



Title VI/Civil Rights Complaint Procedures

These procedures cover all complaints filed under Title VI of the Civil Rights Act of 1964, as amended, relating to any transportation or program or activity receiving federal financial assistance administered by the City as a subrecipient of funding from Metro. The program is also conducted in accordance with FTA Circular 4702.1B.

Every effort will be made to obtain early resolution of complaints at the lowest level possible. The Civil Rights Coordinator will make every effort to pursue a resolution of the complaint. Initial interviews with the complainant and the respondent will request information regarding specifically requested relief and settlement opportunities.

Any individual, group or individuals or entity that believes they have been subjected to discrimination prohibited by Title VI nondiscrimination provisions may file a written complaint with the City. A formal complaint must be filed within 180 calendar days of the alleged occurrence, or when the alleged discrimination became known to the complainant. These procedures are part of an administrative process, which does not provide for remedies that include punitive damage or compensatory remuneration for the complainant.

The procedures do not deny the right of the complainant to file formal complaints with other state or federal agencies or to seek private counsel for complaints alleging discrimination. The City has authority for accepting complaints for investigation, but complainants may also file complaints with TxDOT or the Federal Transit Administration within 180 days of the alleged offense. If you would like to file with TxDOT, please send a written complaint to TxDOT Public Transportation, 3712 Jackson Avenue, Building 6, 5th floor, Austin, Texas 78731. If you would like to file with FTA, please send a written complaint to FTA Region VI, 819 Taylor Street, Room 8A36, Fort Worth, TX 76102.

The complainant must meet the following requirements. The Complaint shall be:

- a. In writing;
- b. Signed;
- c. Dated for the alleged act of discrimination; and
- d. Contain a detailed description of the issues including name(s) and job(s).

Allegations received by email will be acknowledged, but the complainant is required to mail a signed, original copy of the email transmittal to the City in order for the City to be able to process it. All correspondence to the City for processing should be addressed to the Civil Rights Coordinator and should have "Attn: Title VI Complaint" on the outside. Allegations received by telephone will be transcribed and provided to the complainant for confirmation or revision before processing. A transcribed complaint form will be forwarded to the complainant for him/her to complete, sign and return to the City for processing.

Complaint will be accepted based on the following:

1. If complaint has been filed in timely manner;
2. If complaint/allegations involve a covered basis such as race, color, national origin or disability; and
3. If complaint/allegations involve a program or activity of a federal-aid recipient, sub-recipient, or contractor.

A complaint may be dismissed for the following reasons:

1. Complainant requests the withdrawal of the complaint;
2. Complainant fails to respond to repeated requests for additional information needed to process complaint; or
3. Complainant cannot be located after reasonable attempts.

Once the City decides to proceed with the investigation, the complainant will be notified in writing of the determination within ten (10) calendar days. The complaint will receive a reference code that will correspond to the City's records identifying its basis of alleged harm: race, color, national origin or disability.

In cases where the City engages in investigation of the complaint, the Civil Rights Coordinator will provide the individuals identified in the complaint with the opportunity to respond to the allegations in writing. The identified individuals will have ten (10) calendar days from the date of the City's written notification of acceptance of the complaint to furnish his/her response to the allegations.

Within 30 calendar days of the acceptance of the complaint, the Civil Rights Coordinator will prepare an investigative report for the City Manager. The report shall include a narrative description of the incident, identification of persons interviewed, and findings and recommendations. The City Manager will have ten (10) calendar days to review and provide comments to the Civil Rights Coordinator.

After the Civil Rights Coordinator addresses any comments from City Manager about the preliminary investigative report, the report and its findings will be forwarded to the City's legal representative for review. The legal representative will review the report and associated documentation and will provide input within ten (10) calendar days.

The City's final investigative report and a copy of the complaint will be forwarded to the Complainant and the FTA within 60 calendar days of the acceptance of the complaint. The City will notify all parties of its findings.