

YUMA METROPOLITAN PLANNING ORGANIZATION

230 West Morrison Street
Yuma, Arizona 85364

Phone: (928) 783-8911

www.ympo.org



NON-DISCRIMINATION COMPLAINT PROCEDURE

The Yuma Metropolitan Planning Organization (YMPO) is committed to ensuring that no person is excluded from participating in or denied the benefits of its services or programs on the basis of race, color, or national origin, as afforded under Title VI of the Civil Rights Act of 1964. The Yuma Metropolitan Planning Organization, as a federal grant recipient, is required by the Federal Transit Administration (FTA) to conform to Title VI of the Civil Rights Act of 1964 and its amendments. Title VI of the Civil Rights Act requires that no person in the United States, on the grounds 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.

This document outlines the Title VI complaint procedures related to providing programs, services, and benefits. However, it does not deny the complainant the right to file formal complaints with the Arizona Department of Transportation, the Secretary of the U.S. Department of Transportation, the Equal Employment Opportunity Commission (EEOC), the Federal Highway Administration (FHWA), or the Federal Transit Administration (FTA) or to seek private counsel for complaints alleging discrimination, intimidation, or retaliation of any kind that is prohibited by law.

Any person who believes that he or she, either individually, as a member of any specific class of persons, or in connection with any minority contractor, has been subjected to discrimination prohibited by Title VI of Civil Rights Act of 1964 and the Civil Rights Restoration Act of 1987 as they relate to any Federal Highway Administration (FHWA) or Federal Transit Administration (FTA) funded program or activity administered by the Yuma MPO, its sub-recipients, consultants and contractors may file a complaint.

Complaints Filed by Yuma MPO Member Agencies

The Yuma MPO will be responsible for processing, investigating, and resolving complaints of discrimination by its member agencies. Please click [‘Here’](#) to access the Complaint Form in English and [‘Here’](#) to access it in Spanish. Complaints will be filed through the Yuma MPO in writing to:

JR Aguilar, Mobility Manager/Title VI Coordinator
230 West Morrison Street
Yuma, Arizona 85364
Phone: 928-783-8911
Email: Title_VI_Coordinator@ympo.org

Complaints Filed Against Yuma MPO

Below are the required procedures for FHWA and FTA Title VI/ADA Non-discrimination Complaints filed against the Yuma MPO.

FHWA Title VI Complaint Procedures

These procedures apply to all complaints filed under Title VI of the Civil Rights Act of 1964 and the Civil Rights Restoration Act of 1987 as they relate to any Federal Highway Administration program or activity administered by the Yuma MPO, its sub-recipients, consultants, and contractors. In addition to these procedures, complainants reserve the right to file formal complaints with other state or federal agencies or take legal action for complaints alleging discrimination.

Required procedures for FHWA Title VI Complaints filed against the Yuma MPO, the Yuma MPO’s sub-recipients, contractors, or consultants:

1. Any person, specific class of persons, or entity that believes they have been subjected to discrimination on an FHWA-related activity or program as prohibited by the legal provisions of Title VI on the basis of race, color, or national origin can file a formal complaint with the Yuma MPO. A copy of the Complaint Form may be accessed electronically at <https://ympo.org/wp/title-vi/>
2. The complaint must be filed within 180 days of the alleged discrimination and include the date the alleged

- discrimination became known to the complainant or the last date of the incident.
3. Complaints should be in writing and signed and may be filed by mail, fax, in person, or e-mail. However, the complainant may call the Yuma MPO and provide the allegations by telephone for transcription. Once transcribed, the Yuma MPO will send the written complaint to the complainant for correction and signature.
 4. A complaint should contain at least the following information:
 - a. A written explanation of what has happened;
 - b. A way to contact the complainant;
 - c. The basis of the complaint (e.g., race, color, national origin);
 - d. The identification of a specific person/people and the respondent (e.g., Yuma MPO/organization) alleged to have discriminated;
 - e. Sufficient information to understand the facts that led the complainant to believe that discrimination occurred in a program or activity that receives Federal Highway Administration financial assistance and is a consultant, contractor, or sub-recipient of the Yuma MPO and
 - f. The date(s) of the alleged discriminatory act(s).
 5. Upon receipt of a completed complaint, the Yuma MPO will forward all FHWA Title VI complaints to the Arizona Department of Transportation (ADOT) Civil Rights Office (CRO) within 72 hours.
 6. ADOT CRO will forward all FHWA Title VI complaints to the FHWA Division Office.
 7. All Title VI complaints received by the FHWA Division Office will be forwarded to the FHWA Office of Civil Rights for processing and potential investigation.
 8. If the FHWA Office of Civil Rights determines that a Title VI complaint against a sub-recipient can be investigated by the ADOT CRO, the FHWA Office of Civil Rights may delegate the task of investigating the complaint to the ADOT CRO. The ADOT CRO will conduct the investigation and forward the Report of Investigation to the FHWA Office of Civil Rights for review and final disposition.
 9. The FHWA Office of Civil Rights will undertake the disposition of all Title VI complaints through either (1) informal resolution or (2) issuance of a Letter of Finding of compliance or noncompliance with Title VI. A copy of the Letter of Finding will be sent to the FHWA Division Office.
 10. The complainant may also file a discrimination-related complaint on an FHWA program or activity directly with ADOT or with the Federal Highway Administration by contacting the agencies at:

ADOT External Civil Rights (ECR)

1801 West Jefferson Street, Suite 101,
Phoenix, Arizona 85007
Phone: 602-712-8946
Email: civilrightsoffice@azdot.gov
azdot.gov/civil-rights

Federal Highway Administration

U.S. Department of Transportation
Office of Civil Rights
1200 New Jersey Avenue, SE
8th Floor E81-105
Washington, DC 20590
Email CivilRights.FHWA@dot.gov
202-366-0693
202-366-1599 FAX

FTA-Funded Programs

For FTA-funded programs or activities, the complainant may file a discrimination-related complaint directly with the Yuma MPO, with ADOT, or the Federal Transit Administration by contacting the agencies at:

ADOT External Civil Rights (ECR)

1801 West Jefferson Street, Suite 101,
Phoenix, Arizona 85007
Phone: 602-712-8946
Email: civilrightsoffice@azdot.gov
azdot.gov/civil-rights

FTA Office of Civil Rights,

1200 New Jersey Avenue SE,
Washington, DC 20590.
888.446.4511

If information is needed in another language, please contact the Yuma MPO at (928)-783-8911. Si se necesita información en Español, por favor comuníquese con la Oficina de Yuma MPO al (928)-783-8911

