

POTOMAC VALLEY TRANSIT AUTHORITY TITLE VI COMPLAINT PROCEDURES

The Potomac Valley Transit Authority is committed to a policy of non-discrimination in the conduct of its business, including its Title VI responsibilities and to the delivery of equitable and accessible transportation services. The Potomac Valley Transit Authority recognizes its responsibilities to the communities in which it operates and to the society it serves. It is the Potomac Valley Transit Authority's policy to utilize its best efforts to assure that no person 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 its program or transit service delivery and related benefits.

If you believe that you have been excluded from participation in, denied the benefits of, or subjected to discrimination based on race, color or national origin under The Potomac Valley Transit Authority program of transit service delivery or related benefits, you may file a complaint with the Potomac Valley Transit Authority EEO Officer, P.O. Box 278 or by e-mail at pvta@citlink.net. We encourage you to make your complaint in writing. Complaint must be filed within 180 days from the date of the alleged discrimination. Complaints may also be filed with the Federal Transit Administration's Office of Civil Rights, no later than 180 days after the date of the alleged discrimination, 1760 Market Street, Suite 500, Philadelphia, PA 19103-4124.

All complaints will be investigated promptly. Reasonable measures will be undertaken to preserve any information that is confidential. The EEO Officer will review every complaint, and when necessary, assign a neutral party to investigate. At a minimum the investigating officer will:

- Identify and review all relevant documents, practices and procedures;
- Identify and interview persons with knowledge of the Title VI violation, i.e., the person making the complaint; witnesses or anyone identified by the Complainant; anyone who may have been subject to similar activity, or anyone with relevant information.
- Upon completion of the investigation, the EEO Officer will complete a final report. If a Title VI violation is found to exist, remedial steps as appropriate and necessary will be taken immediately. The Complainant will also receive a final report along with notifying the Complainant of his/her right to file a complaint externally. The investigation process and final report should take no longer than ninety (90) business days. Receipt of additional relevant information and/or simultaneous filing of complaint with **(system name)** and an external entity may expand the timing of the complaint resolution.

The EEO Officer shall maintain a log of Title VI complaints received which shall include the date the complaint was filed; a summary of the allegations; the status of the complaint; and actions taken in response to the complaint. Should the Potomac Valley Transit Authority receive a Title VI complaint in the form of a formal charge or lawsuit, the system's General Counsel shall be responsible for the investigation and maintaining a log as described herein. **Title VI complaints must be reported to the WV Division of Public Transit (WVDPT) within 24 hours of receipt of complaint. The WVDPT must also be forwarded status and final reports.**

If requested, documents describing the Potomac Valley Transit Authority Title VI Policy can be translated into languages other than English by calling (304) 257-1414.