

Lackawanna-Luzerne Transportation Study

Metropolitan
Planning
Organization



Title VI Non-Discrimination Plan

Adopted April 20, 2016

Prepared for:

Lackawanna-Luzerne Transportation Study MPO

Lackawanna County Regional Planning Commission
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I. STATEMENT OF POLICY

The Lackawanna-Luzerne Transportation Study Metropolitan Planning Organization (LLTS MPO) is committed to a policy of non-discrimination in the conduct of its business, including its Title VI responsibilities for the delivery of equitable and accessible transportation services. It is the MPO's policy to utilize its best efforts to ensure that no person shall, on the grounds of race, color, disability, gender, age, low income, national origin, language, or limited-English Proficiency be excluded from participation in, be denied the benefits of, or be subjected to discrimination under its programs or services.

It is the LLTS MPO's objective to:

- A. Ensure that the level and quality of transportation planning and related activities are conducted without regard to race, color, disability, gender, age, low income, national origin, language, or limited-English Proficiency;
- B. Identify and address, as appropriate, disproportionately high and adverse human health and environmental effects, including social and economic effects of the MPO's programs and activities on minority populations and low-income populations;
- C. Promote the full and fair participation of all affected populations in transportation decision-making;
- D. Prevent the denial, reduction, or delay in benefits related to programs and activities that benefit minority populations or low-income populations;
- E. Ensure meaningful access to programs and activities by persons with limited-English Proficiency.

The responsibility for carrying out LLTS MPO's commitment to this program is carried by the Title VI Compliance Officers. The Title VI Compliance Officers are responsible for the day-to-day operations of the Title VI Program and will receive and investigate Title VI complaints, which come through the MPO's established complaint procedure. All members of the LLTS MPO will share in the responsibility for making the Title VI Program a success.

Additional information concerning the LLTS MPO's Title VI obligations and the full Complaint Procedure and Complaint Forms can be found on the LLTS MPO website in the Public Participation Plan section at http://www.luzernecounty.org/county/departments_agencies/planning_commission/lackawannaluzerne-metropolitan-planning-organization/mpo-plansdocuments or by calling (570) 963-6400 or (570) 825-1564.

Steve Pitoniak, Chair, LLTS MPO Technical Committee Board

Adopted [date] _____

II. POLICY PURPOSE, GOALS & OBJECTIVES

The LLTS MPO has established a framework for targeted efforts to identify, seek out, and engage Environmental Justice (EJ) populations (minority and low-income persons) as well as others who are traditionally underserved by the transportation system (those with limited limited-English proficiency, seniors, persons with disabilities, and transit dependent and/or zero vehicle households).

The foundation for these efforts is stated in Title VI of the Civil Rights Act of 1964¹:

“... No person in the United States shall, on the basis of race, color, or national origin be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program receiving Federal financial assistance ...”

Further reinforcement was established by the President’s 1994 Executive Order on Environmental Justice², which states:

“... Each Federal agency shall make achieving Environmental Justice part of its mission by identifying and addressing, as appropriate, disproportionately high and adverse human health or environmental effects of its programs, policies, and activities on minority populations and low-income populations ...”

The purpose of the LLTS MPO’s Title VI Policy is to ensure that plans, programs, and processes developed by the MPO consider the needs of EJ populations and those traditionally underserved by the transportation system, adhering to the provisions of the Americans with Disabilities Act of 1990 (ADA), Section 504 of the Rehabilitation Act of 1973, and Title VI of the Civil Rights Act of 1964 (Title VI). The goal is to ensure that federally funded transportation projects in the region do not disproportionately burden these populations, such that they are denied the benefits of the projects. The objectives of the policy are to:

1. Identify the EJ and traditionally underserved populations residing in the LLTS MPO region;
2. Expand the involvement of EJ and traditionally underserved populations in the transportation planning process; and
3. Ensure that the LLTS MPO’s committees are aware of the needs of these EJ and other traditionally underserved populations, and consider these needs in decision-making regarding the MPO’s transportation investment program.

