



Title VI Notice, Procedure and Complaint Form

Public Notice on Title VI Compliance

The Baltimore Regional Transportation Board (BRTB) operates its programs and services without regard to race, color, or national origin in accordance with Title VI of the Civil Rights Act of 1964, and other applicable laws. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the BRTB.

For more information on the Baltimore Regional Transportation Board's civil rights program, and the procedures to file a civil rights complaint, call 410-732-0500; (TTY 800-735-2258), e-mail: titlevi@baltometro.org; or visit BRTB's administrative office at the Baltimore Metropolitan Council, 1500 Whetstone Way, Suite 300, Baltimore Maryland 21230. For more information go to www.baltometro.org/titlevi.

If information is needed in another language, contact 410-732-0500.

Si se necesita información de Título VI en español, llame al 410-732-0500.

BRTB Title VI Complaint Procedure and Form

Complaint Procedure

Any person who believes she or he has been discriminated against on the basis of race, color, national origin or other applicable laws, by the Baltimore Regional Transportation Board (hereinafter referred to as “the BRTB”) may file a Title VI complaint by completing and submitting the BRTB’s Title VI Complaint Form. The BRTB Board investigates complaints received no more than 180 days after the alleged discrimination. The BRTB will process complaints that are complete.

1. Once the complaint is received, the BRTB will review it to determine if the BRTB has jurisdiction. The Complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by the BRTB. The BRTB has 30 days to investigate the complaint.
2. If more information is needed to resolve the case, the BRTB may contact the Complainant. The Complainant has 30 business days from the date of the 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 30 business days, the BRTB can administratively close the case. A case can also be administratively closed if the Complainant no longer wishes to pursue their case.
3. After the investigator reviews the complaint, she/he will issue one of two letters to the Complainant: a closure letter or a letter of finding (LOF). A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed. An LOF summarizes the allegations and details plans for remedial actions to provide redress. The written response shall be issued no later than 90 calendar days after the date the complaint is received.
4. If the Complainant wishes to appeal the decision, she/he has 30 days after the date of the LOF to do so.

If the Complainant is dissatisfied with the BRTB’s resolution of the complaint, she/he may also submit a complaint to the Maryland Department of Transportation for investigation. In accordance with Chapter VII, Title VI / Non-Discrimination Complaints, of Federal Transit Administration Circular 4702.1A, such a complaint must be submitted within 180 calendar days after the date of the alleged discrimination. Chapter IX of the FTA Circular 4702.1A, which outlines the complaint process to the United States Department of

Transportation, may be obtained online at www.fta.dot.gov. Paper copies of the circular may be obtained by calling FTA's Administrative Services Help Desk, at 202-366-4865.

A person may also file a complaint directly with the Federal Transit Administration, at FTA Office of Civil Rights, 1200 New Jersey Ave., SE, Washington, DC 20590; or with the Federal Highway Administration, at FHWA Office of Civil Rights, Chief Investigations and Adjunction, 400 7th Street SW, Room 4132, Washington DC 20590.

For more information, please contact the Title VI Officer of the Baltimore Regional Transportation Board at (410) 732-0500 or titlevi@baltometro.org.

Para obtener más información, póngase en contacto con el título VI Oficial de la Junta de Transporte Regional de Baltimore en (410) 732-0500 o titlevi@baltometro.org.

Complaint Form

| | | | |
|---|-------------|-------------------|------------|
| Section I: | | | |
| Name: | | | |
| Address: | | | |
| Telephone (Home): | | Telephone (Work): | |
| Electronic Mail Address: | | | |
| Accessible Format Requirements? | Large Print | | Audio Tape |
| | TDD | | Other |
| Section II: | | | |
| Are you filing this complaint on your own behalf? | | Yes* | No |
| *If you answered "yes" to this question, go to Section III. | | | |
| If not, please supply the name and relationship of the person for whom you are complaining: | | | |
| Please explain why you have filed for a third party: | | | |
| Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party. | | Yes | No |
| Section III: | | | |
| I believe the discrimination I experienced was based on (check all that apply): | | | |
| <input type="checkbox"/> Race <input type="checkbox"/> Color <input type="checkbox"/> National Origin | | | |
| <input type="checkbox"/> Other Protected Class _____ | | | |
| Date of Alleged Discrimination (Month, Day, Year): _____ | | | |

Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses.

Section IV:

| | | |
|--|-----|----|
| Have you previously filed a Title VI complaint with this agency? | Yes | No |
|--|-----|----|

Section V:

Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court?

Yes No

If yes, check all that apply:

Federal Agency: _____

Federal Court _____ State Agency _____

State Court _____ Local Agency _____

Please provide information about a contact person at the agency/court where the complaint was filed.

| |
|--------------------------------------|
| Name: |
| Title: |
| Agency: |
| Address: |
| Telephone: |
| Section VI: |
| Name of agency complaint is against: |
| Contact person: |
| Title: |
| Telephone number: |

You may attach any written materials or other information that you think is relevant to your complaint.

Signature and date required below

Signature Date

Please submit this form to the Baltimore Metropolitan Council Title VI Officer at:

Mail: 1500 Whetstone Way, Suite 300
 Baltimore, MD 21230-4767
 E-mail: titlevi@baltometro.org
 Fax: 410-732-8248