



REGIONAL TRANSPORTATION COMMISSION
Public Transportation • Streets and Highways • Planning

Title VI Policy

The RTC is committed to ensuring that no person is excluded from participation in, or denied the benefits of, its services on the basis of race, color or national origin as protected by Title VI of the Civil Rights Act of 1964, as amended.

No person or group of persons will be discriminated against with regard to fares, routing, scheduling, or quality of transportation service that the RTC furnishes on the basis of race, color, or national origin. Frequency of service, age and quality of RTC vehicles assigned to routes, quality of RTC stations serving Washoe County, and location of routes will not be determined on the basis of race, color or national origin.

For additional information on the RTC's obligation regarding non-discrimination, please write to: RTC, c/o Director of Administrative Services, 2050 Villanova Drive, Reno, Nevada 89502.

Title VI Complaint Procedures

Any person who believes he or she has, individually, or as a member of any specific class of persons, been subject to discrimination on the basis of race, color, or national origin may file a Title VI complaint with the RTC. The complaint must be in writing and filed within 180 days of the date of the alleged discrimination. The signed, written complaint should include the following information:

- Your name, address, and contact information (i.e., telephone number, email address, etc.); and
- How, when, where, and why you believe you or another person were discriminated against. Include the route, bus number, location, names, and contact information of any witnesses.

The complaint must be filed with RTC at the following location:

Regional Transportation Commission
Director of Administrative Services
2050 Villanova Drive
Reno, NV 89502

Printable Form: [Title VI Complaint form \(PDF\)](#).

Phone: 775.348.0400

Hearing Impaired: 1.800.326.6868 (TTY)

Complaint Assistance: RTC Passenger Services will provide assistance writing a complaint if the complainant is unable to do so. RTC Passenger Services is located in downtown Reno, at RTC CITICENTER (4th and Center Street), or can be reached by phone at 775.348.7433. Passenger Services is available to provide assistance every day between 7:00 am and 7:00 pm, excluding scheduled holidays.

Complainants may also file a Title VI complaint with an external entity such as the FTA, other federal or state agency. However, should a complaint be filed with the RTC and an external entity simultaneously, the external complaint will supersede the RTC complaint. In short, the federal or state agency will complete the investigation of the complaint.

What happens to my complaint to RTC?

All complaints alleging discrimination based on race, color or national origin in a service or benefit provided by the RTC will be recorded and except as provided in the preceding paragraph, promptly investigate. The RTC will commence the formal investigation of a Title VI complaint within ten (10) working days of receiving the complaint.

In instances where additional information is needed for assessment or investigation of the complaint, the RTC will contact the complainant in writing within 15 working days. Failure of the complainant to cooperate or to provide the requested information by a specified date may result in the administrative closure of the complaint.

The RTC will investigate the complaint and, following review of the facts revealed during the investigation, will prepare a written response for review and approval by the RTC Chief Legal Counsel. If, following the investigation the RTC is unable to conclude that a violation of the statute has occurred, it may administratively close the complaint. The written response, regardless of the decision, will be provided to the complainant. The response will advise the complainant of his/her right to file a complaint externally with federal and state authorities.

The RTC will use its best efforts to respond to a Title VI complaint within sixty (60) working days of its receipt of such a complaint.

The complainant may file an external Title VI complaint or appeal the RTC decision with the:

U.S. Department of Transportation
Federal Transit Administration
Office of Civil Rights, Region IX
201 Mission Street, Suite 1650
San Francisco, CA 94105-1839

External complaints may also be filed with:

Nevada Equal Rights Commission
1325 Corporate Boulevard
Reno, NV 89502