

IV. Title VI Complaint Procedures (English)

211Ride is required to comply with Title VI of the Civil Rights Act of 1964 and ensure that services are provided on a non-discriminatory basis. This Title VI program only applies to the 211Ride project of the partnership between 211 Orange County, 211 Los Angeles County, 211 Ventura County, 211 Riverside County and 211 serving San Bernardino County. 211Ride has in place a Title VI Complaint Procedure, which outlines a process for local disposition of Title VI complaints and is consistent with guidelines found in the Federal Transit Administration Circular 4702. 1B, dated October 1, 2012. The Complaint Procedures and Complaint Form are posted on our website at 211Ride.org

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by 211Ride may file a Title VI complaint by completing and submitting our Title VI Complaint Form. 211Ride investigates complaints received no more than 60 days after the alleged incident. 211Ride will only process complaints that are complete.

Within 30 business days of receiving the complaint, 211Ride Title VI designee, will review it to determine if any of our offices has jurisdiction. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by our partnership. 211Ride has 30 days to investigate the complaint. The complainant will be notified in writing, of the cause to any planned extension to the 30-day rule.

If more information is needed to resolve the case, 211Ride may contact the complainant. The complainant has 15 business days from the date of the letter to send requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within 15 business days, 211Ride can administratively close the case.

A case can be administratively closed also if the complainant no longer wishes to pursue their case. After the investigator reviews the complaint, she/he will issue one of two letters to the complainant: a Closure Letter or a Letter of Finding (LOF). A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed. An LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member, or other action will occur. If the complainant wishes to appeal the decision, she/he has 30 days after the date of the closure letter or the LOF to appeal to the 211Ride designee. The complainant is entitled to review the denial, to present additional information and arguments, and to a separation of functions (i.e. a decision by a person not involved in with initial decision to deny eligibility). The complainant is entitled to receive written notification of the decision of the appeal and the reasons for it.

The complainant may also file a complaint directly with the Federal Transit Administration, as follows: Title VI Program Coordinator, FTA Office of Civil Rights, East Building, 5th Floor-TCR, 1200 New Jersey Avenue, SE, Washington, DC 20590.