

HILLSBOROUGH COUNTY MPO DISCRIMINATION COMPLAINT PROCEDURE

Title VI of the Civil Rights Act of 1964, as amended, prohibits discrimination on the basis of race, color and national origin in programs and activities receiving federal financial assistance. As a sub-recipient of the Florida Department of Transportation (FDOT), the Hillsborough County Metropolitan Planning Organization (MPO) has in place a Title VI complaint procedure.

1. Any person who believes that she or he, or any specific class of persons, has been subjected to discrimination or retaliation by any Hillsborough County MPO programs or activities, as prohibited by Title VI of the Civil Rights Act of 1964, as amended, and related statutes, may file a written complaint. Note: If you believe you have been discriminated against by another branch of the Hillsborough County Government, please contact the Hillsborough County Equal Opportunity Administrator at (813) 272-6554. All written complaints received by the MPO shall be referred immediately by the MPO Title VI Specialist to the FDOT District 7 Title VI Coordinator for processing in accordance with approved State procedure.

Written complaints may be sent to:

Johnny Wong, Hillsborough MPO Title VI Specialist
601 E. Kennedy Blvd., 18th Floor
Tampa, Florida 33602

2. Verbal and non-written complaints received by the MPO shall be resolved informally by the MPO Title VI Specialist. If the issue has not been satisfactorily resolved through informal means, or if at any time the complainant(s) requests to file a formal written complaint, the Complainant shall be referred by the MPO Title VI Specialist to the FDOT District 7 Title VI Coordinator for processing in accordance with approved State procedures.
3. The MPO Title VI Specialist will advise the FDOT District 7 Title VI Coordinator within 5 calendar days of receipt of the allegations. The following information will be included in every notification to the FDOT District 7 Title VI Coordinator:
 - (a) Name, address, and phone number of the Complainant;
 - (b) Name and address of the Respondent;
 - (c) Basis of complaint (i.e., race, color, national origin, sex, age, disability, religion, familial status or retaliation);
 - (d) Date of alleged discriminatory act(s);
 - (e) Date complaint received by the MPO;
 - (f) A statement of the complaint;
 - (g) Other agencies (state, local, or federal) where the complaint has been filed; and,
 - (h) An explanation of the actions the MPO has taken or proposed to resolve the allegation(s) raised in the complaint

4. Within 10 calendar days, the MPO Title VI Specialist will acknowledge receipt of the allegation(s), inform the Complainant of action taken or proposed action to process the allegation(s), and advise the Complainant of other avenues of redress available, such as the FDOT Equal Opportunity Office (EEO).
5. Within 60 calendar days, the MPO Title VI Specialist will conduct and complete a review of the verbal or non-written allegation(s) and based on the information obtained, will render a recommendation for action in a report of findings to the MPO Executive Director.
6. Within 90 calendar days of the verbal or non-written allegation(s) receipt, the MPO Executive Director will notify the Complainant in writing of the final decision reached, including the proposed disposition of the matter. The notification will advise the Complainant of their right to file a formal complaint with the FDOT EEO, if they are dissatisfied with the final decision rendered by the MPO. The MPO Title VI Specialist will also provide the FDOT District 7 Title VI Coordinator with a copy of this decision and summary of findings.
7. The MPO Title VI Specialist will maintain a log of all verbal and non-written complaints received by the MPO. The log will include the following information:
 - (a) Name of Complainant;
 - (b) Name of Respondent;
 - (c) Basis of complaint (i.e., race, color, national origin, sex, age, disability, religion, familial status or retaliation);
 - (d) Date of verbal or non-written complaint was received by the MPO;
 - (e) Date MPO notified the FDOT District 7 Title VI Coordinator of the verbal or non-written complaint; and,
 - (f) Explanation of the actions the MPO has taken, or proposed, to resolve the issue raised in the complaint.