

SMART Title VI Nondiscrimination Complaint Procedures

SMART has established the following Title VI complaint procedures:

1. Any person who believes that they or any specific class of persons, have been discriminated against on the basis of race, color, or national origin by SMART, may file a written Title VI complaint with SMART. SMART investigates complaints filed within 180 calendar days after the alleged incident. SMART will process complaints that are complete. SMART's Civil Rights complaint form is available on SMART's website at <https://sonomamarintrain.org/civil-rights> in a fillable PDF form or can be requested at SMART's customer service desk at SMART's Administrative Offices.

2. Title VI complaints shall be submitted in person, or via mail, fax or email to:

SMART Title VI Coordinator SMART District – Administrative Offices 5401 Old Redwood Highway, Suite 200 Petaluma, CA 94954, Email: smartcivilrights@sonomamarintrain.org
Phone: (707) 794-3330 Fax: (707) 794-3037

3. All verbal complaints received by SMART shall be resolved informally when feasible. Informal complaints can be received by phone. However, once a complaint is written it becomes a formal complaint. If the issue has not been satisfactorily resolved through informal means, or if at any time the person(s) request(s) to file a formal written complaint, the SMART Title VI Coordinator shall process the complaint in accordance with approved SMART formal Title VI complaint procedures. In cases where the complainant is unable to prepare a written complaint, SMART's Title VI Coordinator will assist in converting the verbal complaint to writing. SMART's representative will assist those with Limited English Proficiency (LEP) in filing a complaint.
4. Formal Complaints shall set forth as fully as possible the facts and circumstances surrounding the alleged discrimination and shall include the following information:
 - Name, address, and phone number of the Complainant
 - A written statement of the complaint, including the following details:
 - Basis of complaint (i.e., race, color, and national origin)
 - The nature of the incident that led the complainant to feel discrimination was a factor
 - A detailed explanation of the alleged discriminatory act(s)
 - The date or dates on which the alleged discriminatory event or events occurred or If applicable, name(s) of alleged discriminating official(s)
 - Names, addresses and telephone numbers of persons who may have knowledge of the event(s)

- Other agencies (state, local, or federal) where the complaint is also being filed (if applicable).
 - Complainant's signature and date.
- 5. Within 10 working days of receipt of a formal complaint, SMART's Title VI Coordinator will review and will provide the complainant with an acknowledgement letter informing the Complainant whether the complaint will be investigated by SMART or forwarded to the appropriate agency or organization for response.
- 6. SMART's investigation may include a review of all relevant documents, practices and procedures as well as discussion(s) of the complaint with all affected parties to determine the nature of the problem. If more information is needed to investigate the complaint, SMART may contact the complainant. In the event of such request, the complainant has 30 days from the date of the letter to provide the requested information. If SMART is not contacted by the complainant or does not receive the additional information within 30 days, SMART can administratively close the investigation. An investigation can also be administratively closed if the complainant no longer wishes to pursue their complaint. SMART's investigation will be conducted and generally completed within 60 days of receipt of a formal complaint.
- 7. Based on the information received, the SMART Title VI Coordinator prepares a written report to SMART's General Manager and General Counsel which includes a summary description of the incident findings and including:
 - The date of the written complaint
 - The date the complaint was received by SMART
 - The basis of the complaint (race, color, national origin, etc.)
 - A summary of the allegation(s)
 - Other agencies (state, local, or federal), if any, where the complaint has been filed, if any.
- 8. SMART will then issue a closing letter to the Complainant and Respondent, if applicable.
- 9. A person may also file a complaint directly with the Federal Transit Administration Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR,1200 New Jersey Ave., SE, Washington, DC 20590.
- 10. If information regarding SMART Title VI Complaint procedures is needed in another language, contact SMART Customer Service at (707) 794-3330 for assistance.