

Appendix C
Complaint Procedures and Complaint Form

Public Participation

Title VI – Civil Rights Act

MTC is committed to ensuring that no person is excluded from participation in, denied the benefits of, or discriminated against under its projects, programs or activities on the basis of race, color, or national origin, as provided in Title VI of the Civil Rights Act.

For more information on MTC's civil rights program, and the procedures to file a complaint, contact: Michael Brinton, Assistant Director, Contract Compliance Manager at (415) 778-6727 or mbrinton@bayareametro.gov (<mailto:mbrinton@bayareametro.gov>); or visit our administrative office at 375 Beale Street, Suite 800, San Francisco, CA 94105.

If information is needed in another language, contact (415) 778-6757.

Si necesita información en otro idioma, llame al (415) 778-6757.

您可通過致電聽障專線 (415) 778-6757, 或電郵至info@bayareametro.gov (<mailto:info@bayareametro.gov>)尋求協助。

A copy of MTC's most recent Title VI Report is available for review in the MTC-ABAG Library, or by contacting the MTC Title VI Coordinator, Denise Rodrigues, by email at drodrigues@bayareametro.gov (<mailto:drodrigues@bayareametro.gov>) to receive a PDF copy.

MTC's Executive Director and staff are responsible for carrying out MTC's commitment to Title VI. MTC's Deputy Executive Director, Operations, is responsible for overseeing MTC's Title VI-related activities, including the receipt and investigation of any Title VI complaints.

TITLE VI COMPLAINT PROCEDURE

As a recipient of federal dollars, MTC is required to comply with Title VI of the Civil Rights Act of 1964 and ensure that services and benefits are provided on a non-discriminatory basis. MTC 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 procedure has five steps, outlined below:

1. **Submission of Complaint:** Any person who feels that he or she, individually, or as a member of any class of persons, on the basis of race, color, or national origin has been

excluded from or denied the benefits of, or subjected to discrimination under any program or activity receiving federal financial assistance through MTC may file a written complaint with the Deputy Executive Director, Operations. Such complaint must be filed within 180 calendar days after the date the person believes the discrimination occurred.

MTC's Title VI Complaint Form (/sites/default/files/Title_VI_Complaint_Form.pdf) (PDF) 

Formulario de Queja del Título VI de la Comisión Metropolitana del Transporte (/sites/default/files/Title_VI_Complaint_Form_Spanish.pdf) (PDF) 

第六章投訴表格

(https://mtc.ca.gov/sites/default/files/Title_VI_Complaint_Form_Chinese_12-17.docx) (Word)

2. **Referral to Review Officer:** Upon receipt of the Complaint, the Deputy Executive Director, Operations, shall appoint one or more staff review officers, as appropriate, to evaluate and investigate the Complaint, in consultation with the Office of General Counsel. The staff review officer(s) shall complete their review no later than 60 calendar days after the date MTC received the Complaint. If more time is required, the Deputy Executive Director, Operations shall notify the Complainant of the estimated time-frame for completing the review. Upon completion of the review, the staff review officer(s) shall make a recommendation regarding the merit of the Complaint and whether remedial actions are available to provide redress. Additionally, the staff review officer(s) may recommend improvements to MTC's processes relative to Title VI and environmental justice, as appropriate. The staff review officer(s) shall forward their recommendations to the Deputy Executive Director, Operations, for concurrence. If s/he concurs, s/he shall issue MTC's written response to the Complainant. 
3. **Request for Reconsideration:** If the Complainant disagrees with the response, he or she may request reconsideration by submitting the request, in writing, to the Executive Director within 10 calendar days after its receipt. The request for reconsideration shall be sufficiently detailed to contain any items the Complainant feels were not fully understood by the Deputy Executive Director, Operations. The Executive Director will notify the Complainant of his decision either to accept or reject the request for reconsideration within 10 calendar days. In cases where the Executive Director agrees to reconsider, the matter shall be returned to the staff review officer(s) to re-evaluate in accordance with Paragraph 2, above. 
4. **Appeal:** If the request for reconsideration is denied, the Complainant may appeal the Executive  Director's response to the Complaint by submitting a written appeal to an

MTC Committee no later than 10 calendar days after receipt of the Executive Director's written decision rejecting reconsideration.

