

Title VI Complaint Procedures

The Bay County Transportation Planning Organization abides by both the Federal Transit Administration and the Florida Department of Transportation's (FDOT) Title VI/Nondiscrimination Programs. As a result, it is the policy of this agency, under ***Title VI of the Civil Rights Act of 1964; Section 504 of the Rehabilitation Act of 1973; Age Discrimination Act of 1975; Section 324 of the Federal-Aid Highway Act of 1973; Civil Rights Restoration Act of 1987; the Florida Civil Rights Act of 1992***, and related statutes and regulations, that no person in the United States shall, on the basis of race, color, national origin, sex, age, disability/handicap, or income status, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination or retaliation under any federally or non-federally funded program or activity administered by this agency or its sub-recipients.

Any person who believes he or she has been discriminated against by the TPO or Bay Town Trolley (hereinafter referred to as "TPO") may file a Title VI complaint by completing and submitting the TPO's Title VI Complaint Form.

The complaint should be submitted by the grievant and/or his/her designee as soon as possible but no later than 180 days after the alleged incident to:

Gene Keen, ADA Coordinator
919 Massalina Drive Panama City, Florida 32401
(850) 215-7083 phone
Geen.Keen@firstgroup.com

The TPO will only process and investigate complete complaints received no more than 180 days after the alleged incident.

The following procedures will be followed to investigate formal Title VI complaints:

1. Once the complaint is received, the TPO will review it to determine if our office has jurisdiction. The complainant will receive an acknowledgement letter or email informing her/him whether the complaint will be investigated by our office.
2. The TPO has 60 days to investigate the complaint. If more information is needed to resolve the case, the TPO may contact the complainant. The complainant has 10 business days from the date of contact 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 10 business days, the TPO can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.
3. After the investigator reviews the complaint, he/she will issue one of two determinations to the complainant: a closure letter/email or a letter/email of finding. A closure letter/email summarizes the allegations and states that there was not a Title VI violation and that the case will be closed. A letter/email of finding 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, he/she has 30 days after the date of the determination letter/email to do so.

4. The person may also file a complaint directly with the Federal Transit Administration, at FTA Office of Civil Rights, East Building, 5th Floor TCR, 1200 New Jersey Ave., S.E., Washington, D.C. 20590.