be Limited English Proficient or “LEP.” These individuals may be entitled to language assistance with response to a particular type of service, benefit or encounter. METRO works with a third-party phone interpreter service on an on-call basis and will also provide interpreters for public meetings, on request, with advance notice.