LLTS MPO has coordinated its Title VI Policy with its Public Participation Plan and Language Assistance Plan, making each plan known among its constituent counties and local governments for the purpose of increasing awareness and tools for public participation.

¹ Title VI of the Civil Rights Act of 1964 (42 U.S.C. 2000).

² Executive Order 12898, Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations, 1994.

III. PUBLIC OUTREACH PROGRAM

The LLTS MPO ensures all outreach strategies, communications, and public involvement efforts comply with Title VI. The MPO completed a synchronized update of the MPO's Public Participation Plan (PPP), Title VI Policy, and Limited-English Proficiency (LEP) Plan in 2015. The updated PPP was adopted by the MPO in early 2016.

The LLTS MPO provides information regarding its obligations, policies, and plans to the public using a variety of communication methods, which frequently overlap and duplicate each other.

- The Title VI Policy document is available on the MPO's website. It may be downloaded or requested in paper copy from MPO staff.
- The MPO's Title VI Complaint Form and Process are available on the MPO's website and are available in hard copy upon request at the Lackawanna County or Luzerne County planning offices. The Complaint Form and Process are provided in English and Spanish.
- Posters and/or handouts available at public meetings notifying the public of protections of their rights under Title VI, including instructions of how to file a Title VI Complaint. Notices are provided in English and Spanish.
- The LEP Plan, which outlines services that the MPO provides LEP persons, is available on the MPO's website and is available upon request at the Lackawanna County or Luzerne County planning offices.

The LLTS MPO is aware of the following needs:

1. To involve all segments of the public in the transportation planning process; in particular, minority and low-income citizens according to the regulations included in the 1964 Civil Rights Act, Title VI, and Executive Order 12898 regarding EJ procedures.
2. To make the transportation planning process easily accessible and understandable to all segments of the population.

The LLTS MPO region is home to small but growing minority and ethnic populations, while significant diversity already exists along the lines of age, physical ability (disability), and means (poverty). The MPO recognizes the benefit of stimulating involvement by a range of persons with a variety of perspectives and interests in the transportation system.

To help identify the diversity in the LLTS MPO planning area, the PPP includes mapping of EJ populations (minority and in-poverty persons) and other populations that are traditionally underserved by the transportation system (disabled, senior, and limited-English proficient persons). Accommodations for and targeted outreach to these persons are built into the PPP at multiple points. **Table 1** below outlines outreach strategies that are consistent with both the PPP and this Title VI Policy.

Table 1. Listing of Title VI Outreach Strategies

Outreach Tool	Definition
Direct Mailings	Mail sent to an affected group or area to educate, notify, or request input.
Display Ads in Newspaper	Paid advertisement in the newspaper to alert readers about an upcoming event or action.
Displays at Transit Centers	Permanent or temporary displays at transit hubs and centers to reach a large number of system riders.
Legal Notice	Public posting or advertising in newspapers to announce a legal action or intent for major document adoptions such as the Long Range Transportation Plan (LRTP), Transportation Improvement Program (TIP), or Public Participation Plan (PPP).
On-board Information	Pamphlets and posters that alert transit riders to information.
Public Hearing	A meeting during which public testimony may be heard and formal action may be taken on any measure before the LLTS MPO Board.
Rider Alerts	Notifications of route, frequency, or other information that is of particular interest to transit riders.
Signs	Signs on buses, at stop locations, and at transit centers to reach people who use transit services.
Surveys (scientific and self-selected); online or hardcopy	Surveying opinions and ideas to help LLTS MPO understand how to better serve the constituency.
Workshops/Open Houses/Town Halls	Types of meetings where staff and public interact and discuss various issues.
Website	Notifications of meetings and availability of translating website and documents into other languages using Google Translate or Babelfish.

A. Voting and Non-Voting Membership of the LLTS MPO Committee

The LLTS MPO has the authority to conduct transportation planning and programming activities for Lackawanna and Luzerne Counties. The LLTS MPO has two main governing bodies – the MPO Coordinating Committee and the MPO Technical Committee.

