

Simple justice requires that public funds, to which all taxpayers of all races, colors and national origins contribute, not be spent on any fashion which encourages, entrenches, subsidizes or results in racial, color or national origin discrimination

*President John F. Kennedy
1963*



Title VI Coordinator
Anaheim Resort Transit
1280 South Anaheim Blvd.
Anaheim, CA 92805
888-364-ARTS (2787)
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**A GUIDE TO
TITLE VI OF THE
CIVIL RIGHTS ACT OF 1964**



*For information or language
assistance call
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www.RideART.org

This brochure is designed to assist you in understanding your rights under Title VI of the Civil Rights Act of 1964. Title VI is the federal law that protects individuals from discrimination on the basis of race, color or national origin in the programs that receive federal financial assistance.

DISCRIMINATION PROHIBITED BY TITLE VI

Discrimination under Title VI is an act (action or inaction), whether intentional or unintentional, through which a person or group, solely because of race, color, national income or income status has been otherwise subjected to unequal treatment or impact, under any program or activity receiving federal financial funds.

ATN TITLE VI POLICY STATEMENT

The Anaheim Transportation Network (ATN) is committed to ensuring that no person is excluded from participation or denied the benefits of its service on the basis of race, color on national origin, as provided by Title VI of the Civil Rights Act of 1964, as amended.

Toward this end, it is ATN's objective to:

1. Ensure that the level and quality of transportation service is provided without regard to race or national origin;
2. Identify and address, as appropriate, disproportionately high and adverse human health and environmental effects of programs and activities on minority population and low-income populations;
3. Promote the full and fair participation of all affected populations in transportation decision making;
4. Prevent the denial, reduction or delay in benefits related to programs and activities

that benefit minority populations or low-income populations;

5. Ensure meaningful access to programs and activities by people with limited English proficiency.

The Executive Director, senior management, supervisors and employees share the responsibility for carrying out ATN's commitment to Title VI. The Title VI coordinator is responsible for the day-to-day operation of the program. Dedicated ATN staff receives and investigates Title VI complaints that come through the complaint procedure process.

ATN'S LIMITED ENGLISH PROFICIENCY POLICY STATEMENT

Federal Transit Administration recipients must take reasonable steps to ensure meaningful access to the benefits, services, information and other important portions of their programs and activities for people with limited English proficiency.

To that end, ATN had developed Language Assistance Plan for people with limited English proficiency. Upon request, free language assistance is provided to assist individuals in using ATN's transportation services.

Interpretation services are provided for numerous languages and are available by calling the ATN Customer Service at 888-364-ARTS (2787). Customer Service Hours are Monday through Friday from 7:00 am – 5:00 pm.

WHO MAY FILE A TITLE VI COMPLAINT

If you believe that you have been subjected to discrimination under Title VI on the basis of race, color or national origin, you may file a Title VI complaint with ATN with 180 days from the date of the alleged discrimination. The written, signed complaint should include:

- Your name, address and telephone number;
- How, why and when you believe you were discriminated against;
- The name of any people, if know, who ATN may contact to support or clarify your allegations.

A printable Title VI Complaint Form is available at the ATN website at www.RideART.org or by calling 888-364-ARTS (2787).

All complaints will be investigated promptly. Once received, the complaint will be assigned to an investigator. Based upon receipt of all information required, ATN will normally complete an investigation of a Title VI complaint within 90 days of receipt. Receipt of additional relevant information may expand the timing of the complaint resolution.

The ATN Operations Manager will make the final determination and approve the final response to the complainant, including notifying the complainant of his/her right to file a complaint externally.

In those cases where the complainant is dissatisfied with the resolution by the ATN, the same complaint may be submitted to the Federal Transit Administration (FTA) or the Secretary of Transportation for investigation.

Federal Transit Administration

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

Federal Transit Administration

Region IX
201 Mission Street, Suite 1650
San Francisco, CA 94105-1839