



*Manatee County, Florida
Board of County Commissioners
Transit Division Procedures Manual*

Procedure # 18-0327	Title: Title VI Complaint Procedure	Date Issued: 03-23-2018
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PURPOSE:

The Manatee County Public Works/ Transit Division (MCAT) is required to comply with Title VI of the federal Civil Rights Act of 1964 and ensure that all services and benefits are provided without discrimination on the basis of race, color or national origin. This Title VI Complaint procedure establishes the process for local disposition of Title VI complaints, and this disposition process is consistent with Federal Transit Administration (FTA) Circular 4702.1B, dated October 1, 2012.

PROCEDURE:

A. Making a Title VI Complaint

1. Any person who feels that he or she, individually, or as a member of any class of persons, on a basis of race, color or national origin is excluded from or denied the benefits of, or subjected to discrimination under any program of activity provided by Manatee County Public Works/ Transit Division may file a written complaint. The online complaint form can be accessed via the Manatee County website, or by contacting the Transit Division at (941) 747-8621 and requesting a copy via mail or email.
2. Forms should be submitted to the Manatee County Public Works/ Transit Division, Planning Manager at the address listed below.
3. Alternative means of filing complaints, such as personal interviews by staff, are available for persons with disabilities upon request. To summarize, a Title VI complaints is submitted by one of the following methods:
 - a. **MAIL:**
ATTN: Planning Manager
Manatee County Area Transit
2411 Tallevast Road
Sarasota, FL 34243; or
 - b. **E-Mail:** MCAT@mymanatee.org; or
 - c. **Phone:** (941) 747-8621 (i.e., personal interview.)
4. An individual may also file their Title VI complaint directly with the Federal Transit Administration (FTA) Office of Civil Rights. The link below connects to the FTA Civil Rights Complaint Form Online.

<https://www.transit.dot.gov/regulations-and-guidance/civil-rights-ada/fta-civil-rights-complaint-form>

The completed FTA complaint form can also be mailed to:

Federal Transit Administration
Office of Civil Rights
Attention: Complaint Team
East Building, 5th Floor – TCR

1200 New Jersey Avenue, SE
Washington, DC 20590

B. Investigation of Complaints

1. Upon receipt of a Title VI complaint, Transit Operations and Planning staff will review the submitted information then send the complainant an acknowledgement letter informing them whether or not the complaint will be investigated as a Title VI complaint or simply as a service complaint. The distinction in the determination is whether the complaint, on its face, is related to discrimination and the violation of civil rights.
2. Each Title VI complaint received will be entered into a separate, discrete "Title VI Complaints" database. This database is managed by the Planning Section.
3. Transit Operations and Planning staff will only investigate Title VI complaints that are received within 180 days of the alleged incident. Complaints that are more than 180 days old are too distant to validate accurately.
4. Up to 30 calendar days are provided to investigate a Title VI Complaint. If additional information is required in order to resolve the complaint, staff may contact the complainant for more information and details.
5. If the complainant cannot provide the needed additional information or details within 10 business days, staff may administratively close the complaint. This is only done when the complaint lacks sufficient details to substantiate.

C. Resolving Title VI Complaints

1. Once the investigators complete their review of substantive Title VI complaint, they will issue one of two letters to the complainant: 1) a Closure Letter; or 2) a Letter of Finding (LOF).
2. A Closure Letter summarizes the complaint and investigative findings; and explains how/why a Title VI violation did not occur; and therefore, the complaint is closed.
3. A Letter of Finding (LOF) summarizes the complaint and investigative findings; and explains what corrective actions, (e.g., additional training) or potential changes in procedure, will occur.
4. If the complainant wishes to submit a written appeal with respect to the resolution of their Title VI complaint, they will have 30 calendar days from the date of the letter to do so. Appeals are then decided by the Transit Division Manager in consultation with the Operations Chief.
5. All Title VI Complaints, Closure Letters and Letters of Finding are archived after one year; and retained for three years (or until the next Title VI Program submittal to the FTA) before disposal of hard copies. The Title VI Complaint database is maintained indefinitely.

6. Staff will ensure that any confidential medical/disability information disclosure during the complaint process, remains confidential; and is then protected from public disclosure in accordance with federal implementing regulations.

D. Response to FTA

1. If a complaint is submitted directly to FTA, the Manatee County Public Works/ Transit Division will respond with an investigative report and final corrective action plan, if appropriate. The investigative report and the corrective action plan, if appropriate, will be sent to FTA within 120 days of the receipt of the complaint from the FTA.
2. A summary of the complaint and its resolution will then be included as part of the required Title VI Update, which is submitted to the FTA every three years.

ORIGINATOR, TITLE, AND DEPARTMENT NAME:

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AUTHORIZATION:

William Steele, Transit Division Manager



RELATED POLICY:

N/A

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