The MPO Coordinating Committee consists of 11 voting members: two representatives from each county; two representatives from PennDOT (Engineering District 4 and Central Office); two representatives from transit; one representative from aviation; one representative from the City of Scranton; and one representative from the City of Wilkes-Barre. In addition to the 11 voting members, the MPO Coordinating Committee includes non-voting members. Such non-voting members receive MPO reports and agendas and may participate in MPO discussions. Non-voting members include: the Pennsylvania Northeast Regional Railroad Authority, Federal Highway Administration (FHWA), and Federal Transit Administration (FTA).

The LLTS MPO's Technical Committee is made up of 18 voting members, including three PennDOT representatives (Engineering District 4 and Central Office), two representatives from each county, Lackawanna County Regional Planning Commission and Luzerne County Planning Commission representatives, representatives from the City of Scranton and the City of Wilkes-Barre, three transit

representatives, two aviation representatives, the Pennsylvania Northeast Regional Railroad Authority, and the Northeastern Pennsylvania Alliance. Non-voting members include FHWA and FTA.

The Transportation Advisory Committee (TAC) consists of 22 non-voting members who represent a wide variety of interests including environment, business and industry, automotive and trucking, rail freight, and para-transit, among others. The chairperson for the TAC is selected from its membership, and membership on this committee is 100% voluntary.

B. Diversity in the Voting Membership of the MPO Committees

The success of the MPO is ensured by active participation and input from its members. To that end, and in accordance with Title VI regulations and guidelines stipulating non-elected Board representatives endeavor to reflect community demographics within the MPO (including groups or communities traditionally not well-served by existing transportation systems), LLTS MPO encourages the participation of underserved and potentially vulnerable residents on its Board.

Table 2. Minority Composition of the LLTS MPO Technical and Coordinating Committee vs. MPO Region

	Body			
	LLTS MPO Committees		LLTS MPO Region	
	Population	%	Population	%
<i>Total</i>	23 (Several members serve on both committees)		535,102	
<i>Racial Composition</i>				
<i>African American or Black</i>	0	0.0%	17,864	3.3%
<i>Asian</i>	0	0.0%	6,958	1.3%
<i>Native American¹</i>	0	0.0%	1,072	0.2%
<i>Some Other Race</i>	0	0.0%	9,227	1.7%
<i>Two or More Races</i>	0	0.0%	7,515	1.4%
<i>White</i>	23	100.0%	492,466	92.0%
<i>Ethnic Composition</i>				
<i>Hispanic or Latino</i>	0	0.0%	35,125	6.6%
<i>Not Hispanic or Latino</i>	23	100.0%	499,977	93.4%

Source: American Community Survey, 5-year Estimate, 2009-2013.

Notes:

¹ "Native American" includes those recorded as "Native Hawaiian and Other Pacific Islander" and "American Indian and Alaska Native."

C. Outreach to Environmental Justice (EJ) and other Traditionally Underserved Populations (TUP)

The LLTS MPO will make a special effort to notify, engage, and consider the needs of minority and low-income persons, as well as other populations and communities that are "traditionally underserved" by the existing transportation systems. The LLTS MPO's efforts in this regard will be consistent with the Environmental Justice Executive Order (E.O. 12898) dated February 11, 1994, and other related guidance from the FHWA and FTA.

The LLTS MPO will continue to identify communities, organizations, agencies, and advocacy groups that represent EJ and other traditionally underserved populations, adding them to the appropriate MPO listing of Interested Parties (see the LLTS MPO Public Participation Plan, Appendix I). New interested parties are added continually, as requested or as they are identified.

The LLTS MPO's outreach is further enhanced according to outreach requirements built into the public participation process for Long-Range Transportation Plan Amendments and Transportation Improvement Plan (TIP) Major Amendments. The public participation process includes "triggers" for a targeted outreach activity when the amendment includes a project that "disproportionately burdens a population or concentration of minority, in-poverty, disabled, and limited English proficient persons" (see the LLTS MPO Public Participation Plan).

