

Summary of Title VI Notice and Complaint Process

Public Notice of RGRTA's Compliance with Title VI of the Civil Rights Act of 1964 and all Related Laws and Statutes

No person shall be excluded from participation in, or denied the benefits of, RGRTA transit services based on race, color, or national origin as protected by Title VI. For information about our Title VI practices, visit www.myRTS.com/TitleVI or call (585) 288-1700. If you believe you have experienced any unlawful discrimination under Title VI while using our public transportation service, you have the right to file a written Title VI Complaint with the RGRTA Legal Department or the Federal Transit Administration Office of Civil Rights.

Filing a Title VI Complaint with the RGRTA Legal Department

Title VI Complaints must be in writing, signed, and filed with the RGRTA Legal Department within 180 days of the incident. Legal will accept signed, completed RGRTA Title VI Complaint Forms, signed letters, or signed transcribed summaries. For a copy of the RGRTA Title VI Complaint Form, you may:

- Download it from www.myRTS.com/TitleVI.
- Send a request for the form through the online "Contact Us" interface.
- Call (585) 288-1700 and ask Customer Service to send it to your email or mailing address.

A typed or handwritten complaint letter must include:

- Your name, address, and phone number;
- Name and address of the person alleged to have engaged in a discriminatory act; and
- A description, including as much background as possible about the allegations; and
- Your signature.

What If I Am Unable to Write a Title VI Complaint?

- Call (585) 288-1700 during business hours.
- If you need to communicate in another language, ask for a Language Line interpreter.
- Say that you want to make a Title VI Complaint verbally and need to be transferred to the Legal Department.
- If you reach voicemail, please say your name, phone number, and that you want to make a Title VI Complaint.
- Please notify Legal if you have a disability and require a specific format to file your Title VI Complaint.
- Legal will speak with you, record information, and provide a completed Title VI Complaint form or a transcribed summary for your review and signature.
- You are responsible for filing your signed complaint with the RGRTA Legal Department within 180 days of the incident.

How Do I File the Title VI Complaint with RGRTA?

You can file your Title VI Complaints through the mail, electronically through the RTS website, or in person.

USPS Mail	Electronically Through the Website	In Person During Business Hours
RGRTA Legal Affairs 1372 East Main Street Rochester NY 14609	<ul style="list-style-type: none">• Scan the written, signed complaint.• Save the file in PDF format.• Go to http://www.myrts.com/Contact-Us.• Complete the online form.• Click "Submit with Attachment"• Upload the PDF file of the complaint.• Click "Save/Close."	Deliver your written, signed complaint to <ul style="list-style-type: none">• Lobby Front Desk at 1372 East Main Street, Rochester NY 14609 OR <ul style="list-style-type: none">• Customer Information Desk at the RTS Transit Center at 60 St. Paul Street, Rochester NY 14604

How Will RGRTA Handle a Title VI Complaint?

Legal will review any written, signed Title VI Complaint received through the filing process. In 15 business days, we will notify you whether we are starting an investigation or closing the matter.

If we are investigating the Title VI Complaint, we will aim to do so within 60 days. We will notify you if we require more time. We may contact you for information and will seek to use the most appropriate method of communication (phone, email, written letter, or meeting).

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You will have 10 business days from the date of our request to provide the information. If we do not receive it within that period, we will close your complaint and notify you about the closure through a letter.

Following the investigation, we will issue a written report to you containing any findings and appropriate recommendations. Issuance of the report will close the complaint and investigation.

What if I Disagree with the Report?

You may appeal the findings, conclusions, or recommendations of the report within 15 days of receipt of the report. Send your appeal letter to RGRTA Chief Executive Officer at 1372 East Main Street, Rochester NY. Your letter must request an independent review of your Title VI Complaint by the CEO and describe the reasons why you believe the original determination to be invalid or improper.

Within 30 days of receiving your appeal, the CEO will issue a letter either confirming the findings or notifying you of further investigation. The CEO's review is final and binding.

Records, Non-Retaliation, and the Freedom of Information Act

Records of all written, signed, and complete Title VI Complaints and associated investigations will be retained by RGRTA's Legal Department, subject to applicable retention policies and public disclosure requirements and/or exemptions. We will submit records of written, signed, and complete Title VI Complaints and associated investigations every three years to the Federal Transportation Administration to review as part of RGRTA's Title VI Program Plan.

