

Appendix E



Metro

Civil Rights Complaint Form

Title VI of the 1964 Civil Rights Act and related nondiscrimination statutes and regulations require that no person in the United States shall, on the ground of race, color or national origin be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance. Metro also prohibits discrimination based on sex, age, disability, religion, medical condition, marital status, or sexual orientation.

In addition to utilizing the Civil Rights complaint process at LACMTA, a Complainant may file a Title VI complaint concerning race, color or national origin discrimination with the Federal Transit Administration (FTA), Office of Civil Rights, Region IX, 201 Mission Street, Suite 1650, San Francisco, California 94105-1839. A Complainant may file an Americans with Disabilities Act (ADA) complain with the FTA, Director, FTA Office of Civil Rights, East Building - 5th Floor, TCR, 1200 New Jersey Ave., SE, Washington, DC 20590. Complainants may also contact the FTA ADA Assistance Line, 1-888-446-4511 (Voice) or through the Federal Information Relay Service, 1-800-877-8339 or by electronic mail at FTA.ADAAssistance@dot.gov. The FTA ADA Complaint form is available at http://www.fta.dot.gov/civilrights/12875_14816.html.

The following information is necessary to assist us in processing your complaint. Should you require assistance in completing this form, please let us know.

Complete and return this form to: Metro Customer Relations, Los Angeles County Metropolitan Transportation Authority, 1 Gateway Plaza, Los Angeles, CA 90012.

1. Complainant's Name: _____
2. Address: _____
3. City: _____ State: _____ Zip Code: _____
4. Telephone Number (home): _____ (business): _____
5. Person discriminated against (if someone other than the Complainant):
Name: _____



Los Angeles County
Metropolitan Transportation Authority

One Gateway Plaza
Los Angeles, CA 90012-2952

213.922.2000 Tel
metro.net

Metro

Address: _____

City: _____ State: _____ Zip Code: _____

6. Which of the following best describes the reason you believe the discrimination took place? Was it because of your:

- a. Race b. Color c. National Origin
d. Sex e. Age f. Disability
g. Religion h. Medical Condition i. Marital Status
j. Sexual Orientation

7. What date did the alleged discrimination take place? _____

8. In your own words, describe the alleged discrimination. Explain what happened and whom you believe was responsible. Please use the back of this form if additional space is required.

9. Have you filed this complaint with any other federal, state, or local agency; or with any federal or state court? Yes: No:

If yes, check each box that applies:

- Federal agency Federal court State agency
State court Local agency

10. Please provide information about a contact person at the agency/court where the complaint was filed.

Name: _____



Los Angeles County
Metropolitan Transportation Authority

One Gateway Plaza
Los Angeles, CA 90012-2952

213.922.2000 Tel
metro.net

Metro

Address: _____

City: _____ State: _____ Zip Code: _____

11. Please sign below. You may attach any written materials or other information that you think is relevant to your complaint.