D. MPO Meeting Notices

The announcement of MPO Meeting dates and times will be provided on the LLTS MPO's website in the future. Currently, notices are published in three newspapers: Hazleton's Standard Speaker (<http://standardspeaker.com/>), Wilkes-Barre's Citizen's Voice (<http://citizensvoice.com/>), and Scranton's Times-Tribune (<http://thetimes-tribune.com/>).

E. MPO Meeting Accessibility

Meetings of the MPO are open to the public, in compliance with the Pennsylvania's Sunshine Law. Copies of materials considered by the MPO committee are made available to the public at the time of the meeting or subsequent to a committee meeting. Meeting minutes are available for review by request by contacting the LLTS MPO.

The LLTS MPO is committed to compliance with the nondiscrimination requirements of applicable civil rights statutes, executive orders, regulations, and policies. The MPO meeting location is accessible to persons with disabilities. Other meetings scheduled by the LLTS MPO will occur at facilities and locations which will encourage attendance by the general public and that are accessible and accommodating to persons with disabilities, older persons, and the sight and/or hearing-impaired persons; and, are accessible by public transportation. Meeting locations shall be compliant with the Americans with Disabilities Act.

To better accommodate persons with limited-English proficiency, meeting materials will be made available in document formats that allow automated translation (e.g., Google Translate). To better accommodate persons with visual disabilities, written materials can be formatted specifically for use by devices to assist the sight-impaired. If accommodations are needed for those with other special needs related to language, sight, or hearing, please call (570) 963-6400 or (570) 825-1564 at least five (5) days in advance.

When a targeted outreach activity or meeting is triggered by the presence of an LEP population, written materials will be made available in languages other than English that are relevant to those populations.

F. Additional Outreach Methods

The LLTS MPO also will give consideration to alternative methods of involving the public in the project decision-making process. Such methods may include, but are not limited to: newsletters; distributing information through public libraries and community groups (especially those serving EJ persons, LEP communities, the elderly, and persons with disabilities); using open house format meetings; involving focus groups for specially selected topics; preparing press releases; online engagement; and holding events at high-traffic areas like shopping malls.

IV. TITLE VI GRIEVANCE PROCEDURES

A. Purpose

The LLTS MPO Title VI Grievance Procedures are written to specify the process employed by the MPO to resolve informal grievances, while ensuring due process for Complainants and Respondents.

These procedures apply to all external grievances relating to any program or activity administered by the LLTS MPO and/or its sub-recipients, consultants and contractors, filed under Title VI of the Civil Rights Act of 1964 as amended, (including Disadvantaged Business Enterprise and Equal Employment Opportunity components), as well as other related laws that prohibit discrimination on the basis of race, color, disability, gender, age, low income, national origin, language, or limited-English proficiency. Additional statutes include, but are not limited to, Section 504 of the Rehabilitation Act of 1973, the Civil Rights Restoration Act of 1987, and the Americans with Disabilities Act of 1990.

These procedures are part of an administrative process that does not provide for remedies that include punitive damages or compensatory remuneration for the Complainant. Intimidation or retaliation of any kind is prohibited by law.

B. How do I file a Title VI Grievance?

An individual, or his or her representative, who believes that he or she has been subject to discrimination or retaliation by a recipient of funds provided through the LLTS MPO, prohibited by Title VI and other nondiscrimination provisions, has the right to file a grievance or complaint. Grievances should be filed: within **180 calendar days** of alleged occurrence; when the alleged discrimination became known to the Complainant; or when there has been a continuing course of conduct, the date on which the conduct was discontinued, or latest instance of the conduct.

Grievances shall be in writing and signed by the Complainant(s). If grievances are received by telephone or in person, the Title VI Compliance Officer or other authorized representative shall interview the person to provide the basis for the grievance. If necessary, the authorized person will assist the Complainant in writing the grievance. The grievance must include the following information:

- Name, address, and telephone number of Complainant.
- Basis of the grievance (e.g., Race, Color, National Origin, Gender, Age, Disability, or Retaliation).
- A detailed description of the circumstances of the incident that led the Complainant to believe discrimination occurred.
- Names, addresses, and phone numbers of people who may have knowledge of the alleged incident or are perceived as parties in the complained-of-incident.
- Date, or dates, on which the alleged discrimination occurred.
- Other agencies where the grievance was filed.

