

**Paratransit, Inc.
Implementation Procedure for Policy on Nondiscrimination
and Title VI Civil Rights Protection**

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1.0 Policy

The Board of Directors of Paratransit, Inc., takes this opportunity to express one of its highest priorities in the area of operating federally-funded programs (i.e., employment and training, community services, etc.). This priority is assuring that administration of Paratransit, Inc., and federally-funded programs administered by Paratransit, Inc., operate with the common goal of providing equal opportunity to federally-funded staff and participants.

Paratransit, Inc., will take positive measures toward eliminating architectural barriers and achieving equal opportunity through its continued implementation of its Affirmative Action Program. Paratransit, Inc., will also take positive measures to accomplish its objectives of the program and to ensure that no person is discriminated against because of sex, age, race, creed, color, handicap, religion, national origin, sexual orientation, political affiliation or belief, or heritage, per the Civil Rights Act of 1964 (as outlined in Title VI of the Act). The Board of Directors also specifically prohibits any form of sexual harassment within Paratransit, Inc., or any federally-funded program.

2.0 Applicability

This policy applies to any staff member of, participant in, or applicant to any federally-funded program operated or administered by Paratransit, Inc.

2.1 The Paratransit, Inc., Civil Rights Coordinator is designated to coordinate and investigate allegations of noncompliance with the Policy on Nondiscrimination and Title VI Civil Rights Protections.

2.2 Information regarding this policy may be obtained from the Civil Rights Coordinator via telephone: Voice: (916) 429-2009 Ext. 302; TDD: 429-2568; FAX: 429-2409.

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3.0 Grievance Procedure

3.1 Allegations of noncompliance with this policy shall be signed by the applicable person and mailed to the address below within 180 days of the date of the alleged discrimination. The written allegation must contain the following information:

- Your name, address, and how to contact you (i.e. phone 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.

This information should provide sufficient detail to help the designated investigator find a prompt and equitable resolution, and, if applicable, the specific remedy sought by the grievant.

The complaint may be filed through several methods:

In writing: Paratransit, Inc.
Civil Rights Coordinator
P.O. Box 231100
Sacramento, California 95823-0401

Download and Complete a Printable Form: Online at www.paratransit.org as a PDF document.

Email: paratransit@paratransit.org
By Phone: (916) 429-2009
By Fax: (916) 429-2409
By TTD: (916) 429-2568

Complaint Assistance: Paratransit staff will assist in 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 FTA, other federal or state agency, or a federal or state court. However, should a complaint be filed with the City and an external entity simultaneously, the external complaint will supersede the City's complaint

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and the City's complaint procedures will be suspended pending the external entity's findings.

The complainant also will be advised of his/her right to appeal the response to federal and state authorities as appropriate. The City will use 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 the City and an external entity simultaneously as noted previously.

In addition to the complaint process at the City, a complainant may file a Title VI complaint with the:

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

3.2 The following definitions control the timelines of this grievance procedure:

3.2.1 The day of receipt by Paratransit, Inc., of the allegation shall be the File Date of the allegation.

3.2.2 A business day is a day when the Paratransit, Inc., administrative office is open, which is between 8:00 a.m. and 5:00 p.m. Monday through Friday, excluding holidays.

3.3 If the allegation details are sufficient, the allegation shall be immediately investigated and a response shall be mailed to the grievant within thirty (30) business days after the File Date.

3.4 If the allegation details are insufficient, the grievant shall be notified in writing within fifteen (15) business days after the File Date of the specific additional information needed to make it complete.

3.4.1 If the grievant fails to provide the additional needed information within thirty (30) business days after the File Date, the grievance shall be closed.

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3.4.2 If the grievant provides the additional information needed to complete the allegation, it shall be immediately investigated and a response shall be mailed to the grievant no later than sixty (60) business days after the File Date.

3.5 All written responses to allegations of discrimination shall undergo review by Paratransit, Inc., legal staff before being mailed to any grievant. Disciplinary actions administered to employees of Paratransit, Inc., resulting from this grievance procedure will not be divulged.

4.0 Notice

The Paratransit, Inc., Policy on Nondiscrimination and Title VI Civil Rights Protections shall be published in the Paratransit, Inc., ***Policies Related to Individual Users of Paratransit's Service*** as it may be amended from time to time. The Collective Bargaining Agreement Between Paratransit, Inc., and the Drivers' union contain a similar nondiscrimination policy applicable to both parties. This implementation procedure shall be provided upon request, in accessible formats as necessary, to applicable persons and other interested persons.

Attachment: Title VI Complaint Form