



Regional Transit Authority

Civil Rights

(HC2)

POLICY STATEMENT

The New Orleans Regional Transit Authority (RTA) is committed to ensuring that no person is excluded from participation in, or denied the benefits of its service on the basis of race, color or national origin under Title VI of the Civil Rights Act of 1964. In addition to Title VI of the Civil Rights Act of 1964, RTA also prohibits discrimination based on religious creed, sex, age (40 and over), physical disability (including HIV and AIDS), ancestry, mental disability, medical conditions (including cancer), marital status, sexual orientation, gender, gender identity, gender expression, military and veteran status, genetic information or any other basis protected by federal or state statutes.

PURPOSE

This policy ensures that RTA programs (including fares, routing, scheduling, and quality of transportation services) are operated without regard to race, color, national origin, religious creed, sex, age (40 and over), physical disability (including HIV and AIDS), ancestry, mental disability, medical conditions (including cancer), marital status, sexual orientation, gender, gender identity, gender expression, military and veteran status, genetic information or any other basis protected by federal or state statutes. Frequency of service, age and quality of RTA vehicles assigned to routes, quality of RTA stations and location of routes will be determined solely on the basis of operational requirements. This policy will be updated annually.

APPLICATION

This policy applies to all RTA employees, applicants, contractors, vendors, and customers.

APPROVED:

ADOPTED: Board Chair

Chief Executive Officer

Effective Date: _____

Date of Last Review: _____



Regional Transit Authority

1.0 GENERAL

RTA is committed to ensuring that no person is excluded from participation in its services, or subject to denial of RTA benefits on the basis of race, color, national origin, religious creed, sex, age (40 and over), physical disability (including HIV and AIDS), ancestry, mental disability, medical conditions (including cancer), marital status, sexual orientation, gender, gender identity, gender expression, military and veteran status, genetic information or any other basis protected by federal or state statutes (protected classes). RTA is also committed to promoting environmental justice.

RTA will accomplish its goals by:

- ensuring that the level and quality of transportation service is provided without regard to a patron's belonging to a protected class(es);
- promoting full and fair participation by all potentially affected populations in transportation decision making;
- preventing denial, reduction or delay in the benefits of RTA programs and activities on the basis of an individual's a protected class.
- preventing denial, reduction, or delay of benefits related to programs and activities affecting minority and low-income populations; and
- providing meaningful access to RTA services, programs, and activities by persons with **Limited English Proficiency (LEP)**.

2.0 PROCEDURES

Any person who believes they may have been discriminated against on the basis of their belonging to a protected class may file a written complaint with RTA's Human Capital Office or the Louisiana Commission on Human Rights. Persons with Limited English Proficiency, or who need assistance writing a complaint, may contact the RTA Human Capital Office, located on the Second Floor, at 2817 Canal Street, New Orleans, LA 70119.

2.1 Reporting

The complaint must be filed in writing within 180 days from the date of the alleged discrimination and include complainant's name and signature. Written complaints may be sent to RTA, Regional Transportation Authority, Louisiana Commission on Human Rights 1001 N. 23rd St., Suite 262 Baton Rouge, LA 70802, (225) 342-6969; or an online Civil Rights Complaint Form (Attachment 1) may be accessed at RTA's website at <https://media.rta.net/about-us/title-vi/images/civil-rights-complaint-form.pdf>. Once completed, the complaint should be forwarded to RTA Office of Civil Rights (OCR)/HC.



Regional Transit Authority

Any RTA employee who becomes aware of a discrimination complaint should immediately contact the OCR/HC for handling. In addition to, or in lieu of utilizing the civil rights complaint process at RTA, a Complainant may file a complaint pertaining to race, color or national origin with the Federal Transit Administration (FTA), Louisiana Commission on Human Rights 1001 N. 23rd St., Suite 262, Baton Rouge, Louisiana 70802. Phone: (225) 342- 6969.

2.2 Reviewing

The OCR/ HC will review all written complaints to determine whether the matter is within its jurisdiction, based on the following: whether Complainant has alleged discriminatory treatment or harassment based on their belonging to a protected class.

If the OCR/HC determines it has jurisdiction, an investigator will be assigned to conduct an investigation within 48 hours of the review. The Complainant will receive an acknowledgement letter informing him/her that the complaint will be investigated by the OCR/HC. All complaints will be investigated promptly and handled in a confidential manner. However, information learned in the course of investigations may be disclosed on a need-to-know basis.

If jurisdiction is found not to exist in the OCR/HC, but does exist in another department, the complaint will be forwarded to the appropriate department for resolution. The OCR/HC will be notified of the steps taken to resolve the complaint.

2.3 Investigation Process

The investigator will take the followings steps to investigate the alleged discriminatory act:

- Identifying, requesting and reviewing all relevant documents, practices and procedures to determine appropriate resolution.
- Identifying and interviewing persons with knowledge of the alleged discrimination, such as the Complainant; witnesses; others identified by the Complainant; people who may have been subject to similar activity; and others with relevant information.

