

Peninsula Traffic Congestion Relief Alliance Title VI Complaint Procedure

Any person who believes that Peninsula Traffic Congestion Relief Commute.org (hereinafter referred to as “COMMUTE.ORG”) has discriminated against him or her on the basis of race, color, or national origin may file a Title VI complaint by completing and submitting the agency’s Title VI Complaint Form. COMMUTE.ORG will directly address all complaints alleging discrimination based on race, color or national origin in a service or benefit provided by COMMUTE.ORG. COMMUTE.ORG will also provide appropriate assistance to complainants, including those persons with disabilities, or who are limited in their ability to communicate in English. Additionally, COMMUTE.ORG shall make every effort to address all complaints in a timely and thorough way.

How to file a Title VI Complaint

The complainant (the person who believes that they have been discriminated against or an authorized representative on their behalf) may file a signed, written complaint up to one hundred and eighty (180) days after the date of the alleged discrimination using the Title VI Complaint Form available at www.commute.org/about-us/title-vi to submit the complaint information. The complaint may be filed with COMMUTE.ORG at the following address:

Attn: Title VI Coordinator
Peninsula Traffic Congestion Relief Commute.org
400 Oyster Point Blvd., Suite 409
South San Francisco, CA 94080

What happens to the complaint once it is submitted?

A COMMUTE.ORG investigator will fully review the complaint, and will make every effort to do so in a timely manner. The investigator will keep a written record of all interviews conducted with the complainant, COMMUTE.ORG staff, and any witnesses to the alleged discrimination.

A letter acknowledging receipt of complaint will be mailed to the complainant certified within seven (7) business days after the postmark on the complaint letter. If more information is needed to resolve the case, COMMUTE.ORG may make a request for that information in the acknowledgment letter.

The complainant will have seven (7) business days after the certification date of the acknowledgment letter to supply the requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the requested

additional information within seven (7) business days, COMMUTE.ORG may administratively close the case. A case may also be administratively closed if the complainant no longer wishes to pursue their case.

After the investigator reviews the complaint, she/he will issue a letter to the complainant within sixty (60) days after the date of the initial complaint. This letter will be one of two types: 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 seven (7) business days after the certified date of the letter or the LOF to do so. The complainant may also file a complaint directly with the Federal Transit Administration, at:

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

NOTES

COMMUTE.ORG encourages complainants to certify all mail that is sent through the U.S. Postal Service to ensure that all written correspondence can be tracked easily. All COMMUTE.ORG documents pertaining to Title VI complaints will be sent by certified mail.

All time periods referred to in this document are counted not including the starting day and including the final day. This means that the day after the starting event is the first day of the time period, and communication may be received through the end of the final day. Documents sent by postal mail will be considered received on the date that they are postmarked, or the certification date if sent by certified mail. Electronic and telephone communication will be considered received on the date that it takes place and is logged.

Example: If an incident of alleged discrimination takes place on January 1st and the time period to file a complaint is 180 days, the final day that a complaint must be postmarked is June 29th. You may use the date calculator located at <http://www.timeanddate.com/> to check any time period by entering the starting date and the time period in question.