Appendix A: Title VI Notice to the Public, Complaint Procedures, and Complaint Form

Title VI Notice to the Public

Full version *(Title VI Program, website, administrative offices/public-facing lobbies)*

Title VI Notice to the Public

- The **Sacramento Regional Transit District (SacRT)** operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with SacRT**.**
- For more information on **SacRT's** civil rights program or Title VI obligations, the procedures for, or to file a complaint, please contact:

SacRT Customer Advocacy Department
916-321-2877
Email: customeradvocacy@sacrt.com;
Or visit our administrative office at
1225 R Street, Sacramento, CA, 95811
For more information, visit **www.sacrt.com**

- A complaint may also be filed directly with:

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

- If information is needed in another language, contact **916-321-2877**.

Short/abbreviated version *(buses, rail vehicles, posters)*

Title VI Notice to the Public

- The **Sacramento Regional Transit District (SacRT)** complies with Title VI of the Civil Rights Act of 1964. The agency does not discriminate on the basis of race, color, or national origin. To file a complaint or request additional information, visit www.sacrt.com, or contact 916-321-2877 or customeradvocacy@sacrt.com
- If information is needed in another language, contact **916-321-2877**

Title VI Complaint Procedures

Any person who believes he or she has been discriminated against, on the basis of race, color or national origin in the provision of public transportation services may file a Title VI complaint.

The complaint should include the following information:

- Your name, your address and how best to contact you (i.e. telephone number, email address, etc.)
- How, when, where and why you believe you were discriminated against. Please include the location, names and contact information of any witnesses.

If you need more information on SacRT's Title VI complaint process, or assistance with filing a Title VI complaint, please call SacRT's Customer Advocacy Department at 916-321-BUSS (2877), select option 3, then option 6. For more information on SacRT's Title VI program and policy, please contact SacRT Senior Planner, Sarah Poe, at 916-628-7482, or spoe@sacrt.com.

Filing a Title VI Complaint

Complaints must be filed in writing no later than 180 days from the date of the alleged discrimination. Complaints may be submitted to SacRT's Customer Advocacy Department or directly to the Federal Transit Administration Office of Civil Rights. Easily fill out the Title VI Complaint form and submit it online, by mail, or in person.

By Mail-

Sacramento Regional Transit District
P.O.Box 2110
Sacramento, CA 95812

In Person-

Sacramento Regional Transit District
1225 R Street
Sacramento, CA 95811

Complaint Submission Acknowledgment and Review Process

All complaints alleging discrimination based on race, color or national origin in a service or benefit provided by SacRT will be directly addressed by SacRT. SacRT will provide appropriate assistance to complainants, including those persons with disabilities, or who

are limited in their ability to communicate in English. Additionally, SacRT will make every effort to address all complaints in an expeditious and thorough manner.

A letter of acknowledging receipt of complaint will be mailed within seven business days. The complaint will be reviewed to determine jurisdiction and sufficiency of information. SacRT will investigate the complaint and gather relevant records, interviews, and information to make a determination within 30 days of receipt. Please note that a complainant's failure to respond to any requests for additional information or to provide the requested information may result in the administrative closure of the complaint.

Notification of Complaint Outcome

SacRT will provide final determination in a written response to the complainant stating findings and any corrected actions within 30 days of receipt. If the complaint is not substantiated, or if the complainant is dissatisfied, complainant may appeal directly to the FTA.

Federal Transit Administration, Region IX
Office of Civil Rights
Attention: Complaints Team

East Building,
5th Floor – TCR
1200 New Jersey Avenue, SE
Washington, DC 20590

If you need more information on SacRT's Title VI policy or assistance in filing a Title VI complaint, please call SacRT's Customer Advocacy Department at **916-557-4545**. In addition to the complaint process described above, a complainant may file a Title VI complaint directly with the FTA.

Title VI Complaint Form

SACRAMENTO REGIONAL TRANSIT

Title VI Complaint Form

Title VI of the 1964 Civil Rights Act requires that "No person in the United States shall, on the ground of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance."

The following information is necessary to assist us in processing your complaint. Should you require any assistance in completing this form, please let us know.

Complete and return this form to the Customer Advocacy Department, P.O. Box 2110, Sacramento, CA 95812 or in person 1221 R Street, Sacramento, CA 95811.

1. Complainant's Name: _____
2. Address: _____
3. City: _____ State: _____ Zip Code: _____
4. Contact Number: _____ Cell: Home: Work:

5. Person discriminated against (if someone other than the complainant):

   Name: _____

   Address: _____

   City: _____ State: _____ Zip Code: _____

6. Which of the following best describes the reason you believe the discrimination took place? Was it because of your:

   a. Race:

   b. Color:

   c. National Origin:

7. What date did the alleged discrimination take place? _____

8. In your own words, describe the alleged discrimination. Explain what happened and whom you believe was responsible. Please use the back of this form if additional space is required.

_____

_____

_____

_____

_____

_____

_____

_____

9. Have you filed this complaint with any federal, state, or local agency; or with any federal or state court?

Yes No

If yes, check each that applies:

Federal Agency Federal Court

State Agency State Court Local Agency

10. Please provide information about a contact person at the agency/court where the complaint was filed.

Name: _____

Address: _____

City: _____ State: _____ Zip Code: _____

Contact Number: _____ Cell: Home: Work:

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

_____ _____

Signature Date