

EXHIBIT B



CITY OF SOUTH EL MONTE Title VI Policy and Procedures

POLICY STATEMENT

The City of South El Monte is committed to ensuring that no person is excluded from participation in, or denied the benefits of its service on the basis of race, color or national origin under Title VI of the Civil Rights Act of 1964.

PURPOSE

This policy ensures that City programs (including fares, routing, scheduling, and quality of transportation services) are operated without regard to race, color, or national origin.

APPLICATION

This policy applies to all City of South El Monte employees, contractors, vendors, and customers.

1.0 GENERAL

The City of South El Monte is committed to ensuring that no person is excluded from participation in its services, or subject to denial of City benefits on the basis of race, color, or national origin. The City is also committed to promoting environmental justice. The City will accomplish its goals by:

- Ensuring that the level and quality of service is provided without regard to race, color, or national origin.
- Promoting full and fair participation by all potentially affected populations in services provided by the City decision making;
- Preventing denial, reduction or delay in the benefits of City programs and activities on the basis of race, color, or national origin.
- Preventing denial, reduction, or delay of benefits related to programs and activities affecting minority and low-income populations; and
- Providing meaningful access to City services, programs, and activities by persons with limited English proficiency (LEP).

2.0 PROCEDURES

Any person who believes that he/she may have been discriminated against on the basis of race, color, or national origin.

Patrons with limited English proficiency, who need assistance, may contact the City of South El Monte, located at 1415 Santa Anita Avenue, CA 91733 or call (626) 579-6540.

2.1 Reporting

The complaint must be filed within 180 days of the date of the alleged discrimination. Written complaints may be sent to Human Resources, City of South El Monte, 1415 Santa Anita Avenue, South El Monte, CA 91733, or an online Title VI Complaint Form may be accessed at the City's website at <http://www.cityofsouthelmonte.org>. Once completed, the complaint should be forwarded to the Human Resource Department.

Any City employee who becomes aware of a discrimination complaint should immediately contact Human Resources for handling.

2.2 Reviewing

The City will review the complaint to determine whether it is within City jurisdiction based on the following criterion: whether Complainant has alleged discriminatory treatment or harassment based on race, color, or national origin.

If the City determines it has jurisdiction, an investigator will be assigned to conduct an investigation within 24 hours of the review. The Complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated. All complaints will be investigated promptly and handled in a confidential manner.

If jurisdiction is found not to exist in the Civil Rights Policy, the complaint will be forwarded to the appropriate department for resolution. The City will be notified of the steps taken to resolve the complaint.

2.3 Investigation Process

The investigator will take the followings steps to investigate the alleged discriminatory act:

- Contacting the department management where the alleged discrimination took place to determine if a departmental investigation has been initiated and the results of the investigation;
- Identifying and reviewing all relevant documents, practices and procedures to determine appropriate resolution; and

- Identifying and interviewing persons with knowledge of the alleged discrimination, such as the Complainant; witnesses; others identified by the Complainant; people who may have been subject to similar activity; or others with relevant information.

The investigation process and final investigative report is generally completed within 120 days. If no policy violation is found, and the Complainant wants to appeal the decision, he/she may appeal directly to Human Resources.

2.4 Subsequent Complaints and Amended Charges

Any subsequent complaint or amended charge should be filed utilizing the Title VI Complaint Form. Amended charges can also be submitted via email or other written format. The City will review each subsequent complaint or amendment to determine whether the subsequent complaint should stand on its own or be incorporated into the original complaint and investigation.

2.5 Completion of Investigation

Upon completion of the investigation, the Investigator prepares a final investigative report for the City with a copy to the City Attorney. All principle parties receive written notification of the investigative findings.

2.6 Implementation of Remedial Actions

If a policy violation exists, appropriate remedial steps will be taken immediately.

3.0 DEFINITION OF TERMS

Title VI – Title VI of the 1964 Civil Rights Act prohibits discrimination on the basis of race, color, or national origin by recipients of federal financial assistance.

Equal Opportunity – requirement of non-discrimination in City services with regard to race, color, or national origin in accordance with Title VI of the 1964 Civil Rights Act, as amended.

Discrimination – any act or failure to act, whether intentional or unintentional, which has the purpose or effect of limiting, excluding, or denying a person transit services or benefits because of race, color, or national origin.

Environmental Justice – efforts made to prevent minority communities and low-income communities from being subject to disproportionately high and adverse environmental effects.

4.0 RESPONSIBILITIES

The Human Resources Department maintains a log of all complaints received. The log includes the date the complaint was filed; a summary of the allegations; the status of the complaint; and actions taken by the City to resolve the complaint.