

TITLE VI COMPLAINT PROCEDURES

Omnitrans has developed this set of procedures for receiving, investigating and tracking Title VI complaints.

Any person who believes that he or she has been discriminated against on the basis of race, color, or national origin by Omnitrans may file a complaint by submitting a completed Customer Contact Form, by submitting the Contact Us Form at Omnitrans.Org, or by submitting a verbal complaint over the telephone to Omnitrans' Information Desk. This must be done within 180 calendar days of the date of the alleged discrimination. Complaints must state as fully as possible the facts and circumstances surrounding the alleged discrimination.

Upon receiving the complaint, Omnitrans will provide the complainant or his/her representative with an acknowledgement letter within 14 calendar days. Following this acknowledgement letter, Omnitrans will investigate the complaint to determine if it is a potential Title VI violation.

According to Title VI of the Civil Rights Act of 1964, Omnitrans cannot discriminate against individuals based on race, color, or national origin. For a complaint to rise to the level of a Title VI complaint and potential violation, it must indicate disparate treatment or disparate impact due to intentional or unintentional discrimination. This can include long-term or immediate issues of discrimination that Omnitrans fails to resolve, or policy-level issues of disparate service or treatment. A complaint which falls under one of these categories will be regarded as having merit for evaluation except under the following circumstances: unless it clearly appears on its face to be frivolous or trivial; Omnitrans voluntarily concedes noncompliance and agrees to take appropriate remedial action; within the time allotted, the complaint is withdrawn; or, other good cause for not investigating the complaint exists. For monitoring purposes, the complaint will be documented as a Title VI complaint.

Omnitrans will complete the review process and determine the complaint's merit, and inform the complainant of its decision in a Finding Letter or email within 30 calendar days of the date of the acknowledgement letter. In the event a decision is made to not investigate the complaint, the notification shall specifically state the reason for the decision. In the event the complaint is to be investigated, the notification shall inform the complainant that an investigation will take place, and may request additional information needed to assist the investigator in preparing for the investigation. Omnitrans must receive requested information within 21 calendar days of the date of notification requesting additional information. The complainant's failure to provide additional requested information may result in Omnitrans closing the case administratively. A complaint can be administratively closed as well if the complainant no longer wishes to pursue his/her complaint.

If the complainant wishes to appeal the decision after this, she/he has 30 calendar days after the date of the Finding Letter to do so in writing to the Omnitrans Customer Service Supervisor at 1700 W. 5th St, San Bernardino CA 92411.

A person may also file a complaint directly with the Federal Transit Administration at:

**FTA Office of Civil Rights
1200 New Jersey Avenue SE
Washington, DC 20590.**