



SECTION 2

TITLE VI COMPLAINT PROCEDURES AND FORM

City of Lompoc Title VI Policy Statement

The City of Lompoc is committed to a policy of non-discrimination in the conduct of its business, including its Title VI responsibilities, and to the delivery of equitable and accessible transportation services.

The City of Lompoc is committed to ensuring that no person is excluded from participation in or denied the benefits of its services on the basis of race, color, or national origin, as provided by Title VI of the Civil Rights Act of 1964, as amended. The City’s objectives are to:

- Ensure the level and quality of transportation service is provided without regard to race, color or national origin.
- Identify and address, as appropriate, disproportionately high and adverse human health and environmental effects, including social and economic effects of programs and activities on minority populations and low-income populations.
- Promote the full and fair participation of all affected populations in transportation decision making.
- Prevent the denial, reduction or delay in benefits related to programs and activities that benefit minority populations or low-income populations.
- Ensure meaningful access to programs and activities by persons with limited English proficiency (LEP).

Any person who believes that he or she has been subjected to discrimination under Title VI on the basis of race, color or national origin may file a Title VI complaint with the City within 60 days from the date of the alleged discrimination.

Complaints may be filed with the City in writing and may be addressed to:

*Mr. Richard Fernbaugh
Title VI Compliance Coordinator
City of Lompoc
100 Civic Center Plaza
Lompoc, CA 93436*

A copy of the Title VI Complaint Form may also be obtained by calling (805) 875-8268. The City will provide appropriate assistance to complainants who are limited in their ability to communicate in English.



Title VI Transit Complaint Process

Submission of Complaint

If a customer believes he/she has received discriminatory treatment by City of Lompoc Transit on the basis of race, color or national origin, the customer will have the right to file a complaint with the Transit Title VI Compliance Coordinator. The complaint must be filed no later than sixty (60) calendar days of the alleged discriminatory incident.

Investigation of Complaint

Upon receipt of the complaint, the Compliance Coordinator will begin an investigation. The investigation may include discussion(s) of the complaint with all affected parties to determine the problem. Based upon the information received, the Compliance Coordinator will prepare an investigation report for submittal to the Assistant Public Works Director. The complainant will receive a letter from the Compliance Coordinator stating the final decision within forty-five (45) calendar days of receipt of the complaint.

If more time is needed to review the complaint, the Compliance Coordinator will notify the complainant of the estimated time-frame for completing the review. Upon completion of the review, the Compliance Coordinator shall make a recommendation regarding the merit of the complaint, whether remedial actions are available to provide redress, and whether improvements to the City's Title VI process are needed.

Request for Reconsideration

The complainant shall be notified of his/her right to appeal the decision. If the complainant disagrees with the Compliance Coordinator's finding, the complainant may request reconsideration by submitting a written request to the Assistant Public Works Director within ten (10) calendar days after receipt of the Compliance Coordinator's response. The complainant shall provide a detailed description of items not fully understood. The Assistant Public Works Director will notify the complainant of his/her decision either to accept or reject the request for reconsideration within ten (10) calendar days. When the Assistant Public Works Director agrees to reconsider the matter, the complaint shall be returned to the Compliance Coordinator for re-evaluation in accordance with the "Investigation of Complaint" procedures described above.

Appeal Process

If the request for reconsideration is denied, the complainant may appeal the Assistant Public Works Director's response to the complaint by submitting a written request to the Compliance Coordinator. The appeal request will be forwarded to the City Manager and City Attorney for final determination.

Submission of Complaint to the Department of Transportation

If the complainant is dissatisfied with the City's resolution of the complaint, he or she may submit a complaint to the Department of Transportation for investigation. The complaint may be submitted to the Title VI Program Coordinator, FTA Office of Civil Rights, East Building, 5th Floor – TCR, 1200 New Jersey Ave., S.E., Washington, D.C. 20590. In accordance with Chapter 9, Complaints, of FTA Circular 4702.1B, such a complaint must be filed within 180 calendar days after the date of the alleged discrimination. Chapter 9 of FTA Circular 4702.1B, which outlines the complaint process to the Department of

2019 Title VI Program
City of Lompoc – City of Lompoc Transit
December 2018



Transportation, may be obtained by requesting a copy from the City's Compliance Coordinator at (805) 875-8268.

For additional information on the City's non-discrimination obligations, please contact:

Mr. Richard Fernbaugh
Title VI Compliance Coordinator
City of Lompoc
100 Civic Center Plaza
Lompoc, CA 93436
Phone: (805) 875-8268



Exhibit 2.1 Title VI Complaint Form (English)

CITY OF LOMPOC
CITY OF LOMPOC TRANSIT (COLT)
Title VI Complaint Form

The City of Lompoc is committed to ensuring that no person is excluded from participation in or denied the benefits of its services on the basis of race, color or national origin, as provided by Title VI of the Civil Rights Act of 1964, as amended.

The following information is necessary to assist us in processing your complaint. If you require any assistance in completing this form, please contact the Title VI Compliance Coordinator at (805) 875-8268. The completed form must be returned to City of Lompoc, Title VI Compliance Coordinator, 100 Civic Center Plaza, Lompoc, CA 93436.

Name: _____

Street Address: _____

Phone: _____ Alternative Phone: _____

Date of Incident: _____ Time of Incident: _____

Which of the following best describes the reason for the alleged discrimination? (Check one)
 Race Color National Origin (Limited English Proficiency)

Please describe the alleged discrimination incident. Explain what happened, whom you believe was responsible, and other specific relevant information. Please use the next page of this form if additional space is required.

(Complete next page of form)



CITY OF LOMPOC
CITY OF LOMPOC TRANSIT (COLT)
Title VI Complaint Form

Have you filed a complaint with any other federal, state or local agencies? (Check one)

Yes No

If yes, list agency or agencies and contact information below:

Agency: _____

Street Address: _____

Phone: _____

Contact Name: _____

Agency: _____

Street Address: _____

Phone: _____

Contact Name: _____

I affirm that I have read the above charge, and it is true to the best of my knowledge.

Complainant's Signature Date

Print or Type Name of Complainant

Date Received: _____

Received By: _____

