

City of Tracy TRACER Title VI Policy

The City of Tracy's TRACER grants all citizens equal access to all its transportation services. It is further the intent of the City of Tracy's TRACER, that all citizens are aware of their rights to such access. This policy is designed to make citizens aware of their rights to such access, and serves to educate citizens so that they may understand the civil rights laws that protect their benefit of City of Tracy's TRACER programs and services, specifically, as it relates to Title VI of the Civil Rights Act of 1964.

What is Title VI?

Title VI is a section of the Civil Rights Act of 1964 requiring that "No person in the United States shall on the grounds 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." Note that title VI does not address gender discrimination. It only covers race, color and national origin. Other Civil Rights laws prohibit gender discrimination.

Complaint Process

How do I file a complaint?

If you believe that you have received discriminatory treatment by the City of Tracy's TRACER on the basis of your race, color or national origin, you have the right to file a complaint with the City of Tracy Transit Coordinator. The complaint must be filed no later than 180 calendar days of the alleged discriminatory incident.

Methods of filing a complaint

The preferred method is to file your complaint in writing using the Title VI Complaint Form, and sending it to:

Jayne Pramod
City of Tracy Transit Station
50 E. Sixth Street
Tracy, CA 95376

Verbal complaints will be accepted and transcribed by the Transit Coordinator. To make a verbal complaint, call (209) 831-6214.

If information is needed in another language, contact (209)831-4287
Si se necesita información en otro idioma, llame al (209) 831- 4287

You also have the right to file a complaint with an external entity such as the Department of Transportation (DOT), a federal or state agency, or a federal or state court.

Should a complaint be filed with the City of Tracy's TRACER and an external entity simultaneously, the external complaint shall supersede the City of Tracy's TRACER complaint and the City of Tracy's TRACER complaint procedures will be suspended pending the external entity's findings.

Investigations

Within 10 working days of receipt of the formal complaint, the Transit Coordinator will notify the complainant and begin an investigation (unless the complaint is filed with an external entity first or simultaneously).

The investigation may include discussion(s) of the complaint with all affected parties to determine the problem.

Based on all information received, an investigation report will be written by the Transit Coordinator and the complainant will receive a letter stating the final decision of the Transit Coordinator. The investigation will be conducted and completed within 60 days of the receipt of the formal complaint.

The complainant has the right to appeal the decision. Appeals may be filed with the:

U.S. Department of Transportation
Federal Transit Administration
Office of Civil Rights, Region IX
201 Mission Street, Suite 1650
San Francisco, California 94105-1839



TITLE VI COMPLAINT FORM

Title VI of the Civil Rights Act requires the “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.”

NOTE: The following information is necessary to assist us in processing your complaint. Should you require any assistance in completing this form, please contact us at (209) 831-6214. Please complete the form below and return to: Jayne Pramod, City of Tracy Transit Station, 50 E. Sixth Street., Tracy, CA, 95376.

1. Name (Complainant):	
2. Address (Street #, city, state and zip code):	
3. Phone:	4. Discrimination based on (please check all that apply): <input type="checkbox"/> Race <input type="checkbox"/> Color <input type="checkbox"/> National Origin
5. If applicable, the name of the person(s) who you believe discriminated against you:	6. Date of the incident:
7. Briefly explain what happened to you and how you feel you were discriminated against. Please include how you feel that others were treated differently than you.	

8. Is there any other information that you feel may be relevant to this investigation?

9. Please list any person(s) who we can contact for additional information or to support/clarify your complaint:

Name:

Address:

Phone Number:

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

Yes

No

If yes, please check all that apply:

Federal Agency

Federal Court

State Court

State Agency

Local Agency

If filed at an agency and/or court, please provide information on a contact person at that agency/court:

Agency/Court: _____

Contact's Name: _____

Address: _____

Phone Number: _____

Signature (Complainant):

Date of Filing: