



## Regional Transportation Agency of Central Maryland

### **NONDISCRIMINATION AND TITLE VI COMPLAINT PROCEDURES**

#### **Procedures for handling Title VI complaints**

These procedures cover all complaints filed under Title VI of the Civil Rights Act of 1964 for alleged discrimination in any program or activity administered by RTA.

These procedures do not deny the right of a complainant to file formal complaints with other state or federal agencies or to seek private counsel for complaints alleging discrimination. Every effort will be made to obtain early resolution of complaints at the lowest level possible. The option of informal mediation meeting(s) between the affected parties and RTA may be utilized for resolution. Any individuals, groups of individuals or entities that believe they have been subjected to discrimination prohibited under Title VI and related statutes may file a complaint.

1. A formal complaint must be filed within one-hundred eighty (180) days of the alleged occurrence. Complaints shall be in writing and signed by the individual or his/her representative, and will include the complainant's name, address and telephone number, email address, name of alleged discriminating official, basis of complaint (race, color, national origin), and the date of alleged act(s). A statement detailing the facts and circumstances of the alleged discrimination must accompany all complaints. An RTA Title VI complaint form can be found at [www.transitRTA.com](http://www.transitRTA.com) or by contacting the Title VI Coordinator using the information below. Complaints should be in writing using this form and mailed to:

**Elaina Evans, Title VI Coordinator**  
**Regional Transportation Agency of Central Maryland**  
**8510 Corridor Road, Suite 110**  
**Savage, Maryland 20763**  
**301-957-3600**  
[HR@transitRTA.com](mailto:HR@transitRTA.com)

2. In the case where a complainant is unable or incapable of providing a written statement, a verbal complaint of discrimination may be made to the Title VI Coordinator. Under these circumstances, the complainant will be interviewed, and the Title VI Coordinator will assist the complainant in completing a written statement.

3. When a complaint is received, the Title VI Coordinator will provide written acknowledgment to the complainant within ten (10) business days.

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4. If a complaint is deemed incomplete, additional information will be requested, and the complainant will be provided an additional reasonable period to submit the required information. Failure to do so may be considered good cause for a determination of no investigative merit.

5. Within fifteen (15) business days from receipt of a complete complaint, the RTA will determine whether the complaint has sufficient merit to warrant investigation. Within five (5) days of this decision, the Title VI Coordinator will notify the complainant and the person or persons accused of discriminatory conduct, by registered mail, informing them of the disposition.

a. If the decision is not to investigate the complaint, the notification shall specifically state Regional Transportation Agency the reason for the decision.

b. If the complaint is to be investigated, the notification will inform the parties that their full cooperation will be required in gathering additional information and assisting the investigator.

6. If the complaint has investigative merit, the Title VI Coordinator will investigate the complaint. A complete investigation will be conducted, and an investigative report will be submitted to the RTA General Manager within sixty (60) days from receipt of the complaint. The report will include a description of the incident, summaries of all persons interviewed, and a finding with recommendations and proposed resolution where appropriate. If the investigation is delayed for any reason, the Title VI Coordinator will notify the appropriate authorities, and an extension will be requested.

7. The RTA General Manager or his/her authorized designee will issue letters of finding and resolution to the complainant and the person or persons accused of discriminatory conduct within thirty (30) days from the conclusion of the investigation. If the complainant is dissatisfied with RTA's resolution of complaint, he/she has the right to file a complaint with:

Maryland Commission on Human Relations  
6 Saint Paul Street  
Baltimore, MD 21202  
Telephone: 410-767-8600  
FAX: 410-333-1841

Howard County Human Rights Office  
6751 Columbia Gateway Dr. #239  
Columbia, Maryland 21046  
Telephone: 410-313-6430  
FAX: 410-313-6468

-or-

Civil Rights Compliance Officer  
FTA Region III  
1760 Market Street  
Suite 500  
Philadelphia, PA 19103  
Telephone: (215) 656-7100  
FAX: (215) 656-7260

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