

SAN LEANDRO TRANSPORTATION MANAGEMENT ORGANIZATION

Title VI of the Civil Rights Act of 1964 Notice to the Public

San Leandro Transportation Management Organization SLTMO is committed to ensuring that no person is excluded from participation in, denied the benefits of, or discriminated against under its projects, programs or activities on the basis of race, color, creed, national origin, sex or age, as provided in Title VI of the Civil Rights Act and 49 United States Code Section 5332.

For more information on SLTMO's civil rights program, and the procedures to file a complaint, contact: Michael Oliver, Executive Director, at (510) 915-4376; visit the LINKS Shuttle website at www.sanleandrolinks.com; or visit our administrative office at City of San Leandro, Office of Business Development, 835 East 14th Street, San Leandro, California 94577.

SLTMO is committed to:

- Identifying residential, employment, and transportation patterns of low-income and minority populations so that their needs may be identified and addressed in its regional planning process;
- Integrating into its activities an analytical process that identifies the benefits and burdens of its investments on different socioeconomic groups, identifying imbalances and responding to the analyses produced;
- Promoting full and fair participation of individuals in low income and minority communities in regional planning and programming decisions;
- Ensuring meaningful access to programs and activities by persons with limited English proficiency (LEP); and
- Complying fully with the requirements of Title VI and the Department of Transportation's (DOT) and Federal Transit Administration's (FTA) implementing regulations, policies, guidelines, and circulars, including DOT Order of Environmental Justice (Order 5610.2) and DOT Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient (LEP) Persons.

A copy of SLTMO's most recent Title VI Report is available for review in the City of San Leandro Office of Business Development, or by visiting the LINKS Shuttle website at <http://sanleandrolinks.com/title-vi-compliance/> for a PDF copy.

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Title VI of the Civil Rights Act of 1964 Public Complaint Process - (How to File a Complaint)

As a recipient of federal dollars, SLTMO is required to comply with Title VI of the Civil Rights Act of 1964 and ensure that services and benefits are provided on a non-discriminatory basis. SLTMO has in place a Title VI Complaint Procedure, which outlines a process for local disposition of Title VI complaints and is consistent with guidelines found in the Federal Transit Administration Circular 4702.1A, dated May 13, 2007.

HOW TO FILE A COMPLAINT

If you believe you have been discriminated against, you may file a signed, written complaint within one hundred and eighty (180) days of the date of alleged discrimination. The complaint should include the following information:

1. Your name, address, and how to contact you (e.g., telephone number, e-mail address, etc.)
2. Complaints shall state, as fully as possible, the facts and circumstances surrounding the alleged discrimination: How, when, where and why you believe you were discriminated against. Include the location, names and contact information of any witnesses.
3. All complaints must be signed by the complainant or his/her representative.

The SLTMO Title VI Complaint form can be found on the LINKS shuttle website (www.sanleandrolinks.com) at <http://sanleandrolinks.com/title-vi-compliance/> or in person at the City of San Leandro, Office of Business Development 835 East 14th Street.

The complaint may be filed in writing to the SLTMO directly at:

Michael Oliver, Executive Director
San Leandro Transportation Management Organization (SLTMO)
c/o City of San Leandro, Office of Business Development
835 East 14th Street
San Leandro, California 94577
Phone: (510) 915-4376
Facsimile: (510) 577-3310
E-mail: linksshuttle@sanleandro.org

Submission of Complaint to the Alameda County Transportation Commission (ACTC) or Federal Transit Administration: You may also file a complaint directly with the Contract Compliance Officer, at ACTC, 1333 Broadway, Suite 220, Oakland, California 94607 or the FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.

COMPLAINT ASSISTANCE

The Executive Director or administrative staff from the City of San Leandro Office of Business Development will assist with writing a complaint if the complainant is unable to do so. We will accommodate any language requirement and will provide accessible formats and accommodations.