5. **Submission of Complaint to the Federal Transit Administration:** You may also file a complaint directly with the Federal Transit Administration at FTA Office of Civil Rights, 1200 New Jersey Ave. SE, Washington, DC 20590.

Title VI Report and Appendices

- MTC Title VI 2017 Compliance Report
(https://mtc.ca.gov/sites/default/files/MTC_Title_VI_2017_Rpt_10-1-17.pdf) (PDF)
October 2017
- Appendices (PDF):
 - Appendix A - Resolution 3931 (https://mtc.ca.gov/sites/default/files/Appendix_A-RES-3931_final_0.pdf) (PDF)
 - Appendix B - FTA Grant Recipients in MTC Region
(https://mtc.ca.gov/sites/default/files/Appendix_B-FTA_Grant_Direct_Recipients.pdf) (PDF)
 - Appendix C - Complaint Procedure and Form
(https://mtc.ca.gov/sites/default/files/Appendix_C-ComplaintProc_and_Form_final.pdf) (PDF)
 - Appendix D - Complaints (https://mtc.ca.gov/sites/default/files/Appendix_D-Complaints_final.pdf) (PDF)
 - Appendix E - Limited English Proficient Needs Assessment Four-Factor Analysis
(https://mtc.ca.gov/sites/default/files/Appendix_E-Final_Comb4FactorAnalysis_final.pdf) (PDF)
 - Appendix F - Final Revised Plan for Special Language Services to Limited English Proficient (LEP) Populations (https://mtc.ca.gov/sites/default/files/Appendix_F-FinalRevPlanSpecialLangServLEP_final.pdf) (PDF)
 - Appendix G - Beneficiary Notifications
(https://mtc.ca.gov/sites/default/files/Appendix_G-Beneficiary_Notifications.pdf) (PDF)
 - Appendix H - Public Participation Plan
(https://mtc.ca.gov/sites/default/files/Appendix_H-Pub_Part_Plan.pdf) (PDF)
 - Appendix I - 2017 TIP Investment Analysis
(https://mtc.ca.gov/sites/default/files/Appendix_I-Final_2017_TIP_Investment_Analysis.pdf) (PDF)
 - Appendix J - Job Access and Reverse Commute (JARC) and New Freedom Program Management Plan (https://mtc.ca.gov/sites/default/files/Appendix_J-PMP_JARC_NF.pdf) (PDF)
 - Appendix K - Lifeline Transportation Program Cycle 4 Guidelines FY2013-14 through FY2015-16 (https://mtc.ca.gov/sites/default/files/Appendix_K-Lifeline_Transp_Program_Grant_Cycle.pdf) (PDF)

- Appendix L - 2016 Certifications & Assurances/ Title VI JARC/ New Freedom Subrecipient Tracking List (https://mtc.ca.gov/sites/default/files/Appendix_L-Sched_Subrecient_2016_Tracking_TitleVI_CAs_final.pdf) (PDF)
- Appendix M - Clipper Outreach (https://mtc.ca.gov/sites/default/files/Appendix_M-Clipper_Outreach.pdf) (PDF)

Related Documents

Response to the Federal Transit Administration Circular 4702.1B Regarding Title VI of the Civil Rights Act of 1964 MTC 2017 Compliance Report
(https://mtc.ca.gov/sites/default/files/MTC_Title_VI_2017_Rpt_10-1-17.pdf)
2.74 MB

Metropolitan Transportation Commission (MTC) Title VI Complaint Form
(https://mtc.ca.gov/sites/default/files/Title_VI_Complaint_Form.pdf)
198.02 KB

第六章投訴表格 (https://mtc.ca.gov/sites/default/files/Title_VI_Complaint_Form_Chinese_12-17.docx)
47.22 KB

Formulario de Queja del Título VI (Title VI Complaint Form)
(https://mtc.ca.gov/sites/default/files/Title_VI_Complaint_Form_Spanish.pdf)
39.12 KB

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[Public Participation \(/about-mtc/public-participation\)](/about-mtc/public-participation)

[Get Involved \(/about-mtc/public-participation/get-involved\)](/about-mtc/public-participation/get-involved)

[Public Participation Plan \(/about-mtc/public-participation/public-participation-plan\)](/about-mtc/public-participation/public-participation-plan)

[Request a Public Record \(http://mtcabag.mycusthelp.com/WEBAPP/_rs/\)](http://mtcabag.mycusthelp.com/WEBAPP/_rs/)

