

RIVERSIDE TRANSIT AGENCY

TITLE VI COMPLAINT INVESTIGATION PROCEDURE

It is the policy of the Riverside Transit Agency, as a grant recipient of the Federal Transit Administration, to ensure compliance with Title VI of the Civil Rights Act of 1964; 49 CFR, Part 21; related statutes and regulations to that end that no person shall be excluded from participation in or be denied benefits of, or be subjected to discrimination on the grounds of race, color, or national origin, under any program or activity receiving financial assistance.

Any complaint alleging that the Riverside Transit Agency (RTA) has not complied with Title VI regulations must be submitted in writing to the Chief Executive Officer, P.O. Box 59968, Riverside, CA 92517. The complainant may use the RTAs Title VI Complaint Form to submit their complaint, or if the form is not used, the written complaint must at a minimum, provide the following information:

- a) the specific act(s) of RTA's non-compliance in question;
- b) the date(s) of RTA's non-compliance in question;
- c) specify the reasons why the complaining party believes that RTA is not in compliance with the Title VI regulation(s) in question;
- d) the name and address of the complainant (and person discriminated against if different from complainant); and
- e) if applicable, the Title VI minority status of the complainant (or person discriminated against if different from complainant) .
- f) Upon receipt of the written Title VI Complaint, the Chief Executive Officer will contact the Director of Human Resources to provide a summary of the complaint, and request an investigation of the complaint:

The Director of HR will coordinate efforts into investigating the act(s) of non-compliance with Title VI regulations alleged in the complaint and preparing a written response. The written response will be submitted to the Chief Executive Officer within 10 business days from the date it is received by the Director of HR.

Upon review of the written investigation submission and any independent investigation deemed appropriate conducted by the RTA, the Chief Executive Officer will either:

- a) render a decision which will be final, and advise all interested parties of this decision in writing; or
- b) at the sole election of the Chief Executive Officer, conduct an informal hearing at which the interested participating parties will be afforded an opportunity to present their respective position, including facts, documents, justification, and technical information in support thereof.
 - The parties may be, but are not required to be, represented by counsel at the informal hearing, which will not be subject to formal rules of evidence or procedures.

- Following the informal hearing, the Chief Executive Officer will render a decision, which will be final, and advise all interested parties thereof in writing.

FEDERAL TRANSIT ADMINISTRATION (FTA)

TITLE VI COMPLAINT INVESTIGATION PROCEDURE

Parties dissatisfied with the final decision of the Riverside Transit Agency Chief Executive Officer, whether following review of the written submission or informal hearing, may submit their complaint to the FTA at the address below no later than 180 days after the date of the alleged discrimination, unless the time for filing is extended by FTA.

Federal Transit Administration Office of Civil Rights
Attn: Title VI Program Coordinator
400 7th Street SW Room 9100
Washington, DC 20590

COMPLAINT ACCEPTANCE

Once a complaint has been accepted by FTA for investigation, FTA will notify the recipient or subrecipient that it has been subject to a Title VI complaint and ask the agency to respond in writing to the complainant's allegations. Once the complainant agrees to release the complaint to the recipient or subrecipient, FTA will provide the agency with the complaint. If the complainant does not agree to release the complaint to the recipient or subrecipient, FTA may choose to close the complaint. FTA strives to complete Title VI complaint investigation within 180 days of the date that FTA accepts the complaint for investigation.

INVESTIGATION

FTA will make a prompt investigation whenever a compliance review, report, complaint or any other information indicates a possible failure to comply with this part. The investigation will include, where appropriate, a review of the pertinent practices and policies of the recipient, the circumstances under which the possible noncompliance with this part occurred, and other factors relevant to a determination as to whether the recipient has failed to comply with Title VI.

LETTERS OF FINDING AND RESOLUTION

After the investigation has been completed FTA's Office of Civil Rights will transmit to the complainant and the grantee one of the following three letters based on its findings:

- a. A letter of resolution that explains the steps the recipient or subrecipient has taken or promises to take to come into compliance with Title VI.
- b. A letter of finding that is issued when the recipient or subrecipient is not found to be in noncompliance with Title VI. This letter will include an explanation of why the recipient or subrecipient was not found to be in non-compliance, and provide notification of the complainant's appeal rights. If applicable, the letter can include a list of procedural violations or concerns, which can put the recipient or subrecipient

- on notice that certain practices are questionable and that without corrective steps, a future violation finding is possible.
- c. A letter of finding that is issued when the recipient or subrecipient is found to be in noncompliance. This letter will include each violation referenced as to the applicable regulations, a brief description of proposed remedies, notice of the time limit on the conciliation process, the consequences of failure to achieve voluntary compliance, and an offer of assistance to the recipient or subrecipient in devising a remedial plan for compliance, if appropriate.

