

Appendix A

Title VI Complaint Process

Procedure

The procedure described below will be used for processing Title VI complaints received by the Akron Metropolitan Area Transportation Study. These complaints must be regarding an AMATS Policy Committee decision; a planning process currently followed by AMATS; or the current version of an AMATS work product, such as the Regional Transportation Plan or Transportation Improvement Program. All personnel or purchasing/procurement related Title VI complaints will be handled according to the City of Akron's procedures.

1. Any person claiming to be aggrieved by an alleged discriminatory practice may, by them or through their legally authorized representative, make and sign a complaint (see the attached complaint form).
2. The AMATS Study Director and Policy Committee Chairman will review the complaint to determine if it is applicable to the policies, planning processes, or work products of AMATS.
3. If the complaint is determined to be applicable, copies of the complaint will be sent within 10 business days to Ohio Department of Transportation (ODOT), Federal Highway Administration (FHWA), and Federal Transit Administration (FTA). The complainant will be notified in writing that the complaint is being processed. This notification will include copies of the correspondence with ODOT, FHWA, and FTA.
4. The AMATS Policy Committee will be advised of the complaint at their next scheduled meetings after receipt of the complaint.
5. The AMATS staff will provide assistance to ODOT, FHWA, and FTA in resolving the complaint. Every attempt will be made to resolve the complaint at the state level before involving the federal agencies.
6. Within 5 business days of receiving a response from ODOT, FHWA, or FTA, the complainant will be notified in writing regarding the resolution of the complaint.
7. The AMATS Policy Committee will be advised of the complaint resolution at their next scheduled meetings after the response is received.
8. FHWA, Headquarters Civil Rights (FHWA, HCR), will be the final decision makers as it pertains to complaint issues and compliance in all civil rights related areas.

Complaint Number: _____

Akron Metropolitan Area Transportation Study

Title VI Complaint Form

The following information is provided in order to request a review of an alleged discriminatory action. A determination of compliance with the Civil Rights Act of 1964 Title VI is requested. Please list basis of discriminatory action.

Information of Complainant:

Name: _____

Address: _____

City: _____ State: _____

Telephone: (day) _____ (evening) _____

Explanation of Discriminatory Action/Practice:

I hereby verify that the information on this form is, to the best of my knowledge, true and accurate.

Name

Date