



Metro

CIVIL RIGHTS Civil Rights Policy

(CIV 5)

POLICY STATEMENT


The Los Angeles County Metropolitan Transportation Authority (LACMTA) is committed to ensuring that no person is excluded from participation in, or denied the benefits of its service on the basis of race, color or national origin, in accordance with Title VI of the Civil Rights Act of 1964. LACMTA also prohibits discrimination based on religion, sex, age (40 and over), physical disability (including HIV and AIDS), ancestry, mental disability, medical conditions (including cancer), marital status, sexual orientation, gender identity, gender expression, military and veteran status, genetic information or any other basis protected under applicable federal or state law.

PURPOSE

This policy ensures that LACMTA programs (including fares, routing, scheduling, and quality of transportation services) are operated without regard to race, color, national origin, religion, sex, age (40 and over), physical disability (including HIV and AIDS), ancestry, mental disability, medical conditions (including cancer), marital status, sexual orientation, gender identity, gender expression, military and veteran status, genetic information or any other protected classification under applicable federal or state law. Frequency of service, age and quality of LACMTA vehicles assigned to routes, quality of LACMTA stations and location of routes will be determined based on legitimate, business-related considerations. This policy will be updated annually.

APPLICATION

This policy applies to all LACMTA employees, applicants, contractors and customers with respect to LACMTA services, programs, and activities.


APPROVED: County Counsel or N/A

Teyanna L. Williams

Department Head



ADOPTED: CEO

Effective Date: 9/8/22



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1.0 GENERAL

LACMTA is committed to equal access and ensuring that no person is excluded from participation in its services, or subjected to denial of LACMTA benefits on the basis of race, color, national origin, religion, sex, age (40 and over), physical disability (including HIV and AIDS), ancestry, mental disability, medical conditions (including cancer), marital status, sexual orientation, gender identity, gender expression, military and veteran status, genetic information or any other protected classification under applicable federal or state law. LACMTA is also committed to promoting environmental justice. LACMTA will accomplish these goals by:

- Ensuring that the level and quality of transportation service are provided without regard to a patron's protected class(es);
- Promoting full and fair participation by potentially affected populations in transportation decision-making;
- Preventing denial, reduction or delay in the provision of LACMTA services and programs on the basis of an individual's protected classification;
- Preventing changes (e.g., denial, reduction or delay) to the provision of LACMTA services and programs that would inequitably and adversely affect minority or low-income populations; and
- Providing meaningful access to LACMTA services and programs to persons with limited English proficiency (LEP).

2.0 PROCEDURES

Any person who believes they were discriminated against in the provision of a LACMTA program or activity on the basis of their protected classification may submit a written complaint to LACMTA's Office of Civil Rights, Racial Equity & Inclusion (OCREI).

Persons with limited English proficiency, or those who require assistance drafting or submitting a complaint, may contact the Metro Customer Relations Department in person at the Plaza Level, One Gateway Plaza, Los Angeles, CA 90012, or by calling 1.800.464.2111.

2.1 Reporting

The complaint must be filed in writing within 180 days from the date of the alleged discriminatory action. Complaint forms, though not required to be used, are available through LACMTA Customer Relations or on the LACMTA website at <https://www.metro.net/CivilRightsComplaintForm>. Written complaints may be submitted with LACMTA Customer Relations or the Office of Civil Rights, Racial Equity & Inclusion.



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- **Customer Relations**

Address: Plaza Level, One Gateway Plaza, Los Angeles, CA 90012
Email: CustomerRelations@Metro.net
Phone: 1.800.464.2111

- **Office of Civil Rights, Racial Equity & Inclusion**

Address: One Gateway Plaza, Los Angeles, CA 90012 (MS: 99-19-2)
Email: EEODept@Metro.net
Phone: 213.418.3190

Any LACMTA employee who becomes aware of a discrimination complaint should immediately contact the OCREI for handling.

