



Section 3: Title VI Complaint Procedures

Any person who believes that he or she has been excluded from participation in, been denied the benefits of, or otherwise subjected to unlawful discrimination under any Valley Metro service, program or activity, and believes the discrimination is based upon race, color or national origin may file a formal complaint with Valley Metro Customer Service. This anti-discrimination protection also extends to the activities and programs of Valley Metro's third-party contractors. Any such complaint must be filed within 180 days of the alleged discriminatory act (or latest occurrence).

Passengers using federally funded public transportation are entitled to equal access, seating and treatment. Under Title VI of the Civil Rights Act of 1964 (as amended) and related statutes, Valley Metro must ensure that no person shall, on the grounds of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any federally funded program, activity or service it administers.

Complaints for alleged non-compliance with Title VI and related statutes may be lodged with Valley Metro Customer Service. Any such complaint must be filed within 180 days of the alleged discriminatory act (or latest occurrence).

To submit a complaint online, fill out the online complaint form. Valley Metro's Title VI Complaint Form (English and Spanish) is located on the website:

<https://www.valleymetro.org/form/title-vi-complaint-form>

To submit a claim by mail, by phone, or in person, please fill out the printable complaint form and mail/take to:

Regional Public Transportation Authority
4600 E. Washington St., Suite 101
Phoenix, Arizona 85034
Email: csr@valleymetro.org
Phone: (602) 253-5000
TTY: (602) 251-2039

Individuals may also file complaints directly with the Federal Transit Administration (FTA) within the 180-day timeframe.

Federal Transit Administration (FTA)
Attention: Title VI Coordinator
East Building, 5th Floor –TCR 1200
New Jersey Avenue, SE
Washington, D.C. 20590



Complaints received by Customer Service will be assigned to the appropriate staff member(s) for investigation in accordance with federal standards (28 CFR Part 35 and FTA Circular 4702.1B). After the complaint is processed, Customer Service will respond to the complainant and, if warranted by the investigation, take appropriate action. The City of Phoenix, as the designated recipient of federal funds for this region, is responsible for monitoring this process.

Note: To request information about Valley Metro's Title VI Policy, please send an e-mail to TitleVICoordinator@valleymetro.org. To request information in alternative formats, please contact:

Customer Service at csr@valleymetro.org or
Phone: (602) 253-5000,
TTY: (602) 251-2039.

Valley Metro has 30 days to investigate each complaint. If more information is needed to resolve the case, Valley Metro may contact the complainant. Following the investigation of the complaint, a possibility of two letters will be sent to the complainant: a closure letter or a letter of finding. A closure letter states that there was not a Title VI violation; therefore, the case will be closed. A letter of finding states that there was a Title VI violation and explains what corrective action will be taken to remedy the situation. A complainant can appeal the decision within 60 days of receiving the letter. All appeals must be submitted to Valley Metro Customer Service.

Tracking

Complaint comes in and is logged into the CAS system.

The Customer Service Administrator sends the complaint to the cities/transit provider for investigation and documentation within 24 hours. Complaint is returned to the Customer Service Administrator to ensure the information is complete and closes the complaint. Each city's administrator audits the complaints as well to ensure they meet the guidelines for Title VI.

The administrator reviews an outstanding weekly report identifying outstanding complaints. During the review process the administrator will send out notifications to the agency and a copy to the relevant city to remind the entity that the complaint is not yet resolved or closed out. This process is reinitiated each week to ensure timely compliance.

The administrator audits all completed Title VI complaints to check for accuracy and has complaint reopened by Customer Service administrator and sent back if not completed accurately.

Investigating

STEP ONE: Summary of the complaint, completed by the Regional Services Customer Relations staff.



STEP TWO: Statement of issues. List every issue derived from the complaint summary. Include questions raised by each issue:

1. Who?
2. What?
3. When?
4. Where?
5. How?

Add new issues that surface during investigation. The final list of issues becomes outline for investigation.

STEP THREE: Respondent's reply to each issue. Obtain information from each respondent, listen to each tape, and review each document. All staff will document information collected in the customer contact (respondent area). After all respondent information is documented, complete the documentation (remaining steps). Determine the action taken. Follow up with the customer.

Note: "Respondent" is not confined to the transit vehicle operator. "Respondent" is defined as any source of information that can contribute to the investigation, such as:

- Operator (Interview/History)
- Radio/Dispatch/OCC reports
- GPS tracking software and programs
- Maintenance (Staff/Records)
- City Transit staff
- Witnesses
- Complainant (Interview/History)
- Spotter reports
- Video (camera) and/or audio recordings
- Courtesy cards
- Incident reports (supervisor, transit police, fare/security inspectors)
- Other transit employees
- Route history

STEP FOUR: Findings of fact. Investigate every "issue" (stated in the "statement of issues noted in step two). Separate facts from opinions.

STEP FIVE: Citations of pertinent regulations and rules. Develop list of all regulations, rules, policies, and procedures that apply to the investigation.

