



Fresno Area Express (FAX) Title VI Policy and Procedure

Title VI of the Civil Rights Act of 1964 states the following:

“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.”

FAX is committed to ensuring that no individual or organization is excluded from participation in, denied the benefits of its programs, activities or services, or subject to discrimination on the basis of race, color, or national origin, as afforded to them by Title VI of the Civil Rights Act of 1964, as amended.

Toward that end, every department, division, and employee of FAX is responsible for carrying out FAX’s commitment to non-discrimination.

This includes the following:

- To ensure that the same level and quality of transportation services are provided to all, regardless of race, color, or national origin;
- To promote full and fair participation in transportation decision making; and
- To provide meaningful access to FAX services, programs, and activities by persons with limited English proficiency.

FAX management is responsible for providing leadership, direction, and policy to ensure compliance with Title VI.

For additional information on FAX’s non-discrimination obligations, please contact:

Fresno Area Express Title VI Coordinator

2223 “G” Street

Fresno, CA 93706

559-621-RIDE (Office)

559-457-1589 (Fax)

Complaint Procedure

Any person who believes that he or she has been excluded from participation in or denied the benefits of FAX’s programs, activities or services due to discrimination based on race, color, or national origin may file a complaint with FAX within 180 days from the date of the alleged discrimination. The FAX Title VI Complaint Form is available online in both English and Spanish and must be signed and returned to FAX to initiate a Title VI investigation. The form can be downloaded at:

<https://www.fresno.gov/transportation/fax/title-vi-non-discrimination-policy/>.

There are several ways to file a complaint:

- **By mail** – Addressed to Fresno Area Express, Title VI Coordinator, 2223 “G” Street, Fresno, CA 93706;
- **By fax** – Addressed to Title VI Coordinator at 559-457-1589;
- **By phone** – By calling (559) 621-RIDE (7433) or dialing 711 California Relay Service for assistance filling out the Complaint Form; or
- **In person** – By visiting either the Manchester Transit Center (MTC) at 3590 N. Blackstone Avenue or the FAX Administrative Office at 2223 “G” Street.

Once a complaint is filed, the FAX Title VI Coordinator will record the complaint in the FAX Title VI Complaint Database and forward it to the appropriate supervisor, as well as to the Senior Administrative Clerk, who will enter the complaint into the FAX Complaints Database and categorize it as a Title VI Complaint.

Upon determining that the claim raises a Title VI issue, a Title VI investigation will be undertaken. The Title VI Coordinator will send a letter to the individual to notify the complainant that FAX will investigate the claim, copying the City Attorney’s office for its files and assistance. It is FAX’s intent to communicate with the complainant throughout the Title VI complaint review process, regardless of the outcome of the investigation.

The Title VI Coordinator will work directly with the appropriate supervisor. The Title VI Coordinator and/or the supervisor may interview any individuals named as witnesses and any other individuals who may have information. The Title VI Coordinator and/or supervisor may review relevant documentation. Failure of the complainant to respond to requests for information from the Title VI Coordinator and/or supervisor may result in closure of the complaint. Staff shall complete their investigation no later than 60 calendar days after the date FAX received the signed Title VI Complaint Form. If more time is required, the Title VI Coordinator shall notify the complainant of the estimated timeframe for completing the review.

If it is found that there is or has been a violation of Title VI, staff will identify immediate remediation for consideration by the Director of Transportation and/or the City Manager. FAX will send a letter via certified mail to the complainant stating the outcome of the investigation. If a violation exists, the complainant will be advised that the appropriate level of action has been undertaken. Additionally, staff may recommend improvements to FAX’s processes relative to Title VI, as appropriate. Conversely, if the claim is invalid, erroneous, or does not represent a Title VI violation, the Title VI Coordinator will send a letter via certified mail to the complainant with their findings.

If the complainant disagrees with the response, they may request reconsideration by submitting the request in writing to the Director of Transportation within 10 calendar days after receipt of the response. The request for reconsideration shall be sufficiently detailed to contain any items the complainant feels were not fully understood by the Title VI Coordinator and/or other staff reviewing the claim. The Director of

Transportation or designee will notify the complainant of their decision either to accept or reject the request for reconsideration within 10 calendar days. In cases where the Director of Transportation or designee agrees to reconsider, the matter shall be returned to the Title VI Coordinator to re-evaluate re-following the steps noted above.

If the claim is not related to Title VI, but instead to other issues, the Title VI Coordinator will forward the complaint back to the Senior Administrative Clerk to send it to the appropriate department or division for resolution and will send a letter to the complainant explaining the process. Divisions/Departments that are responsible for the resolution of the claim are responsible to investigate the non-Title VI issue and respond to the complainant. Although FAX management strives to promptly resolve all complaints, this process will differ depending on the complexity of the complaint, the individuals involved, and other factors.

Title VI Complaint to the U.S. Department of Transportation

Individuals or organizations who believe they have been denied the benefits of, excluded from participation in, or subject to discrimination on the grounds of race, color or national origin may submit a complaint to the U.S. Department of Transportation.

Federal Transit Administration
Office of Civil Rights
Attention: Title VI Program Coordinator
East Building, 5th Floor – TCR
1200 New Jersey Ave., SE
Washington, DC 20590

Further information, including the federal complaint form, is available at <https://www.transit.dot.gov/>