Complainant's Signature

Date

Appendix F

Equal Employment Opportunity
 Title VI Complaints
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No	Date Received	Basis of Complaint	Summary of Allegations	Date Closed	Merit/No Merit
1	10/08/10	Race	Discourteous treatment by Metro Bus Operator	3/21/11	No Merit
2	10/15/10	Race	Discourteous treatment by Metro Bus Operator	11/1/10	No Merit
3	10/19/2010	Race, National Origin	Discourteous treatment by Metro Bus Operator	2/9/11	No Merit
4	12/08/10	Race, National Origin	Discourteous treatment by Metro Bus Operator	3/23/11	No Merit
5	12/09/10	Race, Color	Discourteous treatment by Metro Bus Operator	5/4/11	No Merit
6	12/13/10	Race, Color	Discourteous treatment by Metro Bus Operator	3/21/11	No Merit
7	12/21/10	Race	Discourteous treatment by Metro Bus Operator	2/23/11	No Merit
8	01/03/11	Race	Discourteous treatment by Metro Bus Operator	9/14/11	No Merit
9	01/05/11	Race	Discourteous treatment by Metro Bus Operator	3/2/11	No Merit
10	01/11/11	Race	Discourteous treatment by Metro Bus Operator	4/18/11	No Merit
11	01/24/11	Race	Discourteous treatment by Metro Bus Operator	4/5/11	No Merit
12	02/03/11	Race	Discourteous treatment by Metro Bus Operator	6/27/11	Merit
13	02/22/11	Race, Color	Discourteous treatment by Metro Bus Operator	5/26/11	No Merit
14	03/01/11	Race	Discourteous treatment by Metro Bus Operator	6/28/11	No Merit
15	03/09/11	Race	Discourteous treatment by Metro Bus Operator	5/20/11	No Merit
16	03/24/11	Race	Discourteous treatment by Metro Bus Operator	7/19/11	No Merit
17	03/29/11	Race	Discourteous treatment by Metro Bus Operator	7/19/11	No Merit
18	03/30/11	Race	Discourteous treatment by Metro Bus Operator	7/19/11	No Merit
19	04/04/11	Race	Discourteous treatment by Metro Bus Operator	7/19/11	No Merit
20	04/07/11	Race	Discourteous treatment by Metro Bus Operator	7/29/11	No Merit
21	04/08/11	Race	Discourteous treatment by Metro Bus Operator	10/3/11	No Merit
22	04/08/11	Race	Discourteous treatment by Metro Bus Operator	10/3/11	No Merit
23	04/12/11	Race	Discourteous treatment by Metro Bus Operator	10/3/11	No Merit
24	04/18/11	Race	Discourteous treatment by Metro Bus Operator	10/5/11	No Merit
25	04/28/11	Race	Discourteous treatment by Metro Bus Operator	10/11/11	No Merit
26	05/13/11	Race	Discourteous treatment by Metro Bus Operator	10/11/11	No Merit
27	05/13/11	National Origin	Discourteous treatment by Metro Bus Operator	10/11/11	No Merit
28	05/24/11	Race	Discourteous treatment by Metro Bus Operator	11/14/11	Merit
29	06/17/11	Race	Discourteous treatment by Metro Bus Operator	11/14/11	No Merit

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30	06/20/11	Race	Discourteous treatment by Metro Bus Operator	12/2/11	No Merit
31	06/24/11	Race	Discourteous treatment by Metro Bus Operator	1/9/12	No Merit
32	07/06/11	Race	Discourteous treatment by Metro Bus Operator	1/9/12	No Merit
33	07/12/11	Race	Discourteous treatment by Metro Bus Operator	12/5/11	No Merit
34	07/12/11	Race	Discourteous treatment by Metro Bus Operator	12/16/11	No Merit
35	07/28/11	Race	Discourteous treatment by Metro Bus Operator	1/10/12	No Merit
36	08/08/11	Race	Discourteous treatment by Metro Bus Operator	1/12/12	No Merit
37	08/08/11	Race, Color	Discourteous treatment by Metro Bus Operator	1/10/12	No Merit
38	08/09/11	Race	Discourteous treatment by Metro Bus Operator	8/30/11	No Merit
39	08/15/11	Race	Discourteous treatment by Metro Bus Operator	1/11/12	No Merit
40	08/18/11	Race	Discourteous treatment by Metro Bus Operator	12/2/11	No Merit
41	08/18/11	Race	Discourteous treatment by Metro Bus Operator	2/22/12	No Merit
42	08/25/11	Race	Discourteous treatment by Metro Bus Operator	3/13/12	No Merit
43	08/30/11	Race	Discourteous treatment by Metro Bus Operator	3/15/12	No Merit
44	08/31/11	Race	Discourteous treatment by Metro Bus Operator	3/26/12	No Merit
45	09/01/11	Race	Discourteous treatment by Metro Bus Operator	3/15/12	No Merit
46	09/21/11	Race	Discourteous treatment by Metro Bus Operator	3/26/12	No Merit
47	09/22/11	Race	Discourteous treatment by Metro Bus Operator	4/30/12	No Merit
48	09/22/11	Race	Discourteous treatment by Metro Bus Operator	4/30/12	No Merit
49	09/28/11	Race	Discourteous treatment by Metro Bus Operator	3/14/12	No Merit
50	09/30/11	Race	Discourteous treatment by Metro Bus Operator	4/30/12	No Merit
51	10/11/11	Race	Discourteous treatment by Metro Bus Operator	3/21/12	No Merit
52	10/17/11	Race	Discourteous treatment by Metro Bus Operator	4/30/12	No Merit
53	10/18/11	Race	Discourteous treatment by Metro Bus Operator	4/30/12	No Merit
54	10/21/11	Race	Discourteous treatment by Metro Bus Operator	4/30/12	No Merit
55	10/21/11	Race	Discourteous treatment by Metro Bus Operator	4/30/12	No Merit
56	10/27/11	Race	Discourteous treatment by Metro Bus Operator	4/30/12	No Merit
57	11/01/11	Race	Discourteous treatment by Metro Bus Operator	4/26/12	No Merit
58	11/03/11	Race	Discourteous treatment by Metro Bus Operator	4/30/12	No Merit
59	11/10/11	Race	Discourteous treatment by Metro Bus Operator	5/10/12	No Merit

