



**Outreach & Escort, Inc. (OUTREACH)  
TITLE VI COMPLAINT FORM**

Mr. Alan Yonemura, Title VI Administrator  
**OUTREACH Administration**  
2221 Oakland Rd., Suite 200  
San Jose, California 95131  
Phone: 408-684-4520  
Email: alany@outreach2.org

**Section I**

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone Numbers:

(Home or Cell) \_\_\_\_\_ (Work) \_\_\_\_\_

Email Address \_\_\_\_\_

Accessible Format Requirements?

Large Print: \_\_\_\_\_ Audio tape: \_\_\_\_\_

TDD: \_\_\_\_\_ Other: \_\_\_\_\_

The Federal Transit Administration (FTA) Office of Civil Rights is responsible for civil rights compliance and monitoring, which includes ensuring that providers of public transportation properly abide by Title VI of the Civil Rights Act of 1964, Executive Order 12898, "Federal Actions To Address Environmental Justice in Minority Populations and Low Income Populations," and the Department of Transportation's Guidance to



Recipients on Special Language Services to limited English Proficient (LEP) Beneficiaries.

In the FTA compliant investigation process, we analyze the complainant's allegations for possible Title VI and related deficiencies by the transit provider. If deficiencies are identified, they are presented to the transit provider and assistance is offered to correct the inadequacies within a predetermined timeframe. FTA may also refer the matter to the U.S. Department of Justice for enforcement.

**Section II**

Are you filing this complaint on your own behalf?

Yes \_\_\_\_\_ No \_\_\_\_\_

*(If you answered "yes" to this question, go to Section III.)*

If not, please supply the name and relationship of the person for whom you are complaining:

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Please explain why you have filed for a third party:

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Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party.

Yes \_\_\_\_\_ No \_\_\_\_\_

**Section III**

Have you previously filed a Title VI complaint with FTA?

Yes \_\_\_\_\_ No \_\_\_\_\_

If yes, what was your FTA Complaint Number? \_\_\_\_\_

(Note: This information is needed for administrative purposes; the same complaint number may be assigned to the new complaint.)

Have you filed this complaint with any of the following agencies?

Transit Provider: \_\_\_\_\_ Department of Transportation: \_\_\_\_\_

Department of Justice: \_\_\_\_\_ Other: \_\_\_\_\_

Equal Employment Opportunity Commission: \_\_\_\_\_

Have you filed a lawsuit regarding this complaint?

Yes \_\_\_\_\_ No \_\_\_\_\_

If yes, please provide a copy of the complaint form.

(Note: This above information is helpful for administrative tracking purposes. However, if litigation is pending regarding the same issues, parties defer to the decision of the court.)



**Section IV**

Name of public transit or paratransit provider complaint is against:

\_\_\_\_\_

Contact person: \_\_\_\_\_ Title: \_\_\_\_\_

Telephone Number: \_\_\_\_\_

On separate sheets, please describe your complaint. You should include specific details such as names, dates, times, route numbers, witnesses, and any other information that would assist us in our investigation of your allegations. Please also provide any other documentation that is relevant to this complaint.

**Section V**

May we release a copy of your complaint to the transit/paratransit provider?

Yes \_\_\_\_\_ No \_\_\_\_\_

May we release a copy of your identity to the transit/paratrasnit provider?

Yes \_\_\_\_\_ No \_\_\_\_\_

Please sign here: \_\_\_\_\_ Date: \_\_\_\_\_

(Note: A signature is required for complaint acceptance.)



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Email: [alany@outreach2.org](mailto:alany@outreach2.org)

Santa Clara Valley Transportation Authority (VTA)

Name: Title VI Coordinator

Santa Clara Valley Transportation Authority

3331 North First Street, Bldg. B

San Jose, California 95134-1906

Phone: 408-321-5571

California Department of  
Transportation  
Civil Rights, Equal Employment  
Opportunity Program  
700 N. 10<sup>th</sup> Street  
Suite 102B  
Sacramento, Ca. 95814  
Phone: 1-916-324-9461

Federal Transit Administration  
Office of Civil Rights  
Attention: Complaint Team  
1200 New Jersey Ave., SE  
Washington, DC 20590  
Phone: 1-888-446-4511

Federal Highway Administration  
Washington DC Office  
Civil Rights Program/Title VI  
1200 New Jersey Ave., SE  
8<sup>th</sup> Floor E81-105  
Washington DC  
Phone: 1-202-336-0693  
Fax: 1-202-366-1599