



APPENDIX C

CIVIL RIGHTS COMPLAINTS LOG

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No validated Title VI complaints were filed with StanRTA for the period from 2022 to 2025. While some inquiries were made, they were ultimately determined to be unfounded regarding Title VI violations. Among these inquiries, a few legitimate issues were noted, including instances of discourteous behavior by bus operators and service errors, such as passing a rider at a bus stop. Other complaints were filed by non-covered individuals alleging discrimination; in these cases, the claimants identified as White/Non-Hispanic Caucasian.

Date Received	Description	Action, Outcome, Findings	Record #
10/15/25	Complainant felt she was discriminated against because the bus operator did not allow her to board at the Transit Center.	No T-VI finding: the complainant approached the bus after boarding was completed.	25-1934
10/15/25	Claimant was refused admittance to the bus due to an alleged odor.	No T-VI finding. The individual identifies as Caucasian.	25-1931
07/30/25	Complainant was removed from the bus for an open drink container. Felt it was discrimination.	No T-VI finding. Video of the incident revealed the operator followed procedure and policy in refusing an open container.	25-1388
02/25/25	Complainant felt that his son was discriminated against by the bus passing him up at the bus stop.	No T-VI finding. This is not an applicable class. Family is Caucasian. Video from the bus showed the son was not at the stop when the bus arrived.	25-0343
01/28/25	Complainant felt that the bus operator was driving with the intent to do harm (slamming brakes) and that it was directed personally at the complainant, who identifies as Native American.	No T-VI finding. Video of the incident revealed the operator was driving too fast over a speed bump, jostling the passenger. No evidence of racial motivation. Apology issued for driving, and operator counseled/retrained.	25-0151
07/14/24	Complainant felt the driver was acting suspiciously after nearly passing her by and then calling for security.	No T-VI finding: This is not an applicable class. Review of the evidence found complaint invalid.	24-0733
07/02/24	Complainant felt discriminated against by the bus operator regarding having a drink on the bus. The basis for discrimination was sexual orientation (transgender).	No T-VI finding: This is not an applicable class. Review of evidence found this invalid.	24-0698
04/15/24	Complainant was upset with a road supervisor on the transit island, alleging the supervisor called complainant a "Thing."	No T-VI finding: This is not an applicable class. Review of evidence found this invalid.	24-0402

04/09/24	When on the bus, accompanied by her grandson with autism, Claimant had a bad encounter with the bus operator. Felt the grandchild was discriminated against.	No T-VI finding: This is not an applicable class. A review of evidence found this complaint was partially valid as an ADA complaint, but not T6	24-0379
07/01/24	Complainant experienced issues with the driver, including an almost pass-up. Complainant believes the operator was driving unsafely with intent to harm. The operator's actions considered purposeful harm and an attack on the complainant's life. Self-identifies as handicapped and Native American.	No T-VI finding: The driver was found to be driving unsafely and braking hard. No discriminatory behavior was identified.	24-0716
01/23/24	Driver was rude. Was looking for my pass, and told me twice to get off since I did not have my ticket available. Accused me of walking slow. Also states the supervisor raised his voice or claimant to get off the bus. Feels discriminated against.	No T-VI finding: No response when StanRTA reached out to the rider; unclear why discrimination was alleged.	24-0077
12/11/23	Complainant, who is white, was questioned about the state of his clothing (biohazard) when boarding the bus by operator who is black	No T -VI finding: Could not substantiate claim	23-1389
09/22/23	Rider claims that he was passed up and it's a recurring issue with the same driver. He says it's discrimination. Complainant identifies as white non-Hispanic.	No T-VI finding: Rider was passed up, but no pattern of discrimination was found.	23-1023
09/07/23	Complainant states the driver was rude. Started when their ticket didn't work, then the driver stepped out of the bus for a break and kicked her and another passenger off. They refused. Passenger felt discriminated against.	No T-VI finding: Bus was at the end of the route, and all passengers were requested to disembark. Complainant was allowed to ride despite a faulty ticket.	23-0955
04/21/23	Claimant stated she and her daughter were transferring buses at the MTC. She asked a female driver if she could board the bus. State the driver racially profiled her and said offensive slurs and denied her access.	No T-VI finding: Could not substantiate the claim nor could the passenger be reached at the provided number for additional information.	23-0464
01/23/23	Complainant believes he was racially profiled. Stated that a Mexican passenger pulled the cord to get off the bus. The driver turned around, and when he saw him, he told him to get off the bus. The passenger is an African American male.	No T-VI finding: customer did not supply information sufficient to investigate concern; did not respond to additional attempts to make contact.	23-0057

08/04/22	Complainant was unable to board the bus due to a lack of a pass or money.	No T-VI finding: Could not substantiate claim.	22-0454
7/22/2022	Complainant was on the phone, and the driver yelled for him to get off the bus. Felt it was unnecessary to yell. Passenger feels discriminated against because they speak Spanish.	No T-VI finding: Could not substantiate the claim and the complainant violated published bus rules.	22-0355
05/10/22	Passenger complaint about driver "mouthing racial and xenophobic slurs "	No T-VI finding: Could not substantiate claim.	22-0204
04/10/22	Complainant feels the driver discriminates against her as someone with mental health issues.	No T-VI finding: Claimant not a covered class, but the driver was coached on sensitivity and de-escalation policies and practices.	22-0158
04/10/22	Dispute regarding the claimant for wearing a face mask. Believes the driver had an attitude and discriminated against the claimant for their health condition.	No T -VI finding: Could not substantiate claim	22-0158
04/08/22	Claimant states the driver kicked them off the bus and discriminated against them. They had a heated argument about having to wear a mask. Lasted until he was told to get off.	No T-VI finding: Claimant declined to interact with StanRTA after initial complaint filed. Driver acted within mask mandates	22-01555
02/09/22	The driver did not allow the complainant to board for free when all he had was \$5 and could not get change. Claims driver did so for another passenger later on.	No T-VI finding: Could not substantiate claim and did not respond to staff's attempts to contact.	
01/26/22	Filed by rider's girlfriend. Rider was denied service for lack of full fare. Rider asked to pay the balance at end of the ride. The driver declined. The conversation became heated with the driver allegedly saying, "people like you tend not to pay." Rider is African-American and took the comment as a racial statement.	No T-VI finding: Video showed that the driver did not make a racial statement. However, the driver should have followed StanRTA policy to allow for partial payment, particularly on the BART commuter route.	22-0041