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60	11/10/11	Race	Discourteous treatment by Metro Bus Operator	5/1/12	No Merit
61	11/18/11	Race	Discourteous treatment by Metro Bus Operator	6/13/12	No Merit
62	11/18/11	Race, National Origin	Discourteous treatment by Metro Bus Operator	6/6/12	No Merit
63	12/05/11	Race	Discourteous treatment by Metro Bus Operator	6/13/12	No Merit
64	12/06/11	Race	Discourteous treatment by Metro Bus Operator	6/13/12	No Merit
65	12/13/11	Race	Discourteous treatment by Metro Bus Operator	6/11/12	No Merit
66	12/13/11	Race	Discourteous treatment by Metro Bus Operator	6/13/12	Merit
67	01/13/12	Race, National Origin	Discourteous treatment by Metro Bus Operator	6/13/12	Merit
68	01/20/12	Race	Discourteous treatment by Metro Bus Operator	6/25/12	No Merit
69	01/23/12	Race	Discourteous treatment by Metro Bus Operator	6/25/12	No Merit
70	01/25/12	Race	Discourteous treatment by Metro Bus Operator	8/28/12	No Merit
71	02/06/12	Race, National Origin	Discourteous treatment by Metro Bus Operator	6/26/12	No Merit
72	02/24/12	Race	Discourteous treatment by Metro Bus Operator	8/29/12	No Merit
73	02/28/12	Race	Discourteous treatment by Metro Bus Operator	9/12/12	No Merit
74	03/01/12	Race	Discourteous treatment by Metro Bus Operator	10/15/12	No Merit
75	03/16/12	Race	Discourteous treatment by Metro Bus Operator	7/12/12	No Merit
76	03/22/12	Race	Discourteous treatment by Metro Bus Operator	8/2/12	No Merit
77	04/04/12	Race	Discourteous treatment by Metro Bus Operator	10/3/12	No Merit
78	04/10/12	Race	Discourteous treatment by Metro Bus Operator	10/4/12	No Merit
79	04/17/12	Race	Discourteous treatment by Metro Bus Operator	10/12/12	No Merit
80	05/01/12	Race	Discourteous treatment by Metro Bus Operator	8/23/12	No Merit
81	05/07/12	Race	Discourteous treatment by Metro Bus Operator	10/9/12	No Merit
82	05/07/12	Race	Discourteous treatment by Metro Bus Operator	10/15/12	No Merit
83	05/09/12	Race	Discourteous treatment by Metro Bus Operator	10/25/12	No Merit
84	05/09/12	Race	Discourteous treatment by Metro Bus Operator	12/17/12	No Merit
85	05/16/12	Race	Discourteous treatment by Metro Bus Operator	10/23/12	No Merit
86	05/24/12	Race	Discourteous treatment by Metro Bus Operator	11/6/12	No Merit
87	05/25/12	Race	Discourteous treatment by Metro Bus Operator	10/15/12	No Merit
88	06/05/12	Race	Discourteous treatment by Metro Bus Operator	10/25/12	No Merit
89	06/05/12	Race	Discourteous treatment by Metro Bus Operator	12/20/12	No Merit