In addition to, or in lieu of utilizing LACMTA's civil rights complaint process, a person may file a complaint pertaining to race, color or national origin with the Federal Transit Administration (FTA), Office of Civil Rights, Attention: Complaint Team, East Building, 5th Floor – TCR, 1200 New Jersey Avenue, SE, Washington, DC 20590.

2.2 Reviewing

After a complaint is submitted, the OCREI will review the complaint to determine whether the matter is within its jurisdiction (i.e., whether the Complainant has alleged discriminatory treatment or harassment based on a protected class) and whether there is sufficient information to investigate.

If the OCREI determines the complaint is within its jurisdiction and further investigation is possible, it will assign an investigator to conduct an investigation. If the Complainant has provided OCREI with a mailing or email address, the OCREI may issue an acknowledgement letter informing the Complainant of the investigation. All complaints will be investigated promptly and handled in a confidential manner. However, information learned in the course of investigations may be disclosed on a need-to-know basis.

If jurisdiction is found not to exist with the OCREI, but does exist in another department, the complaint will be forwarded to the appropriate department for handling.



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2.3 OCREI Investigative Process

The investigator will take the followings steps to investigate the alleged discriminatory act:

- Identifying, requesting and reviewing all relevant information and documents.
- Identifying and interviewing persons with information relevant to the alleged discrimination, including, but not limited to, the Complainant, witnesses, and persons who may have been subjected to related conduct, as applicable.

2.4 Subsequent/Amended Complaints

Any subsequent complaint or amended charge may be submitted utilizing the Civil Rights Complaint Form or in a different written format. The OCREI will determine whether the subsequent complaint or amended charge should stand on its own or be incorporated into the original complaint and investigation.

2.5 Completion of Investigation

Upon completion of the investigation, the Investigator prepares a final investigative report for the Director, EEO & Investigations, with a copy provided to the Chief of OCREI and the Office of the County Counsel. Certain parties, including the Complainant and Respondent, are issued written notification of the investigative findings.

If no violation is found, the Complainant may contact the Office of Civil Rights, Racial Equity & Inclusion to request an appeal of the investigative findings directly to LACMTA, Deputy Chief, Office of Civil Rights & Inclusion, One Gateway Plaza, 99-19-2, Los Angeles, CA 90012

2.6 Implementation of Remedial Actions

If a policy violation is found, Metro reserves the right to take appropriate remedial steps.

3.0 DEFINITION OF TERMS

Title VI – Title VI of the 1964 Civil Rights Act prohibits discrimination on the basis of race, color, or national origin by recipients of federal financial assistance.

Equal Access – Requirement of non-discrimination in transit services with regard to race, color, or national origin in accordance with Title VI of the 1964 Civil Rights Act, as



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amended. LACMTA also prohibits discrimination based on religion, sex, age (40 and over), physical disability (including HIV and AIDS), ancestry, mental disability, medical conditions (including cancer), marital status, sexual orientation, gender identity, gender expression, military and veteran status, genetic information or any other basis protected under applicable federal or state law.

Discrimination – Any act or failure to act, whether intentional or unintentional, which has the purpose or effect of limiting, excluding, or denying a person public transit services or benefits because of race, color, national origin, religion, sex, age (40 and over), physical disability (including HIV and AIDS), ancestry, mental disability, medical conditions (including cancer), marital status, sexual orientation, gender identity, gender expression, military and veteran status, genetic information or any other basis protected under applicable federal or state law.

Environmental Justice – Efforts made to prevent minority communities and low-income communities from being subject to disproportionately high and adverse environmental effects.

4.0 RESPONSIBILITIES

The Office of Civil Rights, Racial Equity & Inclusion (OCREI) maintains a log of all complaints received. The log includes the date the complaint was filed; a summary of the allegations; the status of the complaint; and actions taken by LACMTA to resolve the complaint, as applicable.

