

TITLE VI PUBLIC NOTICE OF RIGHTS / COMPLAINT PROCESS

The Washington County Transportation Authority is herein referred to as the "WCTA"

Public Notice of Rights

The following statement shall be posted on site at the WCTA office and on the applicable websites; permanently displayed on public transit vehicles; and other appropriate materials made available to the public: (*Documents will be translated into languages other than English, upon request.*)

Non-Discrimination - Your Rights Under Title VI of the Civil Rights Act of 1964

The Washington County Transportation Authority operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the Washington County Transportation Authority.

- *For more information on the Washington County Transportation Authority's civil rights program, and the procedures to file a complaint, call (724) 223-8747; email info@freedom-transit.org; or visit our administrative office at 50 East Chestnut Street, Washington, PA 15301. For more information, visit our website: www.freedom-transit.org*
- *A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590*
- *If information is needed in another language, contact (724) 223-8747.*

The most updated Washington County Transportation Authority Title VI Plan, which includes Limited English Proficient (LEP) information, is available upon request.

WCTA grants all citizens equal access to all its transportation services. It is further the intent of WCTA that all citizens are aware of their rights to such access. This Public Notice is designed to serve as an educational tool for citizens so that they may understand one of the Civil Rights laws that protect their access to and participation in benefits of WCTA programs and services, specifically, as it relates to Title VI of the Civil Rights Act of 1964.

What is Title VI?

Title VI is a section of the Civil Rights Act of 1964 requiring that "No person in the United States shall on the grounds 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." Note that Title VI does not address gender discrimination. It only covers race, color and national origin. Other Civil Rights laws prohibit other types of discrimination.

What is LEP?

As part of Title VI requirements, the WCTA has developed a Limited English Proficiency (LEP) Plan to help identify reasonable steps to provide language assistance for LEP persons seeking meaningful access to WCTA transit/services as required by Executive Order 13166 "Improving Access to Services for Persons With Limited English Proficiency," reprinted at 65 FR 50121 (August 16, 2000). A Limited English Proficiency person is one who does not speak English as their primary language and who has a limited ability to read, speak, write, or understand English.

WCTA's Title VI Complaint and Investigation Procedures

These procedures cover all complaints filed under Title VI of the Civil Rights Act of 1964 for alleged discrimination on the basis of race, color, and national origin, in any program or activity administered by the WCTA.

These procedures do not deny the right of the complainant to file formal complaints with other State or Federal agencies or to seek private counsel for complaints alleging discrimination. Every effort will be made to obtain early resolution of complaints at the lowest level possible. The option of informal mediation meeting(s) between the affected parties and WCTA may be utilized for resolution. Any individual, group of individuals or entity that believes they have been subjected to discrimination prohibited under Title VI and related statutes may file a complaint.

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

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by the Washington County Transportation Authority (hereinafter referred to as WCTA) may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form. WCTA investigates complaints received no more than 180 days after the alleged incident. The Authority will process complaints that are complete.

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), and the date of alleged act(s). A statement detailing the facts and circumstances of the alleged discrimination must accompany all complaints.

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

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

Title VI Transit Representative
Washington County Transportation Authority
50 East Chestnut Street
Washington, PA 15301

Once the complaint is received, the WCTA Title VI Transit Representative will review it to determine if our office has jurisdiction. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by our office.

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

The WCTA Title VI Transit Representative has 90 days to investigate the complaint. If more information is needed to resolve the case, the WCTA Title VI Transit Representative may contact the complainant. The complainant has 60 business days from the date of the letter to send requested information to the WCTA Title VI Transit Representative assigned to the case. If the Title VI Transit Representative requests additional information from the complainant, the time it takes for the complainant to respond to the request will be added to the 90 day investigation period. If the WCTA Title VI Transit Representative is not contacted by the complainant or does not receive the additional information

within 60 business days, WCTA can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

After the WCTA Title VI Transit Representative reviews the complaint, she/he will issue one of two letters to the complainant: a closure letter or a letter of finding (LOF). A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed. An LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member, or other action will occur. If the complainant wishes to appeal the decision, she/he has 14 days after the date of the letter or the LOF to do so. An appeal should be directed in writing to:

Executive Director
Washington County Transportation Authority
50 East Chestnut Street
Washington, PA 15301

WCTA's Executive Director will issue a written determination to the Complainant within 30 days from receipt of the appeal.

A person may also file a complaint directly with the Federal Transit Administration, at FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.

FTA Complaint procedures can also be found on the FTA web site at: www.fta.dot.gov. These procedures are also outlined in FTA Circular 4702.1B, Chapter IX.



Title VI Complaint Form

Complaint Form

Instructions: If you would like to submit a Title VI complaint to the Washington County Transportation Authority, please fill out the form below and send it to: Washington County Transportation Authority Attn: Title VI Transit Representative, 50 East Chestnut Street, Washington, PA 15301. You may also contact WCTA for questions or a full copy of WCTA's Title VI policy and complaint procedures at 724-223-8747.

SECTION I:	
Name (Complainant):	
Address:	
Phone (Home):	Phone (Work):
Electronic Mail Address:	
Accessible Format Requirements? (Circle applicable) Large Print TDD Audio Tape Other:	
SECTION II:	
Are you filing this complaint on your own behalf?	
	YES NO
* If Yes, go to SECTION III.	
If Not, please supply the name and relationship of the person for whom you are filing	
Name:	Relationship:
Please explain why you have filed for a third party:	
Please confirm you have obtained permission of the aggrieved party if you are filing on behalf of a third party:	
	YES NO

SECTION III:

I believe the discrimination I experienced was based on (check all that apply):

() RACE () COLOR () NATIONAL ORIGIN

Date of alleged discrimination (Month, Day, Year):

Explain as clearly as possible what happened and why you believe you were discriminated against. Describe the person(s) who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as the names and contact information of any witnesses. If more space is needed, please use the back of this form.

SECTION IV:	
Have you previously filed a Title VI complaint with this agency?	YES NO
SECTION V:	
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:	
<input type="checkbox"/> Federal Agency	<input type="checkbox"/> Local Agency
<input type="checkbox"/> Federal Court	
<input type="checkbox"/> State Court	
<input type="checkbox"/> State Agency	
Please provide information about a contact person at the agency/court where the complaint was filed:	
Name:	
Title:	
Agency:	
Address:	
Telephone:	
SECTION VI:	
Name of agency complaint is against:	
Contact person:	
Title:	
Telephone Number:	

You may attach any written materials or other information that you think is relevant to your complaint.

Signature and Date required below.

Signature

Date

Please submit this form in person at the address below, or mail this form to:

Title VI Transit Representative
Washington County Transportation Authority
50 East Chestnut St
Washington, PA 15301