



## **Title VI Complaint Procedure**

RTS is committed to ensuring that no person is excluded from participation in or denied the benefits of its services on the basis of race, color or national origin, as provided by Title VI of the Civil Rights Act of 1964, as amended. Any person who believes that he or she or any specific class of persons has been subjected to discrimination that is prohibited by Title VI of the Civil Rights Act of 1964, its amendments and related statutes, by the Gainesville Regional Transit System (RTS) in its role of planning and programming of federal funds may submit a written complaint. To comply with 49 CFR part 21.9(b), RTS maintains the following procedure to receive, review, resolve and track complaints related to Title VI.

### **How to Submit a Title VI Complaint**

Complaints may be submitted for discrimination on the basis of race, color, national origin or language. Any such complaint shall be submitted in writing no later than 180 days after the date the person believes the discrimination occurred. Written complaints shall be submitted to the City of Gainesville, Office of Equal Opportunity.

All telephone calls, walk-ups, or emails regarding a Title VI complaint shall be directed to the City of Gainesville Office of Equal Opportunity. The person wishing to file a complaint must complete and sign a Title VI Complaint Form and return it by mail to the address on the form or drop the form off at the Office of Equal Opportunity at City Hall. The Title VI Complaint Form can be picked up at the City Hall address below or downloaded from the RTS website at:

<http://www.go-rts.com/feedback.php#titlevi>.

#### **Walk-in Address:**

Old Library Building  
222 E. University Ave.  
2nd Floor  
Gainesville, FL 32602

#### **Phone Numbers:**

(352) 334-5051 (Voice)  
(352) 334-2069 (TDD)

#### **Mailing Address:**

City of Gainesville  
Office of Equal Opportunity  
PO Box 490, Mail Station 52  
222 East University Avenue  
Gainesville, FL 32602

## **Review of Complaints**

Upon receipt of complaint, The City of Gainesville Office of Equal Opportunity will review the Title VI complaint and provide written acknowledgement of the receipt to the complainant within fifteen (15) business days.

The review will include the gathering of additional information from the complainant and/or the alleged discriminating party(ies). Upon completion of the review, the City of Gainesville Office of Equal Opportunity Director shall submit a report of findings to RTS. If the complaint is found to have merit, the report of the Office of Equal Opportunity shall also include proposed resolutions and/or recommended actions, such as:

- Forwarding the complaint to a responsible implementing agency.
- Identifying remedial actions that are available to offer redress.
- Identifying possible improvements to the RTS Title VI process.

If more time is required for the review, the Office of Equal Opportunity Director shall notify the complainant and RTS Title VI Coordinator of the anticipated additional time needed.

## **Resolution of Complaints**

The City of Gainesville Office of Equal Opportunity Director shall submit a report of findings to the RTS Director and Title VI Coordinator for discussion and action. A copy of the report shall also be provided to the complainant. The City of Gainesville shall issue a written response to the complainant describing any action taken. The response shall be issued no later than sixty (60) calendar days after the date on which the complaint was received. If more time is required for action, the City of Gainesville shall notify the complainant of the anticipated additional time needed.

## **Concurrent Complaints and Appeal**

The procedures described above do not in any way abridge the right of the complainant to file concurrent complaints with other state or federal agencies and/or seek private counsel. The procedures above are part of an administrative resolution process that does not include punitive damages or compensatory payment. The complainant has the right to appeal the City of Gainesville's response by submitting the complaint to the Federal Transit Administration, as described in FTA Circular 4702.1A ([http://www.fta.dot.gov/civilrights/civil\\_rights\\_5088.html](http://www.fta.dot.gov/civilrights/civil_rights_5088.html)) Notice of this right shall be included in the City of Gainesville's response to the complainant.

## **Complaint Tracking**

The City of Gainesville will maintain a log of Title VI complaints received. This log will be available for public review at the City of Gainesville Office of Equal Opportunity, at 222 E. University Avenue, 2nd Floor, Gainesville, FL 32602, during business hours. The log will include the date of investigation, a summary of allegations, status of investigation, and the action taken by the recipient of federal funds.

Updated: August 3, 2010  
City of Gainesville