

CITY OF RIDGECREST FTA TITLE VI COMPLIANCE REPORT

Revised January 11, 2012



100 W. California Ave, Ridgecrest, CA 93555 (760) 499-5000
Developed in accordance with FTA Circular 4702.1A, May 26, 1988

City of Ridgecrest

U.S. Department of Transportation Title VI Complaint Procedure

City of Ridgecrest 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 Ridgecrest's Title VI is posted on City of Ridgecrest website at: <http://ci.ridgecrest.ca.us/> and written copies are available at:

City of Ridgecrest 100 W California Ave, Ridgecrest, CA 93555

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 Ridgecrest may file a written complaint with the City Clerk. 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 Ridgecrest, City of Ridgecrest 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 Clerk shall appoint one or more staff review officers, as appropriate, to evaluate and investigate the Complaint, in consultation with the City Attorney. The staff review officer(s) shall complete their review no later than 45 calendar days after the date City of Ridgecrest received the complaint. If more time is required, the City Clerk 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 Ridgecrest processes relative to Title VI and environmental justice, as appropriate.
- 3. Request for Reconsideration:** If the Complainant disagrees with the City Clerk'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 City Clerk's response. The request for reconsideration shall be sufficiently detailed to contain any items the Complainant feels were not fully understood by the City Clerk. 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 Ridgecrest'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 Ridgecrest'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 Ridgecrest's Public Information Officer at (760) 499-5002.