



## San Bernardino Associated Governments

### TITLE VI NOTICE

In accordance with the requirements of Title VI of the Civil Rights Act of 1964 and Title II of the Americans with Disabilities Act of 1990 ("ADA"), San Bernardino Associated Governments (SANBAG) will not discriminate or exclude individuals on the basis of race, color or national origin in admission to its programs, services, or activities, in access to them, in treatment of, or in any aspect of operations.

SANBAG will not tolerate discrimination by a SANBAG employee or recipients of Federal funds such as cities, counties, contractors, consultants, suppliers, planning agencies and any other recipients of federal-aid highway funds.

Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with SANBAG. For more information on SANBAG's Title VI program, and the procedures to file a complaint, contact:

San Bernardino Associated Governments  
Tim Watkins, Public Information Officer  
1170 W. 3<sup>rd</sup> Street, Second Floor  
San Bernardino, CA 92410-1715  
Phone: (909) 884-8276  
California Relay Service 7-1-1 (for TTY users)

Or visit SANBAG's website [sanbag.ca.gov](http://sanbag.ca.gov)

A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor – TCR, 1200 New Jersey Avenue., SE, Washington, DC 20590.

Anyone who requires an auxiliary aid or translating service for effective communication, or a modification of policies or procedures to participate in a program, service, or activity of SANBAG, should contact SANBAG at (909) 884-8276. Requests must be received no later than 72 hours before the schedule event. SANBAG will take reasonable steps to ensure that all individuals have meaningful access to programs, services, and information free of charge.



San Bernardino Associated Governments  
**TITLE VI COMPLAINT PROCEDURE**

This Complaint Procedure is established to meet the requirements of and Title VI of the Civil Rights Act of 1964. It may be used by any individual, group of individuals or entity that believes they have been subjected to discrimination on the basis of race, color, national origin in the provision of services, activities, programs, or benefits by San Bernardino Associated Governments (SANBAG). SANBAG strongly prohibits retaliation on the basis of any grievance filed under this policy.

The complaint should be in writing and contain information about the alleged discrimination such as name, address, phone number of complainant and location, date, and description of the problem. A form is available on SANBAG's website, [sanbag.ca.gov](http://sanbag.ca.gov), or at the SANBAG offices at 1170 W. 3<sup>rd</sup> Street, Second Floor San Bernardino, CA 92410. Alternative means of filing complaints, such as personal interviews, computer disk, audiotape or in Braille will be made available for persons with disabilities upon request.

The complaint should be submitted as soon as possible but no later than 180 calendar days after the alleged violation to:

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San Bernardino, CA 92410-1715  
Phone: (909) 884-8276  
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Within 15 calendar days after receipt of the complaint, the Public Information Officer or designee will discuss with the complainant the complaint and possible resolutions. Within 15 calendar days of the discussion, the Public Information Officer or designee will respond in writing, and where appropriate, in a format accessible to the complainant. The response will explain the position of SANBAG and offer options for resolution of the complaint.

If the response by the Public Information Officer or designee does not satisfactorily resolve the issue, the decision may be appealed within 15 calendar days after receipt of the response, to the Executive Director or designee.

Within 15 calendar days after receipt of the appeal, the Executive Director or designee will discuss with the complainant the complaint and possible resolutions. Within 15 calendar days after the meeting, the Executive Director or designee will respond in writing, and, where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.

All written complaints received by the Public Information Officer or designee, appeals to the Executive Director or designee, and responses from these two offices will be retained by the Department of Management Services for at least three years.