APPEALS PROCESS

The letters of finding and resolution will offer the complainant and the recipient or subrecipient the opportunity to provide additional information that would lead FTA to reconsider its conclusions. In general, FTA requests that the parties in the complaint provide this additional information within 60 days of the date the FTA letter of finding was transmitted. After reviewing this information, FTA's Office of Civil Rights will respond either by issuing a revised letter of resolution or finding to the appealing party, or by informing the appealing party that the original letter of resolution or finding remains in force. FTA strives to transmit these letters within 30 to 60 days of receiving the appeal.

Riverside Transit Agency Title VI Complaint Form

The purpose of this form is to assist you in filing a Title VI complaint against Riverside Transit Agency (RTA). If you are not satisfied with the results of the investigation of your complaint by the RTA, you may use this form to file a Title VI complaint with the Federal Transit Administration. You are not required to use this form; a letter with the same information is sufficient.

SECTION I				
Name:				
Address:				
Telephone (Home):			Telephone (Work)	
Telephone (Mobil):			E-Mail Address	
Accessible Format Requirements?	Large Print		Audio Tape	
	TDD		Other	
SECTION II				
Are you filing this on your own behalf? (Circle one)			Yes*	No
*If you answered "Yes" to this question, go to Section III				
If not, please supply the name and relationship of the person for whom you are complaining.				
Name: _____ Relationship: _____				
Please explain why you have filed for a 3 rd party.				
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Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a 3 rd party? (Circle one)			Yes*	No

SECTION IV

Have you previously filed a Title VI complaint with this agency? (Circle One)	Yes	No
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SECTION V

Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court? (Circle One)	Yes**	No
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**If yes, check all that apply:

[] Federal Agency: _____ [] State Agency: _____

[] Federal Court: _____ [] Local Agency: _____

[] State Court: _____

Please provide contact information from the agency court where the complaint was filed.

Name: _____

Title: _____

Agency: _____

Address: _____

Telephone: _____

SECTION VI

Name of agency complaint is against: _____

Contact person: _____

Title: _____

Telephone number: _____

You may attach any written materials or other information that you think is relevant to your complaint.

SIGNATURE (A complaint that has not been signed cannot be accepted.)

(Signature)

(Date)

We will need your consent to disclose your name, if necessary, in the course of any investigation. Therefore, we will need a signed Consent Form from you. (If you are filing this complaint for a person whom you allege has been discriminated against, we will in most instances need a signed Consent Form from that person.) See the attached Consent Form. Please mail the completed, signed Discrimination Complaint Form (please make a copy for your records) and Consent Form to one (or more) of the following agencies:

It is recommended that you file your complaint first with the RTA at:

Attn: Chief Executive Officer
P.O. Box 59968
Riverside, CA 92517

Federal Transit Administration Office of Civil
Rights
Attn: Title VI Program Coordinator
400 7th Street SW Room 9100
Washington, DC 20590

PRIVACY ACT CONSENT FORM

DATE: _____

To Whom It May Concern:

I am aware that the Privacy Act of 1974 prohibits the release of personal information without my consent, therefore by way of my signature on this form; I hereby authorize the following agency (agencies) to make inquiries and/or obtain personal information on my behalf pertaining to the matter listed below.

Riverside Transit Agency
Attn: Chief Executive Officer
P.O. Box 59968
Riverside, CA 92517

Federal Transit Administration Office of Civil Rights
Attn: Title VI Program Coordinator
400 7th Street SW Room 9100
Washington, DC 20590

Name: _____
(please print)

Address: _____

City, State, Zip Code: _____

Phone (____) _____

Social Security Number: _____

Claim/Case Number (if applicable): _____

Agency (Agencies) involved: _____

If it will be necessary to have any information released to a third party, such as a parent or spouse, please list third party names here: _____

Please briefly describe incident:

Authorizing Signature

Date