



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

Mr. Paul Tatsuta,  
**OUTREACH Administration**  
PO Box 640910  
San Jose, California 95164  
Phone: 408-436-2865, Ext. 264  
Fax: 408-382-0470  
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**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:

\_\_\_\_\_

Please explain why you have filed for a third party:

\_\_\_\_\_

\_\_\_\_\_

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/paratransit provider?

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

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

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

COMPLAINT FORM

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Email: pault@outreach2.org

Santa Clara Valley Transportation Authority (VTA)  
Name: Ms. Mitsuno Baumeister, Title VI Coordinator  
Office: Employee Relations Department  
Santa Clara Valley Transportation Authority  
3331 North First Street, Bldg. B  
San Jose, California 95134-1906  
Phone: 408-321-5571

Caltrans District 4  
Title VI Liaison  
111 Grand Ave., MS 6A  
Oakland, California 94613  
Phone: 510-286-6169  
Fax: 510-286-5234

Federal Transit Administration  
Title VI Program Coordinator  
East Building, 5<sup>th</sup> Floor – TCR  
1200 New Jersey Ave., SE  
Washington, DC 20590

Caltrans Headquarters  
Office of Business & Economic  
Opportunities  
1823 14<sup>th</sup> Street, MS 79  
Sacramento, California 95811  
Phone: 916-324-1811

Federal Highway Administration  
Sacramento Office  
Civil Rights Program/Title VI  
Program Coordinator  
650 Capital Mall, Suite 4-1000  
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Phone: 916-498-5001  
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