

**Capital Region Transportation Planning Agency**

**TITLE VI PLAN and GRIEVANCE PROCEDURE**

**Updated January 2025**

# CAPITAL REGION TRANSPORTATION PLANNING AGENCY

## TITLE VI PLAN

### Introduction

The Capital Region Transportation Planning Agency (CRTPA) is a Metropolitan Planning Organization (MPO) and a recipient of federal funds from the United States Department of Transportation (USDOT) through the Federal Highway Administration and Florida Department of Transportation (FDOT). All recipients of federal funding must comply with the requirements of Title VI of the Civil Rights Act of 1964 which prohibits discrimination on the bases of race, color, and national origin. This Title VI Nondiscrimination Plan describes how the CRTPA complies with Title VI and other nondiscrimination statutes, regulations, and authorities in the delivery of its federally assisted programs, services, and activities. The Plan includes summary information on the structure of the CRTPA's Title VI Nondiscrimination Program as well as the policies, procedures, and practices that support nondiscrimination requirements.

The Plan is intended to be regularly reviewed and updated by the CRTPA to meaningfully reflect the program as it changes and grows. Anyone wishing to provide input into the CRTPA's Title VI Nondiscrimination Plan is encouraged to contact the Title VI Nondiscrimination Coordinator, Suzanne Lex at [Suzanne.Lex@crtpa.org](mailto:Suzanne.Lex@crtpa.org) or (850) 891-8627 or (850) 891-8628 or in writing at 300 South Adams Street, Box A-19, Tallahassee, FL 32301.

### Policy Statement

It is the policy of the CRTPA to comply with Title VI and all federal authorities requiring nondiscrimination, including but not limited to Title VI of the Civil Rights Act of 1964, the Civil Rights Restoration Act of 1987, Section 504 of the Rehabilitation Act of 1973, the Americans with Disabilities Act of 1990 (ADA), the Age Discrimination Act of 1975, Executive Order 12898 (Environmental Justice), and Executive Order 13166 (Limited English Proficiency). The CRTPA does not and will not exclude from participation in; deny the benefits of; or subject anyone to discrimination on the basis of race, color, national origin, sex, age, disability, or income. In addition, in the delivery of its programs, services, or activities. The CRTPA complies with state authorities in accordance with the Florida Civil Rights Act of 1992 and does not permit discrimination on the basis of race, color, religion, sex, pregnancy, national origin, age, handicap, or marital status.

The CRTPA has adopted the FDOT's Title VI Nondiscrimination policy and ADA policy by reference Topic No.: 275-010-010-f – Title VI Program and Related Statutes. The FDOT Title VI Nondiscrimination policy and ADA policy statement may be found at: [FDOT Title VI Nondiscrimination Policy](#).

## **Title VI Coordinator Duties**

The Title VI Coordinator is responsible for the development and implementation of the CRTPA's Title VI Program, and ensuring compliance with the provisions of Title VI of the Civil Rights Act of 1964 and other nondiscrimination authorities, including Executives Orders for Environmental Justice (EJ) and Limited English Proficiency (LEP). Program duties include:

- Preparing the Title VI Plan and maintain complainant log.
- Coordinating activities related to the effective and efficient implementation of the CRTPA's Title VI Program.
- Developing procedures and processes for preventing discrimination and addressing and resolving complaints of discrimination.
- Developing and publishing Title VI information for dissemination to the general public and as appropriate ensure that the information is translated in languages other than English.
- Implementing procedures for prompt processing and disposition of Title VI complaints.
- Assisting in obtaining public input, particularly in minority and traditionally underserved areas.
- Identifying opportunities for Title VI data gathering and/or training opportunities.
- Ensuring that meetings, hearings, and other public involvement events are held in accessible locations and at times to garner the best representation of the impacted community.
- Develop and maintain a Community Characteristics Inventory (race, color, sex, national origin, age, disability, the transportation disadvantaged, head of household status, poverty level, etc.) for the jurisdictional area.
- Review of solicitation and contract documents for inclusion of required nondiscrimination provisions as well as nondiscrimination in the selection of consulting firms.



### **CONTACT INFORMATION**

**CRTPA Title VI Coordinator: Suzanne Lex**  
**Telephone: (850) 891-8627 or (850) 891-8628**  
**Email address: [suzanne.lex@crtpa.org](mailto:suzanne.lex@crtpa.org)**  
**Mail: 300 South Adams Street, Box A-19**  
**Tallahassee, FL 32031**

## Title VI Complaint Process

The CRTPA's planning process is conducted in accordance with Title VI of the Civil Rights Act of 1964 and related statutes. Any person or beneficiary who believes they have been discriminated against because of race, color, religion, sex, age, national origin, disability, or familial status may file a complaint with the CRTPA Title VI Coordinator Suzanne Lex at (850) 891-8627 or (850) 891-8628, in writing at 300 South Adams A-19, or by email at [Suzanne.Lex@crtpa.org](mailto:Suzanne.Lex@crtpa.org). If you are hearing or speech impaired call (800) 955-8770 Voice / (800) 955-8771 TTY.

