

Miller Transportation, Inc.  
Title VI Program

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2022

## **Title VI Program for Miller Transportation, Inc.**

### **Title VI Program Statement**

Miller Transportation, Inc. (hereinafter referred to as “Miller Transportation”) is a Kentucky-based intercity bus service provider, operating daily scheduled services throughout Indiana as well as parts of Illinois, Kentucky, Michigan, Ohio, Tennessee and West Virginia. Miller Transportation operates these schedules under contract with the Indiana Department of Transportation; Kentucky Transportation Cabinet; Ohio Department of Transportation and HAPCAP (Hockings, Athens, Perry Community Action Program); and the Tennessee Department of Transportation using both State and Federal Funding.

Title VI of the Civil Rights Act of 1964 prohibits discrimination based on 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 ground 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).

As a requirement of receiving Federal Transit Administration (FTA) funds, Miller Transportation must maintain a policy not to discriminate specifically as it relates to Section 601 of Title VI of the Civil Rights Act of 1964.

This program is designed to ensure adherence to all Title VI requirements and was developed in accordance with FTA Circular 4702.1B.

### **Policy**

Miller Transportation is committed to ensuring that no person on the basis of race, color or national origin will be excluded from participation or subjected to discrimination in the level and quality of services or related benefits provided by Miller Transportation, its employees, affiliates and contractors.

### **Governing Board**

Miller Transportation is governed by a Board of Directors of which it’s President, John Miller; Vice President, Annette Miller (Lynch); Secretary, Greg Miller and Treasurer, Melissa Miller (Stegall) are all a member.

### **Title VI Coordinator for Miller Transportation**

Taylor Prusator  
Miller Transportation, Inc.  
111 Outer Loop  
Louisville, KY 40214

tprusator@millertransportation.com  
(502) 815-0231

**Title VI Notice to the Public**

See **Attachment A** which is posted at all Miller Transportation public locations, including the Columbus, Indianapolis and Louisville facilities. Additionally, the notice is posted on the company website at [www.millertransportation.com](http://www.millertransportation.com)

### **Title VI Complaint Procedures and Complaint Form**

Miller Transportation has a formal procedure with instructions for filing complaints, which is detailed in **Attachment B**. Additionally, a Title VI complaint form is available in hard copy (which can be mailed to individuals) or an electronic copy is available at [www.millertransportation.com](http://www.millertransportation.com). See **Attachment C** for a copy of the compliant form.

### **List of Title VI investigations, complaints and lawsuits**

Miller Transportation will maintain a list of any and all Title VI related complaints, investigations or lawsuits if so filed. This list would always be made available as requested. To date, there are no current Title VI related complaints, investigations or lawsuits filed against Miller Transportation.

If any related complaints are filed, they will be tracked using the form in **Attachment D**.

### **Public Participation Plan**

Miller Transportation ensures, to the maximum extent practicable, that all members of the public are involved in providing input on any changes or development in service. Any notices of a change in service are posted to the company website, as well as communicated to all of the ticketing agency locations throughout the system. No changes to schedules or pricing are ever made without factoring in the input from the public and how that change will impact them, in particular any minorities or lower income populations that would potentially be more adversely impacted by those changes.

Additionally, many of the State Department of Transportation organizations that we work with conduct a system-wide survey every few years of bus and train passengers that may use DOT sponsored service. Results of those surveys are reviewed to determine if any additional changes are needed to the service that would enhance or benefit all members of the public, including minorities.

### **Language Assistance Plan (LAP) for providing language assistance to persons with Limited English Proficiency (LEP), based on the DOT LEP Guidance**

A comprehensive four (4) factor analysis was last completed by Miller Transportation in July 2022, including all cities and towns served by Miller Transportation. It should be noted that almost all of the locations served currently by Miller Transportation were served during the 2015 analysis, with some communities dropped from service since 2015, while only a few were added.

