

Appendix B

List of Title VI Complaints

Title VI Complaints
January 1, 2014 – December 31, 2016

Note: All complaints related to racial discrimination are flagged by RT as Title VI regardless of whether or not complainant self-identified the complaint as a Title VI matter.

PSR#	Incident Date	Summary	Status	Action Taken
14669	03/31/14	Male African American patron states that he was kicked off the train after he "fell asleep" by a female, white operator. She also accused him of smelling like marijuana. Security came after that and escorted him off the train.	Closed	Supervisor investigated the claim. Spoke to operator. Initial acknowledgement was sent. A response letter was sent to the patron indicating that appropriate action was taken. Explained that the operator contacted Radio Control, who dispatched guards to check on the safety of the patron (asleep). Patron appealed, however, never responded to a request for a meeting with Mark Lonergan.
14901	06/10/2014	Patron is from Oregon and used his Oregon photo ID to validate that he is a senior. Patron was upset because operator asked for RT ID card and patron didn't have one. Op made statement, "You people should go back to where you came from".	Closed	PSR e-mailed to patron. No response from patron. Complaint closed.
15568	03/26/2014	Customer received a citation. The ID card did not have a sticker on it. Customer did not have fare when cited. Patron referenced Title VI Program Rights Act 1964, 72 hours to produce proof.	Closed.	Patron received an acknowledgement letter and a response letter. Also contacted by phone. Patron was using a School ID card, however, because he is not considered a "student", the fare would have been invalid. In addition, the sticker would need to be affixed to his card at time of cite. Just having the ID card alone does not indicate "valid fare".
18596	12/24/2014	Wanted a copy of information on Federal Regulations on Transit Equity, wants to know what his community can do to get route 16 back. Also wanted Route 18 returned.	Closed	Patron spoke to a Planner by phone and received an explanation on Transit Equity. Followed up by sending the information in writing as well.
18676	12/31/2014	Patron states that he was not able to board light rail at the ramp, operator denied him. However, the operator let the person in front of him on who happened to be Caucasian. Per complainant, the operator was also Caucasian.	Closed	The incident was reviewed and while the operator did in fact deny boarding, it was due to the patrons unsafe behavior (crossing the tracks, was almost hit) and patron wasn't even at the ramp in enough time to board. Response letter sent to patron.
19530	02/09/2015	African American complainant states that a Caucasian employee (operator) yelled and said something derogatory (the N-word) as he was attempting to board a bus.	Closed.	Acknowledgement letter sent to patron. The report was investigated and a response letter mailed to the patron. The employee was identified. It was not a bus operator, but, a maintenance employee. Appropriate action was taken.

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24552	07/01/2015	Patron states that the operator denied him boarding on the 1 day grace period. Patron had monthly pass. Patron felt as though this was an A.D.A. violation.	Closed.	A Passenger Service Report was mailed to the customer and returned two months later. The matter was looked into and a closure letter was mailed indicating that the operator had made an error, RT apologized and stated that the matter was closed. Patron did not receive letter by mail as it was returned in the mail. Patron returned in person and stated that they wanted to appeal. No additional response after the September 22, 2015 pickup date of the response letter.
26519	12/09/2015	Two complainants (both African American) claim that they were thrown off the light rail train and discriminated against. They claimed police/security brutality and discrimination from the operator.	Closed	The concern was reviewed and a response letter was mailed to the complainant(s). The letter referenced the situation and confirmed that the operator found the two individuals sleeping on the train and asked security to assist by checking the two complainants safety.
26796	12/23/2015	Complainant (who is African American) reported that she and five to seven other African American passengers were passed up at a bus stop.	Closed	The concern was reviewed. After speaking to the complainant, she requested that she wanted her cab fare paid for. She said that the operator went to break and never returned. The report was not considered a "pass up". An apology was provided (verbally) and customer accepted. Complainant was also emailed a Passenger Service Report; which was not returned.
27347	01/20/2016	Complainant states that an operator accused him of smoking. Complainant said that he boarded bus with a couple that were Caucasian and he was African American and the operator assumed because he was not the same race that he was the one that smoking.	Closed	Patron received a response to the report. RT explained that operators are expected to ensure that riders abide by rules/policies and that we are sorry that the complainant heard the request to stop smoking and thought that the operator was speaking to them and not the intended parties.
27380	01/21/2016	Complainant requesting for additional bus service for 24 th and Stockton area. Also stated that the area of 47 th Avenue is not safe for pedestrians.	Closed	Complainants concerns were heard and also forwarded to the City and City of Sacramento responded in writing. A Planner from RT spoke to complainant by phone and explained the reason for lack of service in the aforementioned area.
27692	02/02/2016	Complainant felt that the operator was discriminating against him and accusatory (in regards to a fake fare media ticket).	Closed	The complainant received a verbal explanation that part of the operators responsibility is to take the customers ticket from machine in exchange for a daily ticket. The example the operator provided could have been explained a different way and RT reminded operator of this.
28536	03/01/2016	Complainant feels that the proposed fare increase is unfair to minorities.	Closed	The complainants comments were put on record and reviewed by the Board of Directors. The complainant received an acknowledgement letter and response letter.
33315	08/23/2016	Complainant unhappy that RT will no longer manage the Granite Park Shuttle.	Closed	The complainant received an acknowledgement letter and a response letter explaining the background as to why RT no longer runs the shuttle.