

Notifying the Public of Rights under Title VI

West Plains Transit System posts Title VI/ADA notices on our website, in public areas of our System such as bus stop shelters, and on our buses and minivan. West Plains Transit System 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.

West Plains Transit System operates its programs and services without discrimination against individuals with disabilities, in accordance with the Americans with Disabilities Act of 1990.

If you believe you have been discriminated against based on race, color, or national origin by West Plains Transit System, you may file a Title VI complaint by completing, signing, and submitting the agency's Title VI Complaint Form. To obtain additional information about your rights under Title VI, contact: West Plains Transit System at (417)256-1241

How to file a Title VI/ADA complaint with West Plains Transit System:

1. Complaint Forms may be obtained from West Plains Transit System drivers, at www.westplains.gov, or at City Hall, 1910 Holiday Lane, West Plains, Missouri.
2. In addition to the complaint process at West Plains Transit System, complaints may be filed directly with the Federal Transit Administration, Office of Civil Rights, East Building, 5th Floor – TCR 1200 New Jersey Ave., SE Washington, DC 20590.
3. Complaints must be filed within 180 days following the date of the alleged discriminatory occurrence and should contain as much detailed information about the alleged discrimination as possible.
4. The form must be signed and dated and include your contact information. If information is needed in another language, contact (417) 256-1241 or (417)256-7176.