No one will suffer retaliation or reprisal by RGRTA for filing a Title VI Complaint or for participating in the investigation of Title VI Complaint. Any person who believes that they suffered retaliation for making a Title VI Complaint or participating in any such investigation may make a complaint in accordance with this process.

Under the Freedom of Information Act, it may be necessary to release a written Title VI Complaint, related correspondence, and records upon request. In the event of such a request, RGRTA will seek to protect—to the extent provided by law—personal information, which if released, could constitute an unwarranted invasion of privacy.

Excluded Items

RGRTA does not consider any of the following items to be Title VI Complaints, unless the item contains a signed cover letter specifically asking that RGRTA take action concerning the allegations:

- Anonymous complaints; or
- Oral complaints; or
- Newspaper articles; or
- Inquiries seeking advice or information; or
- Courtesy copies of court pleadings, internal grievances, or complaints addressed to other local, State, or Federal agencies.

RGRTA will not proceed with or continue a Title VI Complaint investigation under the following circumstances:

- The complaint is so insubstantial or replete with incoherent statements that it cannot be considered factual.
- The complaint is a continuation of a pattern of previously filed complaints involving the same or similar allegations against the same recipient or other recipients repeatedly found factually or legally insubstantial.
- The same allegations and issues of the complaint have been addressed in a recently closed complaint or compliance review.
- The information from the complainant lacks sufficient detail to proceed with complaint resolution.
- The ability to complete the investigation is substantially impaired by the complainant's refusal to cooperate.
- The death of the complainant makes it impossible to investigate the allegations fully.
- A complaint involving a priority issue, because of its scope, may require a massive amount of investigative resources. RGRTA may consider treating such a complaint as a compliance review.
- RGRTA determines that a compliance review is the most effective means of addressing multiple individual complaints against RGRTA or its subsidiaries.
- The complaint allegations are foreclosed by previous decisions by Federal courts, the Department of Justice, or RGRTA policy determinations.
- Litigation has been filed raising the same allegations. Such cases may be refiled within 60 days following termination of the proceeding if there has been no decision on the merits or settlement of the complaint allegations.

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- The same complaint allegations have been filed with another Federal, State, or local agency, or through a RGRTA's internal grievance procedures, including due process proceedings, and RGRTA is likely to provide the complainant with a comparable resolution process. The complainant should re-file within 60 days of the completion of the other agency's action.
- RGRTA obtains information that the complaint allegation is moot and there are no class allegations.

Filing a Title VI Complaint with the FTA

In addition to the Title VI process at RGRTA, Title VI Complaints may be filed with the Federal Transit Administration, Office of Civil Rights at 1200 New Jersey Avenue SE, Washington, DC 20590.

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RGRTA will not proceed with or continue a complaint investigation and attempts at resolution of an allegation under the following circumstances:

1. The complaint is so insubstantial or replete with incoherent statements that it cannot be considered factual.
2. The complaint is a continuation of a pattern of previously filed complaints involving the same or similar allegations against the same recipient or other recipients repeatedly found factually or legally insubstantial.
 1. The same allegations and issues of the complaint have been addressed in a recently closed complaint or compliance review.
 2. The information from the complainant lacks sufficient detail to proceed with complaint resolution.
 3. The ability to complete the investigation is substantially impaired by the complainant's or injured party's refusal to cooperate.
 4. The death of the complainant or injured party makes it impossible to investigate the allegations fully, or forecloses the possibility of relief.
5. A complaint involving a priority issue, because of its scope, may require a massive amount of investigative resources. RGRTA may consider treating such a complaint as a compliance review.
6. RGRTA determines that a compliance review is the most effective means of addressing multiple individual complaints against RGRTA or its subsidiaries.
7. The complaint allegations are foreclosed by previous decisions by Federal courts, the Department of Justice, or RGRTA policy determinations.
8. Litigation has been filed raising the same allegations. Such cases may be refiled within 60 days following termination of the proceeding if there has been no decision on the merits or settlement of the complaint allegations.
9. The same complaint allegations have been filed with another Federal, State, or local agency, or through a RGRTA's internal grievance procedures, including due process proceedings, and RGRTA is likely to provide the complainant with a comparable resolution process. The complainant should re-file within 60 days of the completion of the other agency's action.
10. RGRTA obtains information that the complaint allegation is moot and there are no class allegations.