The results of this analysis concluded the following:

1. *The number of proportion of LEP persons served or encountered in the eligible service population.*

The analysis concluded that the highest percentage of LEP populations were in higher populated, metro markets such as Chicago, Indianapolis, Bloomington, Evansville, Fort Wayne, Gary, South

Bend, Detroit, Kalamazoo, Battle Creek, Columbus, Cleveland, Dayton, Nashville, Memphis, Louisville, Owensboro and Lexington. Many of these markets are serviced from intermodal facilities shared with transit agencies, Amtrak, Greyhound and other intercity bus carriers. In instances where we are a tenant and Amtrak, Greyhound or the transit agencies is the head lessee. Those entities provides all of the necessary services, including LEP services, through their own staffing and ticketing. All of the remaining locations served only by Miller Transportation are predominantly in rural Indiana, Kentucky, Ohio and Tennessee where LEP populations represent a much smaller percentage of the total population (typically less than five (5%) percent. The few exceptions to this would include areas which experience a slightly higher overall percentage due to migrant workers that come in to work during seasonal events only. The encounters with these migrant works are limited to two (2) times during the year when they arrive and then depart at the conclusion of the season. The only other exceptions were in areas that were home to a variety of colleges, universities and technical institutions. Due to the diverse student populations at many of these institutions, Miller Transportation will also encounter some LEP individuals, but typically only during student breaks when the students will travel home or return to campus from breaks.

2. *The frequency with which LEP individuals come in contact with the service.*

Encounters with LEP individuals at any of the population areas served only by Miller Transportation are very infrequent, typically numbering less than five (5) times per year combined amongst all service areas. The only exceptions, as detailed above, could be in highly agricultural rural areas or in areas where there are colleges, universities or technical institutions outside of the metro areas. These exceptions would only occur during the few times of the year as detailed above.

3. *The nature and importance of the service provided.*

Miller Transportation operates much of its service in low population markets, many of which only have intercity bus as the only option to connect with larger hub markets for flights, rail services or other bus services. Therefore, it was concluded that Miller Transportation's services are an extremely important service being provided in the markets served.

4. *The resources available to the recipient.*

Miller Transportation is a family-owned company with limited resources and funding. It would be cost prohibitive, particularly given the smaller percentage of intercity bus service it operates as compared to the company's overall business, and also compared to other public transportation services with much larger resources and funding (such as Greyhound and Amtrak), to implement more costly translation services for LEP individuals.

Based on the analysis as completed, it was determined that no other costly translation options for LEP individuals would need to be procured and Miller Transportation would rely on the services offered by Greyhound, its interlining partner (since Miller Transportation uses Greyhound's point-of-sale and web-based ticketing system) to help with translation on the relatively few times it was needed.

Miller Transportation continues to evaluate feedback from its ticketing agents in the field, as well as feedback from its drivers, office staff and support staff, to help determine if additional services may become necessary.

**Table depicting the membership of non-elected committees and councils, the membership of which is selected by the recipient, broken down by race and description of the process the agency uses to encourage the participation of minorities on such committees.**

Miller Transportation is a family-owned company with just a corporate board of directors that governs, plans and advises the direction of the company.

**Description of how the recipient monitors its subcontractors and vendor for compliance with Title VI and a schedule of their Title VI Program submissions.**

Miller Transportation does not use any subcontracted vendors on its services.

**Title VI equity analysis if the recipient constructs a facility, such as a vehicle storage facility, maintenance facility, operations center, etc,**

While Miller Transportation does not have any facility construction projects occurring at this time, the company will conduct an equity analysis for any future facility construction projects, which would include:

1. Completing a Title VI equity analysis during the planning stages with regard to where a project is located or sited to ensure the location is selected without regard to race, color or national origin. Miller Transportation will engage in outreach to persons potentially impacted by the siting of facilities and also compare the equity impacts of various siting alternatives. The analysis would occur before the selection of the preferred site.
2. When evaluating locations of facilities, Miller Transportation will give attention to other facilities with similar impacts in the area to determine if any cumulative adverse impacts might result. Analysis will be completed at the census tract or block group where appropriate to ensure that proper perspective is given to localized impacts.
3. If Miller Transportation determines that the location of the project will result in a disparate impact on the basis of race, color or national origin, the company will only locate the project in that location if there is a substantial legitimate justification for locating the project there, and where there are no alternative locations that would have a less disparate impact on the basis of race, color or national origin. Furthermore, Miller Transportation will show how both tests are met and will consider and analyze alternatives to determine whether those alternatives would have less of a disparate impact on the basis of race, color or national origin and then implement the least discriminatory alternative.

**A copy of board meeting minutes, resolution or other appropriate documentation showing the board of directors or appropriate governing entity or official (s) responsible for policy decisions reviewed and approved the Title VI Program.**

A board resolution will be provided approving the Title VI plan once approved by state DOT partners.