As the inquiry moves forward, additional information may be required.

The Title VI Complaint Form may be used to submit the grievance information. The grievance may be filed in writing with LLTS MPO at one of the following addresses:

Title VI Compliance Officer
Lackawanna County Regional Planning Commission
135 Jefferson Avenue, 2nd Floor
Scranton, PA 18503
(570) 963-6400

Title VI Compliance Officer
Luzerne County Planning Commission
Suite 208, Penn Place
20 North Pennsylvania Avenue
Wilkes-Barre, PA 18711
(570) 825-1564

The LLTS MPO encourages all Complainants to certify all mail that is sent through the U.S. Postal Service and/or ensure that all written correspondence can be tracked easily.

For grievances originally submitted by facsimile, an original, signed copy of the grievance must be mailed to the Title VI Compliance Officer as soon as possible, but no later than 180 calendar days from the alleged date of discrimination.

The Complainant may at any time file a formal complaint directly with PennDOT, FHWA, or FTA at the addresses indicated on page 10.

C. What happens to the grievance after it is submitted?

All grievances alleging discrimination based on race, color, disability, gender, age, low income, national origin, language, or limited-English proficiency, in a service or benefit provided by the LLTS MPO, will be, at a minimum, directly addressed by the LLTS MPO. The LLTS MPO shall also provide appropriate assistance to Complainants, including those persons with disabilities, or who are limited in their ability to communicate in English.

When a grievance is received, the LLTS MPO will acknowledge receipt of the grievance within fifteen (15) calendar days by immediately notifying the Complainant to the proper state or federal agency (e.g., PennDOT, FHWA, or FTA) for their records and any required procedures pursuant to that agency's Title VI complaint procedures. The LLTS MPO will review the grievance internally and attempt to reach an informal resolution with the Complainant. In responding to any requests for additional information, a Complainant's failure to provide the requested information may result in the administrative closure of the grievance.

The LLTS MPO will maintain a log of all grievances and complaints received. LLTS MPO will regularly review any comments received from members of the public to determine if such comments or complaints warrant a Title VI review and response. Any comments that are determined to be Title VI related will be entered in the complaint log. Responses to the Title VI related comment will follow established procedures identified in the Title VI policy document.

D. How will the Complainant be notified of the outcome/status of the grievance?

1. Attempts at Informal Resolution

The LLTS MPO will attempt to reach an informal resolution on all Title VI grievances. The LLTS MPO will coordinate with the Complainant, as appropriate, to ensure that all parties involved have a clear understanding of the allegations and any measures/actions that the LLTS MPO will take to resolve the issue raised in the grievance. Once sufficient information is received and reviewed by LLTS MPO, a written response will be drafted. If appropriate, the LLTS MPO may administratively close the complaint. LLTS MPO will notify the Complainant of the outcome within 120 days. The Complainant will be notified of the LLTS MPO's findings, including the proposed disposition of the matter. The notification will advise the Complainant of his/her appeal rights with PennDOT, FHWA, or FTA if they are dissatisfied with the LLTS MPO's final decision.

2. Formal Investigation

If the Complainant believes the LLTS MPO has discriminated against him or her in violation of Title VI the complaint should be filed with PennDOT, FHWA, or FTA at the addresses indicated on page 10. Additionally, the Complainant may at any time file a formal complaint directly with PennDOT, FHWA, or FTA at the addresses indicated on page 10. In this case, the complaint will be investigated pursuant to that agency's Title VI Complaint Procedures.

To request additional information on LLTS MPO's non-discrimination obligations or to file a Title VI grievance, please submit your request in writing to one of the following addresses:

Title VI Compliance Officer
Lackawanna County Regional Planning Commission
135 Jefferson Avenue, 2nd Floor
Scranton, PA 18503
(570) 963-6400

Title VI Compliance Officer
Luzerne County Planning Commission
Suite 208, Penn Place
20 North Pennsylvania Avenue
Wilkes-Barre, PA 18711
(570) 825-1564

Complaint forms also may be obtained by calling the phone number above, or by downloading a PDF version of the form online at the following address:

http://www.luzernecounty.org/county/departments_agencies/planning_commission/lackawannaluzerne-metropolitan-planning-organization/mpo-plansdocuments.

