

Introduction to City of McFarland.

McFarland is a city in the San Joaquin Valley, in Kern County, California, United States. McFarland is located 25 miles north-northwest of Bakersfield and 6.5 miles south of Delano, at an elevation of 354 feet. It is a small farming community with most citizens speaking Spanish as a primary language.

CITY OF MCFARLAND McFarland Dial-A-Ride Title VI Notice & Complaint Process

The City of McFarland 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 provided by Title VI of the Civil Rights Act of 1964. Any person who believes that he or she has been subjected to discrimination under Title VI on the basis of race, color or national origin may file a Title VI complaint with the City.

Complaints may be filed with the City in writing and may be addressed to:

City Clerk
Title VI Compliance Coordinator
City of McFarland
401 West Kern Avenue
McFarland, CA 93250

A copy of the Title VI Complaint Form (in English or Spanish) and additional information may be obtained from the City's web site at "www.mcfarlandcity.org" (under Public Works-Transit or by calling (661) 792-3091. The City will provide appropriate assistance to complainants who are limited in their ability to communicate in English. If information is needed in another language, contact (661)792-3091. Si se necesita información en español, llame al (661)792-3091

A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Title VI Program Coordinator, FTA Office of Civil Rights, East Building, 5th Floor- TCR, 1200 New Jersey Ave., S.E., Washington D.C. 20590

City of McFarland

U.S. Department of Transportation Title VI Complaint Procedure

City of McFarland 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 Chapter III and IV of the Federal Administration Circular 4702.1A, dated May 13, 2007. City of McFarland's Title VI is posted on City of McFarland's website at: www.mcfarlandcity.org and written copies are available at:

City of McFarland
401 West Kern Ave
McFarland, CA 93250

The complaint procedure has five steps outlined below:

1. Submission of Complaint: Any person who feels that he or she, individually, or as a member of any class of persons, on the basis of race, color, national origin, age, sex, disability, religion, or low-income status has been excluded from or denied the benefits of, or subjected to discrimination under any program or activity receiving federal Financial assistance through City of McFarland may file a written complaint with the City Manager. Such complaint must be filed within 60 days after the date the person believes the discrimination occurred. If language or physical disabilities limit or prevent a person from filing a written complaint with City of McFarland, City of McFarland staff will provide technical assistance to ensure the complaint can be received and acted upon.

2. Referral to Review Officer: Upon receipt of the Complaint, the City Manager shall appoint one or more staff review officers, as appropriate, to evaluate and investigate the Complaint, in consultation with the City Council. The staff review officer(s) shall complete their review no later than 45 calendar days after the date City of McFarland received the complaint. If more times required, the City Manager shall notify the Complainant of the estimated time-frame for completing the review. Upon completion of the review, the staff review officer(s) shall make a recommendation regarding the merit of the Complaint and whether remedial actions are available to provide redress. Additionally, the staff review officer(s) may recommend improvements to City of McFarland processes relative to Title VI and environmental justice, as appropriate.

3. Request for Reconsideration: If the Complainant disagrees with the City Manager's response, he or she may request reconsideration by submitting the request, in writing, to the City Manager within 10 calendar days after receipt of the Executive Director's response. The request for reconsideration shall be sufficiently detailed to contain any items the Complainant feels were not fully understood by the City Manager. The City Manager will notify the Complainant of his or her decision to accept or reject the request for reconsideration within 10 calendar days. In

Cases where the City Manager agrees to reconsider, the matter shall be returned to the staff review officer(s) to re-evaluate in accordance with Paragraph 2, above.

4. Appeal: If the request for reconsideration is denied, the Complainant may appeal the City Manager's response to the Complaint by submitting written appeal to City of McFarland's City Council no later than 10 calendar days after receipt of the City Manager's written decision rejecting reconsideration.

5. Submission of Complaint to the Department of Transportation: If the Complainant is dissatisfied with City of McFarland's resolution of the complaint, he or she may submit a complaint to the Department of Transportation for investigation. In accordance with Chapters III and IV, Title VI Discrimination Complaints, of FTA Circular 4702.1A, such complaint must be submitted within 180 calendar days after the date of the Alleged discrimination. Chapters III and IV of the FTA Circular 4702.1A, which outlines the complaint process to the Department of Transportation, may be obtained by requesting a copy from City of McFarland's Public Information Officer at (661) 792-3091.

Requirement to Post Notice of Title VI. The City is required to post a public notice of the protections against discrimination afforded by Title VI.

City of McFarland Locations Where Title VI Notice is Posted

The following is a list of locations where transit-related bilingual Title VI Public Notices are posted:

- Dial-A-Ride buses
- Dial-A-Ride bus stops/bus shelters
- City of McFarland website: www.mcfarlandcity.org
- City Hall (401 West Kern Avenue, McFarland CA 93250)

2. Requirement to Develop Title VI Complaint Procedures and Complaint Form. The City is required to develop procedures for investigating and tracking Title VI complaints filed against the City and to make these procedures for filing a complaint available to the general public.

