

# Title VI of the Civil Rights Act of 1964

*Simple justice requires  
that public funds, to  
which all taxpayers of all  
races [colors, and  
national origins]  
contribute, not be spent  
in any fashion which  
encourages, entrenches,  
subsidizes or results in  
racial [color or national  
origin] discrimination.*

*President John F. Kennedy  
1963*



Washington Metropolitan Area  
Transit Authority  
Title VI Coordinator  
Office of Civil Rights  
600 Fifth Street, NW  
Washington, DC 20001  
202-962-1082  
Fax: 202-962-2471



For information or language assistance,  
call 202-637-7000 (TTY 202 638-3780).  
For Spanish, press 1. For other languages, press  
88 and then 5. Or go to [MetroOpensDoors.com](http://MetroOpensDoors.com).

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This brochure is designed to assist you in understanding your rights under Title VI of the Civil Rights Act of 1964. Title VI is the federal law that protects individuals from discrimination on the basis of race, color or national origin in programs that receive federal financial assistance.

## Discrimination Prohibited by Title VI

Discrimination under Title VI is an act (action or inaction), whether intentional or unintentional, through which a person or group, solely because of race, color, national origin or income status has been otherwise subjected to unequal treatment or impact, under any program or activity receiving federal financial assistance.

## Metro's Title VI Policy Statement

The Washington Metropolitan Area Transit Authority (Metro) is committed to ensuring that no person is excluded from participation or denied the benefits of its services on the basis of race, color or national origin, as provided by Title VI of the Civil Rights Act of 1964, as amended.

Toward this end, it is Metro's objective to:

1. Ensure that the level and quality of transportation service is provided without regard to race, color or national origin;
2. Identify and address, as appropriate, disproportionately high and adverse human health and environmental effects, including social and economic effects of programs and activities on minority populations and low-income populations;
3. Promote the full and fair participation of all affected populations in transportation decision making;

4. Prevent the denial, reduction or delay in benefits related to programs and activities that benefit minority populations or low-income populations;
5. Ensure meaningful access to programs and activities by people with limited English proficiency.

The general manager, senior management, supervisors and employees share the responsibility for carrying out Metro's commitment to Title VI. The Title VI coordinator is responsible for the day-to-day operation of the program. The Civil Rights staff receives and investigates Title VI complaints that come through the complaint procedures process.

## Metro's Limited English Proficiency Policy Statement

Federal Transit Administration recipients must take reasonable steps to ensure meaningful access to the benefits, services, information and other important portions of their programs and activities for people with limited English proficiency.

To that end, Metro has developed a Language Assistance Plan for people with limited English proficiency. Upon request, free language assistance is provided to assist them in riding Metrobus, Metrorail and MetroAccess.

Interpretation services are provided for approximately 85 languages and are available by calling Metro's Office of Customer Service at 202-637-7000. Press 1 for Spanish translation or press 88 and then press 5 for all other languages.

Customer service hours are:  
Monday-Thursday: 6 a.m. - 10:30 p.m.  
Friday: 5 a.m. - 11:30 p.m.  
Saturday: 7 a.m. - 11:30 p.m.  
Sunday: 7 a.m. - 10:30 p.m.

## Who May File a Title VI Complaint

If you believe that you have been subjected to discrimination under Title VI on the basis of race, color or national origin, you may file a Title VI complaint with Metro within 180 days from the date of the alleged discrimination. The written, signed complaint should include:

- Your name, address and telephone number,
- How, why, and when you believe you were discriminated against.  
  
Include as much specific, detailed information as possible, and
- The names of any people, if known, who Metro can contact to support or to clarify your allegations.

A printable Title VI Complaint Form is available at the Metro Web site at [MetroOpensDoors.com](http://MetroOpensDoors.com) or by calling 202-962-1082.

All complaints will be investigated promptly. Once received, the complaint will be assigned to an investigator. Based upon receipt of all the information required, the Office of Civil Rights will normally complete an investigation of a Title VI complaint within 90 days of receipt. Receipt of additional relevant information may expand the timing of the complaint resolution.

The Director of CIVR will make the final determination and approve the final response to the complainant, including notifying the complainant of his/her right to file a complaint externally.