

# **Folsom Stage Line**

## **Title VI Implementation Procedure and Complaint Process**

### **What is Title VI?**

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, and national origin in programs and activities receiving Federal financial assistance.

Folsom Stage Line is committed to ensuring that no person is excluded from participation in, or denied the benefits of its transit services on the basis of race, color, or national origin, as protected by Title VI of the Civil Rights Act of 1964. If you believe you have been subjected to discrimination under Title VI, you may file a complaint.

### **How do I file a Title VI Complaint?**

If you believe you have been discriminated against, you may file a signed, written complaint within one hundred and eighty (180) days of the date of alleged discrimination. The complaint should include the following information:

- Your name, address, and how to contact you (i.e., telephone number, email address, etc.)
- How, when, where, and why you believe you were discriminated against. Include the location, names, and contact information of any witnesses.

The complaint may be filed in writing to:

City of Folsom  
Transit Division  
50 Natoma Street  
Folsom, CA 95630

**Printable Form:** A printable complaint form can be downloaded in PDF format and printed at [www.folsom.ca.us/departments/publicworks/transit](http://www.folsom.ca.us/departments/publicworks/transit).

In addition, a copy of the complaint form can be requested by any of the following methods:

**Email:** [mmauk@folsom.ca.us](mailto:mmauk@folsom.ca.us)

**Phone:** (916) 355-8395

**Fax:** (916) 355-8362

**Hearing Impaired:** 1-800-806-1191 (California Relay)

Complaint Assistance: Folsom Stage Line staff will assist with writing a complaint if the complainant is unable to do so.

Complainants may also file a Title VI complaint with an external entity such as the Federal Transit Administration, other federal or state agency, or a federal or state court. However, should a complaint be filed with Folsom Stage Line and an external entity simultaneously, the external complaint will supersede Folsom Stage Line's complaint and its complaint procedures will be suspended pending the external entity's findings.

## **What happens to my complaint to Folsom Stage Lines?**

All complaints alleging discrimination based on race, color or national origin in a service or benefit provided by Folsom Stage Line will be recorded on the Customer Comment Database Program Form and immediately assigned a complaint number by the Public Works/Utilities Operations Manager. The Public Works/Utilities Operations Manager will review the Title VI complaint and will provide appropriate assistance to complainants, including those persons with disabilities, or who are limited in their ability to communicate in English.

In instances where additional information is needed for assessment or investigation of the complaint, Folsom Stage Line staff will contact the complainant in writing within 15 working days. Failure of the complainant to provide the requested information by a certain date may result in the administrative closure of the complaint.

Folsom Stage Line staff will investigate the complaint and prepare a draft written response subject to review by the City Manager. If appropriate, the City's Manager may administratively close the complaint.

The Public Works/Utilities Operations Manager will investigate a formal Title VI complaint within ten (10) working days of receiving the complaint. Based upon all of the information received, the Public Works/Utilities Operations Manager will prepare a recommendation for review by the City Manager.

The City Manager will determine if the complaint may be administratively closed, or if a written response is needed. If a written response is needed, the Public Works/Utilities Operations Manager 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 advised of his/her right to appeal the response to federal and state authorities as appropriate. Folsom Stage Line will make its best efforts to respond to a Title VI complaint within sixty (60) working days of its receipt of such a complaint, unless a complaint is filed with Folsom Stage Line and an external entity simultaneously as noted previously.

## **How will I be notified of the outcome?**

The Public Works/Utilities Operations Manager will send a written response to the complainant on the decision and advise the complainant of his or her right to file a complaint externally. Folsom Stage Lines will make its best efforts to respond to Title VI complaints within sixty (60) working days of its receipt of such complaints.

In addition to Folsom Stage Line's complaint process, a complainant may file a Title VI complaint with the:

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

## **Who can file a complaint?**

Any person who believes that they have, 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 Folsom Stage Line. A complaint must be filed within 180 days after the date of the alleged discrimination.