

## **San Francisco County Transportation Authority Title VI Complaint Procedure**

As a recipient of federal dollars, the San Francisco County Transportation Authority (Transportation Authority) is required to comply with Title VI of the Civil Rights Act of 1964 and ensure that services and benefits are provided on a nondiscriminatory basis. The Transportation Authority has the following Title VI Complaint Procedure in place, which outlines a process for local disposition of Title VI complaints.

### **The complaint procedures are outlined below:**

**1. Submission of Complaint:** Any person who feels that he or she, individually, or as a member of any class of persons, on the basis of race, color or national origin status has been excluded from or denied the benefits of, or subjected to discrimination under any program or activity receiving federal financial assistance through the Transportation Authority may file a written complaint with the Deputy Director of Finance and Administration. Such complaint must be filed within 180 calendar days after the date the person believes the discrimination occurred.

**2. Referral to Review Officer:** Upon receipt of the Complaint, the Transportation Authority shall evaluate and investigate the Complaint, in consultation with the Transportation Authority's General Counsel. The Transportation Authority shall complete the review and issue a written response to the Complainant no later than 60 calendar days after the date the Transportation Authority received the Complaint. If more time is required, the Transportation Authority shall notify the Complainant of the estimated time-frame for completing the review.

**3. Request for Reconsideration:** If the Complainant disagrees with the response, he or she may request reconsideration by submitting the request, in writing, to the Executive Director within 10 calendar days after its receipt. The Executive Director will notify the Complainant of his decision either to accept or reject the request for reconsideration within 10 calendar days.

**4. Appeal:** If the request for reconsideration is denied, the Complainant may appeal the Executive Director's response to the Complaint by submitting a written appeal to the Transportation Authority Board no later than 10 calendar days after receipt of the Executive Director's written decision rejecting reconsideration.

**5. Submission of Complaint to the applicable federal funding agency:** You may also file a complaint directly with the Federal Transit Administration, Federal Highway Administration, or the applicable federal funding agency.

To obtain a disability-related modification or accommodation, including auxiliary aids or services, please contact the Clerk of the Board at 415.522.4800 or via email at [clerk@sfcta.org](mailto:clerk@sfcta.org).