



City Of Raleigh
North Carolina

RTA Policy Statement of the Civil Rights Act of 1964

The Raleigh Transit Authority (RTA) is committed to ensuring that no person is excluded from participation in, or denied the benefits of its transit services on the basis of race, color, national origin, sex, age, or disability as protected by ADA/Title VI of the Civil Rights Act of 1964.

The Raleigh Transit Authority (RTA) grants all citizens equal access to all its transportation services. It is further the intent of RTA, that all citizens are aware of their rights to such access.

Any person who believes they have been aggrieved by an unlawful discriminatory practice regarding Raleigh Transit Authority System Programs has a right to file a formal complaint with the Raleigh Transit Authority. If you believe you have been subjected to discriminatory treatment by RTA on the basis of your race, color, nation origin, sex, age, or disability you have a right to file a complaint with the RTA ADA/Title VI Coordinator. The complaint must be filed no later than one hundred (180) days following the date of the alleged occurrence.

A copy of the ADA/Title VI Complaint Form can be obtained by contacting the ADA/Title VI Coordinator at (919) 996-4087 or by e-mail at Richard.Vinson@ci.raleigh.nc.us

How to File an ADA/Title VI Complaint

You may file a signed, written complaint 180 days to the date of alleged discrimination. The complaint should include the following information:

- Your name, address and how to contact you (telephone number, e-mail address, etc.)
- How, why, when and where you believe you were discriminated against. Include the location, names and contact information of any witnesses. If the alleged incident occurred on the bus, give date, time of day and bus number.
- You must sign your letter of complaint.

- The letter must be sent to the ADA/Title VI Coordinator

Investigations

Within ten (10) days of receipt of the formal complaint, the ADA/Title VI Coordinator will notify the complainant and begin an investigation. The investigation may include discussion(s) of the complaint with all affected parties to determine the problem. The complainant may have a representative of his/her choosing and may bring witnesses and present testimony and evidence in the course of the investigation. The investigation will be conducted and completed within sixty (60) days of the receipt of the formal complaint. The complainant will receive a letter stating the final decision of the Transit Administrator.

For more information regarding civil rights complaints, please contact:

Mr. Richard Vinson
ADA/Title VI Coordinator
Transportation Operations/ Transit Program
222 West Hargett Street
Raleigh, North Carolina 27602