



**KANAWHA VALLEY REGIONAL
TRANSPORTATION AUTHORITY**

P.O. Box 1188
Charleston, WV 25324

1550 Fourth Avenue
Charleston, WV 25387

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KANAWHA VALLEY REGIONAL TRANSPORTATION AUTHORITY (KVRTA) Title VI Policy Statement

The Kanawha Valley Regional Transportation Authority (KVRTA) operates its programs and services without regard to race, color or national origin in accordance with Title VI of the Civil Rights Act of 1964, which provides 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 in the provision of public transit services.

Any Person who feels that they have been discriminated against based upon issues of Race, Color or National Origin may file Title VI Complaint by completing and submitting the Authority's Title VI Complaint Form. KVRTA investigates complaints received no more than 180 days after an alleged incident. All complaints should be in writing and submitted as soon as possible after the occurrence.

During the process to determine discrimination an investigation will take place beginning not more than 15 working days after the complaint is received. This investigation will be completed within 105 calendar days after the complaint is received. If more information is needed to resolve the case, the Authority may contact the complainant. The complainant must provide additional requested information within fifteen (15) business days of the date of receipt of a request for additional information. If the investigator is not contacted by the complainant or does not receive the additional information within fifteen (15) business days, KVRTA can close the case administratively. A case also can be closed administratively if the complainant no longer wishes to pursue their case.

After a written statement of findings are presented and any of the parties involved are not satisfied with the findings of the investigation the individual(s) do have the right to contact and appeal directly to the United States Department of Transportation, FTA Office of Civil Rights. 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.

You may download a complaint form from KVRTA's website www.rideonkrt.com or you may request that a Title VI Complaint Form be mailed to you, or request that it be translated into another language by contacting the Assistant General Manager or the General Manager of KVRTA.

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