



Eden I&R TITLE VI PROGRAM AND ASSURANCES

Eden I&R is a Sub-recipient of Federal Transit Administration (FTA) financial assistance from AC Transit. All FTA recipients and sub-recipients must ensure that their programs, policies, and activities comply with Title VI regulations, as described in FTA Circular 4702.1B.

General Requirements

Section 601 under Title VI of the Civil Rights Act of 1964 states the following:

“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.”

Policy Statement Regarding Civil Rights Assurances:

Eden I&R is committed to ensuring that no person is excluded from participation in or denied the benefits of its programs, services or activities on the ground of race, color or national origin, as stated by Title VI of the Civil Rights Act of 1964, as amended (42 U.S.C. §2000d, et. seq.).

In order to comply with Sub-recipient Title VI requirements of FTA funds, Eden I&R has developed the following and attached:

1. Requirement to Provide Title VI Assurances:

In accordance with 49 CFR Section 21.7(a), every application for FTA financial assistance must be accompanied by an assurance that the applicant will carry out the program in compliance with Title VI of the Civil Rights Act of 1964. As stated above Eden I&R assures that “no person is excluded from participation in or denied the benefits of its programs, services or activities on the ground of race, color or national origin, as stated by Title VI of the Civil Rights Act of 1964, as amended (42 U.S.C. §2000d, et. seq).”

2. Requirement to Prepare and Submit a Title VI program:

Eden I&R has prepared and will submit this Title VI Program to AC Transit (primary recipient) after approval from the Board of Directors. The effective date will be the date of April 21, 2017. To ensure compliance with 49 CFR Section 21.9 (b), FTA requires that all recipients document their compliance with this chapter by submitting a Title VI Program to FTA’s regional civil rights officer once every three years.

3. Requirement to Notify Beneficiaries Under Title VI:

Eden I&R has created a public Title VI Notice to Beneficiaries stating its compliance with Title VI and describing the steps one needs to take to file a discrimination

complaint. A copy of this notice is attached as Appendix A to this Title VI Program. The Title VI Public Notice is available at the Eden I&R Main Office (570 B Street, Hayward, CA 94541). It is also posted on our website <http://edenir.org/>.

4. Requirement to Develop Title VI Complaint Procedures and Complaint Form:

The Title VI Public Notice available online and at the location described above provides instructions to the public regarding how to file a Title VI discrimination complaint. If any person feels that they have been discriminated against under Title IV, they may file a complaint in person, by phone at (510) 537-2710 or by filling out and submitting the Eden I&R Complaint Form. Complaints must include the complainant's name, address and phone number and be detailed to specify all issues and circumstances of the alleged discrimination. The Eden I&R Complaint Form (attached as Appendix B) is available online at <http://edenir.org/> and at Eden I&R's main office. Assistance will be provided to fill out the form if needed. Title IV complaints should be filed as close to the date of the alleged discrimination as possible, but no later than 180 calendar days. Upon receipt, Eden I&R's legal counsel will review the complaint and determine whether it is a Title VI issue and if Eden I&R has jurisdiction. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by Eden I&R.

Eden I&R has 30 days (upon receipt) to investigate the complaint. If more information is needed to resolve the case, Eden I&R may contact the complainant who should supply the requested information within 15 business days to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within 15 business days, Eden I&R can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

After the investigator reviews the complaint, Eden I&R will issue one of two letters to the complainant:

- a. A closure letter that summarizes the allegations and states there was not a Title VI violation and that the case will be closed.
- b. A Letter of Finding (LOF) that summarizes the allegations and the interviews regarding the alleged incident, and explains if any disciplinary action, additional training of the staff member or other action will occur.

If the complainant wishes to appeal the decision, she or he has 30 days after the date of the closure letter or the LOF to do so.

A person may also file a complaint directly with the Federal Transit Administration at FTA Office of Civil Rights within 180 days of the alleged discrimination at:

FTA Office of Civil Rights

Attention: Title VI Program Coordinator

East Building, 5th Floor-TCR

1200 New Jersey Avenue SE, Washington, DC 20590

5. Requirement to Record and Report Transit-related Title VI Investigations, Complaints and Lawsuits:

Eden I&R has no transit-related Title VI investigations, complaints, or lawsuits as we are not a transit agency. Complaints, if any are to occur, will be tracked in the following format, with the name of complainant protected for privacy concerns.