City of McFarland Title VI Complaint Procedures

Submission of Complaint: If a customer believes he/she has received discriminatory treatment by City of McFarland's transit system on the basis of race, color or national origin, the customer will have the right to file a complaint with the Transit Title VI Compliance Coordinator.

The complaint shall be in writing and signed by the complainant(s). Written complaints shall include:

- Date of the alleged discrimination.
- Date when the complainant(s) became aware of the alleged act of discrimination; or

- Date that conduct was discontinued or the latest instance of conduct.
- Detailed description of the issues, including names and job titles of those individuals perceived as parties in the complaint.

The complaint can be mailed to: City of McFarland – CityClerk
Title VI Compliance Coordinator
401 West Kern Avenue McFarland, CA 93250

The complaint can be phoned to: (661)792-3091
The complaint may be made in person at:
City of McFarland
401 West Kern Avenue McFarland, CA 93250

Investigation of Complaints

Upon receipt of the complaint, the Compliance Coordinator will review it to determine if the City of McFarland has jurisdiction. As appropriate, the complaint will be investigated and a determination made. Formal investigation will be confidential and will include, but is not limited to, details of the specific incident, frequency and dates of occurrences and names of any witnesses. The complainant will be notified in writing of the resolution.

The complainant has ten business days from the date of the letter to send requested information to the Compliance Coordinator. If the Coordinator is not contacted by the complainant or does not receive the additional information within ten (10) business days, the City of McFarland can administratively close the case.

Upon completion of the review, the Compliance Coordinator shall make a recommendation regarding the merit of the complaint, whether remedial actions are available to provide redress, and whether improvements to the City's Title VI process are needed.

A case can be administratively closed if the complainant no longer wishes to pursue their case. Following the investigation, the Title VI Compliance Coordinator will issue one of two letters to the complainant: (1) a closure letter, or (2) a letter of finding. A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed. A letter of finding summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member or other action will occur.

- Appeals Process

If the complainant is not satisfied with the resolution, he or she may appeal it to:

City of McFarland
City Manager
401 West Kern Avenue
McFarland, CA 93250
Phone: (661) 792-3091
Fax: (661) 792-3093

- Submission of Complaint to the Department of Transportation The complainant may also file a complaint directly to:

FTA Office of Civil Rights
Title VI Program
Coordinator
East Building, 5th Floor – TCR, 1200
New Jersey Avenue, S.E.
Washington, D.C. 20590.

In accordance with FTA Circular 4702.1B, Chapter 9, Complaints, such a complaint must be filed within 180 calendar days after the date of the alleged discrimination.



**CITY OF MCFARLAND DIAL-A-RIDE
TITLE VI COMPLAINT FORM**

Section I: (Please write legibly)

- 1. Name: _____
- 2. Address: _____
- 3. Telephone: _____ 3.a. Secondary Phone (Optional): _____
- 4. Email Address: _____
- 5. Accessible Format Requirements?
 Large Print Audio Tape TDD Other

Section II:

- 6. Are you filing this complaint on your own behalf? Yes* _____ No _____
*If you answered "yes" to #6, go to Section III.
- 7. If you answered "no" to #6, what is the name of the person for whom you are filing this complaint?
Name: _____
- 8. What is your relationship with this individual: _____
- 9. Please explain why you have filed for a third party: _____
- 10. Please confirm that you have obtained permission of the aggrieved party to file on their behalf. Yes _____ No _____

Section III:

- 11. I believe the discrimination I experienced was based on (check all that apply):
 Race Color National Origin
- 12. Date of alleged discrimination: (mm/dd/yyyy) _____
- 13. Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known), as well as names and contact information of any witnesses. If more space is needed, please use the back of this form.

Section IV:

- 14. Have you previously filed a Title VI complaint with the City of McFarland?
Yes _____ No _____

Section V:

15. 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 all that apply:

[] Federal Agency [] State Agency _____

_____ [] Local Agency _____

[] Federal Court _____

[] State Court _____

16. If you answered "yes" to #15, provide information about a contact person at the agency/court where the complaint was filed.

Name: _____

Title: _____

Agency: _____

Address: _____

Telephone: _____ Email: _____

Section VI:

Name of Transit Agency complaint is against:

Contact Person: _____

Telephone: _____

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

Signature and date are required below to complete form:

Signature _____ Date _____

Please submit this form in person or mail this form to either address below:

City of McFarland – City Clerk
Title VI Compliance Coordinator
401 West Kern Avenue
McFarland, CA 93250

Federal Transit Administration
Title VI Program Coordinator,
FTA Office of Civil Rights,
East Building , 5th Floor-TCR 1200
New Jersey Ave, S.E. Washington DC 20590