

Title VI Policy for South Tahoe Area Transit Authority, Tahoe Transportation District and Tahoe Regional Planning Agency

The South Tahoe Area Transit Authority (STATA), Tahoe Transportation District (TTD), Tahoe Regional Planning Agency (TRPA) are committed to ensuring that no person is excluded from participation in, or denied the benefits of its services on the basis of race, color or national origin as protected by Title VI of the Civil Rights Act of 1964, as amended.

No person or group of persons will be discriminated against with regard to fares, routing, scheduling, or quality of transportation service that STATA/TRPA/TTD furnishes, on the basis of race, color, or national origin. Frequency of service, age and quality of STATA/TTD vehicles assigned to routes, quality of STATA/TTD stations serving the Tahoe Basin, and location of routes will not be determined on the basis of race, color or national origin.

For additional information on STATA/TRPA/TTD obligation regarding non-discrimination, please write to:

Tahoe Regional Planning Agency

Transit Planner/Administrator
PO BOX 5310
Stateline, NV 89449

Any person who believes that he or she has, individually, or as a member of any specific class of persons, been subjected to discrimination on the basis of race, color, or national origin may file a Title VI complaint with STATA/TTD/TRPA.

The complaint must be filed within 180 days of the date of the alleged discrimination. Written complaints may be sent to Tahoe Regional Planning Agency, Transit Planner/Administrator, PO BOX 5310, Stateline NV, 89449 or an [online complaint form](#) may be completed and forwarded to the Tahoe Regional Planning Agency.

In addition to the Title VI complaint process at STATA/TTD/TRPA, a complainant may file a Title VI complaint with the Federal Transit Administration, Office of Civil Rights, Region IX, 201 Mission Street, Suite 1650, San Francisco, California 94105-1839.

What is Title VI?

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, and national origin in programs and activities receiving Federal financial assistance.

The South Tahoe Area Transit Authority (STATA), Tahoe Transportation District (TTD), Tahoe Regional Planning Agency (TRPA) is committed to ensuring that no person is excluded from participation in, or denied the benefits of its transit services on the basis of race, color, or national origin, as protected by Title VI of the Civil Rights Act of 1964. If you believe you have been subjected to discrimination under Title VI, you may file a complaint.

How do I file a Title VI Complaint?

If you believe you have been discriminated against, you may file a signed, written complaint within one hundred and eighty (180) days of the date of alleged discrimination. The complaint should include the following information:

- Your name, address, and how to contact you (i.e., telephone number, email address, etc.)
- How, when, where, and why you believe you were discriminated against. Include the location, names, and contact information of any witnesses.

The complaint may be filed in writing with the Tahoe Regional Planning Agency at:

Tahoe Regional Planning Agency
Transit Planner/Administrator
PO BOX 5310
Stateline, NV 89449

Printable Form: [Title VI Complaint form](#) (PDF)

Email: jandoh@trpa.org

Phone: 775.589.5284 (toll free)

Fax: 775.588.4527

Hearing Impaired: 711 (TDD/TTY)

Complaint Assistance: Tahoe Regional Planning Agency will assist with writing a complaint if the complainant is unable to do so.

Complainants may also file a Title VI complaint with an external entity such as the FTA, other federal or state agency, or a federal or state court.

However, should a complaint be filed with STATA/TTD/TRPA and an external entity simultaneously, the external complaint will supersede the STATA/TTD/TRPA complaint and STATA/TTD/TRPA complaint procedures will be suspended pending the external entity's findings.

What happens to my complaint to STATA/TTD/TRPA?

All complaints alleging discrimination based on race, color or national origin in a service or benefit provided by STATA/TTD/TRPA will be recorded on the Customer Comment Database Program Form Computer Screen and immediately assigned a complaint number by STATA/TTD/TRPA Customer Relations.

STATA/TTD/TRPA Customer Relations will forward the Title VI complaint and will provide appropriate assistance to complainants, including those persons with disabilities, or who are limited in their ability to communicate in English.

In instances where additional information is needed for assessment or investigation of the complaint, STATA/TTD/TRPA will contact the complainant in writing within 15 working days. Failure of the complainant to provide the requested information by a certain date may result in the administrative closure of the complaint.

STATA/TTD/TRPA will investigate the complaint and prepare a draft written response subject to review by STATA/TTD/TRPA. If appropriate, STATA/TTD/TRPA may administratively close the complaint.

STATA/TTD/TRPA will investigate a formal Title VI complaint within ten (10) working days of receiving the complaint. Based upon all of the information received, STATA/TTD/TRPA will prepare a draft written response subject to review by TRPA Transit Planner/Administrator.

The Transit Planner/Administrator will determine if the complaint may be administratively closed after the draft is written, or if a final written response is needed. If a final written response is needed, STATA/TTD/TRPA will send the response to the complainant and advise the complainant of his/her right to file a complaint externally.

The complainant also will be advised of his/her right to appeal the response to federal and state authorities as appropriate. STATA/TTD/TRPA will use its best efforts to respond to a Title VI complaint within sixty (60) working days of its receipt of such a complaint, unless a complaint is filed with STATA/TTD/TRPA and an external entity simultaneously as noted previously.

How will I be notified of the outcome?

STATA/TTD/TRPA will send a final written response to the complainant and advise the complainant of his or her right to file a complaint externally. STATA/TTD/TRPA will use its best efforts to respond to Title VI complaints within 60 workdays of its receipt of such complaints.

In addition to the complaint process at STATA/TTD/TRPA, a complainant may file a Title VI complaint with the:

U.S. Department of Transportation
Federal Transit Administration
Office of Civil Rights, Region IX
201 Mission Street, Suite 1650
San Francisco, California 94105-1839.

Who can file a complaint?

Any person who believes that they have, individually, or as a member of any specific class of persons, been subjected to discrimination on the basis of race, color, or national origin may file a Title VI complaint with STATA/TTD/TRPA.

A complaint must be filed within 180 days after the date of the alleged discrimination. Written complaints may be filed with:

Tahoe Regional Planning Agency
Transit Planner/Administrator
PO BOX 5310
Stateline, NV 89449

Or this form may be used to file a complaint: [Title VI Complaint form](#).

In addition to the Title VI complaint process at STATA/TTD/TRPA, a complainant may file a Title VI complaint with the:

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