

Title VI Complaint Procedures

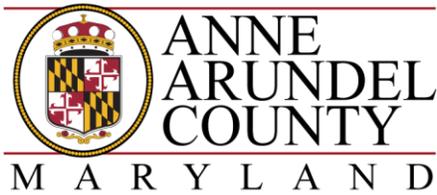
Please note information regarding **Anne Arundel County's Transportation Title VI Complaint Form and Complaint Procedures** are available in the following locations:

- Anne Arundel County Government website- <http://www.aacounty.org/>
- Hard copies are located within Anne Arundel County's Transportation facilities and Human Relations Compliance Office
- Anne Arundel County's Transportation Title VI Plan
- Anne Arundel County's public passenger service vehicles and ride guide brochures

Anne Arundel County is committed to ensuring that no person is excluded from participation in, or denied the benefits of its transportation services on the basis of race, color, or national origin, as protected by Title VI in the Federal Transit Administration (FTA) Circular 4702.1B. For additional information on Anne Arundel County's nondiscrimination policies, procedures or to file a complaint, please contact Anne Arundel County's Human Relations Compliance Officer (Title VI Manager) at 44 Calvert Street, Suite 330, Annapolis, Maryland 21401.

In compliance with the reporting requirements established in 49 CFR Section 21.9(b), Anne Arundel County has developed a complaint form and procedures for investigating and tracking Title VI complaints filed against the county and will make both the complaint form and these procedures for filing a complaint available to members of the public. Any individual, group of individuals or entity that believes they have been subjected to unequal treatment or discrimination in the receipt of benefits or services on the basis of race, color, national origin or disability by **Anne Arundel County**, or any individual who has a complaint concerning the county's Language Assistance Plan for persons with Limited English Proficiency (LEP), may file a Title VI complaint with Anne Arundel County's **Human Relations Compliance Officer (Title VI Manager)** by completing and submitting the Title VI Complaint Form located on the county's website or via Anne Arundel County's Human Relations Title VI Compliance Officer.

An individual who has filed a complaint or participated in the investigation of a complaint shall not be subjected to any form of intimidation or retaliation. Individuals who have cause to think that they have been subjected to intimidation or retaliation can file a complaint of retaliation following the same procedure herein for filing a discrimination complaint. The complaint should include: the complainant's name, address, contact information (i.e., telephone number, email address, etc.), description and location of the alleged act of discrimination, list of witnesses, and vehicle number, if known.

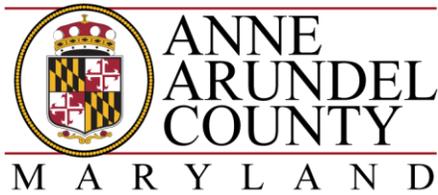


However, a formal complaint must be filed with the Anne Arundel County **Human Relations Compliance Officer (Title VI Manager)** at 44 Calvert Street, Suite 330, Annapolis, Maryland 21401 and/or email at Exdenn45@aacounty.org, no later than 180 days after the following:

1. The date of the alleged incident of discrimination; or
2. The date when the person(s) became aware of the alleged discrimination; or
3. Where there has been a continuing course of conduct, i.e. if multiple days, include the date when the complainant(s) became aware of the alleged discrimination and the date on which the alleged discrimination was discontinued or the latest instance of the alleged conduct.
4. In the case where a complainant is unable or incapable of providing a written statement, a verbal complaint of discrimination may be made to the **Human Relations Compliance Officer (Title VI Manager)**.
5. A person may also file a complaint directly with the Federal Transit Administration, Office of Civil Rights, Attention of the Title VI Program Coordinator, East Building, 5th floor – TCR, 1200 New Jersey Avenue SE, Washington, DC 20590.

Title VI Complaint Procedures

1. Upon receipt of the complaint, the Human Relations Compliance Officer (Title VI Manager) will immediately:
 - a. Notify MTA (no later than 3 business days from receipt)
 - b. Notify the Transportation Authorizing Official
 - c. Ensure that the complaint is entered in the County's complaint log.
2. Within 5 business days of receipt of the complaint, the Human Relations Compliance Officer (Title VI Manager) will contact the complainant by telephone to set up an interview.
3. The complainant will be informed that they have a right to have a witness or representative present during the interview and can submit any documentation he/she perceives as relevant to proving his/her complaint.
4. If MTA has assigned staff to assist with the investigation, the Human Relations Compliance Officer (Title VI Manager) will offer an opportunity to participate in the interview.
5. The alleged discriminatory service or program official will be afforded an opportunity to respond to all aspects of the complainant's allegations.
6. The Human Relations Compliance Officer (Title VI Manager) will determine, based on relevancy or duplication of evidence, which witnesses will be contacted and questioned.
7. The Title VI compliance investigation may also include:
 - a. Investigating contractor operating records, policies, or procedures;
 - b. Reviewing routes, schedules, and fare policies;



- c. Reviewing operating policies and procedures;
 - d. Reviewing scheduling and dispatch records; and/or,
 - e. Observing behavior of the individual(s) whose actions were cited in the complaint.
8. All steps taken and findings in the investigation will be documented in writing and included in the complaint file.
 9. The Human Relations Compliance Officer (Title VI Manager) will contact the complainant after the investigation (but prior to writing the final report) and give the complainant an opportunity to give a rebuttal statement at the end of the investigation process.
 10. After the investigation and **within 60 days** of the interview with the complainant, the Human Relations Compliance Officer (Title VI Manager) will prepare a report that includes a narrative description of the incident, identification of persons interviewed, findings, and any recommendations for disposition. This report will be provided to the Authorizing Official, the MTA, and county legal counsel.
 11. The Human Relations Compliance Officer (Title VI Manager) will send a close-out letter to the complainant summarizing the allegations and notifying them of the outcome of the investigation. If the complaint was substantiated, the letter will indicate the course of action that will be followed to correct the situation. If the complaint is determined to be unfounded, the letter will explain the reasoning, and refer the complainant to MTA in the event the complainant wishes to appeal the determination. This letter will be copied to MTA.
 12. A complaint may be dismissed for the following reasons:
 - a. the complainant requests the withdrawal of the complaint
 - b. an interview cannot be scheduled with the complainant after reasonable attempts
 - c. The complainant fails to respond to repeated requests for additional information needed to process the complaint

Monitoring Title VI Complaints

As part of the complaint handling procedure, the Human Relations Compliance Officer (Title VI Manager) may also investigate possible inequities in service delivery for the route(s) or service(s) about which the complaint was filed. Depending on the nature of the complaint, the review may examine the span of service (days and hours), frequency, routing directness, interconnectivity with other routes and/or fare policy. If inequities are discovered during this review, options for reducing the disparity will be explored, as well as service or fare changes planned, as needed on a case by case basis.