

Title VI Complaint Procedures

Any person who believes she or he has been discriminated against on the basis of race, color, and/or national origin may file a complaint with Porterville Transit by completing and submitting Porterville Transit's Title VI Complaint Form or by contacting the Federal Transit Administration (see below for contact information).

Complaints will be made in writing and will include all information relevant to a determination of discrimination. If a complaint form is received and is not complete, Porterville Transit will be unable to process the complaint. A complaint will be filed within one hundred eighty (180) days after alleged discrimination. If a complainant is unable or incapable of providing a written statement, a Porterville Transit designee will, if necessary, assist the person in converting verbal complaints to writing and will interview the complainant. The complainant or his/her representative will sign all complaints.

Within five (5) business days of receiving a complaint, a letter will be sent to the complainant acknowledging receipt of the completed form or requesting the complaint be completed and returned within ten (10) business days. If the requested information is not received within ten (10) business days the case will be closed.

Within thirty (30) business days of receiving the complaint, Porterville Transit administration will review the complaint, which will include, but not be limited to, interviewing all appropriate personnel, the complainant, witnesses and review Porterville Transit's policies and service standards. The complainant will be notified in writing of the cause to any planned extension to the 30-day rule. If it is found that discrimination did not occur, the complainant will be notified in writing and the procedure will be terminated. At that time the complainant will be advised of their right to challenge the decision of Porterville Transit by submitting a written request for a hearing within five (5) days of the receipt of the determination.

If after review of the complaint, it is found that discrimination may have occurred, a formal hearing will be held. The complainant will be notified of this determination within reasonable time of the submission of the complaint. The hearing will occur on an available and mutually agreed upon date among both parties and will be attended by the Public Works Director, the complainant and appropriate personnel. Following the hearing, Porterville Transit will make final determination. The complainant will be notified of this determination within ten (10) business days of the hearing. If justified, appropriate remedial action will be taken. The decision will be considered final.

If the Administrator finds the discrimination did not occur, the complainant will be notified of that disposition and will advise the complainant of their right to submit their complaint to the Federal Transit Administration, Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington DC 20490, for further investigation.

Title VI Complaint Form

**Porterville Transit, a division of the City of Porterville Public Works Department
15 E. Thurman Ave., Suite A, Porterville, CA 93257
Title VI Discrimination Complaint Form**

Complainant's Name: _____

Street Address: _____

Mailing Address: _____

City/State/ZIP: _____

Phone: _____ E-Mail Address: _____

Date of Violation: _____ Time of Violation: _____

Date of Complaint: _____ Place of Violation: _____

Bus Number: _____ Bus Route: _____

Discrimination because of: Race Color National Origin

Please provide the name(s) of the Porterville Transit employee(s) who allegedly discriminated against you, including their job titles (if known).

Identify what Porterville Transit service, program, or activity did not comply with the Title VI of the Civil Rights Act of 1964.

Identify any witnesses that have information relating to the violation by name, address and phone number. _____

Explain as clearly as possible what happened, how you feel you were discriminated against and who was involved. Please include how other individuals were treated differently from you. If more space is needed additional page(s) may be attached.

Signature of Complainant: _____ Date: _____

The Porterville Transit Title VI Public Notice, Complaint Form (as well as complaint procedures and complete program information) may be printed from the Porterville Transit website (www.ridept.com) or be requested in person or by phone from the Porterville Transit Administration Office.