



If you believe you have been discriminated against on the basis of race, color, or national origin, you may file a Title VI complaint within 180 days after the alleged incident, according to the following instructions:

Filing a Complaint:

1. Submit a Title VI complaint form or a written statement in person or by mail or email to:

Title VI Coordinator
Transbay Joint Powers Authority
201 Mission Street, Suite 2100
San Francisco, CA 94105
415-597-4620 TitleVIcomments@tjpa.org

Title VI complaint forms can be found on the TJPA website at <http://www.tjpa.org/tjpa/contact-us>.

Statements submitted in writing should have the following information:

- Your name, address and telephone number
 - The nature of discrimination (race, color, national origin)
 - The date or dates when discrimination occurred
 - Details of the incident(s), including where the incident occurred
 - Names, addresses and telephone numbers of witnesses or parties to the event(s)
 - Other agencies or courts and contacts with whom you have filed
 - Your signature and the date
2. If you are unable to submit the TJPA's Title VI complaint form or write a complaint, TJPA staff will assist you as time and resources permit.
 3. You will receive an acknowledgement letter within 10 business days of TJPA's receipt of your complaint.
If you have indicated that your complaint involves an employee of one of the transportation agencies operating at the transit center, your complaint will be forwarded to the appropriate agency, and that agency's complaint procedures will be followed.

TJPA Investigation:

4. The TJPA will investigate your complaint and may request additional information. You will have 10 business days from the date of the TJPA's request to send the requested information to TJPA. If you do not respond within 10 business days, the TJPA can close your case.
5. Following its investigation, the TJPA will issue either a letter of finding or a closure letter.
 - A letter of finding summarizes the allegations and interviews regarding the incident, and explains whether disciplinary action, training of the relevant staff member(s), or other action will occur.
 - A closure letter summarizes the allegations, states there was no Title VI violation and closes the case.

Appeal:

6. Instruction on how to appeal the TJPA's findings will be included in the letter of findings or closure letter; you will have 10 business days after the date of the letter to appeal the TJPA's decision. Your request for reconsideration should include sufficient detail regarding information you feel was not fully understood by the TJPA. You will be notified of the TJPA's decision either to accept or reject your request for reconsideration within 10 business days. The reevaluation of cases under this appeals process shall be completed within 60 days in accordance with Item 4, above.

You may also file a complaint directly with the Federal Transit Administration (FTA) at the FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590. Complaints must be filed with the FTA within 180 days of the alleged discrimination.