



CITY OF GUADALUPE TRANSIT DEPARTMENT TITLE VI POLICY



Date Approved by Guadalupe City Council: 06/24/2014

Background

The City of Guadalupe (hereafter “City”) operates its programs and services, including its transit service, in strict accordance with Title VI of the Civil Rights Act without regard to race, color, and national origin. In compliance with the Civil Rights Act, the following Title VI Policy (hereafter “Policy”) has been approved by the Guadalupe City Council and submitted to the Department of Transportation (DOT) Federal Transit Administration (FTA).

This Policy, which covers the rights of transit passengers and the procedures to file a claim, will be kept on file by the City and its transit contractor. A proper Title VI Notice will be posted in appropriate public areas, including City Hall and at the office of the transit contract operator, and on the transit website. Further, as a sub-recipient of the City, the transit contractor will be responsible for the development of, approval by the contractor’s governing body, adherence to, and posting of its own Title VI Policy.

I. Title VI Notice to the Public of Rights Under Title VI & List of Posting Locations

A Title VI Notice to the Public must be displayed to inform the transit system’s customers of their rights under Title VI. The following notice, in both English and Spanish, will be posted at Guadalupe City Hall, in all transit vehicles, on the transit website, and in the office of the transit contractor.

(See Below)

Notifying the Public of Rights under Title VI

THE CITY OF GUADALUPE

Title VI of the 1964 Civil Rights Act requires that:

“No person in the United States shall, on the ground of race, color, or national origin, be excluded from participating in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.”

Applicability

As a recipient of federal financial assistance, Guadalupe Transit and its transit operator SMOOTH, Inc. are subject to the regulations under Title VI and have established policies to maintain compliance with those regulations.

It is against the policy of Guadalupe Transit and SMOOTH, Inc. to discriminate against an individual based on that person’s race, color or national origin. In addition to transit passengers, this policy applies to applicants for employment, current employees, and sub-recipients or subcontractors.

A full description of the Guadalupe Transit / SMOOTH, Inc. Title VI Complaint Procedures is available on-line at www.smoothinc.org (Title VI tab) and at City and SMOOTH, Inc. office locations listed below.

Filing a Complaint

A complaint can be filed by an individual, a class, or by a third-party within 180 calendar days of the alleged discriminatory act in the following ways:

- 1) Directly with the Federal Transit Administration at the FTA Office of Civil Rights, Title VI Program Coordinator, East Building, 5th floor-TCR, 1200 New Jersey Ave. Washington, D.C. 20590.
- 2) With the Title VI Program Coordinator at either of the following locations:

City of Guadalupe
918 Obispo St.
Guadalupe, CA 93434
City Administrator
(Title VI Program Coordinator)

-OR-

SMOOTH, Inc.
240 East Roemer Way
Santa Maria, CA 93454
Executive Director
(Title VI Program Coordinator)

Title VI Posted Notice Locations:

- * City Hall Bulletin Board
- * City Hall, City Administrator's Office
- * City Hall Payment Counter
- * All Transit Vehicles
- * City Website: www.ci.guadalupe.ca.us
- * Transit Contractor Office
- * SMOOTH Inc. Website: www.smoothinc.org

II. Title VI Complaint Procedure-How to File a Complaint

Any person who believes he or she has been discriminated against on the basis of race, color, or national origin by the Guadalupe transit service may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form, located below, no more than 180 days after the alleged incident. The Complaint Form should be submitted to: City Administrator, City of Guadalupe, 918 Obispo St., Guadalupe, CA 93434. Any person may also file a complaint directly with the Federal Transit Administration, at the FTA Office of Civil Rights, Title VI Program Coordinator, East Building, 5th floor-TCR, 1200 New Jersey Ave. Washington, D.C. 20590.

Once the complaint is received, it will be reviewed to determine if the City has jurisdiction in the matter. The complainant will receive an acknowledgment letter informing her/him whether the complaint will be investigated locally by the City.

