

Discrimination Complaint Procedures

In compliance with Title VI of the Civil Rights Act of 1964 and ensure that services and benefits are provided on a non-discriminatory basis, the following complaint procedure will be followed by RRI in the event that any person believes that he or she, individually, or as a member of any specific class of persons, has been excluded from participation in, been denied the benefits of, or been subjected to discrimination on the basis of race, color or national origin with regard to:

- a. The availability and equitable distribution of transit services and benefits
- b. The level and quality of transit services that are sufficient to provide equal access and mobility for all persons
- c. The opportunity to participate in the transit planning and decision making process; and
- d. The right to fair decisions on the location of transit services and facilities

Any person who believes he or she may have been discriminated against on the basis of race, color, national origin or English proficiency may file a complaint with RRI.

The complaint will be made in writing to RRI and will include all information relevant to a determination of discrimination. A complaint must be filed within 180 days after the alleged discrimination. In cases where the complainant is unable or incapable of providing a written statement, RRI's staff will, if necessary, assist the person in converting verbal complaints to writing and will interview the complainant. The complainant or his/her representative will sign all complaints.

Written complaints may be sent to Rancho Research Institute, PO Box 3500, Downey, CA 90242 or an online Civil Rights Complaint Form may be accessed at RRI's website at www.ranchoresearch.org. In addition to utilizing the Civil Rights complaint process at RRI, a complainant may file a Title VI complaint concerning race, color, or national origin discrimination with the Federal Transit Administration (FTA), Office of Civil Rights, Region IX, San Francisco Federal Building 910, 7th Street, Suite 15-300, San Francisco, California 94103