**Service standards for Miller Transportation, Inc. system-side services**

Vehicle load for each mode

Miller Transportation operates 55 and 56 seat-capacity coaches, the company goal is never to overload or leave passengers stranded. Typical load ratios run about 50-60% during off peak schedules with peak times at 80-100%. Miller Transportation has a no-standing policy on all schedules, so in the event that reservations exceed seat capacity, extra section buses are assigned to accommodate the heavier loads. Additionally, stranded passengers are typically provided alternate transportation to get them either to their final destination or to the next station for available connecting service to get them to their final destination.

Vehicle headway for each mode

Miller Transportation's headways vary based on the routes served, but typically don't exceed more than 2-3 round trips per day along any one route.

On time performance for each mode

Miller Transportation strives to operate all schedules on time, but many factors can cause delays on any schedule, including delays with connecting carriers, weather and heavier loads. A run is considered on time if it is operating within 5 minutes of published schedules. Anything operating later than 5 minutes of published schedules is considered to be running late or "down." Miller Transportation's goal is to maintain an on-time performance standard of at least 80% on all schedules throughout the year.

Service availability for each mode

Miller Transportation currently serves almost 100 locations throughout Indiana and parts of Illinois, Kentucky, Michigan, Ohio, Tennessee and West Virginia. Most of these locations are within the State of Indiana, with a typical distance between any two stops of about 30-40 minutes. The majority of residents within Indiana, which is Miller Transportation's primary service area, live within 25 miles of any given intercity bus stop.

**Service policies for Miller Transportation, Inc. system-side services**

Transit amenities for each mode

Miller Transportation strives to provide convenient, comfortable and safe amenities for all customers at as many locations as possible. Full service terminals with climate control, accessible restrooms and sufficient signage/ schedule information are leased and provided at many of the service locations throughout the Miller Transportation system. Other are contracted with ticket agents and those contracted agents allow use of their facilities. Since many of the locations served by Miller Transportation are along rural routes and also operated during off hours, many of the remaining locations have limited or perhaps no amenities such as flag stops. In any event, Miller Transportation will continue to implement a policy of equitable distribution of transit amenities across the entire system to the maximum extent practicable.

Vehicle assignment for each mode

Miller Transportation currently operates 28 full sized motorcoaches system-wide. All coaches are equipped with the same amenities (including wheelchair lifts) and are of similar age, that being no less than five years old. These coaches are rotated regularly throughout the system, ensuring that a balance of mileage and usage throughout various parts of the system is maintained throughout the fleet.

Reginald Addy - Director of Scheduled Service  
Name and Title

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date



Attachment A

**TITLE VI NOTICE TO PUBLIC**

Miller Transportation, Inc. is committed to ensuring that no person is excluded from participation in, or denied the benefits of, its transportation services on the basis of race, color or national origin, as protected by Title VI of Civil Rights Act of 1964 and Federal Transit Administration (FTA) Circular 4702.1B.

For additional information on Title VI or to file a complaint, please contact:

Taylor Prusator  
Miller Transportation, Inc.  
111 Outer Loop  
Louisville, KY 40214  
(502) 815-0254  
(800) 544-2383 ext. 145  
[tprusator@millertransportation.com](mailto:tprusator@millertransportation.com)  
[www.millertransportation.com](http://www.millertransportation.com)

Attachment B

## **TITLE VI COMPLAINT PROCEDURES**

Any person who believes she or he has been discriminated against on the basis of race, color or national origin by Miller Transportation, Inc. (hereinafter referred to as "Company") may file a Title VI complaint by completing and submitting the Company's Title VI Complaint Form. The Company investigates complaints no more than 180 days after the alleged incident. The Company will process complaints that are complete.

Completed complaint forms should be submitted to:

**Miller Transportation, Inc.**  
**Attn: Taylor Prusator**  
**111 Outer Loop**  
**Louisville, KY 40214**  
**[tprusator@millertransportation.com](mailto:tprusator@millertransportation.com)**

Once the complaint is received, the Company will review it to determine if our office has jurisdiction. The complaint will receive an acknowledgement letter informing her/him whether the complaint will be investigated by the Company.

The Company has thirty (30) days to investigate the complaint. If more information is needed to resolve the case, the Company may contact the complainant. The complainant has 15 business days from the date of the letter to send requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within fifteen (15) business days, the Company can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

After the investigator reviews the complaint, she/he will issue one (1) of two (2) letters to the complainant: A closure letter or a letter of finding (LOF). A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed. An LOF summarizes the allegations and the interviews regarding the alleged incident and explains whether any disciplinary action, additional training of the staff member or other action will occur. If the complainant wishes to appeal the decision, she/he has thirty (30) days after the date of the letter or the LOF to do so.

