



Los Angeles County  
Metropolitan Transportation Authority

**Metro**

**EQUAL EMPLOYMENT OPPORTUNITY  
Title VI Statement of Policy**

(EO 5)

**POLICY STATEMENT**

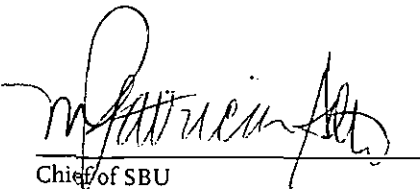
The Los Angeles County Metropolitan Transportation Authority (LACMTA) is committed to ensuring that no person is excluded from participation in, or denied the benefits of its service on the basis of race, color or national origin. In addition to Title VI, LACMTA also prohibits discrimination based on sex, age or disability.

**PURPOSE**

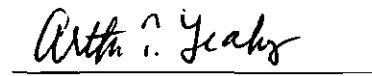
The purpose of this policy is to ensure that LACMTA fares, routing, scheduling, and quality of transportation services are provided without discrimination on the basis of race, color, national origin, sex, age or disability. Frequency of service, age and quality of LACMTA vehicles assigned to routes, quality of LACMTA stations and location of routes will be determined solely on the basis of operational requirements.

**APPLICATION**

This policy applies to all LACMTA employees, contractors, vendors, and customers.

  
\_\_\_\_\_  
Chief of SBU

  
\_\_\_\_\_  
APPROVED: County Counsel or N/A

  
\_\_\_\_\_  
ADOPTED: CEO

Effective Date: 2/18/2011

Date of Last Review: \_\_\_\_\_



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### 1.0 GENERAL

The LACMTA is committed to the goals of equal employment opportunity and affirmative action. LACMTA will accomplish its goals by:

- ensuring that the level and quality of transportation service is provided without regard to race, color, national origin, sex, age or disability;
- promoting the full and fair participation of minority and low-income populations in transportation decision making;
- preventing denial, reduction, or delay in benefits related to programs and activities affecting minority and low-income populations; and
- providing meaningful access to LACMTA services, programs, and activities by persons with limited English proficiency (LEP).

### 2.0 PROCEDURES

Any person who believes that he or she may have been discriminated against on the basis of race, color, national origin, sex, age, disability or English proficiency may file a complaint with LACMTA's Office of Equal Employment Opportunity (EEO).

Those patrons who need assistance with limited English may contact the Metro Customer Relations Department, located on the Plaza Level, One Gateway Plaza, Los Angeles, CA 90012-2932.

#### 2.1 Reporting

The complaint must be filed within 180 days of the date of the alleged discrimination. Written complaints may be sent to LACMTA, One Gateway Plaza, EEO Program Manager, 99-21-4, Los Angeles, CA 90012, or an online complaint form may be used by accessing LACMTA's website at <http://www.metro.net/about/title-vi/> and then forwarding the complaint to LACMTA Customer Relations.

Any LACMTA employee who becomes aware of a discrimination complaint should immediately contact the EEO Program Manager for handling.



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In addition to utilizing the Title VI process at LACMTA, a Complainant may file a Title VI complaint with the Federal Transit Administration (FTA), Office of Civil Rights, Region IX, 201 Mission Street, Suite 1650, San Francisco, California 94105-1839.

### **2.2 Reviewing**

The Equal Employment Opportunity (EEO) Program Manager will review the complaint to determine whether the complaint is within LACMTA Office of Equal Employment Opportunity's jurisdiction based on the following criteria:

- whether Complainant is a member of a protected group;
- whether Complainant has alleged discriminatory treatment based on race, color, national origin, sex, age, disability or English language proficiency; or
- whether Complainant alleges adverse treatment based on a discriminatory or harassing act.

If the EEO Program Manager determines that EEO has jurisdiction, an investigator will be assigned to conduct an investigation within 24 hours of the EEO Program Manager's review. All complaints will be investigated promptly and handled in a confidential manner.

If jurisdiction is found not to exist in the Office of EEO, but does exist in another department, the complaint will be forwarded to the appropriate department for resolution. The EEO Program Manager will be notified of the steps taken to resolve the complaint.

### **2.3 Investigation Process**

The EEO investigator will take the followings steps, at a minimum, to investigate the alleged discriminatory act. The specific investigating steps include:

- contacting the Division Manager where the alleged discrimination took place to determine if an investigation has been initiated and the results of the investigation;



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- identifying and reviewing all relevant documents, practices and procedures to determine appropriate resolution; and
- identifying and interviewing persons with knowledge of the alleged discrimination, such as the Complainant; witnesses; others identified by the Complainant; people who may have been subject to similar activity; or anyone else with relevant information.

The investigation process and final investigative report should be completed within ninety (90) business days. If no policy violation is found, and the Complainant wants to appeal the decision, he or she may appeal directly to LACMTA, EEO Program Manager, One Gateway Plaza, 99-21-4, Los Angeles, CA 90012.

### **2.4 Subsequent Complaints and Amended Charges**

Any subsequent complaint or amended charge should be filed utilizing the Discrimination Complaint Form. Amended charges can also be submitted via email or other written format. The EEO Program Manager will review each subsequent complaint or amendment to determine whether the subsequent complaint should stand on its own or be incorporated into the original complaint and investigation.

### **2.5 Completion of Investigation**

Upon completion of the investigation, the EEO Investigator prepares a final investigative report for the EEO Program Manager with a copy to County Counsel. All principle parties will receive written notification of the investigative findings.

### **2.6 Implementation of Remedial Actions**

If a policy violation is found to exist, appropriate remedial steps will be taken immediately.



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### 3.0 DEFINITION OF TERMS

**Title VI** – Title VI of the 1964 Civil Rights Act – prohibits discrimination on the basis of race, color, or national origin by recipients of federal financial assistance.

**Equal Opportunity** – refers to the requirement of non-discrimination in transit services with regard to race, color, or national origin in accordance with Title VI of the 1964 Civil Rights Act, as amended. LACMTA also prohibits discrimination based on sex, age and disability.

**Discrimination** – refers to any act, or any failure to act, whether intentional or unintentional, which has the purpose or effect of limiting, excluding, or denying a person transit services because of race, color, national origin, sex, age, disability and English proficiency.

### 4.0 RESPONSIBILITIES

The **EEO Manager** maintains a log of all complaints received. The log includes the date the complaint was filed; a summary of the allegations; the status of the complaint; and actions taken by LACMTA to resolve the complaint.

### 5.0 FLOWCHART

Not Applicable

### 6.0 REFERENCES

Title VI of the 1964 Civil Rights Act

FTA Circular 40702.1A

LACMTA Limited English Proficiency Outreach Plan

### 7.0 ATTACHMENTS

Not Applicable



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**8.0 PROCEDURE HISTORY**

- 03/01/08 Policy memo.
- 01/08/09 Policy updated and revised into GEN 5 format template with the purpose of recognizing the importance of LACMTA's obligation regarding non-discrimination. Entire Procedure section revamped and streamlined to reflect current practices.
- 05/06/10 Policy updated to reflect administrative changes.
- 02/10/11 Revised to include protected classes sex, age and disability.