



NOTICE OF CUSTOMER RIGHTS UNDER TITLE VI OF THE CIVIL RIGHTS ACT OF 1964

What is Title VI?

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, and national origin in programs and activities receiving Federal financial assistance.

The Antelope Valley Transit Authority (AVTA) is committed to ensuring that no person is excluded from participation in, or denied the benefits of its transit services on the basis of race, color, or national origin, as protected by Title VI of the Civil Rights Act of 1964. If you believe you have been subjected to discrimination under Title VI, you may file a complaint.

AVTA Title VI Policy

As a recipient of federal funds, the Antelope Valley Transit Authority (AVTA) has certified and provided assurances that it will fully comply with Title VI of the Civil Rights Act of 1964. AVTA 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.

No person or group of persons shall be discriminated against with regard to the routing, scheduling, or quality of transportation service that AVTA furnishes on the basis of race, color, or national origin. Frequency of service, age and quality of vehicles assigned to routes, quality of stations serving different routes, and location of routes may not be determined on the basis of race, color or national origin.

Who can file a complaint?

Any person who believes that they have, 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 AVTA.

How do I file a Title VI complaint?

If you believe you have been discriminated against, you may file a signed, written complaint within 180 days of the date of alleged discrimination.

The complaint should include the following information:

- Your name, address, and how to contact you (i.e., telephone number, email address, etc.)
- How, when, where, and why you believe you were discriminated against. Include the location, names, and contact information of any witnesses.

The complaint may be filed in writing with AVTA at the following address:

**Antelope Valley Transit Authority
42210 6th Street West
Lancaster, CA 93534
Attention: Title VI Officer**

Email: titlevi@avta.com
Telephone: (661) 945 - 9445 Ext. 254

To download a complaint form, please visit our website at www.avta.com. You may also visit our offices at the address listed above.

In addition to the complaint process at AVTA, a complainant may file a Title VI complaint with the:

**U.S. Department of Transportation
Federal Transit Administration
Office of Civil Rights, Region IX
201 Mission Street, Suite 1650
San Francisco, California 94105-1839**

What happens to my complaint at AVTA?

All complaints alleging discrimination based on race, color or national origin in a service or benefit provided by AVTA will be recorded and immediately assigned a complaint number by AVTA Customer Service.

In instances where additional information is needed for assessment or investigation of the complaint, AVTA will contact the complainant in writing within fifteen (15) calendar days. Failure of the complainant to provide the requested information by a certain date may result in the administrative closure of the complaint.

AVTA will investigate a formal Title VI complaint within ten (10) calendar days of receiving the complaint. Based upon all of the information received, AVTA will prepare a draft written response subject to review by AVTA's Executive Director.

The Executive Director will determine if the complaint may be administratively closed after the draft is written, or if a final written response is needed. If a final written response is needed, AVTA will send the response to the complainant and advise the complainant of his/her right to file a complaint externally.

How will I be notified of the outcome?

AVTA will send a final written response to the complainant and advise the complainant of his or her right to file a complaint externally. AVTA will use its best efforts to respond to the Title VI complaints within sixty (60) business days of its receipt of such complaints.

661.945.9445 avta.com