1. Written [formal] complaints received by the CRTPA Title VI Coordinator shall be referred immediately to the FDOT District Three Title VI Coordinator for processing in accordance with approved State procedures.
2. Verbal and non-written [informal] complaints received by the CRTPA Title VI Coordinator shall be resolved informally by the Title VI Coordinator in accordance with sections 3-7 below. If the issue has not been satisfactorily resolved through informal means, or if at any time the person(s) request(s) to file a formal written complaint, the Complainant shall be referred immediately to the FDOT's District Three Title VI Coordinator for processing in accordance with approved State procedures.
3. For verbal and non-written complaints the CRTPA Title VI Coordinator will advise the FDOT's District Three Title VI Coordinator within five (5) calendar days of receipt of the allegations. The following information will be included in every notification to the FDOT's District Three Title VI Coordinator:
  - a) Name, address, and phone number of the Complainant.
  - b) Name(s) and address(es) of Respondent.
  - c) Basis of complaint (i.e., race, color, national origin, sex, age, disability, religion, or familial status)
  - d) Date of alleged discriminatory act(s).
  - e) Date of complaint received by the recipient.
  - f) A statement of the complaint.
  - g) Other agencies (state, local or Federal) where the complaint has been filed.
  - h) An explanation of the actions the recipient has taken or proposed to resolve the allegation(s) raised in the complaint.
4. Within ten (10) calendar days, the CRTPA Title VI Coordinator will acknowledge receipt of the complaint, inform the Complainant of action taken or proposed action to process the complaint, and advise the Complainant of other avenues of redress available, such as the FDOT District 3 Title VI Coordinator or the FDOT's Equal Opportunity Office (EOO).

## **Title VI Complaint Process (Cont.)**

5. Within sixty (60) calendar days, the CRTPA Title VI Coordinator will conduct and complete a review of the verbal or non-written complaint and based on the information obtained, will render a recommendation for action in a report of findings to the CRTPA Executive Director.
6. Within ninety (90) calendar days of the receipt of a verbal or non-written complaint the CRTPA 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 his/her right to file a formal complaint with the FDOT's EEO if they are dissatisfied with the final decision rendered by the CRPTA Executive Director. The CRTPA Title VI Coordinator will also provide the FDOT's District Three Title VI Coordinator with a copy of this decision and summary of findings.
7. The CRTPA Title VI Coordinator will maintain a log of all verbal and non-written Title VI complaints received by the CRTPA. 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 verbal or non-written complaint was received by the CRTPA.
  - e) Date CRTPA notified the FDOT's District Three Title VI Coordinator of the verbal or non-written complaint.
  - f) Explanation of the actions the CRTPA has taken or proposed to resolve the issued in the complaint.

Attachments: Title VI Complaint Form (English)  
CRTPA Title VI Assurance Statement (English)

## Capital Region Transportation Planning Agency Title VI Program and Related Statutes Discrimination Complaint

Complainant(s) Name:	Complainant(s) Address (Street No, P.O. Box, City, State, Zip Code):
Complainant(s) Phone Number:	

Name of person(s) who allegedly discriminated against you, their position (if known), and name of agency:

Address (Street No, P.O. Box, Etc.) City, State, Zip Code:

Date of Alleged Incident:

Discrimination Because Of:

	Race		Retaliation
	Sex		Familial Status
	Religion		Color
	National Origin		Age
	Disability		Income Status
	Other		

Please list the name(s) and phone number(s) of any person, if known, that the CRTPA could contact for additional information to support or clarify you allegation(s).

Please explain as clearly as possible how, why, when and where you believe you were discriminated against. Include as much background information as possible about the alleged acts of discrimination. Additional Pages may be attached if needed.

Complainant(s) Signature:	Date of Signature:
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Mail to: Suzanne Lex, Programs Manager, Capital Region Transportation Planning Agency,  
 300 South Adams Street, Box A-15, Tallahassee, FL 32301  
 Or Email to: [Suzanne.Lex@crtpa.org](mailto:Suzanne.Lex@crtpa.org)  
 (Please Print Except for Signature)

FLORIDA DEPARTMENT OF TRANSPORTATION  
**UNIFIED PLANNING WORK PROGRAM (UPWP)  
STATEMENTS AND ASSURANCES**

525-010-08  
POLICY PLANNING  
05/18


**TITLE VI/ NONDISCRIMINATION ASSURANCE**

Pursuant to Section 9 of US DOT Order 1050.2A, the Capital Region TPA assures the Florida Department of Transportation (FDOT) that no person shall on the basis of race, color, national origin, sex, age, disability, family or religious status, as provided by Title VI of the Civil Rights Act of 1964, the Civil Rights Restoration Act of 1987, the Florida Civil Rights Act of 1992 and other nondiscrimination authorities be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination or retaliation under any program or activity.

The Capital Region TPA further assures FDOT that it will undertake the following with respect to its programs and activities:

1. Designate a Title VI Liaison that has a responsible position within the organization and access to the Recipient's Chief Executive Officer.
2. Issue a policy statement signed by the Chief Executive Officer, which expresses its commitment to the nondiscrimination provisions of Title VI. The policy statement shall be circulated throughout the Recipient's organization and to the general public. Such information shall be published where appropriate in languages other than English.
3. Insert the clauses of *Appendices A and E* of this agreement in every contract subject to the Acts and the Regulations
4. Develop a complaint process and attempt to resolve complaints of discrimination against sub-recipients. Complaints against the Recipient shall immediately be forwarded to the FDOT District Title VI Coordinator.
5. Participate in training offered on Title VI and other nondiscrimination requirements.
6. If reviewed by FDOT or USDOT, take affirmative action to correct any deficiencies found within a reasonable time period, not to exceed ninety (90) calendar days.
7. Have a process to collect racial and ethnic data on persons impacted by your agency's programs.

THIS ASSURANCE is given in consideration of and for the purpose of obtaining any and all federal funds, grants, loans, contracts, properties, discounts or other federal financial assistance under all programs and activities and is binding. The person whose signature appears below is authorized to sign this assurance on behalf of the Recipient.

  
Name: Quincee Messersmith  
Title: MPO Chairman (or designee)

May 21, 2024  
Date