



TITLE VI STATEMENT OF POLICY

VIA Metropolitan Transit is committed to ensuring that no person is excluded from participation in or denied the benefits of or subject to discrimination in the receipt of its services or programs on the basis of race, color or national origin as protected by Title VI of the Civil Rights Acts of 1964, as amended.

Any person who believes that he or she has been subjected to discrimination under Title VI may file a complaint with VIA Metropolitan Transit within 180 days from the date of the alleged discrimination.

To request additional information about VIA's nondiscrimination obligations or to file a Title VI Complaint, written request must be sent to:

VIA Metropolitan Transit
Martha P Flores, EEO Officer
1021 San Pedro Avenue
San Antonio, TX 78212

Complaints may also be sent via email to: martha.flores@viainfo.net.

Downloadable versions of VIA's Title VI Complaint Form and procedures are available at <https://www.viainfo.net/title-vi-rights/> in the following languages:

- English
- Spanish
- Korean
- Tagalog
- Vietnamese
- Arabic
- Chinese

Title VI Complaint Forms may also be obtained by calling the EEO Office at 210-362-2320.

A copy of the Title VI Complaint Form may also be obtained by calling the EEO Office at (210) 362-2320.

VIA will provide appropriate, no cost, assistance to complainants who are limited in their ability to communicate in English. If information is needed in another language, please contact (210) 362-2320 or visit <https://www.viainfo.net/title-vi-rights/>.