In addition to the grievance process described above, a Complainant may file a Title VI complaint/grievance directly with one the following offices:

Title VI Coordinator
Bureau of Equal Opportunity
Pennsylvania Department of Transportation
P.O. Box 3251
Harrisburg, PA 17105-1720

Equal Opportunity Specialist
U.S. Department of Transportation
Federal Highway Administration
228 Walnut Street, Room 508
Harrisburg, PA 17101-1720

U.S. Department of Justice
Civil Rights Division
Office of the Assistant Attorney General, Main
950 Pennsylvania Avenue, NW
Washington, D.C. 20530

Civil Rights Officer
U.S. Department of Transportation
Federal Transit Administration
1760 Market Street, Suite 500
Philadelphia, PA 19103-4124

Title VI Coordinator
Office of Civil Rights
Federal Aviation Administration
800 Independence Avenue, SW
Washington, D.C. 20591

E. Sample Title VI Notice (English & Spanish Versions)

**LACKAWANNA/LUZERNE TRANSPORTATION STUDY METROPOLITAN PLANNING
ORGANIZATION (LLTS MPO)**

**NOTIFICATION OF PROTECTIONS TO THE PUBLIC OF RIGHTS UNDER TITLE VI
AND INSTRUCTIONS ON HOW TO FILE A COMPLAINT/GRIEVANCE**

It is LLTS MPO's policy to utilize its best efforts to ensure that no person shall, on the grounds of race, color, disability, sex, age, low income, national origin, or limited English proficiency be excluded from participation in, be denied the benefits of, or be subjected to discrimination under its programs or services, as provided by Title VI of the Civil Rights Act of 1964, as amended.

Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint/grievance. All complaints/grievances received are documented and investigated.

For more information on the LLTS MPO's civil rights program and the procedures to file a complaint/grievance, or to get information in another language, please contact one of the following individuals:

Title VI Compliance Officer
Lackawanna County Regional Planning Commission
135 Jefferson Avenue, 2nd Floor
Scranton, PA 18503
(570) 963-6400

Title VI Compliance Officer
Luzerne County Planning Commission
Suite 208, Penn Place
20 North Pennsylvania Avenue
Wilkes-Barre, PA 18711
(570) 825-1564

After the complaint/grievance is processed, a response (if requested) will be sent to the individual filing the complaint/grievance and appropriate corrective action is taken.

A Complainant may file a complaint directly with the Federal Highway Administration by filing a complaint with the Equal Opportunity Specialist, U.S. Department of Transportation, Federal Highway Administration, 228 Walnut Street, Room 508, Harrisburg, PA 17101-1720.

**LACKAWANNA/LUZERNE ESTUDIOA DE TRANSPORTE ORGANIZACIÓN DE
PLANIFICACIÓN METROPOLITANA (LLTS MPO)
NOTIFICACIÓN DE PROTECCIONES AL PÚBLICO DE DERECHOS BAJO TÍTULO VI
Y INSTRUCCIONES PARA PRESENTAR UNA QUEJA**

LLTS MPO está comprometida asegurar que ninguna persona sea excluida de participar en sus servicios o negada los beneficios de sus servicios sobre la base de raza, color, discapacidad, edad, bajos ingresos financieros, origen nacional, o su habilidad limitada de hablar inglés. Ninguna person debe ser excluida de participar de sus servicios según lo dispuesto por el Título VI de la Ley de Derechos Civiles de 1964, según enmendada.

Cualquier persona que cree que ha sido agraviada por una práctica discriminatoria y ilegal bajo Título VI puede presentar una queja. Todas las quejas recibidas están documentadas y asignadas a los empleados apropiados para investigación.

