

PUBLIC NOTICE

TITLE VI OF THE 1964 CIVIL RIGHTS ACT

“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”

Petaluma Transit 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 (“Title VI”). If you believe you have been subjected to discrimination under Title VI, you may file a written complaint with Petaluma Transit. The complaint must be filed no later than 180 calendar days of the alleged discriminatory incident.

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

Transit Manager
Petaluma Transit
555 N. McDowell Blvd
Petaluma CA 94954

Verbal complaints will be accepted and transcribed by the Transit Manager. To make a verbal complaint or to receive more information on Petaluma Transit’s Title VI Program, call (707)778-4421.

Petaluma Transit Title VI Complaint Process

Petaluma Transit grants all citizens equal access to all its transportation services. It is further the intent of Petaluma Transit, that all citizens are aware of their rights to such access. This site is designed to serve as an educational tool for citizens so that they may understand one of the civil rights laws that protect their benefit of Petaluma Transit 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 Petaluma Transit on the basis of your race, color or national origin, you have the right to file a complaint with the Transit Manager. 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:

Transit Manager
Petaluma Transit
555 N. McDowell Blvd
Petaluma CA 94954

Verbal complaints will be accepted and transcribed by the Transit Manager. To make a verbal complaint, call (707) 778-4421.

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 Petaluma Transit and an external entity simultaneously, the external complaint shall supersede the Petaluma Transit complaint and Petaluma Transit's complaint procedures will be suspended pending the external entity's findings.

Investigations

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

The investigation will address complaints against Petaluma Transit and Petaluma Paratransit employees and contractors. The investigation will be conducted in conjunction with and under the advice of The City of Petaluma's Risk Manager.

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 investigation will be conducted and completed within 60 days of the receipt of the formal complaint.

Based upon all the information received, an investigation report will be written by the Risk Manager for submittal to the Transit Manager.

The complainant will receive a letter stating the final decision of the Transit Manager by the end of the 60-day time limit.

The complainant shall be notified of his/her right to appeal the decision. Appeals may be made to the DOT, the EEOC, or the DFEH.

Title VI Complaint Form

Title VI of the 1964 Civil Rights Act requires that “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 let us know. Complete and return this form to:

Transit Manager
Petaluma Transit
555 N. McDowell Blvd
Petaluma CA 94954

1. Complainant's Name _____

2. Address _____

3. City, State and Zip Code _____

4. Telephone Number (home) _____ (business) _____

5. Person discriminated against (if someone other than the complainant)

Name _____

Address _____

City, State and Zip Code _____

6. Which of the following best describes the reason you believe the discrimination took place? Was it because of your:

a. Race/Color _____

b. National Origin _____

7. What date did the alleged discrimination take place? _____

8. In your own words, describe the alleged discrimination. Explain what happened and whom you believe was responsible. Please use the back of this form if additional space is required.

9. Have you filed this complaint with any other federal, state, or local agency; or with any federal or state court? _____ Yes _____ No

If yes, check all that apply:

_____ Federal agency _____ Federal court _____ State agency _____ State court
_____ Local agency

10. Please provide information about a contact person at the agency/court where the complaint was filed.

Name _____

Address _____

City, State, and Zip Code _____

Telephone Number _____

11. Please sign below. You may attach any written materials or other information that you think is relevant to your complaint.

Complainant's Signature Date