A person may also file a complaint directly with the Federal Transit Administration, at FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.

Attachment C

### **Title VI Notice to Beneficiaries**

Miller Transportation, Inc. operates its programs and services without regard to race, color or national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with Miller Transportation, Inc.

For more information on Miller Transportation's Civil Rights Program and the procedures to file a complaint, you may contact customer service at 502-368-5644, go online to [www.millertransportation.com](http://www.millertransportation.com) or [www.hoosieride.com](http://www.hoosieride.com) or visit or corporate headquarters at 111 Outer Loop; Louisville, KY 40214.

You may file a complaint directly with the Federal Transit Administration. Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5<sup>th</sup> Floor- TCR, 1200 New Jersey Avenue SE, Washington, DC 20590.

If information is needed in another language, contact 502-368-5644.

Si se necesita infomacion en otro idioma, llame al 502-368-5644

### **Appendix 3: Title VI Complaint Form**

Section 601 of Title VI of the Civil Rights Act of 1964 states that "no person in the United States shall, on the ground 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." **If you feel you have been discriminated against, please provide the following information in order to assist Miller in processing your complaint.**

#### **SECTION 1 (Please print clearly):**

Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
City, State, Zip Code: \_\_\_\_\_  
Telephone Number: \_\_\_\_\_ (Home) \_\_\_\_\_ (Work)  
Accessible format requirements? \_\_\_\_ (Large print) \_\_\_\_ (Audiotape) \_\_\_\_ (TDD) \_\_\_\_ (Other)

#### **SECTION 2**

Are you filing this complaint on your own behalf? \_\_\_\_ (Yes) \_\_\_\_ (No)

If you answered yes to this question, go to Section 3.

If not, please supply the name and relationship of the person for whom you are complaining:

Name: \_\_\_\_\_ Relationship: \_\_\_\_\_

Please explain why you have filed for a third party: \_\_\_\_\_

Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of the third party. \_\_\_\_ (Yes) \_\_\_\_ (No)

#### **SECTION 3**

I believe the discrimination I experienced was based on (check all that apply):

\_\_\_\_ Race \_\_\_\_ Color \_\_\_\_ National Origin

Date and Place of Occurrence: \_\_\_\_\_

Name (s) and Title(s) of the person (s) who I believe discriminated against me:

\_\_\_\_\_  
\_\_\_\_\_

The action or decision which caused me to believe I was discriminated against is as follows:  
*(Please include a description of what happened and how your benefits were denied, delayed or affected):*

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Please list any and all witnesses' names and phone numbers:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

What type of corrective action would you like to see taken?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**SECTION 4**

Have you previously filed a Title VI complaint with Miller? \_\_\_\_ (Yes) \_\_\_\_ (No)

**SECTION 5**

Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State Court? \_\_\_\_ (Yes) \_\_\_\_ (No)

If yes, check all that apply:

Federal Agency \_\_\_\_ Federal Court \_\_\_\_ State Agency \_\_\_\_ State Court \_\_\_\_ Local Agency \_\_\_\_

Please provide information about a contact person at the agency/court where the complaint was filed.

Name: \_\_\_\_\_ Title: \_\_\_\_\_ Agency: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone Number: \_\_\_\_\_

You may attach any written materials or other information that you think is relevant to your complaint.

I believe the above information is true and correct to the best of my knowledge.

Signature and date required below:

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Date

**Please submit this form in person at the address below or mail this form to:**  
Miller Transportation, Inc.  
ATTN: Title VI Coordinator  
111 Outer Loop  
Louisville, KY 40214

**Appendix 4: List of Title VI Investigations,  
Complaints and Lawsuits**

Per FTA Circular 4702.1B, "all recipients are required to prepare and maintain a list of any of the following that allege discrimination on the basis of race, color or national origin":

- Active investigations conducted by FTA and entities other than FTA
- Lawsuits; and
- Complaints naming the recipient.

Miller Transportation, Inc. is not currently the subject of any Title VI Investigations, Complaints or Lawsuits. Below is the list that will be used for tracking these incidents:

**Title VI Investigations, Lawsuits and Complaints**

	Date (Month, Day, Year)	Summary (Include basis of Complaint: race, color or national origin)	Status	Action(s) Taken
<b>Investigations</b>				
1.				
2.				
<b>Lawsuits</b>				
1.				
2.				
<b>Complaints</b>				
1.				
2.				

