

## **VOLUSIA TRANSPORTATION PLANNING ORGANIZATION**

### **TITLE VI POLICY STATEMENT AND DISCRIMINATION COMPLAINT PROCEDURES**

The Volusia Transportation Planning Organization (TPO) values diversity and both welcomes and actively seeks input from all interested parties, regardless of cultural identity, background or income level. Moreover, the Volusia TPO does not tolerate discrimination in any of its programs, services or activities. The Volusia TPO will not exclude participation in, deny the benefits of, or subject to discrimination anyone on the grounds of race, color, national origin, sex, age, disability, religion, income or family status. The Volusia TPO will actively work to ensure inclusion of everyone in our community so that Volusia TPO programs, services and activities represent the diversity we enjoy.

The purpose of the Volusia TPO Title VI program is to establish and implement procedures that comply with Title VI of the Civil Rights Act of 1964, the Civil Rights Restoration Act of 1987, the Americans with Disabilities Act of 1990 (ADA), as well as other related federal and state statutes and regulations. These procedures have been adopted to conform to Federal Transit Administration (FTA) and Federal Highway Administration (FHWA) regulations, as well to Florida Department of Transportation (FDOT) guidelines.

#### **COMPLAINT PROCEDURE**

##### **Filing of Title VI Complaints of Discrimination**

Any person who feels that he/she has been subjected to race, color, or national origin discrimination under Title VI of the Civil Rights Act of 1964, or other forms of discrimination based upon sex, age, disability, religion, family or income status discrimination under related nondiscrimination laws and regulations may file a complaint with the TPO.

A complaint must be filed within one hundred eighty (180) days after the date of the alleged discrimination, unless the time for filing is extended by the FTA, FHWA or other federal authorities.

If possible, complaints should be in writing, signed by the complainant or his/her representative(s), and must include the complainant(s) name, address and telephone number, along with a description of the alleged discrimination and the date of the occurrence. Allegations of discrimination received via facsimile or e-mail will be acknowledged and processed. Allegations

received by telephone will be documented in writing and provided to the complainant(s) for review before processing. If complainant is hearing or speech impaired, call the Florida Relay Service (FRS) by dialing 711 or 1-800-955-8771 (TTY) or email the Title VI Coordinator for assistance.

Complaints should be submitted to:

Volusia Transportation Planning Organization  
ATTN: Pamela Blankenship, Title VI Coordinator  
2570 W. International Speedway Boulevard, Suite 100  
Daytona Beach, FL 32114  
386.226.0422, ext. 21  
386.226.0428 Fax  
pblankenship@volusiatpo.org

**Complaint Investigation**

Upon receipt of a signed complaint, the Volusia TPO Title VI Coordinator will, within five (5) working days, provide the complainant or his/her representative with a written acknowledgement of the complaint.

The Title VI Coordinator will take reasonable steps to resolve the matter and respond to the complaint within thirty (30) days. The TPO's Title VI Coordinator has 'easy access' to the TPO Executive Director and is not required to obtain management or other approval to discuss discrimination with the Executive Director.

Should the Volusia TPO be unable to satisfactorily resolve the complaint, the Title VI Coordinator shall forward the complaint, along with a record of its disposition, to the Florida Department of Transportation (FDOT) District Five Title VI Coordinator for further processing.

**Retaliation**

Retaliation is prohibited under Title VI of the Civil Rights Act of 1964 and related federal and state nondiscrimination authorities. It is the policy of the Volusia TPO that persons filing a complaint of discrimination should have the right to do so without interference, intimidation, coercion or fear of reprisal. Anyone who feels he/she has been subjected to retaliation should report such incident to the Title VI Coordinator.

## **ADA/504 STATEMENT**

Section 504 of the Rehabilitation Act of 1973 (Section 504), the Americans with Disabilities Act of 1990 (ADA) and related federal and state laws and regulations forbid discrimination against those who have disabilities. Furthermore, these laws require federal aid recipients and other government entities to take affirmative steps to reasonably accommodate the disabled and ensure that their needs are equitably represented in the transportation planning process.

The Volusia TPO will make every effort to ensure that its facilities, programs, services and activities are accessible to those with disabilities. The Volusia TPO will make every effort to ensure that its advisory committees and public involvement activities include representation by the disabled community and disability service groups.

The Volusia TPO encourages the public to report any facility, program, service or activity that appears inaccessible to the disabled. Furthermore, the Volusia TPO will provide reasonable accommodation to disabled individuals who wish to participate in public involvement events or who require special assistance to access Volusia TPO facilities, programs, services or activities. Because providing reasonable accommodation may require outside assistance, organization or resources, the Volusia TPO asks that requests be made at least five (5) calendar days prior to the need for accommodation.

Questions, concerns, comments or requests for accommodation should be made to the:

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### **Public Involvement:**

In order to plan for efficient, effective, safe, equitable and reliable transportation systems, the TPO must have the input of its public. The TPO spends extensive staff and financial resources in furtherance of this goal and strongly encourages the participation of the entire community. The TPO offers a number of volunteer roles for those wishing to become more involved in the planning process. The TPO also holds a number of transportation meetings, workshops and other events designed to gather public input on

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planning activities. Further, the TPO attends and participates in other community events to promote its services and improve its name recognition in the public. Finally, the TPO is constantly seeking ways of measuring the effectiveness of its public involvement.

For more information on the TPO's public involvement and measures of effectiveness, the public may view the TPO Public Involvement Plan (PIP), available both on its website and at the TPO office. Persons wishing to request special presentations by the TPO, volunteer in any of its activities or offer suggestions for improvement of TPO public involvement may contact:

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### **Data Collection**


FHWA regulations require federal-aid recipients to collect racial, ethnic and other similar demographic data on beneficiaries of or those affected by TPO programs, services and activities. The TPO accomplishes this through the use of census data, American Community Survey reports, Environmental Screening Tools (EST), driver and ridership surveys, and other methods. From time to time, the TPO may find it necessary to request voluntary identification of certain racial, ethnic or other data from those who participate in its public involvement events. This information assists the TPO with improving its targeted outreach and measures of effectiveness. Self-identification of personal data to the TPO will always be voluntary and anonymous. Moreover, the TPO will not release or otherwise use this data in any manner inconsistent with the federal regulations.

### **Assurances**

Each year, the TPO must certify to FHWA and FDOT that its programs, services and activities are being conducted in a nondiscriminatory manner. These certifications are termed 'assurances' and serve two important purposes. First, they document the TPO's commitment to nondiscrimination and equitable service to its community. Second, they serve as a legally enforceable agreement by which the TPO may be held liable for breach. The public may view the annual assurance on the TPO website or by visiting the TPO offices.

**ADOPTED AND RESOLVED** by the Volusia Transportation Planning Organization at their regularly scheduled meeting held on the 28<sup>th</sup> day of February 2012.

**VOLUSIA TRANSPORTATION PLANNING ORGANIZATION**

A handwritten signature in black ink, reading "Leigh Matusick". The signature is written in a cursive style with a large, stylized "L" and "M".

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**City of DeLand, Mayor Pro -Tem Leigh Matusick  
Chairperson, Volusia TPO**