The City has 15 business days to investigate the complaint. If more information is needed to resolve the issue, the City may contact the complainant. The complainant has 15 business days from the date of the letter to send the requested information to the staff person assigned to the case. If the staff person is not contacted by the complainant or does not receive the additional information within 15 business days, the City can administratively close the case. A complaint case can also be administratively closed if the complainant no longer wished to pursue his or her case.

After the City reviews the complaint, one of two letters will be issued to the complainant, either a Closure Letter or a Letter of Finding. A Closure Letter summarizes the allegations and states that there was not a Title VI violation and the case will be closed. A Letter of Finding summarizes the allegations, any investigations related to the alleged incident, and then explains whether any disciplinary action or specific actions will occur. If the complainant wishes to appeal the decision, he or she has 15 business days after the date of the Letter of Findings to do so.

III. Copy of the Title VI Complaint Form

Title VI regulations require that a copy of the Title VI Complaint Form be included in the FTA recipient's Title VI Policy. Here is the Complaint form intended for such use:

DISCRIMINATION COMPLAINT FORM (Title VI)

Section I.					
Name:					
Address:					
Telephone (Home):			Telephone (Work):		
E-Mail Address:					
Accessible Format Requirements? (check all needed)	Large Print		Audio Tape		
	TDD		Other		
Section II:					
Are you filing this complaint on your own behalf?			Yes*	No	
*If you answered "yes" to this question, go to Section III.					
If not, please supply the name and relationship of the person for whom you are complaining:					
Please explain why you are filing for a third party:					
Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party.			Yes	No	
Section III.					
I believe the discrimination I experienced was based on (check all that apply):					
[] Race [] Color [] National Origin					
Date of Alleged Discrimination (Month, Day, Year):					
Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, please use the back of this form.					

Section IV		
Have you previously filed a Title VI complaint with this agency?	Yes	No
Section V.		
Have you filed a complaint with any other Federal, State, or local agency, or with any Federal or State Court? <input type="checkbox"/> Yes <input type="checkbox"/> No		
If "Yes", check all that apply:		
<input type="checkbox"/> Federal Agency		<input type="checkbox"/> Federal Court
<input type="checkbox"/> State Agency		<input type="checkbox"/> State Court
<input type="checkbox"/> Local Agency		
Please provide information about a contact person at the agency/court where the complaint was filed.		
Name:		
Title:		
Agency:		
Address:		
Telephone:		
Section VI		
Name of agency complaint is against:		
Contact person:		
Title:		
Telephone number:		
You may attach any written material or other information that you think is relevant to your complaint.		
_____ Signature		_____ Date
Please submit this form in person or by mail at one of the addresses below:		
City of Guadalupe Attention: City Administrator 918 Obispo St. Guadalupe, CA 93434	-OR-	Federal Transit Administration Office of Civil Rights East Building, 5 th Floor-TCR 1200 New Jersey Ave. SE Washington, DC 20590

VI. List of Transit-Related Title VI Investigations, Complaints, and Lawsuits

All recipients of federal funding must prepare and maintain a list of any of the following that allege discrimination on the basis of race, color, or national origin.

- * Active investigations conducted by FTA and entities other than FTA;
- * Lawsuits
- * Complaints naming the recipient.

This list shall include the date that the transit-related Title VI investigation, lawsuit, or complaint was filed; a summary of the allegation(s); the status of the investigation, lawsuit, or complaint; and actions taken by the recipient in response, or final findings related to the investigation, lawsuit, or complaint. This list shall be included in the Title VI Program submitted to FTA every three years.

	<u>Date</u> (Month, Day, Year)	<u>Summary</u> (Include basis of complaint: race, color, or national origin)	<u>Status</u>	<u>Action(s) Taken</u>
Investigations	None			
1.				
2.				
Lawsuits	None			
1.				
2.				
Complaints	None			
1.				
2.				

