

Title VI Complaint Process

During the course of providing Shared Ride Taxi Service to the citizens of Watertown circumstances may arise where a person feels they have been subject to discrimination. In an effort to establish a process whereby the complainant can submit a written complaint the Watertown Transit Commission has approved the following process to assist in resolving a complaint.

The first step is for a complainant to fill out form DT2507, developed by the Wisconsin Department of Transportation, which is a Title VI Complaint Form. A copy of this form is posted on the City of Watertown's website, under the Watertown Transit section as well as available at City Hall, 106 Jones Street, Watertown, WI 53094. This complaint should be filed within three (3) weeks of the alleged incident, so that it can be investigated in a timely manner. The completed form DT2507 will be forwarded to the City of Watertown Transit Commission, c/o City Clerk, P.O. Box 477, Watertown, WI 53094. The City Clerk will then schedule a Transit Commission meeting within twenty-one (21) days of receipt of the complaint form. The Transit Commission will meet with the complainant and the service provider to cover the alleged incident and receive comments from both parties to try to come to some resolution of the allegations.

If a resolution cannot be reached at this level, the form and a copy of the Transit Commission minutes will be forwarded to the Wisconsin Department of Transportation, Title VI Program Officer, 4802 Sheboygan Avenue, Room 451, P.O. Box 7965, Madison, WI 53707-7965 for resolution at a higher level.