

MTC Title VI Tracking Form 2017 - 2020

	Date Submitted:	Submitted By:	Basis for Complaint:	Review Officer:	Findings:	Date Response Issued:
1.	March 30, 2018	Craig Warren	Disability and Age (see "J:\PROJECT\Title VI Report\Complaints\2018 Complaints\C. Warren 4.3.2018.pdf")	Denise Rodrigues	"J:\PROJECT\Title VI Report\Complaints\2018 Complaints\C Warren 4.18\C Warren Title VI Complaint Response 4.18_final.pdf"	April 6, 2018
2.						



**METROPOLITAN
TRANSPORTATION
COMMISSION**

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

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Local Government Services

April 6, 2018

Mr. Craig Warren

RE: Complaint Dated March 30, 2018

Dear Mr. Warren:

This letter is the Metropolitan Transportation Commission (MTC) response to your complaint received on March 30, 2018, submitted on the Title VI Complaint Form that appears on MTC's website. Based on our review of the complaint form, it appears that your complaint does not fall under Title VI protections, which are limited to complaints based on race, color or national origin. Rather, since it raises issues pertaining to disability, it may be an Americans with Disabilities Act (ADA) complaint.

Although MTC does not have oversight authority over Napa Valley Transportation Authority (NVTa) for riders' complaints under the ADA, we were able to find the appropriate contact at NVTa who works on ADA matters. We recommend that you reach out to NVTa c/o Matthew Wilcox, Manager of Public Transit with your complaint, indicating that it is related to ADA and age. Mr. Wilcox can be reached via email at mwilcox@nvtac.ca.gov.

Sincerely,

DocuSigned by:

8594B40D0DE64E9
Andrew B. Fremier

Deputy Executive Director, Operations

AF: DR

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Attachments



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:	[REDACTED]			
Address:	[REDACTED]			
Telephone (Home):	[REDACTED]	Telephone (Work):	[REDACTED]	
Electronic Mail Address:	[REDACTED]			
Accessible Format Requirements? Check all that apply.	<input type="checkbox"/>	Large Print	<input type="checkbox"/>	Audio Tape
	<input type="checkbox"/>	TDD	<input type="checkbox"/>	Other
Section II:				
Are you filing this complaint on your own behalf?		<input checked="" type="radio"/> Yes*	<input type="radio"/> 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:		[REDACTED]		
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.		<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Section III				
I believe the discrimination I experienced was based on (check all that apply):	<input checked="" type="checkbox"/> Disability and age <input type="checkbox"/> Race <input type="checkbox"/> Color <input type="checkbox"/> National Origin			
Date of Alleged Discrimination (Month, Day, Year):	3/6/2018			

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.

Please see attached explanation/description of discrimination.

Section IV

Have you previously filed a Title VI complaint with this agency?

Yes

No

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:

Wai Wai

Date:

3/26/2018

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.

Section III Explanation/Description of Discrimination

This is a civil rights complaint based on disability against Napa Valley Transportation Authority, 625 Burnell St., Napa, CA 94559, (707) 259-8631, info@nvta.ca.gov.

On March 23, 2018, after getting my prescription at Clinic Ole Pharmacy I was walking down the steps at 5:23 pm in an attempt to board the 5:26 pm bus 143 route 6 when I saw it driving away down Villa Lane towards Trancas Street. It was scheduled to leave the Pear Tree & Villa stop at 5:26 pm but instead left the stop three minutes early at 5:23 pm.

I tried to catch the bus, running down Villa Lane, but it turned left on Trancas Street before I could catch up to it. I walked all the way to the Claremont @ Permanente stop only to observe bus 6 leaving that stop early as well. I then walked all the way to Redwood Park & Ride to find bus 6 arriving there before it was scheduled to arrive.

I commented to Hector the driver that he was early. He replied "it happens sometimes." I explained that he left early from the Pear Tree & Villa stop and that I had to walk all the way. He was indifferent, did not even attempt to apologize, and was instead rude and disrespectful. He even said that I could have "waited for the next bus" 45 minutes later. He said "don't ride the bus if you don't like it. He commented that I should "walk if I don't like it" and that he "doesn't have to put up with me." At which point I suggested he call a supervisor or the police if he has a problem.

Drivers should at least take enough pride in their work to follow the schedule. It is discrimination against the elderly and disabled to not follow the bus schedule and leave disabled passengers at stops because drivers are not following the posted NVTA schedule.

This is normal operating procedure for NVTA buses. Drivers regularly disregard the posted bus schedule stops and times. There is a total disregard for disabled passengers trying to travel around the city utilizing the posted NVTA scheduled stop times.