V. Public Participation Plan

The Guadalupe City Council is designated as the contact point for Public Participation regarding all City issues or concerns. The Council meets on the second and fourth Tuesday of every month at 6:00 p.m. at Guadalupe City Hall, 918 Obispo St., Guadalupe, CA. Meeting agendas are published on the City’s website at www.ci.guadalupe.ca.us and are posted at City Hall in the City Hall bulletin board. Each meeting includes a Community Participation Forum which is an opportunity to speak directly to the City Council on any matter involving the City.

When warranted, the City Council has at its discretion, the option of directing City staff to fully explore any public input or concerns.

The City also maintains a Public Hearing Procedure for Major Service or Fare Changes.

Summary of Recent Public Outreach Efforts

Over the past reporting period, Guadalupe Transit conducted the following public outreach efforts:

- 1) The City Council acted on several transit business items which included annual approval of the FTA 5311 funding resolution and the resolution approving the annual TDA Claim. In each case the public had the opportunity during the City Council meetings to participate with Spanish translation available on request.
- 2) The City began the process of updating its Short Range Transit Plan (SRTP) in December 2013. As this activity has progressed toward its conclusion in June 2014, the SRTP consultant conducted three days of On-Board Passenger Surveys, Stakeholder Interviews, and Ride Checks on city transit routes and in the community. All public outreach was conducted by staff proficient in Spanish and all written material was available in English and Spanish. The SRTP will include additional evaluation of Limited English Proficiency (LEP) policy and procedures and provide recommendations for improvement if indicated.
- 3) The SRTP conducted public outreach in June 2014 when the Administrative Draft was available with specific stakeholders in the community as well as a public presentation to the City Council. All activities included Spanish translation availability.
- 4) The Guadalupe Flyer schedule brochure was redesigned and printed during the reporting period. All sections of the brochure include Spanish translation.
- 5) The transit contractor during the term of this reporting period maintained a 100% level of customer service dispatchers functional in Spanish. During the previous reporting period term (prior to June 2014), the transit contractor for the City maintained a 100% level of customer service dispatchers functional in Spanish.

All transit contractor staff are provided training in ways to provide timely and reasonable Spanish translation. These include a hand-out training flier listing commonly used phrases and responses to service questions in English and Spanish. Transit staff is also familiarized with the availability of Spanish translation by 2-way radio or cell phone with bilingual office staff. Another translation tool communicated to transit employees, involves solicitation of a fellow passenger in a Team effort to assist a Spanish language speaker and the transit employee.

VI. Limited English Proficiency (LEP) Plan

The FTA “Four Factor Analysis” and 2010 Census Data were used in developing the City’s LEP Plan in order to ensure a meaningful access to City programs and activities.

A copy of the LEP Plan, with supportive city and regional demographic statistics, is included as an attachment to this document. This statistical census data relates to the following summary of the Four Factor Analysis used to develop the LEP conclusions.

The Four Factor Analysis included considering the following elements.

- 1) The number or proportion of LEP persons eligible to be served or likely to be encountered.
- 2) The frequency with which LEP persons come into contact with the program.
- 3) The nature and importance of the program, activity, or service provided.
- 4) The resources available to the recipient for LEP outreach, as well as costs associated with that outreach.

The following 2010 Census Data was instrumental in determining the City's LEP Plan.

<u>English</u> Language ONLY	26%
<u>Spanish</u> Language Speakers	73%
<u>Spanish Speakers</u> – Speaking English LESS THAN VERY WELL	47%
<u>Other Language</u> Speakers	< 1%
<u>Other Language Speakers</u> – Speaking English LESS THAN VERY WELL	< 0.5%

Applying the Four Factors as a “foundational” consideration, then incorporating the 2010 Census Data above, it was determined that it is appropriate for the City to provide Spanish language assistance services whenever requested and/or feasible. A complete copy of the LEP Plan, with supportive city and regional demographic statistics, is included as an attachment with this document.

