



Complaint Procedure

A written and signed complaint must be filed within 180 days after the date of the alleged discrimination, unless the time for filing is extended by the Secretary of Transportation. TTD encourages the complainant to file the complaint with TTD for immediate resolution. In case the complainant is dissatisfied with the resolution by TTD, the same complaint may be submitted to the FTA, U.S. DOT Secretary of Transportation or USDOJ.

A complainant may submit a written complaint to TTD directly or to the FTA offices or the USDOJ. The contact information is:

Title VI Coordinator
Tahoe Transportation District
Mail: P.O. Box 499
Zephyr Cove, NV 89448

Or hand delivered to:
128 Market Street, Suite 3-F
Stateline, NV 89449
Fax (775) 588-0917

Federal Transit Administration
Office of Civil Rights, Region IX
201 Mission Street, Suite 1650
San Francisco, CA 94105-1839

Federal Transit Administration
Office of Civil Rights
Title VI Program Coordinator
East Building, 5th Floor—TCR
1200 New Jersey Ave., SE
Washington, DC 20590

U.S. Department of Justice
Civil Rights Division
950 Pennsylvania Ave., N.W.
Washington, DC 20530

In case the complainant is not able or not capable of providing a written statement, but wishes TTD or FTA to investigate alleged discrimination, a verbal complaint of discrimination will be accepted.

The complaint must be signed by the complainant, complainants or by designation of a representative for the complainant(s). An investigation will begin no later than fifteen (15) working days of receipt of the complaint. TTD will determine jurisdictional responsibilities for handling the complaint. If the complaint alleges egregious discrimination regarding TTD services and activities, the complaint will be forwarded to the FTA for formal investigation. The complainant will be contacted in writing, no later than thirty (30) working days after receipt of the complaint for additional information, if needed. The complainant may be interviewed by an

appropriate official authorized to investigate the complaint. In compliance with LEP, translation services will be provided to the complainant, as necessary.

TTD will make every effort to complete the investigation within ninety (90) days of receipt of the complaint. However, some investigations may take longer and TTD will obtain concurrence from the complainant, for an extension of time to complete the investigation.

TTD will provide the complainant a complaint closure letter with a summary description of the allegation, investigation methodology and identify remedial steps, if discrimination is found. The respondent or respondent agency will also receive a copy of the closure letter.

The complainant will have five (5) working days from receipt of the report to appeal TTD's findings. If neither party appeals, the complaint will be closed.

In the event the complainant elects to file a complaint directly with FTA, FTA will promptly investigate the complaint. Refer to FTA Circular 4702.1A, FTA's Complaint Procedures for procedures FTA will follow to investigate and resolve a complaint that is sent directly to them.