



**Title VI Complaint Form  
City of Elk Grove  
Transit Services (e-tran/e-van)**

The City of Elk Grove is committed to ensuring that no person is excluded from participation in or denied the benefits of its services on the basis of race, color or national origin, as provided by Title VI of the Civil Rights Act of 1964, as amended. Title VI complaints must be filed within 180 days of the alleged discrimination.

The following information is necessary to assist us in processing your complaint. If you require any assistance in completing this form, please contact the Title VI Coordinator. The completed form must be returned to:

Title VI Coordinator  
Mike Costa, Transit System Manager  
8401 Laguna Palms Way  
Elk Grove, CA 95758  
(916) 687-3030  
[mcosta@elkgrovecity.org](mailto:mcosta@elkgrovecity.org)

Your Name:	Phone:
Street Address:	Alt Phone:
	City, State & Zip Code:
Person(s) discriminated against (if someone other than complainant): Name(s):	
Street Address, City, State and Zip Code:	

Which of the following best describes the reason the alleged discrimination took place?  
(Circle One)

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

Date of Incident: \_\_\_\_\_

Please describe the alleged discrimination incident. Provide the names and titles of all City of Elk Grove (or its Contractor MV Transportation, Inc.) employees involved, if available. Explain what happened and whom you believe was responsible.

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Please attach additional sheets if necessary.

Have you filed a complaint with any other federal, state or local agencies regarding this incident? (Circle one)

Yes / No

If so, list agency/agencies and contact information below:

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Agency	Contact Name
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Street Address, City, State & Zip Code	Phone
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Agency	Contact Name
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Street Address, City, State & Zip Code	Phone
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The City will make every effort to address your concern within a reasonable period of time. You will be contacted by the Title VI Coordinator within ten (10) business days. If your concern pertains to an agency other than the City of Elk Grove, we will forward this form to the responsible agency.

All written complaints and responses will be retained by the City of Elk Grove for at least three years.

If the response by the Title VI Coordinator or designee does not satisfactorily resolve the concern, the complainant may appeal the decision within sixty (60) calendar days after receipt of the response to the City Manager or designee.

I affirm that I have read the above charge and that it is true to the best of my knowledge, information, and belief.

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Complainant's Signature

Date

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Print or Type Name of Complainant