Para más información sobre el programa de derechos civiles de Título VI y los procedimientos para presentar una queja, o para obtener más información en otro idioma, por favor póngase en contacto con:

Title VI Compliance Officer
Lackawanna County Regional Planning Commission
135 Jefferson Avenue, 2nd Floor
Scranton, PA 18503
(570) 963-6400

Title VI Compliance Officer
Luzerne County Planning Commission
Suite 208, Penn Place
20 North Pennsylvania Avenue
Wilkes-Barre, PA 18711
(570) 825-1564

Después de procesar la queja una respuesta (si pedida) será mandada a la persona presentando la queja y acción correctiva será realizada.

El demandante puede presentar una queja directamente con la Administración Federal de Carreteras mediante la presentación de una queja ante la Especialista de Oportunidades Iguales, U.S. Department of Transportation, Federal Highway Administration, 228 Walnut Street, Room 508, Harrisburg, PA 17101-1720.

F. Title VI Complaint/Grievance Form (English & Spanish Versions)

It is LLTS MPO's policy to utilize its best efforts to ensure that no person shall, on the grounds of race, color, disability, gender, age, low income, national origin, language, or limited-English Proficiency (LEP) be excluded from participation in, be denied the benefits of, or be subjected to discrimination under its programs or services, as provided by Title VI of the Civil Rights Act of 1964, as amended. These procedures apply to all external complaints/grievances relating to any program or activity administered by LLTS MPO and/or its sub-recipients, consultants and contractors, filed under Title VI of the Civil Rights Act of 1964 as amended, (including Disadvantaged Business Enterprise and Equal Employment Opportunity components), as well as other related laws that prohibit discrimination.

The following information is necessary for processing your complaint/grievance. If you require assistance in completing this form, please contact the LLTS MPO Title VI Compliance Officer by calling (570) 963-6400 or (570) 825-1564. Please return the completed form to the LLTS MPO Title VI Compliance Officer at LLTS MPO, 135 Jefferson Avenue, 2nd Floor, Scranton, PA 18503, or LLTS MPO, Suite 208, Penn Place, 20 North Pennsylvania Avenue, Wilkes-Barre, PA 18711. Title VI complaints must be filed within 180 calendar days from the date of the alleged discrimination.

Complainant Name:

Name of Individual Assisting Complainant:

Complainant Address:

Individual Assisting Address:

Complainant Phone:

Individual Assisting Phone:

Complainant Alt. Phone:

Individual Assisting Alt. Phone:

Which of the following describes the reason(s) the alleged discrimination took place?

Race Age Color Gender Language/LEP National Origin Disability Retaliation Other

Date(s) of alleged discrimination: _____

Please provide a detailed description of the circumstances of the incident(s), including any additional information supporting your complaint/grievance (please use additional pages as necessary).

Please provide the name(s), title and address (if known) of the person who discriminated against the Complainant.

Please provide, if applicable, names and contact information of people who may have knowledge of the alleged incident(s) or are perceived as parties in the complained-of-incident(s):

Please list any other agency where complaint has been filed:

I affirm that I have read the above complaint/grievance and that it is true to the best of my knowledge, information, and belief.

Complainant's Signature	Print Name of Complainant	Date
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Assisting Individual Complainant's Signature	Print Assisting Individual Name	Date
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Date Received: _____ Received By: _____

Title VI Form Procedure

The LLTS MPO will acknowledge receipt of the complaint/grievance by notifying the Complainant within 15 calendar days of the “Date Received.” If the Complainant is unsatisfied with the response from the LLTS MPO Compliance Officer, the LLTS MPO will transmit the complaint/grievance to the proper state or federal agency - Federal Highway Administration (FHWA), Federal Transit Administration (FTA), or the Pennsylvania Department of Transportation (PennDOT) for investigation and disposition pursuant to that agency’s Title VI procedures. The Complainant may also file a complaint directly with PennDOT, FHWA, or FTA at any time.

