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**Appendix G**  
**Title VI Policy Statement**

# **Santa Clara Valley Transportation Authority**

## **Title VI**

### **Organizational Commitment**

Santa Clara County, the heart of the Silicon Valley, is home to one of the most innovative, creative and diverse communities in the country. With a population of 1.7 million people, more than half of the County's residents speak a language other than English at home compared to 20% of the United States population in that same demographic.

Because of our multicultural customer base, VTA recognizes its opportunities and obligations by proactively ensuring that our policies, services and programs are delivered by communications tools and processes that are inclusive and effective. By these actions, we can make certain that no person, because of their race, color or national origin is denied meaningful access to our transportation services, programs and information.

VTA supports the goal of Title VI and its Executive Orders on Limited English Proficiency (LEP) and Environmental Justice to provide meaningful access to its services, projects and activities by low-income, minority, and limited English proficient persons.

VTA is strongly committed to meeting its regulatory requirements under Title VI. The organization is structured so that oversight and management of policy development, training, regulatory compliance, reporting and monitoring of all anti-discrimination policies as it relates to Title VI and LEP are centralized in one department; the Office of Civil Rights. Employees from every division within the organization work cooperatively to contribute to the success of our Title VI program.

With respect Title VI, VTA will:

- Ensure that 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 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.

### **Notice to The Public**

The Santa Clara Valley Transportation Authority (VTA) gives public notice of its policy to assure full compliance with Title VI of the Civil Rights Act of 1964 and all related statues. Title VI requires that no person in the United States of America shall, on the grounds of race, color, or

national origin, be excluded from the participation in, be denied the benefits of, or be otherwise subjected to discrimination under any VTA program or activity.

To request additional information on VTA's Title VI and other anti-discrimination obligations or to inquire about VTA's transportation services, projects and studies, please call the customer service center at (408)321-2300/(408)321-2330 TTY or via email at [customer.service@vta.org](mailto:customer.service@vta.org). Documents can be provided in languages other than English or in formats made accessible for persons with disabilities.

Any person who believes that he or she has been excluded from participation in, been denied the benefits of, or otherwise subjected to discrimination under any VTA service, program or activity, and believes the discrimination is based upon race, color, or national origin may file a formal complaint. This anti-discrimination protection also extends to activities and programs of VTA third party contractors.

Complaints against VTA or its third party contractors may be filed in writing using the [Title VI Complaint Form](#) or by calling (408) 321-5571. Completed and signed forms can be mailed to:

**Title VI Coordinator**

Office of Civil Rights  
Santa Clara Valley Transportation Authority  
3331 North First Street, B-1  
San Jose CA 95134

If you are unable file a complaint in writing, your verbal complaint will be accepted and transcribed by the Title VI Coordinator. To make a verbal complaint, call (408)321-5571. Complaints must be submitted within 180 days of the alleged discriminatory act (or latest occurrence).

Complaints may also be directly filed with 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.

**Complaint Process**

The Santa Clara Valley Transportation Authority (VTA) grants all citizens equal access to all its transportation services. It is further the intent of VTA, 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 VTA 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 are Limited English Proficient Persons?**

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.

### **How do I file a complaint?**

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

[Title VI Complaint Form](#) (PDF 44KB)

### **Methods of filing a Complaint**

The preferred method is to file your complaint in writing using the Title VI Complaint Form, and sending it to:

#### **Title VI Coordinator**

Employee Relations Department  
Santa Clara Valley Transportation Authority  
3331 North First Street, B1  
San Jose, CA 95134

Verbal complaints will be accepted and transcribed by the Title VI Coordinator. To make a verbal complaint, call (408) 321-5571 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 VTA and an external entity simultaneously, the external complaint shall supersede the VTA complaint and the VTA’s 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 investigations will address complaints against any VTA department(s). The investigation will be conducted in conjunction with and under the advice of the Employee Relations Department.

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 in the course of the investigation.

The investigation will be conducted and completed within 60 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 Chief Administrative Officer.

The complainant will receive a letter stating that final decision by the end of the 60 day time limit. Most investigations are completed within 30 days.

The complainant shall be notified of his/her right to appeal the decision. Appeals may be made to the Federal Transit Administration, the Equal Employment Opportunity Commission, or the Department of Fair Employment and Housing.

### **Community Outreach and Title VI Contact List**

To comply with Title VI of the Civil Rights Act of 1964, VTA provides all persons non-discriminatory and equitable access to all its transportation services and information. VTA maintains a mailing list, which is used to notify organizations that provide services to disabled, minority, low-income or limited English proficient persons, of proposed programs or changes to transportation services. VTA encourages organizations or individuals to voluntarily enter their contact information on the mailing list. Please [complete the form](#), in English, to be added to the mailing list. If you have any questions, please contact VTA at (408)321-2300, (408)321-2330 TTY or via email at [customer.service@vta.org](mailto:customer.service@vta.org).

This text is available on VTA's website at: <http://www.vta.org/titlevi/index.html>