## **Appendix 5: Public Participation Plan**

### **Guidelines for Changes to Intercity Bus Services & Increases in Fares**

#### ***A major change in service includes:***

- Reduction in total system vehicle hours of 10% or more
- Elimination of service in an area with population of 2,000 or more
- Elimination of service on one or more days of the week
- Changing the type of transit service in an area with population of 2,000 or more

#### ***A fare increase includes:***

- Increase in single ride fare for any transit service including other fare categories
- Decrease in the discounts offered for fare category

#### **Process**

Changes in services or fares are posted on Miller's webpages ([www.millertransportation.com](http://www.millertransportation.com) or [www.hoosieride.com](http://www.hoosieride.com)) and are available in any bus terminal we operate. Notices will be provided in English and Spanish.

Legal notices and press releases and/or advertising of the pending changes will be published in a local newspaper of general distribution at least 30 calendar days prior to implementation of the fare increase or service change.

**Appendix 6: Table Depicting Minority Representation on Committees and Councils Selected by Miller Transportation, Inc.**

Miller Transportation, Inc. does not have any planning boards, advisory councils, committees or similar bodies, the membership of which is selected by the Miller Transportation, Inc., outside of its corporate structure with the exception of Miller's Accident Review Committee. Below is a table that the Miller Transportation, Inc. would use in the event that it committees and councils were selected by Miller. Miller would strongly encourage participation of minorities on such committees.

**Membership of Boards, Councils and Committees Broken Down By Race**

Body	Caucasian	Latino	African American	Asian American	Native America
Population	<i>To be completed when applicable</i>				
Non-elected Planning Board					
Advisory Council					
Committee					



## **Appendix 7: System-Wide Service Standards**

The Federal Transit Administration (FTA) requires that all fixed route public transit providers develop *quantitative* standards for the following indicators that are applicable specifically to the transit provider's system. They apply agency-wide rather than industry-wide.

### **1. Vehicle load for each mode**

*Vehicle load can be expressed as a ratio of passengers to the number of seats on a vehicle, relative to the vehicle's maximum load point.*

Miller will strive to have vehicle loads not exceed vehicles' achievable capacities, which are generally 50-55 seats per standard 45-foot coach. Miller does not allow passengers to stand for safety reasons.

### **2. Vehicle headway for each mode**

*Vehicle headway is the amount of time between two vehicles traveling in the same direction on a give line or combination of lines. Vehicle headways are measured in minutes; service frequency is measured in vehicles per hour. Headways and frequency of service are general indications of service provided along a route.*

Miller's fixed route vehicle headways vary according to the number of passengers who purchase tickets for a particular schedule, which dictates the number of coaches required to service the passengers. This applies to both peak and off-peak service.

### **3. On-time performance for each mode**

*On-time performance is a measure of runs completed as scheduled.*

Below are Miller's performance standards for all fixed routes:

#### *On-Time Departures:*

Miller buses shall depart no more than 5 minutes late from any scheduled and published departure time. Miller shall strive to meet a minimum of 95% of bus departures within zero to 5 minutes after published or scheduled times.

*Operating Ahead of Schedule:*

No bus shall depart a designated time point prior to its scheduled departure time.

*Missed Trips:*

Miller shall complete 100% of all scheduled trips to the extent reasonably possible.

*Failure to Pick Up Passenger (s):*

Miller shall not fail to pick up any properly ticketed passenger waiting at the designated location.

**4. Service availability for each mode**

*Service availability is a general measure of the distribution of routes within a transit provider's service area.*

Miller provides regularly scheduled intercity bus service directly to more than 60 destinations with connections to more than 3,800 destinations throughout the continental U.S. through interline relationships with numerous other intercity bus carriers.

## **Appendix 8: System-Wide Service Policies**

The Federal Transit Administration (FTA) requires that all fixed route public transit providers develop *qualitative* standards for the following indicators that are applicable specifically to the transit provider's system. They apply agency-wide rather than industry-wide.

