

## APPENDIX B

### City of Arcadia – Arcadia Transit NONDISCRIMINATION POLICY AND PROCEDURES

Updated: 2023

#### 1. POLICY STATEMENT

The City of Arcadia is committed to ensuring that no person is excluded from participation in, or denied the benefit of Arcadia Transit service and related programs on the basis of race, color or national origin under Title VI of the Civil Rights Act of 1964.

#### 2. PURPOSE

This policy ensures that the Arcadia Transit service and programs are operated without regard to race, color, national origin or any other basis protected by federal or state statutes. Frequency of service, age and quality of Arcadia Transit vehicles assigned to routes/services will be determined solely on the basis of operational requirements.

#### 3. PROCEDURES

Any person who believes he/she may have been discriminated against with respect to transit services or benefits on the basis of race, color, or national origin may file a written complaint with the City of Arcadia.

Individuals with Limited English Proficiency (LEP), or who need assistance with writing a complaint, may contact Transportation Services Manager at Arcadia City Hall, 240 West Huntington Drive, Arcadia, CA 91007, or (626) 574-5435.

##### **A. Submission of Complaints**

The complaint may be submitted in writing within 60 days from the date of the alleged discrimination. The City of Arcadia's Nondiscrimination Complaint Form (Attachment 1) can be accessed at [ArcadiaCA.gov/Transit](http://ArcadiaCA.gov/Transit). The complaint form may also be requested by contacting Transportation Services Manager at (626) 574-5435 or [ArcadiaTransit@ArcadiaCA.gov](mailto:ArcadiaTransit@ArcadiaCA.gov).

Written complaints may be sent to:

City of Arcadia  
Attn: Transportation Services Manager  
240 West Huntington Drive  
P.O. Box 60021  
Arcadia, CA 91066-6021

FAX: (626) 447-7866  
Email: [ArcadiaTransit@ArcadiaCA.gov](mailto:ArcadiaTransit@ArcadiaCA.gov)

In addition to, or in lieu of utilizing the City's Nondiscrimination Complaint Process, a complainant may file a complaint pertaining to race, color or national origin with the Federal Transit Administration (FTA), Office of Civil Rights, Region 9, 201 Mission Street, Suite 1650, San Francisco, CA 94105-1839.

## **B. Reviewing**

The City of Arcadia's Transportation Services Division will review all written complaints to determine if there is sufficient merit to warrant investigation based on whether the complainant has alleged discriminatory treatment based on his/her belonging to a protected class. If the complaint is determined to have sufficient merit to warrant investigation, the City of Arcadia will proceed with an investigation promptly. If the complaint does not warrant investigation, the City will respond with such information within 30 working days to the complainant.

## **C. Investigation of Complaints**

The City will take the following steps to investigate the alleged discriminatory act:

- Identify and review all relevant documents, practices and procedures to determine appropriate resolution.
- Identify and interview persons with knowledge of the alleged discrimination, such as the complainant; witnesses; others identified by the complainant; people who may have been subject to similar activity; and others with relevant information.

The investigation process and final investigative report is generally completed within 60 days.

## **D. Completion of Investigation**

A written determination as to the validity of the complaint and a description of the resolution, if any, shall be issued by the Transportation Services Manager and a copy forwarded to the complainant no later than sixty (60) calendar days after its filing.

## **E. Implementation of Remedial Actions**

If a policy violation exists, appropriate remedial steps will be taken immediately.