

TITLE VI COMPLAINTS

Date	Summary	Status	Action Taken
05/27/2022	Customer alleged operator denied service to disabled person and African American customers	Closed	Unsubstantiated. Referred to KCMT.
06/02/2022	Refused service	Closed	Requested information. No response from CP. Administrative closure.
06/07/2022	Disparate treatment - harassment	Closed	CP unable to be reached. Administrative Closure.
06/27/2022	Disparate treatment - harassment	Closed	Unsubstantiated.
07/16/2022	Disparate treatment - harassment	Closed	Unsubstantiated.
09/01/2022	Denied Service	Closed	CP unable to confirm/supply additional information. Administrative Closure.
09/16/2022	Disparate treatment - fare enforcement	Closed	Investigated. Unsubstantiated.
09/22/2022	Disparate treatment - harassment	Closed	CP did not provide requested information. Administrative Closure
09/27/2022	Disparate treatment - fare enforcement	Closed	Investigated. Unsubstantiated.
10/19/2022	Disparate treatment - fare enforcement	Closed	Investigated. Administrative Closure.
10/26/2022	Disparate treatment - fare enforcement	Closed	Acknowledged Incident. Coached Fare Ambassadors.
11/11/2022	Operator denied boarding	Closed	Investigated. Unsubstantiated.
11/22/2022	Disparate treatment - fare enforcement	Closed	Investigated. Unsubstantiated.
12/08/2022	Operator denied service	Closed	Investigated. Unsubstantiated.
01/10/2023	Disparate Treatment - Operator	Closed	Investigated. Unsubstantiated.
03/13/2023	Operator showing confederate flag tattoo	Closed	First amendment issue, no disparate treatment.
04/18/2023	Operator denied service	Closed	Investigated. Unsubstantiated.
04/21/2023	Fare ambassador disparate treatment	Closed	Investigated. Coached Fare Ambassador.
05/10/2023	Disparate treatment - Fare Enforcement	Closed	Unsubstantiated, driver can make reasonable attempt to collect fare.
05/22/2023	Operator denied service	Closed	Investigated. Unsubstantiated.
07/30/2023	Disparate Treatment - Operator	Closed	Investigated. Unsubstantiated.

08/09/2023	Disparate Treatment - Operator	Closed	Investigated. Unsubstantiated.
09/04/2023	Disparate treatment - Security	Closed	Investigated. Unsubstantiated.
09/26/2023	Disparate treatment - Security	Closed	Investigated. Unsubstantiated.
10/28/2023	Disparate Treatment - Operator	Closed	Acknowledged unprofessional operator interaction.
11/01/2021	Disparate Treatment - Fare Enforcement	Closed	Provided clarity on fare ambassador role and procedures.
12/16/2023	Disparate treatment - Fare Enforcement	Closed	Acknowledged unprofessional interaction.
12/26/2023	Disparate Treatment - Operator	Closed	CP did not provide necessary details for an investigation.
02/16/2024	Disparate Treatment - Fare Enforcement	Closed	Unsubstantiated. Fare Ambassador inspected fares according to procedures.
02/26/2024	Disparate Treatment - Operator	Closed	Unsubstantiated. Incident not found within collected footage.
03/12/2024	Disparate treatment - Security	Closed	Administrative closure. Not enough detail contained in complaint for an investigation. No response from complainant.
03/13/2024	Disparate Treatment - Operator	Closed	Investigated. Unsubstantiated. Operator coached.
05/06/2024	Disparate Treatment - ST survey taker	Closed	Unsubstantiated. Video reviewed by CT and ST staff showed complainant refusing survey from onboard attendant.
05/21/2024	Customer asked to leave bus for failing to pay fare	Closed	Video showed multiple individuals including transit supervisor attempting to have individual leave the bus after operator asked them to step out. Supervisor was able to place individual on a different bus.
06/04/2024	Improper DBE firm is being awarded contracts at the cost of complainant's firm	Closed	WSDOT led locally funded project. Complaint was administratively closed.

06/08/2024	Disparate Treatment - Operator	Closed	Substantiated. Driver suspended 2 days without pay, mandated to attend civil rights training. Will not be operating ST routes for min. of 6 mos.
06/10/2024	Disparate Treatment - Operator (2nd customer witnessed same incident described above)	Closed	Substantiated. Driver suspended 2 days without pay, mandated to attend civil rights training. Will not be operating ST routes for min. of 6 mos.
06/18/2024	Disparate treatment - Fare enforcement	Closed	Investigated. Unsubstantiated.
07/10/2024	Disparate Treatment - security	Closed	Complaint was unfounded.
07/15/2024	Disparate Treatment - Fare Enforcement	Closed	Acknowledged unprofessional interaction.
07/19/2024	Disparate Treatment - Fare Enforcement	Closed	Fare Ambassador team was coached on SOPs.
08/18/2024	Disparate Treatment - Operator	Closed	Investigated. Unsubstantiated.
08/21/2024	Disparate Treatment - Operator	Closed	Investigated. Unsubstantiated.
09/25/2024	Disparate Treatment - Fare Enforcement	Closed	Fare Ambassador followed standard procedures.
10/30/2024	Disparate Treatment - Fare Enforcement	Closed	Unsubstantiated.
10/31/2024	Disparate Treatment - Operator	Closed	Unsubstantiated.
03/13/2025	Disparate Treatment - Fare Enforcement	Investigating	Investigated. Unsubstantiated.
03/17/2025	Disparate Treatment – Operator	Closed	Investigated. Unsubstantiated.
05/01/2025	Disparate Treatment – Operator missed stop	Closed	Unsubstantiated. Driver coached.
05/06/2025	Disparate Treatment – Fare Enforcement	Closed	Investigated. Unsubstantiated.
05/20/2025	Disparate Treatment – Operator	Closed	Investigated. Driver coached.
06/06/2025	Disparate Treatment - Maintenance	Closed	Resolved by Passenger Care