



TITLE VI INFORMATION

Protecting Your Rights



RHODE ISLAND PUBLIC TRANSIT AUTHORITY



➤ 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.

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 Voiance, which can provide telephone translation services in many languages, including Spanish, Portuguese, Chinese, Russian, and many more.

Additionally, RIPTA customer service agents and Supervisors are able to provide guidance for customers who are not proficient in English.

➤ What Should You Do If You Have Complaint?

Any person who believes they have been aggrieved by an unlawful discriminatory practice under Title VI has a right to file a formal complaint with RIPTA. When submitting a complaint, please include your contact information as well as details of the incident including what occurred, where and when, and the names, addresses, phone numbers and e-mail addresses of witnesses.

You may:

- **Send a letter to:**
Customer Service Manager
Rhode Island Public Transit Authority
705 Elmwood Avenue
Providence, RI 02907
- **Call Customer Service at (401) 781-9400.** RIPTA Customer Support Service is available Monday-Friday 7:00 AM-7:00 PM and Saturday from 8:00 AM-6:00 PM.
- **Go to RIPTA.com** and download a copy of the Title VI Complaint Form to fill out and mail to the above address.





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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.



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