



City of West Hollywood Cityline Service
Grievance Procedure

All Cityline passengers have the right to a safe and pleasant trip. The Code of Conduct exists to ensure the comfort and safety of passengers and drivers. Riders in violation of any provision of this code may be prohibited from riding Cityline at the drivers' discretion, on a one-time basis.

If you believe that you were wrongly denied access to transit services, you may file a complaint with MV Transportation, the City's contractor.

Submission of Complaint

You may file a complaint either by telephone or in writing, within two weeks of the alleged incident, by requesting a complaint form from the driver, by accessing one at www.weho.org/cityline, or by calling (323) 936-0490.

Investigation of Complaints

Upon the receipt of the complaint, MV Transportation's management will investigate the incident through discussion(s) with affected parties, including bus/shuttle operator, within 10 days from the date the complaint is received.

MV management, in consultation with City staff, may also make recommendations or offer services that will provide passengers with assistance to address the issues which initially resulted in being barred from service.

Request for Reconsideration

If the complainant disagrees with the outcome of the contractor's findings, they may request reconsideration, by phone or in writing, from the City's Transportation Program Administrator within ten (10) business days after the receipt of the manager's response. The complainant should provide a detailed description of any items that were not understood and/or any grievances that the complainant may have about the investigation process and/or results. The complaint may then be re-evaluated and discussed by the contractor and City staff. A response will be provided within ten (10) business days.

Tracking of Complaints and Requests

The contractor reports all complaints and their status to the City on a monthly basis.

See form on reverse >>>>>

City of West Hollywood Transit Complaint Form

Please fill out this form to the best of your ability.
Sign, date and return to West Hollywood City Hall in person or by mail.
You may also file a complaint by calling (323) 936-0490.

Do you believe you were subjected to discrimination on the City's transit services on the basis of a disability, race, ethnicity or gender? Yes No

If you answered YES: please go to www.weho.org/cityline or call 323 848 6510 for the correct complaint procedure.

Section I: (Your information)

Name:

City, State & Zip:

Telephone (Home):

(Mobile):

Are you filing this complaint on your own behalf?

Yes

No

If you answered **Yes**, go to Section III.

Section II (Person Filling out Form if not Complainant)

Name:

City, State & Zip:

Telephone(Home):

(Mobile):

Your Relationship to the Complainant:

Section III

Please describe the incident in detail. Provide any information available regarding persons who were involved. If possible, please provide the reason you believe you were denied access to the City's transit services:

Date and Time of Incident: _____

Location of Incident: _____
(Address, Bus ID#, and/or Bus Route/Direction)

Complainant's Signature

Date