[Accessibility \(/about-mtc/access-everyone/tddtty-visual-support\)](/about-mtc/access-everyone/tddtty-visual-support)

[Get Language Assistance \(/about-mtc/public-participation/get-language-assistance\)](/about-mtc/public-participation/get-language-assistance)



[Title VI – Civil Rights Act \(/about-mtc/access-everyone/civil-rights-act-file-complaint\)](/about-mtc/access-everyone/civil-rights-act-file-complaint)

We Want to Hear From You

A great Bay Area transportation system can't be developed without feedback and interest from the public. We need your participation.

FIND OUT HOW YOU CAN GET INVOLVED. ([HTTPS://MTC.CA.GOV/ABOUT-MTC/PUBLIC-PARTICIPATION/GET-INVOLVED](https://mtc.ca.gov/about-mtc/public-participation/get-involved))

Stay connected with MTC

Sign up to get our latest news.

Email address	
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Metropolitan Transportation Commission (/)

MTC is the transportation planning, financing and coordinating agency for the nine-county San Francisco Bay Area.

MTC is committed to operating its programs and services in accordance with federal, state and local civil rights laws and regulations. The following MTC programs are designed to ensure compliance:

Accessibility (/about-mtc/access-everyone/tddtty-visual-support)

Non-Discrimination (/about-mtc/access-everyone/civil-rights-act-file-complaint)

Public Participation Plan (/about-mtc/public-participation/get-involved/public-participation-plan)

Limited English Proficiency Plan (/about-mtc/public-participation/get-language-assistance)

Contact Us

Bay Area Metro Center
375 Beale Street, Suite 800
San Francisco, CA 94105-2066

Main Phone Number: (415) 778-6700 (tel:1-415-778-6700)
Public Information Line: (415) 778-6757 (tel:1-415-778-6757)
Main Fax Number: (415) 536-9800 (tel:1-415-536-9800)
info@bayareametro.gov (<mailto:info@bayareametro.gov>)

Información en Español (/about-mtc/public-participation/get-language-assistance/informacion-en-espanol)

Information in Chinese (/about-mtc/public-participation/get-language-assistance/information-chinese)

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**METROPOLITAN
TRANSPORTATION
COMMISSION**

Bay Area Metro Center
375 Beale Street, Suite 800
San Francisco, CA 94105
415.778.6700
www.mtc.ca.gov

Metropolitan Transportation Commission (MTC) Title VI Complaint Form

Complaints must be filed within 180 days of the alleged act of discrimination.

Section I:						
Name:						
Address:						
Telephone (Home):		Telephone (Work):				
Electronic Mail Address:						
Accessible Format Requirements? Check all that apply.	☐	Large Print	☐	Audio Tape		
	☐	TDD	☐	Other		
Section II:						
Are you filing this complaint on your own behalf?		Yes*	☐	No ☐		
*If you answered "yes" to this question, go to Section III.						
If not, please supply the name and relationship of the person for whom you are filing this complaint:						
Please explain why you are filing for this person: _____ _____ _____						
Please confirm that you have obtained the permission of the complaining person if you are filing on their behalf.						
		Yes	☐	No ☐		
Section III						
I believe the discrimination I experienced was based on (check all that apply):	☐	Race	☐	Color	☐	National Origin
Date of Alleged Discrimination (Month, Day, Year):						

Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as the names and contact information of any witnesses.

Section IV

Have you previously filed a Title VI complaint with this agency?	Yes		No	
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Section V

Have you filed a 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		State Agency
		Federal Court		Local Agency
		State Court		

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

Please sign here:

Date:

Note - MTC cannot accept your complaint without a signature.

Please mail your completed form to:

Metropolitan Transportation Commission
Deputy Executive Director, Operations
Bay Area Metro Center
375 Beale Street, Suite 800
San Francisco, CA 94105
Fax (415) 536-9800
Email afremier@bayareametro.gov

If information is needed in another language, contact (415) 778.6757 or (415) 778.6769 for TDD/TTY.

如需要透過其他語言查詢資訊請致電 (415)778.6757 或TDD/TTY電話 (415)778.6769。

Si necesita información en otro idioma, llame al (415) 778.6757 o al (415) 778.6769 para servicio de TDD/TTY.