

**Agency Name: Detroit Transportation Corporation**  
**Date: June 2017**

**I. Program Statement**

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving Federal financial assistance. Specifically, Title VI provides that "no person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance" (42 U.S.C. Section 2000d).

*Detroit Transportation Corporation* is committed to ensuring that no person is excluded from participation in, or denied the benefits of its transit services on the basis of race, color, or national origin.

This plan was developed to guide the *Detroit Transportation Corporation* in accordance with Circular FTA C 4702.1B.

**II. Title VI Coordinator Contact information**

*Brenda Walker, Manager Human Resources*  
*535 Griswold St., Suite 400*  
*Detroit, MI 48226*  
*(313)224-2165*



## How to file a Title VI Complaint with the Detroit Transportation Corporation

The Detroit Transportation Corporation is committed to customer satisfaction, and accordingly encourages riders to communicate their concerns. It is therefore necessary to establish a customer complaint system for investigating customer concerns and settlement of customer problems as quickly as possible.

### AGENCY INSTRUCTIONS TO THE COMPLAINANT

DTC's Human Resources Division is responsible for documentation and investigation Title VI complaints. Any person who believes she or he has been discriminated against on the basis of race, color or national origin by the DTC may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form. Any such complaints must be filed directly by the party within 180 days after the date of the alleged incident. DTC will process complaints that are complete.

#### *HOW TO FILE A TITLE VI COMPLAINT*

The complainant may file a signed, written complaint (also referred to as a Written Statement of Facts) up to one hundred and eighty (180) days from the date of the alleged discrimination. The complaint should include the following information:

- Date of alleged discrimination
- Location of incident
- Names and phone numbers of any witnesses
- Complainant's name, address, phone number, email or direct method of communicating with the complainant
- Type of discrimination identified, such as race, color or national origin
- Complainant's signature

### *MAKING A COMPLAINT IN WRITING OR VIA EMAIL*

The Detroit Transportation Corporation encourages all complainants to certify all mail that is sent through the U.S. Postal Service and/or ensure that all written correspondence can be tracked easily. For complaints originally submitted by fax, an original, signed copy of the complaint must be mailed to the Title VI Coordinator as soon as possible, but no later than 180 days from the alleged date of discrimination.

To file a complaint in writing, please submit by mail or e-mail all Title VI written statement of facts or Title VI Complaint Form to:

Title VI Coordinator  
Detroit Transportation Corporation  
535 Griswold, Suite 400  
Detroit, MI 48226  
[BWalker@thepeoplemover.com](mailto:BWalker@thepeoplemover.com)

### *MAKING A COMPLAINT BY PHONE*

When a complaint is called into the DTC, your statement is taken and the following information is placed into an electronically transmitted document:

- Name; Date and Time of Incident; Contact Information and Statement

Please call: (313) 224-2160 / Fax: (313) 224-2134, between the hours of 9:00 a.m. – 5:00 p.m., Monday through Friday, or please leave a voice mail with contact information after business hours.

### **What happens to the complaint after it is submitted?**

All complaints alleging discrimination based on race, color or national origin in a service or benefit provided by the *Detroit Transportation Corporation* will be directly addressed by the *Detroit Transportation Corporation* in confidentiality. The *Detroit Transportation Corporation* shall also provide appropriate assistance to complainants, including those persons with disabilities, or who are limited in their ability to communicate in English. Additionally, the *Detroit Transportation Corporation* shall make every effort to address all complaints in an expeditious and thorough manner.

A letter of acknowledging receipt of complaint will be mailed within seven days (Appendix D). Please note that in responding to any requests for additional information, a complainant's failure to provide the requested information may result in the administrative closure of the complaint.

### **How will the complainant be notified of the outcome of the Title VI complaint?**

The DTC has 60 days to investigate the complaint. If more information is needed to resolve the case, the DTC may contact the complainant. The Title VI Coordinator has five (5) business days from the date of the Written Statement of Facts to send requested information to the investigator assigned to the case. If the investigator does not receive additional information or a statement from the complainant within 14 business days, the DTC can administratively close the wishes to pursue their case.

After the investigator reviews the complaint, she/he will forward the findings to the Human Resources and Marketing divisions within the 60 day window.

If a Title VI violation is found to exist, remedial steps as appropriate and necessary (initial review followed by panel determination) will be taken immediately. DTC does not sanction discrimination and will also take action to ensure meaningful access to services, programs and activities for our ridership.

*RIGHT TO APPEAL OR TAKE OTHER ACTION*

If the complainant wishes to appeal the decision to DTC, she/he has 10 days after the date of the closure letter or the LOF to do so. Appeals are to be considered by the DTC General Manager and a panel not limited to, but also including: Title VI Coordinator/Human Resources Manager; Risk Manager; Divisional Managers and/or Supervisors.

A person may also file a complaint directly with the Federal Transit Administration at:

Attention: Title VI Program Coordinator  
East Building, 5th Floor-TCR  
1200 New Jersey Ave. SE,  
Washington, DC 20590

If the complainant disagrees with the response or decision, a written notice can be sent directly to the U.S. Department of Transportation:  
U.S. Department of Transportation  
Attention: Office of Civil Rights  
1200 New Jersey Avenue, SE  
Washington, D.C. 20590