

TEXARKANA METROPOLITAN PLANNING ORGANIZATION

TITLE VI COMPLAINT PROCEDURE

The Texarkana MPO has established a process for investigating and resolving complaints alleging Title VI discrimination related to MPO services and programs.

Any person who believes she or he has been discriminated against based on race, color, or national origin by the Texarkana MPO may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form. The MPO will process all complaints that are complete.

Submitting a complaint

Person(s) wanting to file a complaint can do so by submitting a completed Title VI complaint form including the complainant's name and contact information. Complaints with incomplete information may result in delayed investigations and responses. The Texarkana MPO will not respond to complaints without the complainant's name and mailing address. A complaint form may be obtained from the Texarkana MPO website (www.texarkanampo.org), office, email or by fax.

Specific information relating to the incident in question (i.e., date, time, location, how the person was discriminated upon, and any other applicable details) may be submitted as an attachment to the complaint form.

Acknowledgement

Within 3 business days upon receipt of a complaint, a letter will be mailed to the complainant with the following information:

1. Acknowledgement that the complaint has been received and is pending investigation by the MPO and/or the Arkansas Department of Transportation (ARDOT) or the Texas Department of Transportation (TXDOT).
2. If needed, request for additional information.
3. Estimated date by which a response will be sent to the complainant.

Investigation and resolution

The Title VI Coordinator will investigate the complaint and respond in writing within a reasonable time, not to exceed 60 days from the receipt of the complaint. If additional information has been requested by the MPO, the complainant has 15 business days from the date of the letter to send the requested information. If the information is not received within 15 business days, the MPO can administratively close the investigation. An investigation can also be administratively closed if the complainant no longer wishes to pursue the resolution of their complaint, or if after a reasonable effort, the complainant cannot be contacted. The response will provide information concerning the

resolution of the complaint. The Texarkana MPO will notify ARDOT or TXDOT within 5 business days of any complaints.

After the investigator(s) review(s) the complaint, the Title VI administrator will issue a letter to the complainant. A closure letter will be issued if the investigation results indicate that there was not a Title VI violation. A letter of finds (LOF) will be issued if the investigation results indicate that a Title VI violation occurred. The LOF will detail any disciplinary action and/or additional training that will occur as a result of the complaint and investigation.

Program Review Procedures

The Title VI Coordinator will prepare an annual report that details progress and challenges related to the Title VI program during the previous fiscal year and submit it to the State Metropolitan Planning Office.

A record of all complaints will be maintained by the Texarkana MPO for three (3) years following the complete closures of a case. Each record will include the name and address of the complainant, nature of the complaint, problems identified, resolution of the complaint and any resulting modification made to the Texarkana program or service of its office facility.

A person may also file a complaint directly with the Federal Transit Administration, at FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590. Upon request, any documentation of the investigation completed by the MPO will be provided to the FTA Office of Civil Rights in furtherance of their investigation.

MPO-Related Title VI Investigations, Complaints, or Lawsuits

There are no current transit related Title VI complaints, investigations, or lawsuits involving the MPO, nor have there been any since the date of the last submission. A log of complaints will be maintained.