



## **Title VI Civil Rights**

Moorpark City Transit (MCT) is committed to ensuring that no person is excluded from participation in, or denied the benefits of its services on the basis of race, color, or national origin as protected by Title VI of the Civil Rights Act of 1964, as amended.

- No person or group of persons will be discriminated against with regard to fares, routing, scheduling, or quality of transportation service that MCT furnishes, on the basis of race, color, or national origin.
- Frequency of service, age and quality of vehicles assigned to routes, quality of bus stops and location of routes will not be determined on the basis of race, color or national origin.

In addition, MCT recognizes both California and federal laws which protect your civil rights. The California Legislature has adopted statutes to address discrimination in the private as well as the public sector. California and federal law should be examined together. People who believe that they have experienced discrimination or have been denied other rights may file a complaint with California's Department of Fair Employment and Housing (DFEH). ([www.dfeh.ca.gov](http://www.dfeh.ca.gov)).

For a detailed analysis of the legal rights of disabled individuals, please refer to California's Office of the Attorney General. (<http://oag.ca.gov>).

**Para la información en español llama por favor 805-517-6245.**

## **TITLE VI INFORMATION**

For additional information on MCT's obligation regarding non-discrimination, please write to:

City of Moorpark  
Moorpark City Transit  
323 Scinece Drive  
Moorpark, CA 93021

## **HOW TO FILE A COMPLAINT**

Any person who believes that he or she has, individually, or as a member of any specific class of persons, been subjected to discrimination on the basis of race, color, or national origin may file a Title VI complaint with MCT. The complaint should be submitted by the complainant or his/her designee as soon as possible but must be filed within 180 days of the date of the alleged discrimination. For information on how to file a complaint, contact MCT by any of the methods provided below.

**Mail:**

City of Moorpark  
Moorpark City Transit  
323 Science Drive  
Moorpark, CA 93021

**Phone:**

805-517-6233

**Fax:**

805-532-2205

**Email:**

[mwoomer@moorparkca.gov](mailto:mwoomer@moorparkca.gov)

In addition to the Title VI complaint process at MCT, a complainant may file a Title VI complaint with the Federal Transit Administration (FTA), Office of Civil Rights, Region IX, 201 Mission Street, Suite 1650, San Francisco, California 94105-1839 ([http://www.fta.dot.gov/civil\\_rights.html](http://www.fta.dot.gov/civil_rights.html)). The FTA's complaint procedure is contained in the FTA Circular C4702.1A.

**HOW FEDERAL TITLE VI COMPLAINTS ARE PROCESSED BY MCT**

All complaints alleging discrimination based on race, color or national origin in a transit service or benefit provided by MCT will be investigated promptly. MCT will acknowledge in writing the receipt of the complaint within ten (10) working days. Based upon the receipt of all information required, the investigation will normally be completed with ninety (90) days of receipt. In some cases MCT may submit a written request to the complainant to provide additional information. Receipt of additional relevant information may expand the timing of the complaint resolution.

The Moorpark City Manager will determine if the complaint may be administratively closed or if a final written response is needed. If a final written response is needed, MCT will send the response to the complainant. The written response will notify the complainant that there were violations and that efforts are underway to correct them or that the file will be closed because the investigation did not uncover any violations.

The complainant also will be advised of his/her right to appeal the response to federal and state authorities as appropriate. The individual's right to a prompt and equitable resolution of a complaint will not be impaired by his/her pursuit of other remedies. The use of this grievance process is not a prerequisite to the pursuit of other remedies.