



## **TITLE VI** **Complaint Procedures**

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by Fairfield and Suisun Transit (hereinafter referred to as "FAST") may file a Title VI complaint by completing and submitting the FAST Title VI Complaint Form. The FAST Title VI Complaint Procedures and Complaint Form may also be found on the FAST website at [www.fasttransit.org](http://www.fasttransit.org). FAST investigates complaints received no more than 180 days after the alleged incident. FAST will process complaints that are complete.

Complaints shall be in writing and shall be signed by the complainant and/or the complainant's representative. Complaints shall set forth as fully as possible the facts and circumstances surrounding the alleged discrimination. In the event that a person makes a verbal complaint of discrimination to an officer or employee of FAST, the person shall be interviewed by the Title VI Program Administrator. If necessary, the Title VI Program Administrator will assist the person in reducing the complaint to writing and submit the written version of the complaint to the person for signature. The complaint shall then be handled according to FAST's investigative procedures.

Once the complaint is received, FAST will review it to determine if its office has jurisdiction. Within 10 days, the Title VI Program Administrator will acknowledge, in writing, receipt of the allegation, inform the complainant of action taken or proposed action to process the allegation, and advise the complainant of other avenues of redress available, such as STATEDOT and USDOT.

FAST will advise STATEDOT and/or USDOT within 10 days of receipt of the allegations. Generally, the following information will be included in every notification to STATEDOT and/or USDOT:

- a) Name, address, and phone number of the complainant.
- b) Name(s) and address(es) of alleged discriminating official(s).
- c) Basis of complaint (i.e., race, color, national origin).
- d) Date of alleged discriminatory act(s).
- e) Date complaint received by the recipient.
- f) A statement of the complaint.
- g) Other agencies (state, local, or federal) where the complaint has been filed.
- h) An explanation of the actions FAST has taken or proposed to resolve the issue in the complaint.

Within 60 days, the Title VI Program Administrator will conduct an investigation of the allegation and based on the information obtained, will render a recommendation for action in a report of findings to the City of Fairfield's Public Works Director. The complaint should be resolved by

informal means whenever possible. Such informal attempts and their results will be summarized in the report of findings.

Within 90 days of receipt of the complaint, the Public Works Director will notify the complainant in writing of the final decision reached, including the proposed disposition of the matter. The notification will advise the complainant of his/her appeal rights with STATEDOT and/or USDOT, if they are dissatisfied with the final decision rendered by FAST. The Title VI Program Administrator will also provide STATEDOT and/or USDOT with a copy of this decision and summary of findings upon completion of the investigation.

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.

Contacts for the different Title VI administrative jurisdictions are as follows:

Federal Transit Administration Office of Civil Rights  
Attention: Title VI Program Coordinator  
East Building, 5th Floor – TCR  
1200 New Jersey Ave., SE  
Washington, DC 20590

U.S. Department of Transportation Headquarters  
Departmental Director of Civil Rights  
Office of the Secretary  
U.S. Department of Transportation  
External Civil Rights Programs Division (S-33)  
1200 New Jersey Ave., S.E.  
Washington, D.C. 20590  
Phone: 202-366-4070, Fax: 202-366-5575, TTY: 202-366-9696

Federal Transit Administration-Region 9  
Office of Civil Rights  
201 Mission Street, Suite 1650  
San Francisco, CA 94105  
Phone: 415-744-3133, Fax: 415-744-2726

If information regarding these Title VI Complaint Procedures is needed in another language, contact: FAST Title VI Program Administrator at 707-434-3800.

(707) 434-3800 or (707) 422-2877 | Free language assistance | Asistencia gratis en su idioma |  
Libreng tulong para sa wika | 免費語言幫助