

## **City of Modesto Transit Civil Rights Complaint Procedure**

The City of Modesto operates its transit services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes he or she has been aggrieved by an unlawful discriminatory practice under Title VI may file a complaint with the City of Modesto Transit Section. Any such complaint must be in writing and filed with the Modesto Transit within 180 days following the date of the alleged discriminatory occurrence.

City of Modesto Transit Title VI Complaint forms are available at the office of the City of Modesto Transit Section located at 1010 10<sup>th</sup> St. Modesto, CA 95354 and online at [www.modestoareaexpress.com](http://www.modestoareaexpress.com).

Completed forms should be mailed to:

City of Modesto Transit

P.O. Box 642

Modesto, CA 95353

Verbal complaints will be accepted and transcribed by the Title VI Coordinator for any complainant unable to complete the form. Verbal complaints may be filed in person at 1010 10<sup>th</sup> St or by phone 209-577-5201.

A complainant may file a complaint directly with the United States Department of Transportation and/or the California Department of Transportation. If a complaint is filed with the City of Modesto Transit and an external entity simultaneously, the external complaint may supersede the complaint to the City of Modesto Transit and the internal complaint procedures will be suspended pending the external entity's findings.

Within 15 business days of receipt of a formal complaint, the Title VI Program Coordinator will send the complainant an acknowledgement letter and begin an investigation (unless the complaint is filed with an external entity first or simultaneously). The investigation will address complaints filed against transit service offered by the City of Modesto and will include discussion(s) of the complaint with all affected parties. City of Modesto Transit will provide appropriate assistance to complainants who have difficulty with disabilities, or who are limited in their ability to communicate in English. Failure of the complainant to provide requested information within 15 business days of the date of the Modesto Transit's information request letter may result in the administrative closure of the complaint. The complainant may be represented by a representative of his or her choosing and may bring witnesses and present testimony and evidence in the course of the investigation.

The investigation will be conducted and completed within 60 days of the receipt of the formal complaint. City of Modesto Transit will send a letter to the address provided by the complainant stating the final decision of the Transit Manager by the end of the 60-day time limit. The complainant shall be notified of his/her right to appeal the decision. Appeals may be made to the California and/or United States department of transportation.

For more information on how to file a complaint, contact the Title VI Coordinator by any of the following methods:

By Phone: (209) 577-5201

By Mail: City of Modesto Transit, P.O. Box 642, Modesto, CA 95353

E-mail: [transit@modestogov.com](mailto:transit@modestogov.com)