



TITLE VI

RIPTA WELCOMES YOUR FEEDBACK
RIPTA is committed to providing safe, efficient and quality transportation services to all the communities we serve.

If you have any suggestion on how we can improve on our commitment to non-discrimination, or how we can better serve the needs of customers who are not proficient in English, we would like to hear from you.

RIPTA.COM • 401-781-9400



RHODE ISLAND PUBLIC TRANSIT AUTHORITY

TITLE VI

YOUR RIGHTS UNDER THE CIVIL RIGHTS ACT OF 1964

WHAT IS TITLE VI?

Title VI of the Civil Rights Act of 1964 is a federal statute declaring that no person shall be discriminated against or denied benefits on the basis of race, color, or national origin, in programs and services that receive federal financial assistance. To ensure that Rhode Island Public Transit Authority (RIPTA) customers are not discriminated against, we have adopted policies that promote equal access and quality service for all our customers.

WHAT DOES TITLE VI MEAN TO YOU?

RIPTA hereby gives public notice of its policy to uphold and assure full compliance with Title VI of the Civil Rights Act of 1964, the Civil Rights Restoration Act of 1987, and related statutes and regulations in all programs and activities.

Public transit agencies, such as RIPTA, are required to provide services in a fair and equitable manner to all passengers without regard to their race, color, or national origin. Title VI also requires RIPTA to reduce language barriers that may impede access to important services by customers who may not be proficient in English. If you would like to obtain additional information about RIPTA's Title VI obligations, please visit our website at RIPTA.com or send a letter to RIPTA, Civil Rights Compliance, 705 Elmwood Avenue, Providence, Rhode Island 02907.

RIPTA also has a zero-tolerance policy prohibiting any form of unlawful discrimination.

WHAT SERVICES ARE AVAILABLE TO CUSTOMERS WHO ARE NOT PROFICIENT IN ENGLISH?

Under Title VI, customers who are not proficient in English are entitled to assistance to help them access critical RIPTA information. If translation assistance is needed, we can contact a third-party interpreter, which can provide telephone translation services in many languages.

WHAT SHOULD YOU DO IF YOU HAVE A COMPLAINT?

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by RIPTA may file a Title VI complaint with RIPTA by sending a letter, calling or completing and submitting a Title VI complaint form, as indicated below. RIPTA investigates complaints received no more than 180 days after the alleged incident. RIPTA will process complaints that are complete.

Once the complaint is received, the complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated. If more information is needed to resolve the case, RIPTA may contact the complainant. If the RIPTA investigator is not contacted by the complainant or does not receive the additional information within 10 business days, RIPTA may administratively close the case. A case can also be administratively closed if the complainant no longer wishes to pursue their case.

Once the investigation is complete, RIPTA will issue a letter to the complainant with the findings of the investigation and whether or not a Title VI violation was found. If the complainant is not satisfied with the findings, he/she may file a complaint directly with the Federal Transit Administration Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.

- **SEND A LETTER**

Civil Rights Officer
Rhode Island Public Transit Authority
705 Elmwood Avenue
Providence, RI 02907

- **CALL CUSTOMER SERVICE AT (401) 784-9500 x2012**

Monday – Friday: 7 AM – 6 PM
Saturday: 9 AM – 5 PM

- **VISIT RIPTA.COM**

Download a copy of the Title VI Complaint Form to fill out and mail to the above address.

