



Title VI Policy Statement

The Regional Metropolitan Transit Authority of Omaha (Metro) is 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 provided by Title VI of the Civil Rights Act of 1964, as amended.

It is Metro's objective to:

- Ensure that the level and quality of transportation service is provided without regard to race, color, or national origin;
- 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;
- Promote the full and fair participation of all affected populations in transportation decision making;
- Prevent the denial, reduction, or delay in benefits related to programs and activities that benefit minority populations or low-income populations; and
- Ensure meaningful access to programs and activities by persons with Limited English Proficiency (LEP);

The CEO, management, and all employees share the responsibility for carrying out Metro's commitment to Title VI. Metro's Civil Rights and Inclusion Director is responsible for the day-to-day operation of the program and receives and investigates Title VI complaints that come through the complaint procedures process.

Any person who believes that they have been subjected to discrimination under Title VI on the basis of race, color, or national origin may file a Discrimination Complaint with Metro within 180 days from the date of the alleged discrimination.

Complaints may be filed in writing and mailed to:

Metro
Attn: Civil Rights and Inclusion Director
2222 Cuming Street
Omaha, NE 68102-4392

Complaints may also be sent via email to civilrights@ometro.com

The Discrimination Complaint Process and Complaint Forms are available online at www.ometro.com/civilrights.

A copy of the Discrimination Complaint Form may also be obtained by calling Metro Customer Service at 402.341.0800 (VOICE) or 402.341.0807 (TDD).

Metro will provide appropriate assistance to Complainants who are limited in their ability to communicate in English. Metro assistance is available Monday – Friday 8:00 AM – 4:30 PM. If a member of the general public requires assistance during at a time or day other those published, a mutually agreeable appointment will be scheduled.

A complainant maybe filed directly with the Department of Transportation, Federal Transit Administration, Office of Civil Rights, no later than 180 days after the date of the alleged discrimination.

Complaints filed with the FTA can be submitted in the following formats:

- Civil Rights Online Form
<https://ftawebprod.fta.dot.gov/OCF/OnlineComplaintForm/CreateOnlineComplaintForm>
- Download and complete the FTA Civil Rights Complaint Form (PDF) and either submit it by email or physical mail. <https://www.transit.dot.gov/regulations-and-guidance/civil-rights-ada/fta-civil-rights-complaint-form>

Email address: FTACivilRightsCommunications@dot.gov (include “FTA complaint form” in the subject line).

Mailing address:

Federal Transit Administration
Office of Civil Rights
Attention: Complaint Team
East Building, 5th Floor – TCR
1200 New Jersey Avenue, SE
Washington, DC 20590

If you have questions on how to prepare a complaint for the FTA, contact the FTA’s toll-free civil rights hotline at (888) 446-4511.