

Appendix C – Title VI Complaint Procedure

The Madison Area Transportation Planning Board (MATPB) – An MPO and the City of Madison, as its administrative and fiscal agent, assure that no person or groups of persons shall, on the grounds of race, color, or national origin, as provided by Title VI of the Civil Rights Act of 1964 and the Civil Rights Restoration Act of 1987 (P.L. 100-259), be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any programs, services, or activities. Furthermore, Madison General Ordinance (M.G.O.) Section 39.02(8) mandates the execution of this operational requirement. MATPB and City of Madison further assure every effort will be made to ensure nondiscrimination in all of its federally funded program activities.

Any person(s) or organization(s) believing they have been discriminated against on the basis of race, color, national origin, disability, sex, age, religion, income status or limited English proficiency (LEP) by MATPB may file a Title VI complaint by completing and submitting MATPB's Title VI Complaint Form or by sending an email or letter with the necessary information to MATPB or City of Madison Department of Civil Rights (see contact information below).

Madison Area Transportation Planning Board
Attn: Title VI Complaint
100 State St., #400
Madison, WI 53703
PH: (608) 266-4336
Email: mpo@cityofmadison.com

City of Madison Dept. of Civil Rights
Attn: Title VI Complaint
210 Martin Luther King Jr. Blvd., #523
Madison, WI 53703
PH: (608) 266-4910
Email: dcr@cityofmadison.com

MATPB investigates complaints received no more than 180 days after the alleged incident. Filing times may be extended if deemed necessary. MATPB will only process complaints that are complete.

Once the complaint is received, MATPB will review it to determine if our agency has jurisdiction. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by our agency within ten (10) business days. Once the complaint is received and it is determined that MATPB has jurisdiction, MATPB will review the complaint and work to resolve the complaint informally, if possible.

If the complaint warrants a formal civil rights complaint process, MATPB will follow the steps listed in this complaint procedure. MATPB may also use this formal procedure to address general complaints.

Complaints will be investigated within thirty (30) calendar days from the date the original complaint was received. If more information is needed to resolve the case, the city may contact the complainant.

The complainant has ten (10) business days from the date of the acknowledgement letter to send requested information to the investigator assigned to the case.

If the investigator is not contacted by the complainant or does not receive the additional information within ten (10) business days, MATPB and City of Madison can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue the case.

After the investigator reviews the complaint, she/he will issue one of two (2) letters to the complainant: a closure letter or a letter of finding (LOF). A copy of the letter will be sent to the U.S. Department of Transportation and Wisconsin Department of Transportation. Every effort will be made to complete the investigation process and issue a letter within sixty (60) days of the complaint.

- ✓ A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed.
- ✓ A letter of finding (LOF) summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member, or other action will occur.

If the complainant wishes to appeal the decision, she/he has thirty (30) days after the date of the letter or the LOF to do so.

A person may also file a complaint directly with the Federal Transit Administration (FTA), at FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.

If information is needed in another language, then contact the City of Madison's Civil Rights Department at (608) 266-4910.

Si se necesita información en otro idioma, póngase en contacto con la Ciudad de Departamento de Derechos Civiles de Madison al (608) 266-4190. (<http://www.madisonareampo.org/about/civilrightsespanol.cfm>)

Yog tias cov lus qhia uas yuav tsum tau nyob rau hauv lwm yam lus, ces hu mus rau lub nroog ntawm Madison lub Civil Rights Department ntawm (608) 266-4190. (<http://www.madisonareampo.org/about/civilrightshmn.cfm>)

如果信息是需要另一种语言，然后致电 (608) 266-4190 市的麦迪逊民权处 (<http://www.madisonareampo.org/about/chinese.cfm>)

MATPB's Notice to the Public, information about the MATPB's Title VI and ADA obligations, complaint procedure, and complaint form are posted on the agency's Website (<http://www.MadisonAreaMPO.org/about/civilrights.cfm>) in English or at the web addresses above for Spanish, Hmong, and Traditional Chinese, and on the bulletin board in the agency office reception area.