

MOUNTAIN EXPRESS

Title VI & ADA

Notice to the Public

Your rights

Mountain Express 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, and without discrimination on the basis of disability in accordance with Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act of 1990 (ADA).

How to file a complaint

Any person who believes they have experienced discrimination under Title VI or the ADA, or who has a complaint about transit accessibility, may file a complaint with Mountain Express. Under Mountain Express's published complaint procedures, a formal complaint must be filed within 180 calendar days of the alleged incident.

Submit a written, signed and dated complaint to the Title VI/ADA Coordinator at the mailing address below, or deliver it to the administrative office. Include your name, address and phone number; the date of the incident; the basis of the complaint; and a description of what happened. The complaint form and procedures are available at mtnexp.org/about-mtnexp/ada-paratransit/ under "Title VI and Civil Rights." Call 970-349-5616 to request copies or assistance preparing a complaint.

Information, language assistance & accessible formats

For information about Mountain Express's civil rights program, complaint procedures, information in another language, or an accessible format, contact the coordinator below.

Si necesita información en español u otro idioma, llame al 970-349-5616.

Contact Mountain Express

Transportation Director - Title VI/ADA Coordinator

Phone: 970-349-5616

Mail: Mountain Express, P.O. Box 3482, Crested Butte, CO 81224

Administrative office: 2 N. 8th St., Building D, Crested Butte, CO 81224

Website: mtnexp.org

File directly with FTA

You may also file a complaint directly with the Federal Transit Administration (FTA) using its online civil rights complaint form. FTA states that complaints should be filed within 180 days of the alleged violation. Visit [FTA's "File a Complaint with FTA" webpage](https://www.fta.gov/fta-file-a-complaint) at [transit.dot.gov](https://www.fta.gov). For help preparing an FTA complaint, call 888-446-4511.