

**Appendix D
Title VI Complaints**

DATE	SUMMARY	STATUS	ACTION TAKEN
1/4/2019	ST Express - Complaint about driver behavior towards white men.	Closed	Investigated/Unsubstantiated
1/7/2019	Was not allowed to board coach because insufficient funds on ORCA card.	Closed	Not Title VI and ADA case. Customer Service responded and forwarded to PT.
1/29/2019	Complainant (truck driver) alleges an operator made a racial slur.	Closed	Complainant did not respond to multiple attempts for additional information
2/11/2019	Customer feels saving face campaign is a micro aggression to Chinese riders.	Closed	Reached out to multiple internal staff teams to address decal issue.
2/19/2019	ST Express Passenger (3rd party) said operator was rude to a man about his odor (marijuana).	Closed	Investigated/Unsubstantiated
3/7/2019	3rd party complaint claiming poor operator selective treatment.	Closed	Investigated/Unsubstantiated
3/26/2019	Bus operator (PT) discussion with a passenger regarding another rider's (black) behavior and making generalizations about "they".	Closed	Investigated/Unknown
4/10/2019	Securitas rec'd a call regarding FEO / Black female felt she was singled out and stated she was continuously harassed by FEO.	Closed	Investigated/Unsubstantiated.
4/11/2019	FEO Complaint - black rider claiming harassment	Closed	Resolved Informally
4/18/2019	Alleged racial profiling by fare enforcement.	Closed	Investigated/Unsubstantiated
5/9/2019	Security officer asked him to get on the light rail train or to leave the platform. Complainant said this interaction was based on the color of his skin.	Closed	Administrative Closure – Fail to Respond to request for information.
5/17/2019	Operator Conduct - Refuse to stop at designated stop	Closed	Resolved Informally
8/6/2019	Passenger complaint alleging discriminatory operator behavior (PT)	Closed	Resolved Informally

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12/9/2019	Route 590 operator discrimination complaint by Jazmine Wood.	Closed	Investigated/Unsubstantiated
1/14/2020	Operator - ontime performance	Closed	Investigated/Unsubstantiated
1/28/2020	Operator Conduct - refused to allow partner on bus.	Closed	Investigated/Unsubstantiated
1/29/2020	Fare Enforcement Conduct	Closed	Investigated/Unsubstantiated
1/29/2020	Fare Enforcement Conduct	Closed	Investigated/Unsubstantiated
2/4/2020	Operator Conduct	Closed	Investigated/Unsubstantiated
2/6/2020	Security Conduct	Closed	Investigated/Unsubstantiated
2/13/2020	Security Conduct	Closed	Investigated/Unsubstantiated
2/24/2020	Operator Conduct	Closed	Investigated/Unsubstantiated
3/4/2020	Operator Conduct	Closed	Investigated/Unsubstantiated
3/13/2020	Operator Conduct	Closed	Investigated/Unsubstantiated
3/31/2020	Operator Conduct	Closed	Investigated/Unsubstantiated
5/27/2020	Security Conduct	Closed	Investigated/Not Title VI or State Discrimination.
6/22/2020	Security Conduct	Closed	Investigated/Unsubstantiated
6/25/2020	Issues navigating sidewalk; contractor acted/spoke inappropriately.	Closed	Investigated/Unsubstantiated
7/27/2020	Operator conduct ; allegation of discrimination because of sexual preference	Closed	Investigated/Unsubstantiated
8/28/2020	Operator Conduct	Closed	Investigated/Unsubstantiated
9/2/2020	Operator Conduct	Closed	Investigated/Unsubstantiated
9/29/2020	Operator Conduct	Closed	Administrative Close – Fail to Respond
10/19/2020	Operator Conduct	Closed	Investigated/Unsubstantiated
3/23/2021	Operator Conduct	Closed	Investigated/Unsubstantiated
4/2/2021	Operator Conduct	Closed	Investigated/Unsubstantiated

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4/30/2021	Disparate Treatment on resident construction project	Closed	Investigated/Unsubstantiated
5/28/2021	Subcontractor Conduct	Closed	Investigated/Unsubstantiated
6/20/2021	Operator Conduct	Closed	Investigated/Operator retraining
8/4/2021	Operator Conduct	Closed	Lack of Jurisdiction - Forwarded to Passenger Care.
8/30/2021	Operator Conduct	Closed	Investigated/Unsubstantiated
9/3/2021	Operator Conduct	Closed	Investigated/Operator Disciplined
9/3/2021	Operator Conduct	Closed	Investigated/Operated Disciplined
11/16/2021	Operator Conduct	Closed	Investigator/Operator Coached
12/3/2021	Operator Conduct	Closed	Investigated/Operator Reprimanded
1/5/2022	Disparate Impact of scheduling in areas of minority passengers	Closed	Investigated/unsubstantiated
2/8/2022	Operator Conduct	Closed	Investigated/Operator disciplined
2/15/2022	Subcontractor Pay issues	Closed	Referred to Labor Relations/Economic Development
3/1/2022	Operator Conduct	Closed	Investigated/Unsubstantiated
3/2/2022	Subcontractor complaint disparate treatment by Contractor	Ongoing	Procurement process under review
3/9/2022	Fare Ambassador Conduct	Closed	Investigated/Ambassador Coached
4/11/2022	Disparate Treatment-Gender ID	Closed	Administrative closure – Failure to respond to requests for information