

Title VI Complaint Procedures

TITLE VI POLICY

The Ventura County Transportation Commission (VCTC) is committed to ensuring that no person is excluded from participation in, or denied the benefits of its services on the basis of race, color or national origin as protected by Title VI of the Civil Rights Act of 1964, as amended.

No person or group of persons will be discriminated against with regard to fares, routing, scheduling, or quality of transportation service that VCTC furnishes, on the basis of race, color, or national origin. Frequency of service, age and quality of vehicles assigned to routes, and location of routes will not be determined on the basis of race, color or national origin.

HOW TO FILE A COMPLAINT

Any person who believes that he or she has, individually, or as a member of any specific class of persons, been subjected to discrimination on the basis of race, color, or national origin may file a Title VI complaint with VCTC. The complaint must be filed within 180 days of the date of the alleged discrimination. Written complaints may be sent to:

VCTC Director of Transit
950 County Square Drive, Suite 207
Ventura, CA 93003

The "Title VI Complaint Form" is available online at www.goventura.org and should be used to detail the complaint, but is not mandatory. Complaint forms may also be obtained by calling 1- 800-438-1112. In addition to the Title VI complaint process at VCTC, a complainant may file a Title VI complaint with the Federal Transit Administration, Office of Civil Rights, 1200 New Jersey Avenue, SE, Washington, D.C. 20590.

If a complaint is made in a language other than English, the VCTC will translate the complaint through a contracted service, and any response, including requests for additional information and any disposition will be made in both English and the language in which the complaint was made.

HOW COMPLAINTS ARE PROCESSED BY VCTC

All complaints alleging discrimination based on race, color or national origin in a transit service or benefit provided by VCTC and sub-recipients will be recorded by the VCTC Transit Director by updating the "List of Active Investigations, Lawsuits or Complaints". This list shall include the date of the investigation, lawsuit, or complaint was filed; a summary of the

allegation(s); the status of the investigation, lawsuit, or complaint; and actions taken by the recipient or subrecipient in response to the investigation, lawsuit, or complaint. The list shall be made available to FTA upon request and with every VCTC Title VI Program update.

If additional information is needed for assessment or investigation of the complaint, VCTC staff will contact the complainant in writing within fifteen (15) working days of receiving the complaint. Failure of the complainant to provide the requested information by the requested date may result in the administrative closure of the complaint.

VCTC staff will investigate the complaint and prepare a draft written response. If appropriate, VCTC staff may administratively close the complaint.

VCTC staff will investigate a formal Title VI complaint within thirty (30) working days of receiving the complaint. Based upon all of the information received, VCTC staff will prepare a draft written response subject to review by the VCTC Executive Director.

The VCTC Executive Director will determine if the complaint may be administratively closed after the draft is written, or if a final written response is needed. If a final written response is needed, VCTC will send the response to the complainant and advise the complainant of his/her right to file a complaint externally. The complainant also will be notified of the action in writing, and advised of his/her right to appeal the response to federal and state authorities as appropriate.

VCTC will use its best efforts to respond to a Title VI complaint within sixty (60) working days of its receipt of such a complaint.

Please see "Attachment A" for draft letters.

Attachment A

1. Sample Letter Acknowledging Receipt of Complaint

Today's Date

Ms. Jo Doe
1234 Main St.
Ventura, CA 93001

Dear Ms. Doe:

This letter is to acknowledge receipt of your complaint against the Ventura County Transportation Commission alleging _____

_____.

An investigation will begin shortly. If you have additional information you wish to convey or questions concerning this matter, please feel free to contact this office by telephoning Pete Rodgers 805-781-57 12, or write to me at this address.

Sincerely,

Peter DeHaan
Title VI Coordinator
Director of Programming
VCTC
950 County Square Drive, Suite 207
Ventura, CA 93003
Office: 805-642-1591
Email: pdehaan@goventura.org

2. Sample Letter Notifying Complainant that the Complaint Is Substantiated

Today's Date

Ms. Jo Doe
1234 Main St.
Ventura, CA 93001

Dear Ms. Doe:

The matter referenced in your letter of _____ (date) against the Ventura County Transportation Commission alleging Title VI violation has been investigated.

(An/Several) apparent violation(s) of Title VI of the Civil Rights Act of 1964, including those mentioned in your letter (was/were) identified. Efforts are underway to correct these deficiencies.

Thank you for calling this important matter to our attention. You were extremely helpful during our review of the program. ***(If a hearing is requested, the following sentence may be appropriate.)*** You may be hearing from this office, or from federal authorities, if your services should be needed during the administrative hearing process.

Sincerely,

Peter DeHaan
Title VI Coordinator
Director of Programming
VCTC
950 County Square Drive, Suite 207
Ventura, CA 93003
Office: 805-642-1591
Email: pdehaan@goventura.org

3. Sample Letter Notifying Complainant that the Complaint Is Not Substantiated

Today's Date

Ms. Jo Doe
1234 Main St.
Ventura, CA 93001

Dear Ms. Doe:

The matter referenced in your complaint of _____ (date) against the Ventura County Transportation Commission alleging _____ has been investigated.

The results of the investigation did not indicate that the provisions of Title VI of the Civil Rights Act of 1964, had in fact been violated. As you know, Title VI prohibits discrimination based on race, color, or national origin in any program receiving federal financial assistance.

The Ventura County Transportation Commission has analyzed the materials and facts pertaining to your case for evidence of the VCTC's failure to comply with any of the civil rights laws. There was no evidence found that any of these laws have been violated.

I therefore advise you that your complaint has not been substantiated, and that I am closing this matter in our files.

You have the right to 1) appeal within seven calendar days of receipt of this final written decision from Ventura County Transportation Commission, and/or 2) file a complaint externally with the U.S. Department of Transportation and/or the Federal Transit Administration at:

Federal Transit Administration Office of Civil Rights
Attention: Title VI Program Coordinator
East Building, 5th Floor - TCR
1200 New Jersey Ave., SE
Washington, DC 20590

Thank you for taking the time to contact us. If I can be of assistance to you in the future, do not hesitate to call me.

Sincerely,

Peter DeHaan
Title VI Coordinator
Director of Programming
VCTC
950 County Square Drive, Suite 207
Ventura, CA 93003
Office: 805-642-1591
Email: pdehaan@goventura.org