

**DISCRIMINATION COMPLAINT (TITLE VI) AGAINST THE  
MERRIMACK VALLEY REGIONAL TRANSIT AUTHORITY**

Name of Complainant:	Telephone (daytime):	
Address:	Email (if preferred method of contact):	
Name of Representative to the Complainant: (if applicable)	Representative's Preferred Contact Info:	
Do you have the permission of the complainant to file this complaint and respond on their behalf:	Yes	No
Name of MEVA related staff (if known), position (driver, etc.), or agency policy/practice that you believe to be discriminatory:		
Location of Alleged Incident:		
Date of Alleged Incident:		
The complainant was discriminated against on the basis of: <input type="checkbox"/> Race <input type="checkbox"/> Color <input type="checkbox"/> National Origin		
Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include all names and contact information that you know, including any witnesses to the incident. Please attach any written materials or other information that you believe are relevant to your complaint.		
Have you previously filed a Title VI Complaint with MeVa?	Yes	No
Have you filed this complaint with any other federal or state agency or court?	Name of agency/court:	

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

**Mail form to:** Chief Compliance Officer, MeVa, 85 Railroad Avenue, Haverhill, MA 01835

**Or email:** [bmahoney@mevatransit.com](mailto:bmahoney@mevatransit.com)

Any person who believes that they, individually or as a member of any specific class of persons, has been discriminated against on the basis of race, color, or national origin by Merrimack Valley Transit (hereinafter referred to as MeVa) may file a complaint with MeVa within 180 days of the date of the alleged discriminatory act.

No one may intimidate, threaten, coerce or engage in other discriminatory conduct against anyone because they have filed a complaint to secure rights protected by the non-discrimination statutes that FTA enforces. Any individual alleging such harassment or intimidation may file a complaint directly with the Federal Transit Administration.

To file a complaint, submit this Title VI Complaint Form. This form is also posted on our website at <https://mevatransit.com/title-vi-policy/>. Complaint Forms can be mailed to or dropped off at our Haverhill office, emailed to the address on the form, or given in-person to a MeVa Representative at a Transit Center. MeVa Transit Centers are located at Washington Square in Haverhill, McGovern Center at 211 Merrimack Street in Lawrence, and Costello Center at 68 Elm Street in Amesbury.

A complainant may choose to have someone else fill out the form and act as a representative on their behalf.

For more information or for assistance on filing a complaint, you may call MeVa at (978) 469-6878, send an email to [customerservice@mevatransit.com](mailto:customerservice@mevatransit.com), or mail a letter to or visit our office at 85 Railroad Avenue, Haverhill, MA 01835.

A complainant may file a complaint directly with the Federal Transit Administration's Office of Civil Right, Attention: Title VI Program, East Building, 5<sup>th</sup> Floor-TCR, 1200 New Jersey Avenue SE, Washington, DC 20590

Once the complaint is received, the complainant will receive an acknowledgement, by their chosen contact method as noted on the form, that MeVa received the complaint and informing them on whether or not the complaint will be investigated. If an investigation is conducted, MeVa will respond within 30 days of receipt of the complaint.