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90	06/19/12	Race	Discourteous treatment by Metro Bus Operator	7/22/12	No Merit
91	06/26/12	Race	Discourteous treatment by Metro Bus Operator	3/29/13	Merit
92	06/28/12	Race	Discourteous treatment by Metro Bus Operator	10/9/12	No Merit
93	06/29/12	Race	Discourteous treatment by Metro Bus Operator	2/11/13	No Merit
94	07/02/12	Race	Discourteous treatment by Metro Bus Operator	1/11/13	No Merit
95	07/12/12	Race	Discourteous treatment by Metro Bus Operator	3/22/13	No Merit
96	07/16/12	Race	Discourteous treatment by Metro Bus Operator	6/6/13	No Merit
97	07/20/12	Race	Discourteous treatment by Metro Bus Operator	10/31/12	No Merit
98	07/23/12	Race	Discourteous treatment by Metro Bus Operator	3/20/13	No Merit
99	07/24/12	Race	Discourteous treatment by Metro Bus Operator	5/24/13	No Merit
100	08/08/12	Race	Discourteous treatment by Metro Bus Operator	3/18/13	No Merit
101	08/13/12	Race	Discourteous treatment by Metro Bus Operator	12/20/12	Merit
102	08/14/12	Race	Discourteous treatment by Metro Bus Operator	3/21/13	Merit
103	08/17/12	Race	Discourteous treatment by Metro Bus Operator	7/3/13	No Merit
104	08/23/12	Race	Discourteous treatment by Metro Bus Operator	9/28/12	No Merit
105	08/24/12	Race	Discourteous treatment by Metro Bus Operator	10/3/12	No Merit
106	08/27/12	Race	Discourteous treatment by Metro Bus Operator	7/3/13	No Merit
107	08/30/12	Race	Discourteous treatment by Metro Bus Operator	8/19/13	No Merit
108	09/04/12	Race	Discourteous treatment by Metro Bus Operator	7/25/13	No Merit
109	09/04/12	Race	Discourteous treatment by Metro Bus Operator	8/19/13	No Merit
110	09/17/12	Race	Discourteous treatment by Metro Bus Operator	12/19/12	No Merit
111	09/19/12	Race	Discourteous treatment by Metro Bus Operator	5/10/13	No Merit
112	10/02/12	National Origin	Discourteous treatment by Metro Bus Operator	8/19/13	Merit
113	10/04/12	Race	Discourteous treatment by Metro Bus Operator	6/11/13	No Merit
114	10/04/12	Race	Discourteous treatment by Metro Bus Operator	8/19/13	Merit
115	10/09/12	Race	Discourteous treatment by Metro Bus Operator	6/20/13	No Merit

