



Picture of rider sitting on a train

What is Title VI?

Title VI of the Civil Rights Act of 1964 is a Federal law that protects individuals from discrimination based on race, color or national origin, while using any program receiving Federal financial assistance.

What Constitutes Discrimination under Title VI?

Discrimination under Title VI may occur when a person, or a specific group of people is deprived of a Metro public benefit or service based on their race, color or national origin.

“No person in the United States shall, on the grounds 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.” (Pub. L. 88–352, Title VI, §601, July 2, 1964, 78 Stat. 252).

Who We Are

Office of Equal Employment Opportunity (OEEEO)

The Office of Equal Employment Opportunity (OEEEO) is responsible for ensuring fulfillment with all requirements defined by WMATA's policies in compliance with the Civil Rights Laws.

OEEEO is a neutral office that does not advocate for employees or WMATA. For more information on your rights under Title VI, to request a printed copy of the Title VI form, or to file a complaint, please contact:

Title VI Compliance, Office of Equal Employment Opportunity (OEEEO)

Phone: 202 962-2582

Email: title.vi.complaint@wmata.com

Web: www.wmata.com



More Info

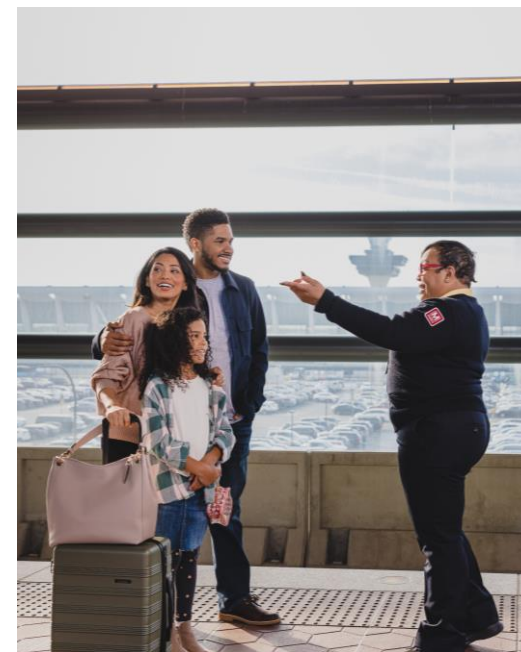
If you need additional information in your language of preference, contact us at **202 637-7000 (TTY 202 638-3780).**

You may choose to file a Title VI complaint with the U.S. Department of Transportation:

U.S. Department of Transportation
Federal Transit Administration's Office of Civil Rights
1200 New Jersey Avenue, 5th Floor
Washington, DC 20590



Washington Metropolitan
Area Transit Authority
300 7th Street SW
Washington, DC 20024



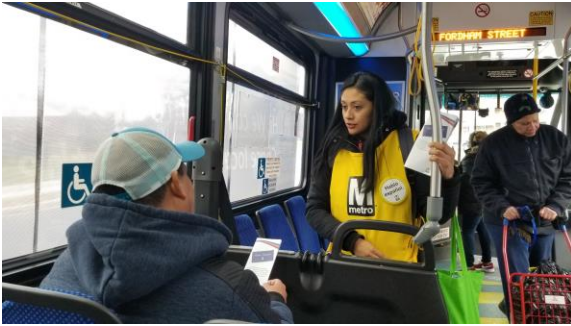
Station manager assisting customers

Washington Metropolitan Area Transit Authority

Title VI of the Civil Rights
Act of 1964

Notice to the Public





Riggs Road Line Metrobus Study – Bilingual outreach

Title VI Policy Statement

The Washington Metropolitan Area Transit Authority (Metro) is committed to ensuring that no person is excluded from participation in or denied the benefits of its services, or otherwise subjected to discrimination based on 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:

- Ensure that the level and quality of transportation service is provided in a nondiscriminatory manner;
- 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 and low-income populations;
- Promote full and fair participation in public transportation decision-making without regard to race, color, or national origin;

- Prevent denial, reduction or delay in benefits related to programs and activities that benefit minority or low-income populations;
- Ensure that individuals with limited, or no-English proficiency have meaningful access to programs and activities.

Limited and non-English Proficient (LEP/NEP) individuals

Limited and non-English Proficient (LEP/NEP) refer to individuals for whom English is not their primary language and who have limited or no ability to read, write, speak, or understand English. It includes persons who reported to the U.S. Census that they speak English less than very well.

Metro's Language Assistance Plan is on Metro's [website](#).

If you need additional information in your language of preference, contact us at **202 637-7000 (TTY 202 638-3780)**.

Title VI Complaint Procedure

How to File a Complaint

If you believe that you have been subjected to discrimination based on race, color or national origin, you may file a Title VI complaint with Metro within 180 days of the date of the alleged discriminatory act(s).

The written signed complaint should include:

- Name, email address, and phone number

- A description of the alleged discriminatory act and why you believe you were discriminated against (include as much information as possible)
- The name(s) and contact information, if known, of any person Metro can contact for additional information to support your allegation(s); and your signature.

Send your complaint to Metro at the address on the back of this brochure.

What happens to my Complaint?

Once a complaint is received, it will be recorded in the Customer Relations Management database and assigned to an investigator.

Based upon receipt of all information required, the OEE0 will investigate a Title VI complaint within 90 days of receipt. The investigator will prepare a draft written response subject to review by the OEE0 Director. The OEE0 Director will make the final determination and approve the final response to the complainant.

Receipt of additional information or simultaneous filing of a complaint with Metro and an external entity may extend the time of the complaint resolution. Failure of the complainant to provide requested information by a specific date, may result in administrative closure or a delay in the complaint resolution.

For additional information on Metro's nondiscrimination obligations, send a message to OEE0Hotline@wmata.com.