

8. ATTACHMENT A – TITLE VI COMPLAINT PROCEDURES

The Compliant Procedures are available on Lewis Public Transportation Benefit Area's website and cover the following:

- Title VI of the Civil Rights Act of 1964
- Section 504 of the Rehabilitation Act of 1973
- Civil Rights Restoration Act of 1973
- Civil Rights Restoration Act of 1987
- Americans with Disabilities Act of 1990
- Executive Order 12898
- Executive Order 13166

Any person, specific class of persons or entity that believes they have been subjected to discrimination as prohibited by the legal provisions of Title VI on the basis of race, color, or national origin status may file a formal complaint with Lewis Public Transportation Benefit Area's Civil Rights Office (CRO). A copy of the Complaint Form is available on Lewis Public Transportation Benefit Area's website and may be accessed electronically at: <https://twintransit.org/civil-rights-compliance/>

The complaint must be filed within 180 days of the alleged discrimination and include the date the alleged discrimination became known to the complainant or the last date of the incident.

The complaint must be written and signed by the complainant and shall include:

- The Complainant(s) name, address, and telephone number;
- A detailed description of the alleged incident that led the complainant to believe discrimination occurred;
- The date of the alleged act of discrimination, the date when the complainant(s) became aware of the alleged discrimination, the last date of the conduct or the date the conduct was discontinued;
- The names and job titles of those parties involved the complaint;
- The facts and circumstances surrounding the alleged discrimination and the basis of the complaint (i.e., race color, national origin, sex, age, disability, income status, or retaliation);
- Names and contact information of persons who the investigator can contact for additional information to support or clarify the allegations; and
- The corrective action being sought by the complainant. Complaints may be filed by one of the following methods:
 - By completing and signing the Complaint form and delivering it in person or by mail;
 - By emailing or faxing the Complaint Form and sending the signed original to the Civil Rights Officer (CRO); and

- For the disabled, by calling the CRO where information obtained will be used to complete the Complaint Form and, subsequently, forwarded to the complainant for review, signature, and return.

Upon receipt of a completed complaint, the CRO will determine jurisdiction, acceptability or need for additional information and within fifteen (15) days, acknowledge receipt of the complaint and the intended course of action.

- Lewis Public Transportation Benefit Area will make every effort to resolve complaints promptly and at the lowest level possible;
- Complaints against Lewis Public Transportation Benefit Area in USDOT funded programs will be referred to WSDOT and/or USDOT for processing if unable to be resolved at the lowest level possible; and
- Complaints under all other federally-funded programs fall under the WSDOT's and USDOT's authority and jurisdiction.

Complaints may be dismissed if the complainant:

- Requests the withdrawal of the complaint;
- Fails to respond to repeated requests for additional information;
- Fails to cooperate with the investigation;
- Cannot be located after reasonable attempts to reach the complainant have been made.

Complaints that fall under the jurisdiction of USDOT – WSDOT Civil Rights Officer, will forward a copy of the complaint and preliminary findings to USDOT-HCR within sixty (60) days. Once USDOT-HCR issues its final decision, it will notify WSDOT, and WSDOT will notify all parties involved.

All allegations of discrimination will be taken seriously, and every effort will be made to provide a fair and unbiased determination. In instances where there is dissatisfaction with Lewis Public Transportation Benefit Area's determination, the complainant may file a complaint directly with the appropriate WSDOT or USDOT modality:

- Washington State Department of Transportation, Office of Equity and Civil Rights, Att: Complaints, Box 47314, Olympia WA 98504;
- US Department of Transportation, Federal Transit Administration, Washington Division 915 2nd Ave Ste 3142, Seattle, WA 98174;
- US Department of Transportation, Federal Transit Administration, Office of Civil Rights 1200 New Jersey Ave. SE, Washington, DC 20590;