5.0 FLOWCHART

Not Applicable

6.0 REFERENCES

- Title VI of the 1964 Civil Rights Act
- FTA Circular 40702.1B
- Unruh Civil Rights Act of 1959

7.0 ATTACHMENTS

1. Civil Rights Complaint Form

8.0 PROCEDURE HISTORY

03/01/08 Policy memo.



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| 01/08/09 | Policy updated and revised into GEN 5 format template with the purpose of recognizing the importance of LACMTA's obligation regarding non-discrimination. Entire Procedure section revamped and streamlined to reflect current practices. |
| 05/06/10 | Policy updated to reflect administrative changes. |
| 02/10/11 | Revised to include protected classes sex, age and disability. |
| 11/30/11 | Policy renamed from Title VI Statement of Policy to Civil Rights Policy. Policy revised to reflect administrative changes. Updated § 6.0 References. Under References: added the Unruh Civil Rights Act of 1959 and removed the Limited English Proficiency Outreach Plan. |
| 10/17/12 | Added more protected classifications; changed responsibility from EEO Manager to the Manager of Civil Rights Programs; expanded the investigation process from 90 to 120 days; updated FTA Circular reference; added Environmental Justice definition; added complaint form attachment |
| 08/01/13 | Subsuming the Non-Discrimination in Providing Services (EO6) policy due to duplication. |
| 12/05/13 | Annual review: changed policy call letters from EO to CIV; added additional protections. |
| 12/15/14 | Annual review: non-substantive changes. |
| 04/21/16 | Annual review: non-substantive changes; updated titles and department name |
| 04/24/17 | Annual review: updated FTA's Office of Civil Rights address, and titles; the Chief Civil Rights Officer receives a copy of the final investigative report. |
| 04/05/18 | Annual review: updated the complaint form hyperlink. |
| 04/22/19 | Annual review: updated the complaint form hyperlink. |
| 03/30/20 | Annual review: non-substantive changes; updated titles and OCR mailing address |
| 08/08/22 | Review: non-substantive changes; updated contact info, as appropriate. |



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Civil Rights Complaint Form

Title VI of the 1964 Civil Rights Act and related nondiscrimination statutes and regulations require that no person in the United States shall, on the ground 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. In addition to Title VI, Metro also prohibits discrimination based on sex, age, disability, religion, medical condition, marital status, or sexual orientation.

The following information is necessary to assist us in processing your complaint. Should you require assistance in completing this form, please let us know.

Complete and return this form to: Metro Customer Relations, Los Angeles County Metropolitan Transportation Authority, 1 Gateway Plaza, Los Angeles, CA 90012.

1. Complainant's Name: _____

2. Address: _____

3. City: _____ State: _____ Zip Code: _____

4. Telephone No.: (home/cell) _____ (other) _____

5. Email address: _____

6. Person discriminated against (if someone other than the complainant):

Name: _____

Address: _____

City: _____ State: _____ Zip Code: _____

7. Which of the following best describes the reason you believe the discrimination took place? Was it because of your:

a. Race ☐

c. National Origin ☐

e. Age ☐

b. Color ☐

d. Sex ☐

f. Disability ☐



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g. Religion ☐ h. Medical Condition ☐ i. Marital Status ☐

j. Sexual Orientation ☐ k. Other ☐ _____

8. What date did the alleged discrimination take place? _____

9. In your own words, describe the alleged discrimination. Explain what happened and whom you believe was responsible. Please use the back of this form if additional space is required.

10. Have you filed this complaint with any other federal, state, or local agency; or with any federal or state court? Yes: ☐ No: ☐

If yes, check each box that applies:

Federal agency ☐ Federal court ☐ State agency ☐

State court ☐ Local agency ☐

11. Please provide information about a contact person at the agency/court where the complaint was filed.

Name: _____

Address: _____

City: _____ State: _____ Zip Code: _____

12. Please sign below. You may attach any written materials or other information that you think is relevant to your complaint.

Complainant's Signature

Date