

# Title VI/ADA Program



Adopted [4/11/2023]

## ***Statement***

*Rio Arriba County operates its programs without regard to race, color, national origin, disability, or age in accordance with Title VI of the 1964 Civil Rights Act and the Americans with Disabilities Act of 1990. To find out more about our nondiscrimination obligations, to file a complaint, or to request this information in another language, please contact us at Lyle L. Lomayma <LLLomayma@rio-arriba.org> or (505-753-2992 ex. 5393).*





## Nondiscrimination Notice

Rio Arriba County operates its programs and services without regard to race, color, national origin, and disability, in accordance with Title VI of the Civil Rights Act and the Americans with Disabilities Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice may file a complaint with Rio Arriba County. For more information on Rio Arriba County civil rights program and the procedures to file a complaint, please visit our website at Rio Arriba County or call (505-753-2992 ext. 5393), Lyle L. Lomayma <LLLomayma@rio-arriba.org> , or visit our offices at 1122 Industrial Park Rd. Espanola, NM 87532

You may also file a complaint with the New Mexico Department of Transportation. For more information on the New Mexico Department of Transportation's civil rights program, and the procedures to file a complaint, please call (800) 554-0936 and ask to speak with the ADA/Title VI Coordinator (505) 470-6739; email [ADA.TitleVICoordinator@state.nm.dot](mailto:ADA.TitleVICoordinator@state.nm.dot); or visit our administrative offices at 1590 Pacheco St., Suite A-10, Santa Fe, NM 87505. For more information, visit [www.dot.state.nm.us](http://www.dot.state.nm.us).

A complainant may file a complaint directly with the Federal Transit Administration (FTA), Office of Civil Rights, Attention: Title VI/ADA Program Coordinator, East Building, 5<sup>th</sup> Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590. Phone: (202) 366-4043.

If information is needed in another language please contact us at 505-753-2992 ext. 5393



**Rio Arriba County**  
**Title VI/ADA Complaint Procedures**

**Rio Arriba County** is committed to a policy of nondiscrimination in the provision of public transportation service. If you believe that you have been subjected to discrimination due to your race, color, national origin, or disability, or have a complaint about the accessibility of our service, you can file a complaint. Please provide all facts and circumstances surrounding your issue or complaint so we can fully investigate the incident.

**How do you file a complaint?**

You can call the Lyle Lomayma at 505-753-2992 ext.5393 or use the accompanying form.

You may file a signed, dated and written complaint no more than 180 days from the date of the alleged incident. The 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 about the alleged acts of discrimination, and any other relevant information.
- The names of any persons, if known, whom the director could contact for clarity of your allegations.

Please mail, email, or return your completed form to:

Rio Arriba County Lyle Lomayma  
1122 Industrial Park Rd., Espanola, NM 87532  
Email: Lyle L. Lomayma <LLLomayma@rio-arriba.org>

**Do you need complaint assistance?**

If you are unable to complete a written complaint due to a disability or if information is needed in another language we can assist you. Please contact us at 505-753-2992 ext.5393

**How will your complaint be handled?**

Rio Arriba County investigates complaints received no more than 180 days after the alleged incident. We will process complaints that are complete. Once a completed complaint is received, we will review it to determine if it has jurisdiction. The complainant will receive a letter acknowledging receipt of the complaint and whether we have jurisdiction to investigate the complaint.

Rio Arriba County will generally complete an investigation within 90 days from receipt of a complaint. If more information is needed to resolve the case, we may contact you. Unless we specify a longer period, you will have ten (10) days from the date of the request to send the requested information. If the requested information is not received, we may administratively close the case. A case may also be administratively closed if you no longer wish to pursue it.