



Tri-State Transit Authority's Civil Rights Complaint Procedures

The Tri-State Transit Authority (TTA) is responsible for ensuring that as a provider of public transit is committed to properly implement several civil rights laws and programs, including Title VI of the Civil Rights Act of 1964, the Americans with Disabilities Act of 1990 (ADA), the Disadvantaged Business Enterprise (DBE) program, and the External Equal Employment Opportunity (EEO) program.

If you have questions about how to prepare a complaint, you may contact TTA at 304-529-6094. More information about transit-related civil rights requirements may be found on the TTA's website at www.tta-wv.com. Note: Apart from the form, on separate pages, please describe your complaint. You should include specific details such as names, dates, times, route numbers, witnesses, and any other information that would assist us in our investigation of your allegations. Please also provide any other documentation that is relevant to this complaint, including any related correspondence from your transit provider.

In Writing

- Complaints may be filed with TTA in writing and may be addressed to the Tri-State Transit Authority, Office of Civil Rights, P.O. 7965, Huntington, WV 25779.

Electronic

- Complaints may be filed with TTA by email by using the Civil Rights Complaint form. Submit the Civil Rights complaint to tta@tta-wv.com and submitting a signed copy to Tri-State Transit Authority, Office of Civil Rights, Title VI Officer, P.O. 7965, Huntington, WV 25779.

Directly to the U.S. Department of Transportation

- A complainant may file a Civil Rights complaint with the U.S. Department of Transportation, Federal Transit Administration's Office of Civil Rights, 1760 Market Street, Suite 500, Philadelphia, PA 19103-4124.

TTA will provide appropriate assistance to complainants who are limited in their ability to communicate in English.

What Happens to my Civil Rights Complaint to TTA?

All complaints will be investigated promptly. Once received, the complaint will be recorded in the Customer Relations Management database and assigned to an investigator. In instances where additional information is needed, the investigator will contact the complainant in writing. Failure of the complainant to provide the requested information by a certain date may result in the administrative closure of the complaint or a delay in complaint resolution.

Based upon receipt of all the information required, the Office of Civil Rights will investigate a complaint within 90 days of receipt. The investigator will prepare a draft written response subject to review by TTA's Civil Rights Officer. The Civil Rights Officer will make the final determination and approve the final response to the complainant, including notifying the complainant of his/her right to file a complaint externally.

The Office of Civil Rights will use its best efforts to respond to a complaint within ninety (90) calendar days of its receipt of such complaint. Receipt of additional relevant information and/or simultaneous filing of complaint with TTA and an external entity may expand the timing of the complaint resolution.

TTA's Civil Rights Policy in Additional Languages

If requested, documents describing TTA's Civil Right Policies can be translated into languages other than English by calling 304-529-6094.