Relative to the Transit Department, the following elements have been implemented.

- 1) All printed route schedules and service description material are provided in English and Spanish.
- 2) The transit website includes Spanish translated material.
- 3) The City's transit contractor is required to provide an appropriate level of language translation for daily transit activities.
- 4) All transit public hearings and transit survey efforts are conducted with Spanish translation available.

Transit Boarding Frequency and LEP Exposure

The frequency with which LEP persons come into contact with Guadalupe Transit services varies greatly among the residents of Guadalupe. The 2014 Short Range Transit Plan (SRTP) indicated in a Transit Passenger Survey that, of 178 passenger respondents 23% of riders used the inter-city route 6 days/week, 50% 2-5 days/week, 10% once per month and the balance of 17% 1-4 days/month or less. This survey, coupled with the numbers of Spanish speakers in the community indicates a high frequency of contact with LEP persons.

A clear indication of the importance of the service to the lives of Guadalupe passengers is seen in the high Passenger Trips per Capita for the Guadalupe Transit system. 2011/2012 ridership (not including ADA) for Guadalupe (112,010) equates to 15.8 Passenger Trips Per Capita (PTPC). This is 2.7 times the PTPC for neighboring Santa Maria/Orcutt (5.7 PTPC = 738,146 fixed route trips @ 130,364 census residents) and 5.8 times the PTPC of the Lompoc Colt and Santa Ynez Transit services combined (2.7 PTPC = 155,018 fixed route trips @ 56,929 census residents in Solvang, Santa Ynez and Buellton).

Relative to the Transit Department and the required **“Safe Harbor Provision”** all printed schedules (paper and website) and service description material are provided in English and Spanish. In addition, the City’s transit contractor is required to provide an appropriate level of Spanish language translation for daily transit activities.

Follow Up Evaluation and Updates

The City Transit service will monitor and evaluate the needs of LEP persons in its service area in an on-going manner, remaining sensitive to any changes in language demographics. A formal evaluation and update will be made a part of all subsequent Short Range Transit Plans with recommendations for enhancing or altering the service’s support for LEP persons.

VII. Racial Breakdown of Non-Elected Advisory Councils

The City has no non-elected advisory committees or commissions. All policy making activities are conducted directly by the elected City Council. City Council currently includes three Hispanic members and two Caucasian members. For years, City Council has included a majority of Hispanic members.

VIII. Narrative Describing Subrecipient Monitoring

The City is responsible for monitoring all activities of its subrecipients, which includes the transit contractor. This includes regular review of service performance and a yearly confirmation of the existence of the transit contractor’s FTA approved Title VI Policy, appropriate posting of Title VI Public Notice statements, as well as documentation proving compliance with the requirement to submit a Title VI report to the FTA every three years.

IX. Governing Body (City Council) Resolution Approving the Title VI Program

Following staff review of the City of Guadalupe’s Title VI Program, the Guadalupe City Council considered and adopted the Resolution 2014-42 approving the Title VI program for use by the transit service department. (See attached)

X. Service Standards (Required for all Fixed Route Transit Providers)

Vehicle Load Standards

The average of all loads during Peak and Non-Peak operating periods should not exceed the vehicle’s maximum load capacities, which are 46 total passengers (seated and standing) for the 29-ft. transit vehicle, 63 total passengers for the 40-ft. transit vehicle, and 8 total passengers for the ADA service vehicle. Note: All three of the Gillig transit buses, #153, #154, and #156, are used interchangeably between the Flyer and Shuttle services depending on maintenance/repair schedules.

