

## **New Mexico Department of Transportation Title VI/ADA (Non-Discrimination) Complaint Procedures**

New Mexico Department of Transportation (NMDOT) 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 public transportation 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 NMDOT at (800) 554-0936 or (505) 470-9668 or use the appropriate Title VI or ADA form, available on the Transit Bureau and NMDOT Park and Ride web pages.

Transit Bureau: <https://www.dot.nm.gov/planning-research-multimodal-and-safety/modal/transit-rail/transit-bureau/>

NMDOT Park and Ride: <https://www.dot.nm.gov/travel-information/park-and-ride-bus-shuttle-service/>

You may file a signed, dated and written complaint no more than 180 calendar days from the date of the alleged incident. The complaint should include:

- Your full name, address and telephone number;
- A written and signed explanation of what has happened; i.e., 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 identification of the respondent, i.e., agency/organization alleged to have discriminated;
- The date(s) of the alleged discriminatory act(s);
- The names of any persons, if known, whom we could contact for clarity of your allegations;

Please return your completed form (via email or mail) to:

NMDOT  
1590 Pacheco St. Suite A-10  
Santa Fe, NM 87505  
[ADA.TitleVICoordinator@state.nm.us](mailto:ADA.TitleVICoordinator@state.nm.us)

### **Do you need complaint assistance?**

If you are unable to complete a written complaint due to a disability or if information is needed in a language other than English, we can assist you. Please contact us at (800) 554-0936 or (505) 470-9668.

## **How will your complaint be handled?**

NMDOT will generally review the complaint within 10 calendar days of receipt, to determine whether it contains all the necessary information required for acceptance. If the complaint is incomplete, the complainant will be contacted in writing or by telephone to obtain the additional information. The complainant will be given 15 calendar days to respond to the request for additional information. NMDOT may administratively close the case. A case may also be administratively closed if you no longer wish to pursue it.

NMDOT investigates complaints received no more than 180 calendar 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.

If the complaint is complete, and no additional information is needed, NMDOT will send you a letter of acceptance, summarizing the results of the investigation, stating the findings, and advising of any corrective action to be taken as a result of the investigation. If you disagree with our determination, you may request reconsideration by submitting a request in writing to us within seven (7) calendar days after the date of the letter, stating with specificity the basis for the reconsideration. We will notify you of the decision either to accept or reject the request for reconsideration within ten (10) calendar days. In cases where reconsideration is granted, we will issue a determination letter to the complainant upon completion of the reconsideration review.

## **Do I have other options for filing a complaint?**

We encourage that you file the complaint with us. However, you may file a complaint with the Federal Transit Administration:

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

[FTACivilRightsCommunications@dot.gov](mailto:FTACivilRightsCommunications@dot.gov)

<https://www.transit.dot.gov/regulations-and-guidance/civil-rights-ada/file-complaint-fta>

## **How do I obtain more information?**

If you need more information on our nondiscrimination obligations or complaint procedure, please contact us at (800) 554-0936 or (505) 470-9668, or by email to

[ADA.TitleVICoordinator@state.nm.us](mailto:ADA.TitleVICoordinator@state.nm.us).