

Miami-Dade
Transportation Planning Organization

**TITLE VI DISCRIMINATION
COMPLAINT PROCEDURES**

The Miami-Dade Transportation Planning Organization (Miami-Dade TPO) welcomes and actively seeks input from all interested parties. Moreover, the Miami-Dade TPO does not tolerate discrimination in any of its programs, services or activities. The Miami-Dade TPO will not exclude participation in, deny the benefits of, or subject to discrimination anyone on the grounds of race, color, or national origin. The Miami-Dade TPO will actively work to ensure everyone in the community can participate in Miami-Dade TPO programs, services, and activities.

The purpose of the Miami-Dade TPO's Title VI Program is to establish and implement procedures that comply with Title VI of the Civil Rights Act of 1964, the Civil Rights Restoration Act of 1987, the Americans with Disabilities Act of 1990 (ADA), as well as other related federal and state statutes and regulations. These procedures have been adopted to conform to Federal Transit Administration (FTA) and Federal Highway Administration (FHWA) regulations, as well to Florida Department of Transportation (FDOT) guidelines.

COMPLAINT PROCEDURE

A. Filing of Title VI Complaints of Discrimination

1. Any person who believes that he or she, or any specific class of persons, has been subjected to discrimination based on race, color, or national origin, as per Title VI of the Civil Rights Act of 1964 and other nondiscriminatory authorities, may file a written complaint. All written complaints submitted to the Miami-Dade TPO shall be referred immediately by the Miami-Dade TPO Title VI Coordinator to the Florida Department of Transportation (FDOT) District Six Title VI Coordinator for processing in accordance with approved State procedures.
2. Verbal and non-written complaints received by the TPO shall be resolved informally by the Miami-Dade TPO Title VI Coordinator. If the issue has not been satisfactorily resolved through informal means, or if at any time the person(s) request(s) to file a formal written complaint, the Miami-Dade TPO Title VI Coordinator shall refer the Complainant to the FDOT District Six Title VI Coordinator for processing in accordance with approved State procedures.

B. Complaint Investigation Process

1. The Miami-Dade TPO Title VI Coordinator will advise the FDOT District Six Title VI Coordinator within five (5) calendar days of receipt of the allegations. The following information will be included in every notification to the FDOT District Six Title VI Coordinator:
 - a) Name, address, and phone number of the Complainant(s).
 - b) Name(s) and address(es) of Respondent.
 - c) Basis of complaint (i.e., race, color, or national origin).
 - d) Date of alleged discriminatory act(s).
 - e) Date of complaint received by the Miami-Dade TPO.
 - f) A statement of the complaint.
 - g) Other agencies (state, local or Federal) where the complaint has been filed.
 - h) An explanation of the actions the Miami-Dade TPO has taken or proposed to resolve the allegation(s) raised in the complaint.
2. Within ten (10) calendar days, the Miami-Dade TPO Title VI Coordinator will acknowledge receipt of the allegation(s), inform the Complainant of action taken or proposed action to process the allegation(s), and advise the Complainant of other avenues of redress available, such as the FDOT's Equal Opportunity Office (EOO).
3. Within sixty (60) calendar days, the Miami-Dade TPO Title VI Coordinator will conduct and complete a review of the verbal or non-written allegation(s) and based on the information obtained, will render a recommendation for action in a report of findings to the Miami-Dade TPO Executive Director.

C. Disposition

1. Within ninety (90) calendar days of the verbal or non-written allegation(s) receipt, the Miami-Dade TPO Title VI Coordinator will notify the Complainant in writing of the final decision reached, including the proposed disposition of the matter. The notification will advise the Complainant of his/her right to file a formal complaint with the FDOT's EOO, if they are dissatisfied with the final decision rendered by the TPO. The Miami-Dade TPO Title VI Coordinator will also provide the FDOT District Six Title VI Coordinator with a copy of this decision and summary of findings.

2. If the complainant disagrees with the decision rendered by the Miami-Dade TPO, he/she will be notified of the right to request reconsideration with thirty (30) days, or to file a complaint with the FTA or FHWA Offices of Civil Rights, as applicable, at the following addresses:

Federal Transit Administration, Region IV

Office of Civil Rights
61 Forsyth Street, S.W.
Suite 17T50
Atlanta, GA 30303-8917
Telephone: (404) 562-3500

Federal Highway Administration

Office of Civil Rights - Investigations and Adjudications
HCR-40, Room E81-328
1200 New Jersey Avenue, SE
Washington, DC 20590

D. Record Maintenance

The Miami-Dade TPO Title VI Coordinator will maintain a log of all verbal and non-written complaints received by the Miami-Dade TPO. The log will include the following information:

- a) Name of Complainant(s).
- b) Name of Respondent.
- c) Basis of Complaint (i.e., race, color, or national origin).
- d) Date verbal or non-written complaint was received by the Miami-Dade TPO.
- e) Date the TPO notified the FDOT's District Six Title VI Coordinator of the verbal or non-written complaint.
- f) Explanation of the actions the Miami-Dade TPO has taken or proposed to resolve the issue raised in the complaint.

E. Retaliation

Retaliation is prohibited under Title VI of the Civil Rights Act of 1964 and related federal and state nondiscrimination authorities. It is the policy of the Miami-Dade TPO that persons filing a complaint of discrimination should have the right to do so without interference, intimidation, coercion, or fear of reprisal. Anyone who feels he/she has been subjected to retaliation should report such incident to the Miami-Dade TPO Executive Director.