Guadalupe Flyer					
Vehicle Type	Average Passenger Capacities				
	Seated	Standing	Total	Peak Max Load Capacity	Non-Peak Max Load Capacity
29 Foot Gillig Low Floor Transit Bus (#153 & #154)	28	18	46	1.2	1.0
40 Foot Gillig Low Floor Transit Bus (#156)	39	24	63	1.0	1.0

Shuttle					
Vehicle Type	Average Passenger Capacities				
	Seated	Standing	Total	Peak Max Load Capacity	Non-Peak Max Load Capacity
29 Foot Gillig Low Floor Transit Bus (#153 & #154)	28	18	46	1.2	1.0
40 Foot Gillig Low Floor Transit Bus (#156)	39	24	63	1.0	1.0

ADA Paratransit					
Vehicle Type	Average Passenger Capacities				
	Seated	Standing	Total	Peak Max Load Capacity	Non-Peak Max Load Capacity
Ford Raised Roof Van	8	0	0	1.0	1.0

Vehicle Headway Standards

The Guadalupe Flyer route operates Monday through Friday from 6:15 a.m. until 7:15 p.m. and on Saturdays from 8:15 a.m. until 5:15 p.m. The route provides intercommunity transportation from 12 bus stops in Guadalupe, over a 12 mile stretch on Highway 166, to four bus stops in Santa Maria. This distance and number of stops results in a 60 minute headway.

The Shuttle service operates as a “deviated route” service. The high demand by the community results in this Shuttle operating as an On-Demand service the majority of the schedule, Monday through Friday from 10:00 a.m. through 4:00 p.m. As such there is no specific Headway standard for this route.

On-Time Performance

A vehicle is considered on-time if it departs a scheduled time-point no more than 1 minute early and no more than 10 minutes late as compared to the established schedule. The Flyer route is routinely impacted by factors beyond the control of the operator which include: inclement weather conditions (fog, rain, wind), heavy commuter traffic and/or accidents on Highway 166, congestion from large semi-trucks and agricultural vehicles (tractors, field machinery, crop transport trailers), and Amtrak or cargo trains that travel through Guadalupe.

The Flyer route currently maintains a 96.2% on-time record in Fiscal Year 2012-2013. The Shuttle and ADA service maintain a 100% on-time performance.

Service Availability Standards

Guadalupe Flyer bus stops are located such that 100% of the residents are within a ¼ mile walk of bus service. In addition, during Shuttle service hours, this deviated route service often acts as a “feeder” service offering additional access and connectivity to the Flyer intercommunity route.

Guadalupe’s ADA service provides complementary transit access to eligible residents within ¼ mile of the fixed route Flyer route which virtually encompasses the entire town. The ADA service then extends along Highway 35 then into Santa Maria. In light of the difficult ADA schedule connectivity between the Guadalupe and Santa Maria (SMAT) ADA services, the city allows destinations in Santa Maria to be scheduled beyond the standard ¼ miles limitation.

XI. Service Policies (Required for All Fixed Route Transit Providers)

Vehicles

All three of Guadalupe buses are low floor, ADA accessible, Gillig manufactured, transit buses. Two of the vehicles (#153 & #154) are 29 feet in length (see Section X above) and the third (#156) is a larger 40-foot bus. While Bus #156 is the primary bus assigned to the Flyer service, due to the passenger demand and larger capacity, all three buses are available for both the Flyer and Shuttle routes depending on the maintenance or repair schedule. In either service assignments, both vehicle sizes do not exceed the projected Peak Maximum Passenger Load Capacities (see Section X).

All of the larger transit buses are ADA and wheelchair accessible. As such, both the Flyer and Shuttle routes routinely serve passengers with special transportation needs. The ADA van is scheduled only for ADA eligible passengers.

Bus Stops

There are twelve bus stops located within the Guadalupe city limits and four in the City of Santa Maria which includes the “hub” destination stop at the Santa Maria Transit Center (SMTC). The SMTC also serves as an inter-city transfer point with connectivity to all SMAT routes, the SLORTA Route 10 heading north to San Luis Obispo County, the Breeze 100 to Vandenberg Air Force Base and Lompoc, and the Breeze 200 to Los Alamos and Buellton.

