

**Your Rights under Title VI of the Civil Rights Act of 1964**

(Also Published in Spanish on Website)

This document outlines the Title VI complaint procedures related to providing programs, services, and benefits. It does not, however, deny the complainant the right to file formal complaints with the California Department of Transportation, the Secretary of the US Department of Transportation, Equal Employment Opportunity Commission (EEOC), Federal Highway Administration (FHWA), Federal Transit Administration (FTA), or to seek private counsel for complaints alleging discrimination, intimidation or retaliation of any kind that is prohibited by law.

Title VI of the Civil Rights Act of 1964 requires that no person in the United States, on the grounds of race, color or national origin be excluded from, be denied the benefits of, or be subjected to discrimination, under any program or activity receiving federal financial assistance. Two Executive Orders extend Title VI protections to Environmental Justice, which also protects persons of low income, and Limited English Proficiency (LEP).

**Title VI Complaint Procedure:**

1. Any person who believes that they have been subjected to discrimination may file a written complaint with the Western Placer Consolidated Transportation Services Agency. Federal and State law requires complaints be filed within one-hundred eighty (180) calendar days of the last alleged incident.

The complaint procedure may be obtained from the PCTPA web page at either [www.pctpa.net](http://www.pctpa.net). The complaint procedure may be requested via e-mail at [pctpa@pctpa.net](mailto:pctpa@pctpa.net). The complaint procedure can also be obtained by writing to:

**Western Placer Consolidated Transportation Services Agency**  
**299 Nevada Street**  
**Auburn, California 95603**

2. The complaint must be completed on the form included in this document.

If the complainant is unable to write a complaint, WPCTSA will assist the complainant. If requested by complainant, WPCTSA will provide a language or sign interpreter.

The complaint may be sent to the following address:

**Western Placer Consolidated Transportation Services Agency**  
**299 Nevada Street**  
**Auburn, California 95603**

3. Complainants also have the right to complain directly to the Federal Transit Administration Office of Civil Rights, Attention Title VI Program Coordinator, East Building, 5<sup>th</sup> Floor – TCR, 1200 New Jersey Ave., SE, Washington, DC 20590. Complaints must be filed within one-hundred eighty (180) calendar days of the last alleged incident.

## **WPCTSA Civil Rights (Title VI) Program Policy**

**2014/15 – 2017/18**

4. Western Placer Consolidated Transportation Services Agency will begin an investigation within fifteen (15) working days of receipt of a complaint.

5. Western Placer Consolidated Transportation Services Agency will contact the complainant in writing no later than thirty (30) working days after receipt of complaint for additional information, if needed. If the complainant fails to provide the requested information in a timely basis, Western Placer Consolidated Transportation Services Agency may administratively close the complaint.

6. Western Placer Consolidated Transportation Services Agency will complete the investigation within ninety (90) days of receipt of the complaint. If additional time for investigation is needed, the Complainant will be contacted. A written investigation report will be prepared by the investigator. This report shall include a summary description of the incident, findings and recommended corrective action.

7. A closing letter will be provided to the complainant. The respondent will also receive a copy of the closing letter. Each will have five (5) working days from receipt of the report to appeal. If neither party appeals, the complaint will be closed.

8. If the complainant is dissatisfied with the written decision, he or she may file a written appeal with the Executive Director of the Western Placer Consolidated Transportation Services Agency no later than 15 days of the date of the mailing of the decision and must be signed by the complainant or by someone authorized to do so on the complainant's behalf. If deemed necessary, the Executive Director may seek assistance from the Legal Counsel for further investigation.