### **Transit Amenities Policy**

*Transit amenities refer to items of comfort, convenience and safety that are available to the general riding public. Fixed route transit providers must set a policy to ensure equitable distribution of transit amenities across the system. This requirement applies after a transit provider has decided to fund an amenity. Transit amenities may include: seating (benches, seats at stops/stations); bus shelters; printed information (signs, system maps, schedules, digital equipment and waste receptacles including trash and recycling).*

Miller determines equitable locations of all transit amenities throughout the Miller network. Locations of terminal improvements are distributed equitably throughout all routes. Terminal will be given priority at locations that receive high numbers of boardings and alightings or may need ADA-improvements, but these will be made on a variety of routes throughout the Miller network during each improvement cycle.

### **Vehicle Assignment Policy**

*Vehicle assignments refers to the process by which transit vehicles are placed into service in depots and on routes throughout the transit provider's system.*

Transit vehicles will be assigned to routes based on ridership, type of route and operating characteristics of buses, including bus length and turning radius.

Miller will maintain its fleet and replace vehicles as required by FTA's minimum service life policy. Distribution of vehicles throughout the fixed route system will not be based on age/condition but rather the needs for that particular route.

All fixed route buses are equipped with wheelchair lifts, in addition to, air condition, restrooms and overhead and under floor luggage storage capacity.

## **Appendix 9: Employee Education Form**

### **Title VI Policy**

No person 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 and program or activity receiving federal financial assistance.

All employees of Miller Transportation, Inc. and its affiliates are expected to consider, respect and observe this policy. Customer questions or complaints shall be directed to Miller Transportation, Inc. Title VI Coordinator.

**Appendix 10: Acknowledgement of Title VI Plan**

I hereby acknowledge receipt of the Miller Transportation, Inc. Title VI Plan. I have read the plan and am committed to ensuring that no person is excluded from participation in or denied the benefits or services delivered by Miller Transportation, Inc. on the basis of race, color or national origin as protected by Title VI.

\_\_\_\_\_  
Your Signature

\_\_\_\_\_  
Print your name

\_\_\_\_\_  
Date

**Appendix 11: Letter Acknowledging Receipt of Title VI Complaint**

Today's Date

<<Name>>

<<Address>>

<<City, State Zip Code>>

Dear Ms./Mr. <<Name>>:

This letter is to acknowledge receipt of your complaint against Miller Transportation, Inc. alleging \_\_\_\_\_ . An investigation will begin shortly. If you have additional information you wish to convey or questions concerning this matter, please feel free to contact this office by telephoning, 502-368-5644 or write to us at:

Miller Transportation, Inc.  
Attn: Title VI Coordinator  
111 Outer Loop  
Louisville, KY 40214

Sincerely,

Miller Transportation, Inc.  
Title VI Coordinator

**Appendix 12: Letter of Finding (Notifying Complainant that Complaint is Substantiated)**

Today's Date

<<Name>>

<<Address>>

<<City, State Zip Code>>

Dear Ms./Mr. <<Name>>:

The matter referenced in your letter of \_\_\_\_\_ (date) against Miller Transportation, Inc. alleging a Title VI violation has been investigated.

Violation(s) of Title VI of the Civil Rights Act of 1964, including those mentioned in your letter (was/were) identified. Efforts are underway to correct these deficiencies.

Thank you for calling this important matter to our attention. You were extremely helpful during our review of this matter. *(If a hearing is requested, the following sentence may be appropriate.)* You may be hearing from this office or from Federal authorities, if your services should be needed during the administrative hearing process.

Sincerely,

Miller Transportation, Inc.  
Title VI Coordinator

**Appendix 13: Closure Letter (Notifying Complainant that the Complaint Is Not Substantiated)**

Today's Date

<<Name>>

<<Address>>

<<City, State Zip Code>>

Dear Ms./Mr. <<Name>>:

The matter referenced in your complaint of \_\_\_\_\_ (date) against Miller Transportation, Inc. alleging \_\_\_\_\_ has been investigated.

The results of the investigation did not indicate that the provisions of Title VI of the Civil Rights Act of 1964 have in fact been violated. As you know, Title VI prohibits discrimination based on race, color or national origin in any program receiving Federal financial assistance.

Miller has analyzed the materials and facts pertaining to your case for evidence of Miller's failure to comply with any of the civil rights laws. There was no evidence found that any of these laws have been violated.

I therefore advise you that your complaint has not been substantiated and that I am closing this matter in our files.

You have the right to appeal this decision within thirty (30) calendar days of receipt of this final written decision from Miller.

Thank you for taking the time to contact us. If I can be of assistance to you in the future, do not hesitate to contact me.

Sincerely,

Miller Transportation, Inc.  
Title VI Coordinator