



Title VI Complaint Process

Culver CityBus grants all citizens equal access to all its transportation services. It is further the intent of Culver CityBus that all citizens are aware of their rights to such access. This site is designed to serve as an educational tool for citizens so that they may understand one of the civil rights laws that protect their benefit of Culver CityBus programs and services, specifically, as it relates to Title VI of the Civil Rights Act of 1964.

What is Title VI

Title VI is a section of the Civil Rights Act of 1964 requiring that “No person in the United States 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 program or activity receiving federal financial assistance.” Note that Title VI does not address gender discrimination. It only covers race, color and national origin. Other Civil Rights laws prohibit gender discrimination.

Who is a Limited English Proficient Person?

Persons who do not speak English as their primary language and who have limited ability to read, speak, write, or understand English can be limited English proficient, or “LEP.” These individuals may be entitled to language assistance with respect to a particular type of service, benefit, or encounter.

Different treatment based on a person’s inability to speak, read, write, or understand English may be a type of national origin discrimination.

When and how do I file a complaint?

If you believe that you have received discriminatory treatment by the Culver CityBus based on your race, color or national origin, you have the right to file a complaint with the Culver CityBus Title VI Coordinator (Senior Management Analyst). The complaint must be filed no later than 180 calendar days of the alleged discriminatory incident.

Methods of filing a Complaint

The preferred method is to file your complaint in writing using the [Title VI Complaint Form](#), and emailing TransitAdmin@culvercity.org.

Alternatively, complaints may be mailed to:

Title VI Coordinator
Culver CityBus
4343 Duquesne Avenue Culver City, California 90232

Verbal complaints will be accepted and transcribed by the Title VI Coordinator. To make a verbal complaint, call (310) 253-6500 and ask for the Title VI Coordinator. Complaints may also be filed with external entities such as the Equal Employment Opportunity Commission (EEOC); Federal

Transit Administration (FTA); or Department of Fair Employment and Housing (DFEH). Please review information on the respective agency websites for details on filing Title VI complaints.

Should a complaint be filed with Culver CityBus and an external entity simultaneously, the external complaint shall supersede the Culver CityBus complaint and the Culver CityBus complaint procedures will be suspended pending the external entity's findings.

Investigations

Within 10 working days of receipt of the formal complaint, the Title VI Coordinator will notify the complainant and begin an investigation (unless the complaint is filed with an external entity first or simultaneously).

The investigation may include discussion(s) of the complaint with all affected parties to determine the problem. The complainant may be represented by an attorney or other representative of his/her own choosing and may bring witnesses and present testimony and evidence during the investigation.

The investigation will be conducted and completed within 90 days of the receipt of the formal complaint. Based upon all the information received, an investigation report will be written by the Title VI Coordinator for submittal to the Transportation Director.

The complainant will receive a letter stating that final decision by the end of the 90-day time limit. The complainant shall be notified of his/her right to appeal the decision. Appeals may be made to the Federal Transit Administration (FTA).

If the complainant is dissatisfied with the determination and/or resolution set forth by Culver CityBus, the same complaint may be submitted to the FTA for investigation. The complainant will be advised to contact the Federal Transit Administration, Office of Civil Rights, 201 Mission Street Suite 1650 San Francisco, CA 94105-1839.

A copy of the complaint and Culver CityBus' investigation report/letter of finding and final remedial action plan, if appropriate, will be issued to FTA within 120 days of the receipt of the complaint. A summary of the complaint and its resolution will be included as part of the Title VI updates to the FTA.

Section IV:

Have you previously filed a Title VI complaint with this agency?	Yes	No
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Section V:

Have you filed this complaint with any other Federal, State, or Local agency, or with any Federal or State court?

Yes No

If yes, check all that apply:

Federal Agency:

Federal Court:

State Agency:

State Court:

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 written materials or other information that you think is relevant to your complaint. Signature and date required below.

Signature

Date

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