



REGIONAL TRANSPORTATION COMMISSION

Metropolitan Planning • Public Transportation & Operations • Engineering & Construction

Metropolitan Planning Organization of Washoe County, Nevada

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 Public Transportation
1105 Terminal Way
Reno, NV 89502

Printable Form: Title VI Complaint form (PDF).

Phone: 775.348.0400

For those requiring hearing or speech assistance, dial 7-1-1 to use Hamilton Relay Nevada or call one of the toll free numbers below:

TTY/ASCII/HCO: 800-326-6868

Voice: 800-326-6888

Spanish: 800-877-1219

STS: 888-326-5658

VCO: 800-326-4013

Complaint Assistance:

RTC Customer Service will provide assistance writing a complaint if the complainant is unable to do so. RTC Customer Service is located in downtown Reno, at RTC 4TH STREET STATION (4th and Lake Street), downtown Sparks at RTC CENTENNIAL PLAZA (Victorian Avenue and 15th Street) or can be reached by phone at 348-RIDE (775.348.7433). Customer Service is available to provide assistance Monday through Friday, 8:00 am to 12:00 pm and 1:00 pm to 5:00 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 investigated. 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 Director of Legal Services. 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 an appeal on the results of the complaint..

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 appeal any decision by contacting:

Regional Transportation Commission
Bill Thomas, Executive Director
Attn: Title VI Complaints and Appeals
1105 Terminal Way
Reno, NV 89502