The investigation process and final investigative report is generally completed within 120 days. If no policy violation is found and the Complainant wants to appeal the decision, they may appeal directly to RTA, Chief HC Officer, 2817 Canal Street, New Orleans, LA 70119



Regional Transit Authority

2.4 Subsequent Complaints and Amended Charges

Any subsequent complaint or amended charge should be filed utilizing the Civil Rights Complaint Form. Amended charges can also be submitted via email or other written format. The Civil Rights Coordinator will review each subsequent complaint or amendment to determine whether the subsequent complaint should stand on its own, or be incorporated into the original complaint and investigation.

2.5 Completion of Investigation

Upon completion of the investigation, the Investigator prepares a final investigative report for the Chief Human Capital Officer/OCR, and EEO & Civil Rights. All principal parties receive written notification of the investigative findings.

2.6 Implementation of Remedial Actions

If a policy violation exists, appropriate remedial steps will be taken immediately.

3.0 DEFINITION OF TERMS

Title VI —Title VI of the 1964 Civil Rights Act prohibits discrimination on the basis of race, color, or national origin by recipients of federal financial assistance.

Equal Access —Requirement of non-discrimination in transit services with regard to race, color, or national origin in accordance with Title VI of the 1964 Civil Rights Act, as amended. RTA also prohibits discrimination based on religious creed, sex, age (40 and over), physical disability (including HIV and AIDS), ancestry, mental disability, medical conditions (including cancer), marital status, sexual orientation, gender, gender identity, gender expression, military and veteran status, genetic information or any other basis protected by federal or state statutes.

Discrimination —Any act or failure to act, whether intentional or unintentional, which has the purpose or effect of limiting, excluding, or denying a person transit services or benefits because of race, color, national origin, religious creed, sex, age (40 and over), physical disability (including HIV and AIDS), ancestry, mental disability, medical conditions (including cancer), marital status, sexual orientation, gender, gender identity, gender expression, military and veteran status, genetic information or any other basis protected by federal or state statutes.

Environmental Justice —Efforts made to prevent minority communities and low income communities from being subject to disproportionately high and adverse environmental effects.



Regional Transit Authority

4.0 RESPONSIBILITIES

The Human Capital Civil Rights Coordinator maintains a log of all complaints received. The log includes the date the complaint was filed; a summary of the allegations; the status of the complaint; and actions taken by RTA to resolve the complaint.

5.0 FLOWCHART

N/A

6.0 REFERENCES

- Title VI of the 1964 Civil Rights Act
- FTA Circular 40702.1 B
- Unruh Civil Rights Act of 1959

7.0 SPONSOR DEPARTMENT

Human Capital



Regional Transit Authority

8.0 ATTACHMENTS

Civil Rights Complaint Form

Title VI of the 1964 Civil Rights Act and related nondiscrimination statutes and regulations require that no person in the United States shall, on the ground of race, color or national origin be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance. In addition to Title VI, RTA also prohibits discrimination based on sex, age, disability, religion, medical condition, marital status, or sexual orientation.

The following information is necessary to assist us in processing your complaint. Should you require assistance in completing this form, please let us know.

Complete and return this form to RTA Human Resource Department, Regional Transportation Authority 2817 Canal Street, New Orleans, LA 70119.

1. **Complainant's Name:** _____

2. **Address:** _____

3. **City:** _____ **State:** _____ **Zip Code:** _____

4. **Telephone No.: (home/cell) (other)** _____

5. **Person discriminated against (if someone other than the complainant):**

Name: _____

Address: _____

City: _____ **State:** _____ **Zip Code:** _____

6. **Which of the following best describes the reason you believe the discrimination took place? Was it because of your:**

a. **Race** _____

b. **Color** _____

c. **National Origin** _____

d. **Sex** _____

e. **Age** _____

f. **Disability** _____

g. **Religion** _____

h. **Medical Condition** _____



Regional Transit Authority

i. Marital Status _____

j. Sexual Orientation _____

7. What date did the alleged discrimination take place? _____
 In your own words, describe the alleged discrimination. Explain what happened and whom you believe was responsible. Please use the back of this form if additional space is required.
8. _____

9. Have you filed this complaint with any other federal, state, or local agency; or with any federal or state court? Yes No

If yes, check each box that applies:

- | | | | |
|----------------|--------------------------|---------------|--------------------------|
| Federal agency | <input type="checkbox"/> | Federal court | <input type="checkbox"/> |
| State agency | <input type="checkbox"/> | State court | <input type="checkbox"/> |
| Local agency | <input type="checkbox"/> | | |

10. Please provide information about a contact person at the agency/court where the complaint was filed.

Name: _____

Address: _____

City: _____ State: _____ Zip Code: _____

11. Please sign below. You may attach any written materials or other information that you think is relevant to your complaint.

Complainant's Signature _____ Date _____

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