There are eight bus shelters at bus stops in Guadalupe at the following locations: Schedule Stop #7 Jack O'Connell Park, #8 Pioneer & 2nd, #10 Amtrak Station (on Guadalupe St.), #11 Guadalupe & Olivera, #12 10th & Senior Center, #13 11th & Peralta, #14 Obispo & Fir, and #16 Flower & Birch. The destination stop at the SMTC is a fully covered, multi-modal stop with a customer service counter, snack-window, and restrooms.

The City's transit budget has not included funding for passenger amenities such as digital equipment, printed signs, maps, schedules mounted at bus stops in the system. Transit staff continues to seek funding for such improvements.

All three of the transit buses are equipped with on-board surveillance cameras which have been instrumental in assisting with vehicle incidents, driver behavior monitoring, passenger customer service, and peripheral traffic accidents.

Notificar al Público de los derechos bajo el Título VI

CIUDAD DE GUADALUPE

Título VI del Acta de Derechos Civiles de 1964 requiere que:

“Ninguna persona en los Estados Unidos, por motivos de raza, color, u origen nacional, debe ser excluida de participar en, ser negado los beneficios de, o ser sujeto a discriminación bajo cualquier programa o actividad que reciba asistencia financiera federal.”

Aplicabilidad

Como destinataria de asistencia financiera federal, Tránsito de Guadalupe y su operador de Tránsito SMOOTH, Inc. están sujetos a las regulaciones bajo el Título VI y han establecido normas para mantener el cumplimiento de esas regulaciones.

Es en contra de la norma de Tránsito de Guadalupe y SMOOTH, Inc. el discriminar a un individuo en base a la raza de la persona, color u origen nacional. Además de los pasajeros en tránsito, esta norma se aplica a los solicitantes de empleo, empleados actuales y los sub-receptores o subcontratistas.

Una descripción completa de los Procedimientos de Queja Título VI de Tránsito de Guadalupe / SMOOTH, Inc. está disponible en línea en www.smoothinc.org (Título VI) y en las oficinas de la Ciudad y SMOOTH, Inc. en las locaciones enumeradas a continuación.

Cómo presentar una queja

Una queja puede ser presentada por un individuo, una clase, o por un tercero dentro de los 180 días siguientes a la del supuesto acto discriminatorio de las siguientes maneras:

- 1) Directamente con la Administración Federal de Tránsito en la Oficina de Derechos Civiles del FTA Coordinadora del Programa del Título VI, Edificio Este 5to piso-TCR, 1200 New Jersey Ave. Washington, D.C. 20590.
- 2) Con el Coordinador del Programa de Título VI en cualquiera de los siguientes lugares:

City of Guadalupe
918 Obispo St.
Guadalupe, CA 93434
City Administrator

-OR-

SMOOTH, Inc.
240 East Roemer Way
Santa Maria, CA 93454
Executive Director
(Título VI Coordinador del Programa)

Título VI Procedimiento de Quejas – Cómo Presentar una Queja

Cualquier persona que cree que él o ella ha sido víctima de discriminación en base a raza, color, u origen nacional por el servicio de tránsito de Guadalupe, puede presentar una queja del Título VI, completando y enviando el formulario de Queja Título VI de la agencia, que se encuentra a continuación, no más de 180 días después del supuesto incidente. El Formulario de Queja deberá presentarse al Administrador de la Ciudad de Guadalupe, 918 Calle Obispo, Guadalupe, CA 93434. Cualquier persona también puede presentar una queja directamente con la Administración Federal de Tránsito, en la Oficina de Derechos Civiles del FTA, Título VI Coordinador, Edificio Este, 5to piso-TCR, 1200 New Jersey Ave. Washington, D.C. 20590.

Una vez recibida la denuncia, será revisada para determinar si el Ayuntamiento tiene jurisdicción en materia. El demandante recibirá una carta de reconocimiento a él/ella para informar si la denuncia será investigada a nivel local por el Ayuntamiento.