Title VI requirements
Company rules and procedures
Valley Metro policies and service standards



STEP SIX: Conclusions of law. Compare each fact from “findings of fact” to the list of regulations, rules, etc...Make decision on whether violation(s) occurred. List of violations becomes “conclusions of law.”

STEP SEVEN: Description of remedy for each violation. Specific corrective actions for each violation found. Include plans for follow-up checks. Do not conclude report with “no action taken.” If no violations found, conclude the report in a positive manner. Review policies and procedures. Review Title VI provisions.

Response to Customer

Detailed summary of conversation with customer. Send copy of letter to customer.

ACTION TAKEN

- Must include specific corrective action for each violation found.
- Include a follow-up action plan.
- If no violations found, note policies, procedures, etc. reviewed with operator.
- Never state “no action taken.”

Title VI Complaint Forms


Any person who believes that he or she has been discriminated against by Valley Metro or any of its service providers, and believes the discrimination was based upon race, color or national origin may file a formal complaint with Valley Metro Customer Service.

Using the forms on the next pages, provide the following information to process your complaint. Alternative formats and languages are available upon request.

You can reach Customer Service at (602) 253-5000/TTY: (602) 251-2039, or email at csr@valleymetro.org.



Title VI Complaint Form - English

Section I: Customer Information			
Name:			
Address:			
City:	State:	Zip:	
Work Phone:	Home Phone:	Cell Phone:	
Email Address:			
Section II: Incident Information			
Date of Incident:	Time of Incident:	AM/PM	City:
Incident Location:	Direction of Travel:		
Route #:	Bus/Light Rail #:		
Service Type:	<input type="checkbox"/> Local	<input type="checkbox"/> Express/RAPID	<input type="checkbox"/> Light Rail
		<input type="checkbox"/> Circulator/Connector	<input type="checkbox"/> Dial-a-Ride
Operator Name:			
Operator Description:			
What was the discrimination based on? (Check all that apply)			
<input type="checkbox"/> Race	<input type="checkbox"/> Color	<input type="checkbox"/> National Origin	<input type="checkbox"/> Other:
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.			
Have you filed this complaint with the Federal Transit Administration? <input type="checkbox"/> Yes <input type="checkbox"/> No			
If yes, please provide information about a contact person at the Federal Transit Administration where the complaint was filed.			
Name:		Title:	
Address:		Telephone:	
Have you previously filed a Title VI complaint with this agency: <input type="checkbox"/> Yes <input type="checkbox"/> No			
You may attach any written material or other information that you think is relevant to your complaint. Signature and date required below:			
Signature _____		Date _____	
		602.253.5000 TTY: 602.251.2039 valleymetro.org	
			



Title VI Complaint Form – Spanish

Foma De Quejas Del Titulo VI

Cualquier persona que crea que ha sido discriminada basándose en su raza, color u origen nacional con Valley Metro o sus proveedores de servicio puede registrar una queja del Título VI con el Servicio al Cliente de Valley Metro.

Por favor provea la siguiente información necesaria para que se procese su queja. Hay formatos e idiomas alternos disponibles si se solicitan. Llene esta forma y envíela por correo postal a o entréguela en: Regional Public Transportation Authority, 4600 E. Washington St., Suite 101, Phoenix, Arizona 85034. Usted puede comunicarse con el Servicio al Cliente llamando al (602) 253-5000/TTY: (602) 251-2039, ó por correo electrónico en csr@valleymetro.org.

Sección I: Información del Cliente

Nombre:

Ciudad:	Estado:	Código Postal:
Teléfono del Trabajo:	Teléfono del Hogar:	Teléfono Celular:

Domicilio Electrónico:

Sección II: Información del Incidente

Fecha del Incidente:	Hora del Incidente:	AM/PM	Ciudad:
Ubicación del Incidente:		Dirección de Viaje:	
# de Ruta:	# de Autobús/Tren Ligero:		

Tipo de Servicio: Local Express/RAPID Tren Ligero Circulador/Connector Dial-a-Ride

Nombre del/la Conductor/a:

Descripción del/la Conductor/a:

¿En qué se basó la discriminación? (Marque todo lo que sea aplicable)

Raza Color Origen Nacional Otro

Explique tan claramente como sea posible lo que sucedió y por qué cree usted que se le discriminó. Describa a todas las personas que estuvieron involucradas. Incluya el nombre y la información de contacto de la/s persona/s que le discriminó/aron a usted (si los sabe), así como los nombres y la información de contacto de cualquier testigo. Si necesita más espacio, por favor use el reverso de esta forma.

¿Ha usted registrado esta queja con la Administración Federal de Tránsito? Sí No

Si contestó sí, por favor provea información sobre la persona de contacto en la Administración Federal de Tránsito donde se registró la queja:

Nombre:	Título:
Domicilio:	Teléfono:

¿Ha usted registrado previamente una queja del Título VI con esta agencia? Sí No

Usted puede adjuntar cualquier material por escrito o cualquier otra información que crea que sea relevante a su queja.

Se requiere la firma y la fecha abajo:

Firma _____ Fecha _____

valleymetro.org
602.253.5000
TTY: 602.251.2039

