



City of Manteca  
Public Works Dept.  
Transit Division  
220 Moffat Blvd.  
Manteca, CA 95336  
(209) 456-8888

## Title VI Complaint Procedures

1. Any person who believes he or she has been discriminated against on the basis of race, color, or national origin by the City of Manteca in its operation of Manteca Transit (hereinafter referred to as “City”) may file a Title VI complaint by completing and submitting the agency’s Title VI Civil Right Complaint Form.
2. A complaint may also be filed by a representative on behalf of a person. Complaints shall be in writing and shall be signed by the complainant and/or the complainant's representative.
3. Complaints shall set forth as fully as possible the facts and circumstances surrounding the alleged discrimination. In the event that a person makes a verbal complaint of discrimination to an officer or employee of the City of Manteca or its transit contractor, the person shall be asked to complete the City’s Complaint Form.
4. The Complaint Form is located on the Manteca Transit page of the City’s website at [www.mantecatransit.com](http://www.mantecatransit.com) or can be obtained by contacting the City of Manteca Transit at (209) 456-8888 or via e-mail at [transitadmin@ci.manteca.ca.us](mailto:transitadmin@ci.manteca.ca.us). Instructions for submitting the completed complaint are included on the Complaint Form.
5. A person may also file a complaint directly with the Federal Transit Administration or at the following address:

Federal Transit Administration (FTA)  
Office of Civil Rights  
Attention: Title VI Program Coordinator  
East Building -- 5th Floor TCR  
1200 New Jersey Avenue SE  
Washington, DC 20590

6. If a Title VI complaint is filed simultaneously with an external entity, any other Federal or State agencies or courts, the external complaint will supersede the City’s complaint and the City’s complaint procedures will be suspended pending the external entity’s findings.
7. Civil rights complaints should be filed as soon as possible, but no more than 180 days after the alleged incident. The City will process complaints that are complete. In instances where additional information is needed for assessment or investigation of the complaint, the City will contact the complainant in writing within fifteen (15) working days. Failure of the complainant to provide the requested information within thirty (30) business days may result in the administrative closure of the complaint. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

8. Once the complaint is received, it will be referred to the City of Manteca Director of Human Resources and Risk Management for review to determine if it has jurisdiction.
9. The City will respond within ten (10) working days with an acknowledgement letter informing the complainant whether their complaint will be investigated by the City's Director of Human Resources and Risk Management.
10. If the complaint will be investigated by the City's Risk Management and Human Resource Director, it must be completed within ninety (90) calendar days of receipt of the complaint. The Director of Human Resources and Risk Management will notify the complainant in writing of the final decision reached, including the disposition of the matter. One of two letters will be issued to the complainant: a closure letter or a letter of finding (LOF). A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed. An LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff person or other action will occur.
11. The complainant will also be advised of their right to appeal the decision to federal and state authorities as appropriate. If the complainant wishes to appeal the City's decision, they have ten (10) days after the date of the letter or the LOF to do so. The City's Transit Supervisor will also provide a copy of the City's decision and summary of findings to the Federal Transit Administration upon completion of the investigation.