



## Title VI Complaint Process



In compliance with U.S. Department of Transportation Title VI regulations (49 CFR Part 21), Casper Area Transit operates without regard to race, color, or national origin. Any person who believes he or she has been discriminated against by Casper Area Transit on the basis of race, color, or national origin may file a Title VI complaint.

A Title VI complaint form can be downloaded [here](#) or by calling 307-235-8273. If the complainant is unable to write a complaint, a representative may file on his or her behalf, or Casper Area Transit staff will provide assistance. Complaints must be filed within 180 calendar days of the alleged incident.

1. When a complaint is received by Casper Area Transit, the City Title VI Officer will provide written acknowledgement to the Complainant, within ten (10) calendar days by registered mail.
2. If a complaint is deemed incomplete, additional information will be requested, and the complainant will be provided sixty (60) calendar days to submit the required information. Failure to do so may be considered good cause for a determination of no investigative merit.
3. Within fifteen (15) calendar days from receipt of a complete complaint, the City will determine its jurisdiction in pursuing this matter and whether the complaint has sufficient merit to warrant investigation. Within five (5) calendar days of this decision, the Public Transit Manager or his/her authorized designee will notify the Complainant and Respondent, by registered mail, informing them of the disposition.
  - a. If the decision is not to investigate the complaint, the notification shall specifically state the reason for the decision.
  - b. If the complaint is to be investigated, the notification shall state the grounds of the City's jurisdiction, while informing the parties that their full cooperation will be required in gathering additional information and assisting the investigator. The Public Transit Manager will coordinate with the City Legal Department and Human Resource Department.
4. When the City does not have sufficient jurisdiction, the Public Transit Manager or his/her authorized designee will refer the complaint to the appropriate State or Federal agency holding such jurisdiction.
5. Casper Area Transit will complete the investigation within sixty (60) calendar days of receipt of complaint. If additional time is needed for the investigation, the complainant will be notified. A written investigative report will be prepared, including a summary description of the incident, investigative findings, and recommended corrective action.
6. A closing letter will be provided to the Complainant within ninety (90) calendar days from receipt of the complaint.
7. If the Complainant is dissatisfied with the City's resolution of the complaint, he/she has the right to file a complaint with the:

Federal Transit Administration – Region 8  
Attn: Civil Rights Officer  
1961 Stout Street, Suite 13-301  
Denver, CO 80294-3007  
Phone: 303-362-2400  
Fax: 303-292-5904