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116	10/15/12	Race	Patron alleges that operator displayed racist behavior				
117	10/24/12	Race	Patron alleges that operator requested patron to get off the bus and told another patron of a different race to go ahead and board.		7/9/13		No Merit
118	11/02/12	Race	Patron alleges that operator told patron she could not board (bus was full), but did not say anything to patrons of another race who boarded after she did.		2/11/13		No Merit
119	11/07/12	Race	Patron alleges that operator's other passengers made racially discriminatory statements to her daughter.		5/23/13		No Merit
120	11/08/12	Race	Patron alleges that operator made racially insensitive remarks.		5/31/13		No Merit
121	11/12/12	Race	Patron alleges that operator was rude to patron. Patron believes Operator's behavior displayed racism because operator was nice to patrons of another race.		7/8/13		No Merit
122	12/14/12	Race	Patron alleges fare dispute.		6/7/13		No Merit
123	12/19/12	Race	Patron alleges that operator made racially insensitive remark.		7/19/13		No Merit
124	12/21/12	Race	Patron alleges that operator made racially insensitive remark.		7/3/13		Merit
125	12/21/12	Race	Patron alleges that operator made racially insensitive remark.		7/3/13		Merit
126	01/11/13	Race	Patron was arguing w/another patron and alleges that operator defended other patron because other patron and operator are of same ethnic background; patron also alleges that TOS arrived and called Patron a racially insensitive name.		8/19/13		No Merit
127	01/17/13	Race	Patron alleges that operator called patron a racially insensitive name.		8/6/13		No Merit
128	01/18/13	Race	Patron alleges that operator was rude only to patrons of certain races.		7/10/13		Merit

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129	01/23/13	Race	Patron was sitting in priority seating area. Patron alleges that operator yelled at patron and at another patron to move to the back of the bus, yet a patron of another race with a large cart to sit in the priority seating area.	In the process of being closed	No Merit
130	01/28/13	Race	Patron alleges that operator and Patron entered into a dispute about fare media and operator made a racially insensitive remark.	In the process of being closed	No Merit
131	01/29/13	Race	Patron alleges that operator made racially insensitive remark.	In the process of being closed	No Merit
132	02/13/13	Race	Patron alleges that operator made racially insensitive remark.	8/19/13	No Merit
133	02/25/13	Race	Patron alleges that operator has passed him up 4 times, and believes the pass up is racially motivated.	8/19/13	No Merit
134	02/27/13	Race	Patron alleges that operator was rude and made racially insensitive remark.	awaiting response for request for additional information	
135	02/28/13	Race	Patron alleges that operator was rude to another patron because of her gender and race.	6/11/13	No Merit
136	03/15/13	Race	Patron alleges that operator only checks fare media of patrons of a certain race.	awaiting response for request for additional information	
137	03/27/13	Race	Patron alleges that they observed the operator being rude to a patron, and leaving him behind at the stop. Patron believes that this is racially motivated.	awaiting response for request for additional information	
138	04/05/13	National Origin	Patron alleges that operator made racially insensitive remark.	8/6/13	No Merit
139	04/15/13	Race	Patron alleges that operator called patron a thief and made racially insensitive remark.	awaiting response for request for additional information	
140	04/30/13	Race	Patron alleges that operator was rude to patron and her daughter and that the behavior is racially motivated.	awaiting response for request for additional information	
141	05/03/13	Race	Patron alleges that operator made racially insensitive remark.	awaiting response for request for additional information	

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142	05/20/13	Race	Patron alleges that operator made racially insensitive remark.	awaiting response for request for additional information	
143	06/17/13	National Origin	Patron alleges that operator made racially insensitive remark.	awaiting response for request for additional information	
144	06/17/13	Race	Patron alleges operator fare requests are racially motivated.	awaiting response for request for additional information	
145	07/24/13	Race	Patron alleges that patron and patron of the same race were asked to wait for the next bus and when they exited the bus, the operator allowed three other patrons to board who were of another race.	awaiting response for request for additional information	
146	07/24/13	Race	Patron alleges that operator made racially insensitive remark.	awaiting response for request for additional information	
147	07/29/13	Race	Patron alleges that operator did not enforce equal fare payment and that the disparity falls on racial lines.	awaiting response for request for additional information	
148	07/29/13	Race	Patron alleges that operator made racially insensitive remark.	awaiting response for request for additional information	
149	07/31/13	Race	Patron alleges that operator made racially insensitive remark.	awaiting response for request for additional information	
150	08/06/13	Race	Patron alleges that operator made racially insensitive remark.	awaiting response for request for additional information	