

City of La Mirada

Transit Services Title VI Complaint Procedures

The City of La Mirada takes allegations of discrimination of any kind very seriously. Three specific categories of discrimination fall under Federal Title VI regulations: discrimination on the basis of race, color and national origin. As a recipient of Federal funding, the City is required to develop procedures for investigating and tracking Title VI complaints filed against the City's Transit Services and to make these procedures for filing a complaint available to the general public. With this in mind, the City has developed the following complaint procedures for Title VI issues.

Submission of Complaint

If a patron believes he/she has received discriminatory treatment on the basis of race, color or national origin by a City of La Mirada Transit staff member or a staff member of a Transit contractor, the patron will have the right to file a complaint with the City. The complaint must be filed within 180 calendar days of the alleged discriminatory incident.

Investigation of Complaints

Once filed, a staff member from the City Clerk's Office will be assigned to investigate the complaint. The investigation may include discussion(s) of the complaint with all affected parties to determine the issue.

The City will only investigate complete complaints. If the City requires more information to resolve the case, the City may contact the complainant. The complainant has 10 business days from the date of the City's request to send requested information to the investigator or request more time to gather the information. If the complainant does not respond to the request within 10 business days, the City can administratively close the case. A case can also be closed if the complainant no longer wishes to pursue their case.

The City will commence an investigation within 10 business days of receipt of the complaint.

Resolution of Case

After the investigator reviews the complaint, she/he will issue one of two letters to the complainant: a closure letter or a Letter of Finding. A closure letter summarizes the allegations and states that there was no Title VI violation and that the case will be closed. A Letter of Finding summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member or contractor staff, or other action will occur.

Appeal Process

The Letter of Finding will also notify the complainant of his/her right to appeal the decision. If the complainant disagrees with the City's or transit provider's findings, the complainant may request reconsideration by submitting a written request to the City Manager within 10 business days of receipt of the City's response. The complainant shall provide a detailed description of the request for consideration. The City Manager will notify the complainant of his/her decision either to accept or reject the request for reconsideration within 10 business days. If the City Manager agrees to reconsider the matter, the complaint shall be returned to the investigator for re-evaluation in accordance with the "Investigation of Complaint" procedures described above.

Submission of Complaint to the Department of Transportation

Complainant may, at any time, submit the complaint directly to the Department of Transportation for investigation:

U.S. Department of Transportation
Federal Transit Administration
Office of Civil Rights, Region IX
201 Mission St., Suite 1650
San Francisco, California 94105-1839

In accordance with Chapter 9, Complaints, of FTA Circular 4702.1B, such a complaint must be filed within 180 calendar days of the date of the alleged discrimination.

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