La Ciudad cuenta con 15 días hábiles para investigar la denuncia. Si se necesita más información para resolver el problema, la Ciudad puede ponerse en contacto con el denunciante. El demandante tiene 15 días hábiles desde la fecha de la carta para enviar la información solicitada a la persona del personal asignado al caso. Si el empleado no está en contacto con el reclamante o no recibe la información adicional dentro de los 15 días hábiles, la Ciudad puede cerrar administrativamente el caso. Un caso queja también se puede cerrar administrativamente si el autor ya no deseaba proseguir su caso.

Después que la Ciudad revisa la queja, una de las dos cartas se emitirá al demandante, ya sea una carta de cierre o una carta de hallazgo. Una carta de cierre da el resume de las acusaciones y afirma que no hubo una violación del Título VI y el caso será cerrado. Una carta de hallazgo da el resume de los derechos denunciados, las investigaciones relacionadas con el supuesto incidente y, a continuación, explica si cualquier acción disciplinaria o acciones específicas ocurrirán. Si el demandante desea pelear la decisión, él o ella tiene 15 días hábiles después de la fecha de la carta de hallazgo para hacerlo.

FORMULARIO DE QUEJAS DE DISCRIMINACIÓN (TÍTULO VI)

Sección I.				
Nombre:				
Dirección:				
Teléfono (Casa):		Teléfono (Trabajo):		
Correo Electrónico:				
Requisitos en formato Accesible? (marque todas las necesarias)	Letra Grande		Cinta de Audio	
	TDD		Otros	
Sección II:				
Está usted presentando esta queja por si misma?		Sí*	No	
*Si su respuesta es "Sí" a esta pregunta, vaya a la sección III.				
Si no, por favor proporcione el nombre y la relación con esta persona para la cual usted se queja:				
Por favor explique por qué usted está solicitando por un tercero:				
Favor de confirmar que ha obtenido el permiso de la parte perjudicada, si usted está representando en nombre de un tercero.		Sí	No	
Sección III.				
Creo que la discriminación que experimenté fue basada en (marque todas las que apliquen):				
[] Raza [] Color [] Origen Nacional				
Fecha de la presunta discriminación (Mes, Día, Año):				
Explique lo más claramente posible lo que paso y por qué cree que fue discriminado. Describir todas la personas que estuvieron involucradas. Incluya el nombre y la información de contacto de la persona (s) que lo discrimino (si se conoce), así como los nombres y la información de contacto con cualquier testigo. Si necesita más espacio, por favor use el reverso de este formulario.				

Sección IV		
Ha presentado previamente una denuncia Título VI con esta agencia?	Sí	No
Sección V.		
Ha presentado denuncia ante cualquier otra agencia Federal, Estatal o Local, o con cualquier Tribunal Federal o Estatal? <input type="checkbox"/> Sí <input type="checkbox"/> No		
Si su respuesta es "Sí", marque todas las que correspondan:		
<input type="checkbox"/> Agencia Federal		<input type="checkbox"/> Tribunal Federal
<input type="checkbox"/> Agencia Estatal		<input type="checkbox"/> Tribunal Estatal
<input type="checkbox"/> Agencia Local		
Por favor proporcione la información acerca de una persona de contacto en la agencia/tribunal donde se presenta la queja.		
Nombre:		
Título:		
Agencia:		
Dirección:		
Teléfono:		
Sección VI		
Nombre de la agencia la cual usted tiene queja en contra:		
Persona de Contacto:		
Título:		
Número de Teléfono:		
Es posible que ajuste cualquier material escrito o cualquier otra información que usted considere relevante para su queja.		
Firma		Fecha
Por Favor envíe este formulario en persona o por correo a una de la siguiente dirección:		
City of Guadalupe Attention: City Administrator 918 Obispo St. Guadalupe, CA 93434	-O-	Federal Transit Administration Office of Civil Rights East Building, 5 th Floor-TCR 1200 New Jersey Ave. SE Washington, DC 20590