



Title VI Complaint Procedures

Any person who believes that he or she has been subjected to discrimination on the basis of race, color or national origin with respect to Truckee TART programs, activities, services, or other transit related benefits, may file a written complaint with Town of Truckee. A complaint may be filed by the individual or by a representative. A complaint must be filed within 180 days after the date of the alleged discrimination, but complainants are encouraged to submit complaints as soon as possible. Town of Truckee will promptly investigate all complaints filed under Title VI pursuant to this Regulation.

Complaint must include the following information:

- a) A complaint must be in writing and signed and dated by the complainant or his/her representative before any action can be taken.
- b) A complaint shall state, as fully as possible, the facts and circumstances surrounding the alleged discrimination, including the name and address of the complainant, the date, time and location of the incident. The complaint shall include a description of the program, activity or service on which the alleged discrimination occurred.

A Complaint Form can be used to file a Title VI complaint with Town of Truckee. A Complaint Form will be made in an accessible format upon request. A Complaint Form can be obtained at:

- a) Town of Truckee website www.townoftruckee.com.
- b) By calling Town of Truckee Clerk's office at (530) 582-7700 a Complaint Form can be mailed.
- c) By picking up a Complaint Form from the Clerk's office at Town of Truckee administrative office located at 10183 Truckee Airport Road, Truckee, CA 96161.

If the complaint is received by anyone at Town of Truckee other than the Clerk's office, the individual in receipt of the complaint shall forward it to the Clerk's office or designee as soon as practicable but no later than two (2) business days from the date of receipt. The Clerk's office shall immediately provide a copy of the complaint to the Town Attorney and the Public Works Director regarding the Truckee TART program, activity or service that is identified as being out of compliance.

The Public Works Director or designee shall promptly investigate the alleged complaint and shall prepare a written response as soon as practicable, but no later than ten (10) business days of receipt of the complaint. The Public Works Director or designee may consult with appropriate staff in the preparation of a response to the complaint.

The Public Works Director or designee shall make efforts to speak (meeting or telephone conversation) with the complainant, at which time the complainant may give written or oral evidence supporting the allegation that his/her rights under Title VI have been violated. The Town Attorney shall review and consider the response prepared by the Public Works Director or designee, all the information provided by the complainant, if any, and any other evidence available regarding the allegations of the complaint. The Town Attorney shall prepare a written report of the findings, and if corrective action is required, a timetable for the completion of such action.

As soon as it is practicable, but no later than twenty (20) business days following receipt of the initial complaint, the Public Works Director or designee shall inform the complainant of the findings and any corrective action to be taken as a result of the complaint together with the timetable for completion of such action.

Any timeline set forth herein may be extended by the Public Works Director upon a showing of good cause.

Appeal Process and Filing a Complaint with the FTA

If the complainant is not satisfied with the findings and/or action of Town of Truckee then the complainant may file his/her complaint with the Federal Transit Administration (FTA) Office of Civil Rights.

Any person who believes that he/she or as a member of any specific class of individuals, has been subjected to discrimination on the basis of race, color, or national origin with respect to Truckee TART programs, activities, or services, or other transit related benefits, may file a written complaint with the FTA. A complaint may be filed by the individual or by a representative. A complaint must be filed within 180 days after the date of the alleged discrimination. FTA will promptly investigate all complaints filed under Title VI in accordance with Department of Transportation (DOT) regulations 49 CFR 21.11(b) and 21.11 (c).

A complaint filed with the FTA must include the following information:

- A complaint must be in writing and signed and dated by the complainant or his/her representative before any action can be taken. In cases where a complainant is unable or incapable of providing a written statement, but wishes FTA or DOT to investigate alleged discrimination, a verbal complaint of discrimination may be made to the FTA Director, Office of Civil Rights. If necessary, the Civil Rights Official will assist the person

in converting the verbal complaint into writing. All complaints must, however, be signed by the complainant or his/her representative.

- A complaint shall state, as fully as possible, the facts and circumstances surrounding the alleged discrimination, including the date, time and location of the incident. The complaint shall include a description of the program, activity or service on which the alleged discrimination occurred.

- FTA Civil Rights Office Address: Federal Transit Administration Office of Civil Rights
Attn: Title VI Program Coordinator
East Building, 5th Floor – TCR
1200 New Jersey Avenue, S.E. Washington, DC 20590
TTY: 1-800-877-8339; Voice: 1-866-377-8642

Once a complaint has been accepted, FTA will notify Town of Truckee that it has been subject to a Title VI complaint and ask Town of Truckee to respond in writing to the complainant's allegations. Once the complainant agrees to release the complaint to Town of Truckee, FTA will provide Town of Truckee with the complaint. FTA may choose to close a complaint if the complainant does not agree to release the complaint to Town of Truckee. FTA strives to complete a Title VI complaint investigation within 180 days of the acceptance date of a complaint.

FTA will make a prompt investigation whenever a compliance review, report, complaint or any other information indicates a possible failure to comply with Title VI Regulations. FTA's investigation will include a review of the pertinent practices and policies of Town of Truckee, the circumstances under which the possible noncompliance occurred, and other factors relevant to a determination as to whether Town of Truckee has failed to comply with Title VI regulations.

Following the investigation, FTA Office of Civil Rights will transmit to the complainant and Town of Truckee one of the following three letters based on its finding:

- Letter of Resolution - Explains the steps that Town of Truckee has taken or promises to take to come into compliance with Title VI.

- Letter of Finding (Compliance) - Explains that Town of Truckee is found to be in compliance with Title VI. This letter will include an explanation of why Town of Truckee was found to be in compliance, and provide notification of the complainant's appeal rights.

- Letter of Finding (Noncompliance) - Explains that Town of Truckee is found to be in noncompliance. This letter will include each violation referenced, the applicable regulations, a brief description of proposed remedies, notice of the time limit on the

conciliation process, the consequences for failure to achieve voluntary compliance, and an offer of assistance to Town of Truckee in devising a remedial plan for compliance.

The letters of finding and resolution will offer the complainant and Town of Truckee the opportunity to provide additional information that would lead FTA to reconsider its conclusions. FTA requests that the parties in the complaint provide this additional information within 60 days of the date of the FTA letter of finding. FTA Office of Civil Rights will respond to an appeal 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.