



# Hialeah Transit System

## Non-Discrimination Program

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 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.” (42 U.S.C. Section 2000d) The FTA Office of Civil Rights is responsible for civil rights compliance and monitoring to ensure non-discriminatory provision of transit services.

Hialeah Transit System (HTS) is committed to providing transit services to the public regardless of race, color or national origin and has developed the following procedures for processing complaints of alleged discrimination on the basis of any of these categories which are consistent to those of Miami-Dade Transit (MDT).

### Complaint Procedures

The following procedures apply to complaints filed under Title VI of the Civil Rights Act of 1964, relating to any program and/or activity administered by HTS, and/or contractors. Intimidation or retaliation of any kind is prohibited by law.

These procedures do not deny the right of the complainant to file formal complaints with other State or Federal agencies, or to seek private counsel for complaints alleging discrimination. These procedures are part of an administrative process that does not provide for remedies that include punitive damages or compensatory remuneration for the complainant.

HTS investigates complaints received within six months or 180 days of the occurrence of the incident complained of. HTS will process all complaints submitted that provide, at a minimum, the information requested on the complaint form pursuant to the procedures described in this plan. Every effort will be made to obtain early resolution of complaints at the lowest administrative level possible.

Once the complaint is received, HTS will send a written acknowledgment to the complainant and begin its investigation of the claim or claims made. (Appendix B) HTS will also notify Allison Aristide, Complaint Manager, at Miami-Dade Transit (MDT) Office of Civil Rights and Labor Relations ([Allison@miamidadegov](mailto:Allison@miamidadegov)) (786-469-5473) of the complaint received and under investigation.

HTS will make every effort to investigate and respond to complaints within 60 days from the date HTS receives the complaint. If more information is needed to clarify or resolve the claim, HTS will contact the complainant in writing at the address provided on the complaint form. The complainant has fifteen days from the date of the letter requesting clarification or additional information to respond to HTS. If the information or clarification is not received by HTS within fifteen days, HTS can administratively close the case. HTS will notify the complainant in writing of its decision to close the case based on the

complainant's failure to provide the information requested. A case can also be administratively closed if the complainant no longer wishes to pursue their claim.

After the complaint is investigated and reviewed, one of two response letters will be written and addressed to the complainant: a closure letter (Appendix C) or a Letter of Finding (LOF) (Appendix D). A closure letter summarizes the claim(s), results from the investigation conducted by HTS and concludes that there was no Title VI violation. As a result the case will be closed.

A LOF summarizes the claim(s), the results of the investigations conducted by HTS finds that the complaint is substantiated and explains what action or measures HTS will take to correct the conduct complained of. An example of corrective action HTS can take includes training or administrative discipline of staff.

If the complainant wishes to appeal the decision to close a case which in HTS's opinion is unsubstantiated, they can do so within ten (10) days from the date the complainant receives written notification of the decision made by HTS. All appeals from the decision made by HTS must be heard by the Council for the City of Hialeah. Requests for an appeals hearing before City Council must be in writing and addressed to:

City of Hialeah, Florida  
Office of the City Clerk  
501 Palm Avenue, 3<sup>rd</sup> Floor  
Hialeah, Florida 33010

The appeals hearing will be schedule at the next regular meeting of the Council.

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

Federal Transit Administration  
Office of Civil Rights  
1200 New Jersey Avenue SE  
Washington, DC 20590  
Title VI Complaint Form