

## **Title VI Complaint Standard Operating Procedure (SOP) (English)**

1. Customer Service Representative (CSR) does the following:
  - a. Takes information from the initiator.
  - b. Refers to a list of red flag language (provided and updated by the Title VI Officer) to designate complaint as a “priority” in TransTrack.
  - c. Asks the initiator if they would like a response (verbal, written, email, etc.).
2. Public Complaints (PCs) designated as “priority” will be forwarded to the Title VI Officer (as reviewer), the Chief Operations Officer (as reviewer), and the Department Manager (for action).
3. The assigned manager or supervisor will review the priority complaint, make contact with the initiator, if requested, and schedule an (investigatory) meeting with the employee to gather information.
4. If the complaint is determined to fall under Title VI, the manager (or chief) will consult with the Title VI Officer and the PC will be changed to the “Title VI” category in TransTrack.
5. The Title VI Officer will:
  - a. Review the materials and information collected.
  - b. Reach out to the initiator, prepare interview questions, and have a conversation (record this, if given permission).
  - c. Request a Title VI form to be filled out, if not received already.
  - d. Consult with SAMTD’s General Counsel to prepare the final response letter.
  - e. Present findings to the Deputy General Manager (DGM) and the response will be determined. This response will be delivered to the initiator in an official letter.
  - f. Hold a final meeting with the DGM and General Manager.
  - g. Write and send a final written response to the initiator and file. Copies will be sent to ODOT and FTA for their information as well.
  - h. Close case in TransTrack after all actions above are completed.

A copy of this SOP will be included in an update to the [SAMTD Title VI Program](#), approved by the SAMTD Board of Directors on September 28, 2023.