Complaint, Investigation or Lawsuit	Name of Complainant	Date of complaint (Month, Day, Year)	Basis of Complaint: Race, color or national origin	Summary	Finding	Action(s) Taken	Date of Response

6. Promote Inclusive Public Participation:

This is Eden I&R's first Title VI Program submission – it will be updated as needed. Eden I&R is committed to inclusive and effective public engagement and outreach and uses a variety of measures to achieve those including efforts to outreach methods to engage minority and limited English proficient populations (LEP). The agency's outreach materials are printed in a number of languages in addition to English including Spanish, Tagalog, Vietnamese, and Chinese. Currently, nearly 70% of Eden I&R's 2-1-1 Phone Resource Specialists and Supervisors are fluent in at least one other language besides English and able to assist callers to 2-1-1 in languages including Spanish, Farsi, Hindi, Vietnamese, Cantonese, and Mandarin. Additionally, the agency has a contract with a real-time interpretation service that provides assistance in more than 300 languages should a caller call any time of the day or night, seven days a week, with a language need not spoken by one of the Resource Specialists working at the time of the call. Eden I&R is in the process of designing a new website which is slated to go live later this spring or early summer. One of the enhancements will be a language translation feature on each page. Eden I&R will continue its efforts and work closely with community organizations to identify the appropriate ways and locations to disseminate information to minority or Limited English Proficiency populations.

7. Requirement to Provide Meaningful Access to LEP Persons:

Eden I&R has not currently identified any significant population within its service area experiencing Limited English Proficiency that impairs their access to services. Eden I&R will continue to monitor the need for providing information in languages other than English.

8. Minority Representation on Planning and Advisory Bodies:

No committees are responsible for transit planning for Eden I&R, as Eden I&R is not a transit provider.

9. Monitoring Requirements:

Eden I&R is not a prime recipient. Eden I&R is sub-recipient of AC Transit and will comply with

primary recipient compliance requests.

10. Determination of Site or Location of Facilities:

Eden I&R has not constructed a facility, such as a vehicle storage facility, maintenance facility, operation center, etc. to conduct an equity analysis.

11. Adoption of Program:

The program is adopted by signature of the executive director of the policy. No additional information as specified in chapters IV, V, and VI, is included as Eden I&R is not a transit provider, a State, or a metropolitan planning organization (MPO).

12. Required to provide additional information upon request: At the discretion of the FTA, information other than that required by the referenced circular may be requested, in writing, from a recipient in order to investigate complaints of discrimination or to resolve concerns about possible noncompliance with Title VI requirements. Eden I&R Title staff is available to provide additional information as needed and to respond to any inquiry.

APPENDIX A



Eden I&R Title VI Notice to Beneficiaries

Eden I&R operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with Eden I&R.

For more information on Eden I&R's Title VI program and the procedures to file a complaint, call (510) 537-2710, visit Eden I&R's website or stop by our offices: 570 B Street, Hayward, CA 94541.

Complaints may be filed in person, by phone at (510) 537-2710 or in writing using the Eden I&R Complaint Form. Forms are available online (<http://edenir.org/>) and at our offices. Complaints should be directed to:

Eden I&R
Title VI Program
570 B Street, Hayward, CA 94541

A complainant may be filed directly with the Federal Transit Administration at: Federal Transit Administration, Office of Civil Rights
Attn: Title VI Program Coordinator
East Building, 5th Floor-TCR
1200 New Jersey Ave.
SE Washington, DC 20590

APPENDIX B



Eden I&R Title VI Complaint Form

Eden I&R is committed to ensuring that no person is **excluded from participation in or denied the benefits of its programs, services or activities on the ground of race, color or national origin**, as stated by Title VI of the Civil Rights Act of 1964, as amended.

If you believe that your Title VI rights have been violated by Eden I&R, you may use this form to file a complaint with Eden I&R. Title VI complaints should be filed as close to the date of the alleged discrimination as possible, but no later than 180 days.

The following information is necessary to assist us in processing your complaint. The completed form must be returned to: Eden I&R, 570 B Street, Hayward, CA 94541. If you need assistance filling out this form, or would like to file a complaint by phone, please call us at (510) 537-2710.

Your Name:	
Street Address, City, State, Zip:	
Your Phone: ()	Date of the Incident:
E-mail Address:	
Name of person(s) discriminated against (if other than yourself):	
Street Address, City, State and Zip:	

Which of the following best describes the reason you think the alleged discrimination took place? (Circle one)

- Race
- Color
- National Origin (Limited English Proficiency)

