



Miami TROLLEY

City of Miami | Capital Improvements and Transportation Program

Title VI of the Civil Rights Act of 1964 Compliant Procedure for Miami Trolley System

Any person who believes he or she has been discriminated against on the basis of race, color or national origin by the City of Miami Trolley System may file a Title VI complaint by completing and submitting the City's Title VI Complaint Form. The form is available on the City's website at <http://www.miamigov.com/trolley/TitleVI.html>.

Completed forms must be submitted to:

The City of Miami Trolley
444 SW 2 Ave, 8th Floor
Miami, FL 33130

The City investigates complaints received within ten (10) days from the date of the alleged incident. The City will only investigate complaints that are completed in full. The City will endeavor to complete the investigation within thirty (30) days of its receipt of the complaint; however, a longer period may be necessary based on the circumstances of the alleged incident.

The City will conduct a prompt investigation when a complaint indicates a possible violation of Title VI. The investigation may include interviews with the complainant and witnesses and a review of the records or documents relevant to the complaint. If the investigation determines that a Title VI violation occurred, the City will take prompt corrective action to address the issue.

If more information is needed to investigate the complaint, the City may contact the complainant, who will have seven (7) days to submit the additional requested information. If the complainant does not submit the information, the City may close the case. The City may also close the case if the complainant no longer wishes to pursue the complaint.

After completion of the investigation, the City will issue a written notice to the complainant concerning the investigation's results and the corrective action taken, if applicable. If the complainant wishes to appeal the investigation's determination, she or he has ten (10) days from the date of the written notice to do so.

A person may also file a complaint directly with the Federal Transit Administration within 180 days of the alleged incident. The complaint must be filed with the Office of Civil Rights at:

The Office of Civil Rights
Attention: Title VI Program Coordinator
East Building, 5th Floor TCR
1200 New Jersey Ave. SE
Washington DC, 20590

If information is needed in another language, please contact 311.
Si desea información en español, puede llamar al 311.
Pou resevwa enfòmasyon sa a an kreyòl silvouple rele 311.