

## **RPTA Title VI Complaint Procedure**

RPTA has developed a public notice to inform customers of their rights under 49 CFR Section 21.9b. This notice is posted on each RPTA vehicle and made available online at [www.rptarolls.org](http://www.rptarolls.org), and at the individual's request. A copy of the statement is below in section Information Dissemination to Notify Beneficiaries of Protection. All complaints received by RPTA will be maintained as an official record by the RPTA General Manager for five years from the date the complaint is resolved. In addition, RPTA will develop contract language to include adherence to its Title VI program for all contracts funded with federal dollars.

To comply with 49 CFR Section 21.9(b), recipients shall develop procedures for investigating and tracking Title VI complaints filed against them and make their procedures for filing a complaint available to members of the public upon request. The River Parishes Transit Authority provides staff to take complaints and then forwards them to the Title VI Complaint Coordinator (Operations Manager) who categorizes, tracks them, develops responses and forwards them to the RPTA Chairman for approval.

Various methods of resolution exist. If a customer feels that her/his accommodation request and/or access to public transportation was denied, s/he may file a complaint through any of the following processes within 180 days after the alleged incident:

### **Procedures:**

1. Submit a customer complaint form with contact information.
2. Phone the transit office at (985) 651-1148.
3. E-mail the to the RiverParishTransitAuthority at [evangline.jackson-martin@transdev.com](mailto:evangline.jackson-martin@transdev.com)
4. Come in to the transit complaint desk located at 149 Woodland Drive, LaPlace, LA 70068.
5. Mail written complaint to the River Parishes Transit Authority at P.O. Box 2444, LaPlace, LA 70068.

The Operations Manager or Chairman will investigate the complaint and make a determination. Formal investigation of the complaint will be confidential and will include, but is not limited to, details of the specific incident, frequency and dates of occurrences and names of any witnesses. Customer will be notified of resolution. If the complainant is not satisfied with the resolution, an appeal process is available. An appeal request for review of a determination of unlawful denial of access or accommodation to public transportation must be filed, in writing, within 60 calendar days. The written appeal must include the customer's name, address, and telephone contact number. A statement of reason(s) why the applicant believes the denial of accommodation request or access to public transportation was inappropriate is recommended. The Chairman will set a mutually agreed-upon time and place for the review process with the applicant and/or representatives within 30 days of the request. The applicant may submit documents or other information to be included with the record and considered in the review process. A record of the review will be kept, as determined by the Parish President. Anyone needing special accommodations may contact the Operations Manager at (985) 651-1148.

The right of the appellant to a prompt and equitable resolution of the complaint must not be impaired by the appellant's pursuit of other remedies, such as filing of a complaint with the Department of Justice, Federal Transit Administration, or other appropriate federal agency or the filing of a suit in state or federal court. Use of this procedure is not a prerequisite to the pursuit of other remedies.

**Disposition of Complaints:**

**Sustained Complaints-** If the complaint is substantiated, this policy and procedure prohibiting discrimination will be reviewed with the offender. Appropriate disciplinary action and/or training will be taken pursuant to the agency disciplinary procedures.

**Unsustained Complaints-** If there is insufficient evidence to either prove or disprove the allegation(s) both parties to the complaint will be informed of the reason(s) for this disposition.

**Unfounded Complaint-** If it is determined that an act reported pursuant to this policy/procedure did not in fact occur, a finding of unfounded shall be made.

**Exonerated Complaints-** If it is determined that an act reported pursuant to this policy/procedure did in fact occur, but was lawful and proper within the guidelines established herein, a finding of exonerated shall be made.

**Requirement to record Title VI investigations, complaints and lawsuits:**

To comply with 49 CFR Section 21.9(b), recipients shall prepare and maintain a list of any active investigations conducted by entities other than the FTA, lawsuits, or complaints naming the recipient that allege discrimination on the basis of race, color, or national origin. This list shall include the date of the investigation, lawsuit, or complaint was filed; a summary of the allegation(s); the status of the investigation, lawsuit, or complaint; and actions taken by the recipient in response to the investigation, lawsuit, or complaint. The River Parishes Transit Authority Title VI Complaint Coordinator (Operations Manager) maintains these files.