

Civil Rights Policy



City of Sierra Madre

232 W. Sierra Madre Blvd.
Sierra Madre, CA 91024
626.355.7135
www.cityofsierramadre.com

POLICY STATEMENT

The City of Sierra Madre 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. In addition to Title VI of the Civil Rights Act of 1964, the City of Sierra Madre also prohibits discrimination based on sex, age, disability, religion, medical condition, marital status or sexual orientation.

PURPOSE

This policy ensures that the City of Sierra Madre programs are operated without regard to race, color, national origin, sex, age, disability, religion, medical condition, marital status or sexual orientation.

APPLICATION

This policy applies to all City of Sierra Madre employees, volunteers, contractors, vendors, and customers.

1.0 GENERAL

The City of Sierra Madre is committed to ensuring that no person is excluded from participation in its program or services, or subject to denial of the City's benefits on the basis of race, color, national origin, sex, age, disability, religion, medical condition, marital status or sexual orientation. The City will accomplish its goals by:

- ensuring that the level and quality of programs and services are provided without regard to race, color, national origin, sex, age, disability, religion, medical condition, marital status or sexual orientation;
- promoting full and fair participation by all potentially affected populations in decision making;
- preventing denial, reduction or delay in the benefits of the City's programs and services on the basis of race, color, national origin, sex, age, disability, religion, medical condition, marital status or sexual orientation.
- preventing denial, reduction, or delay of benefits for programs and activities affecting minority and low-income populations; and
- providing meaningful access to 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, national origin, sex, age, disability, religion, medical condition, marital status or sexual orientation may file a complaint with the City of Sierra Madre's Human Resources Department. The Title VI Complaint Form and Complaint Procedures can also be found on the City's website at www.cityofsierramadre.com/transportation.

Patrons with limited English proficiency, who need assistance, may contact the Human Resources Department, located at 232 W. Sierra Madre Blvd., or call 626.355.7135.

Si se necesita información en otro idioma, por favor póngase en contacto 626.355.7135.

2.1 Reporting

The complaint must be filed within 180 days of the date of the alleged discrimination. Written complaints may be sent to City of Sierra Madre Human Resources Department, 232 W. Sierra Madre Blvd., Sierra Madre, CA 91024 using the Civil Rights Complaint Form (Attachment 1) which can also be found on the City's website www.cityofsierramadre.com. Once completed, the complaint should be forwarded to the Human Resources Department.

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

In addition to utilizing the civil rights complaint process at the City of Sierra Madre, a Complainant may file a complaint pertaining to race, color or national origin with the Federal Transit Administration (FTA), Office of Civil Rights, Region IX, 201 Mission Street, Suite 1650, San Francisco, California 94105-1839.

2.2 Reviewing

The Human Resources Department will review the complaint to determine whether it is within the City's jurisdiction based on the following criterion: whether Complainant has alleged discriminatory treatment or harassment based on race, color, national origin, sex, age, disability, religion, medical condition, marital status or sexual orientation.

If the Human Resources Department 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 by the Human Resources Department. All complaints will be investigated promptly and handled in a confidential manner.

If jurisdiction is found not to exist in the Human Resources Department, but does exist in another department, the complaint will be forwarded to the appropriate department for resolution. The Human Resources Department 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.

2.4 Subsequent Complaints and Amended Charges

Any subsequent complaint or amended charge should be filed utilizing the Civil Rights Complaint Form. Amended charges can also be submitted via email or other written format. The Human Resources Department 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 Manager. 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 for programs and services with regard to race, color, or national origin in accordance with Title VI of the 1964 Civil Rights Act, as amended. The City of Sierra Madre also prohibits discrimination based on sex, age and disability religion, medical condition, marital status, or sexual orientation.

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, national origin, sex, age, disability, religion, medical condition, marital status, or sexual orientation.

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.

5.0 ATTACHMENTS

1. Civil Rights Complaint Form