

## SolTrans Title VI Complaint Procedure

Solano County Transit (SolTrans) operates programs without regard to race, color, and national origin. SolTrans established this Title VI Complaint Procedure, which outlines a process for local disposition of Title VI complaints and is consistent with guidelines found in Chapter IX of the Federal Transit Administration Circular 4702.1B, effective October 1, 2012.

The following summary notice of this Title VI Complaint Procedure, translated into the prominent language groups in the SolTrans service area (Spanish and Tagalog), will be posted prominently on SolTrans Buses and at the SolTrans ticket office located at 311 Sacramento Street, Vallejo.

*Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, and national origin. If you feel you have been subjected to discrimination under Title VI you may file a complaint by contacting the SolTrans Civil Rights Officer by mail at: 311 Sacramento St., Vallejo CA 94590 or by phone at (707) 736-6990.*

The full complaint procedure will also be posted on the agency's website in English and Spanish. The Complaint Procedure has five steps, outlined below:

**1. Submission of Complaint:** Any person who feels that he or she, individually, or as a member of any class of persons, on the basis of race, color, national origin, age, sex, disability, religion, or low-income status has been excluded from or denied the benefits of, or subjected to discrimination under any program or activity receiving federal financial assistance through SolTrans, may file a written complaint with the SolTrans Civil Rights Officer, Solano County Transit, 311 Sacramento Street, Vallejo, CA 94590. Verbal complaints will be accepted and transcribed by the Civil Rights Officer; to make a verbal complain, call (707)736-6990 and ask to speak with the Civil Rights Officer. Such complaint must be filed within 180 calendar days after the date the person believes the discrimination occurred.

Complaints may also be filed with external entities including the Federal Equal Employment Opportunity Commission (EEOC); Federal Transit Administration (FTA); or California Department of Fair Employment and Housing (DFEH). Please review information on the respective agency websites for details on filing Title VI complaints.

**2. Referral to Review Officer:** Within ten (10) working days of receipt of the complaint, The Civil Rights Officer will notify the complainant, and SolTrans shall appoint one or more staff review officers, as appropriate, to evaluate and investigate the complaint, in consultation with the SolTrans General Counsel and Employee Relations Department. The investigation may include discussion(s) of the complaint with all affected parties to determine the problem. The complainant may be represented by an attorney or other representative of his/her own choosing and may bring witnesses and present testimony and evidence in the course of the investigation.

The staff review officer(s) shall complete their review no later than 60 calendar days after the date SolTrans received the complaint. If more time is required, SolTrans shall notify the complainant of the estimated time-frame for completing the review. Upon completion of the review, the staff review officer(s) shall make a written report and recommendation to the Planning and Operations Manager regarding the merits of the complaint and whether remedial

actions are available to provide redress. Additionally, the staff review officer(s) may recommend improvements to the SolTrans' processes relative to Title VI and environmental justice, as appropriate. If the Planning and Operations Manager concurs, the Civil Rights Officer shall issue SolTrans' written response to the complainant, including notification of the right to reconsideration of the decision.

**3. Request for Reconsideration:** If the complainant disagrees with SolTrans' response, he or she may request reconsideration by submitting the request, in writing, to the Executive Director or Executive Director's designee, within 10 calendar days after receipt of the Operation Manager's response. The request for reconsideration shall be sufficiently detailed to contain any items the complainant feels were not fully understood by the Planning and Operations Manager. The Executive Director or Executive Director's designee will notify the complainant of the decision either to accept or reject the request for reconsideration within 10 calendar days. In cases where the Executive Director or Executive Director's Designee agrees to reconsider, the matter shall be returned to the staff review officer(s) to re-evaluate, in accordance with Paragraph 2, above.

**4. Appeal:** If the request for reconsideration is denied, the complainant may also submit a complaint to the Department of Transportation for investigation, at FTA's Region IX headquarters:

Federal Transit Administration  
Regional Civil Rights Officer  
90 Seventh Street, Suite 15-300  
San Francisco, CA 94103-6701  
415-734-9490

In accordance with Chapter IX, Title VI Discrimination Complaints, of FTA Circular 4702.1B, such a complaint must be submitted within 180 calendar days after the date of the alleged discrimination. Chapter IX of the FTA Circular 4702.1B, which outlines the complaint process to the Department of Transportation, may be obtained by requesting a copy from the SolTrans Office (707) 736-6990.

**5. Record:** The Clerk of the Board shall be responsible for preparing and maintaining a list of any active investigations conducted by entities other than FTA, lawsuits, or complaints naming the recipient and/or subrecipient that allege discrimination on the basis of race, color, or national origin. 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.

**6. For more information via the internet go to:**

<http://www.fta.dot.gov/regulations-and-guidance/civil-rights-ada/file-complaint-fta>