1. Complete and return form to LLTS MPO Title VI Compliance Officer at LLTS MPO, 135 Jefferson Avenue, 2nd Floor, Scranton, PA 18503 or LLTS MPO, Suite 208, Penn Place, 20 North Pennsylvania Avenue, Wilkes-Barre, PA 18711 within 180 calendar days from the date of the alleged incident.
2. The complaint/grievance will be reviewed by the LLTS MPO Title VI Compliance Officer and attempts will be made to resolve informally first. The complaint/grievance will be shared with PennDOT, FHWA, or FTA.
3. Within 15 days, the LLTS MPO Title VI Compliance Officer will acknowledge receipt of the claim, inform the Complainant of action taken or proposed to be taken to process the allegation; advise the Complainant of their rights under Title VI and related Statutes; and advise the Complainant of their right to submit a claim directly to PennDOT, FHWA, or FTA at any time.
4. The LLTS MPO Title VI Compliance Officer will review the allegation and based on the information obtained and in coordination with PennDOT, FHWA, or FTA, will provide a recommendation for action in a report. The complaint/grievance should be resolved by informal means when possible. Informal attempts and their results will be summarized in the report of findings.
5. Within 120 days of receipt of the complaint, the LLTS MPO Title VI Compliance Officer will notify the Complainant of the informal findings and any proposed actions. The notification will advise the Complainant of his/her appeal rights to PennDOT, FHWA, or FTA if they are not satisfied with LLTS MPO’s response.
6. If the complaint filed with LLTS MPO is turned over to and investigated by PennDOT, FHWA, or FTA, the LLTS MPO Title VI Compliance Officer will monitor the investigation and notify the Complainant of updates, in accordance with applicable regulations, policies, and procedures.
7. A summary of the complaint and its resolution will be included as part of the Title VI updates to the proper state or federal agency (e.g.: FHWA, FTA, and PennDOT).
8. Records will be available for compliance review audits.

**LACKAWANNA/LUZERNE ESTUDIO DE TRANSPORTE ORGANIZACIÓN DE PLANIFICACIÓN
METROPOLITANA (LLTS MPO)
Procedimiento de Queja del Título VI**

LLTS MPO está comprometido con asegurar que ninguna persona, por motivos de raza, color, discapacidad, edad, bajos ingresos financieros, nacionalidad, idioma, o habilidad limitada de hablar inglés, sea excluida de participar o sea negada los beneficios de sus servicios, o ser sujeto a discriminación en sus programas o servicios, según lo previsto en el Título VI de la Ley de Derechos Civiles de 1964, según enmendada. Estos procedimientos se aplican a todas las quejas externas relacionadas con cualquier programa o actividad administrada por NEPA MPO y / o sus sub-receptores, consultores y contratistas, presentada bajo el Título VI de la Ley de Derechos Civiles de 1964 según enmendada, (incluyendo Empresas en Desventaja e Igualdad componentes de Oportunidad de Empleo), así como otras leyes conexas que prohíben la discriminación.

La siguiente información es necesaria para el procesamiento de su queja. Si necesita ayuda para completar este formulario, por favor póngase en contacto con LLTS MPO Titulo VI Oficial de Cumplimiento al número telefónico (570) 963-6400 or (570) 825-1564. Por favor devuelva el formulario completo al Oficial de Cumplimiento de LLTS MPO Titulo VI at LLTS MPO, 135 Jefferson Avenue, 2nd Floor, Scranton, PA 18503 or LLTS MPO, Suite 208, Penn Place, 20 North Pennsylvania Avenue, Wilkes-Barre, PA 18711. Quejas del Título VI deben ser presentadas dentro de 180 días calendario a partir de la fecha de la supuesta discriminación.

Nombre del Demandante:

Nombre de la Persona Ayudando el Demandante:

Dirección del Demandante:

Dirección del Ayudante:

Número de Teléfono del Demandante:

Número de Teléfono del Ayudante:

Número de Teléfono Alternativo del Demandante:

Número de Teléfono Alternativo del Ayudante:

Cuál de los siguientes opciones describe la causa de la supuesta discriminación? (Márque con un círculo)

Raza Edad Color Sexo Idioma Nacionalidad Discapacidad Represalias Otro

Fecha(s) de Incidente: _____

Por favor describa el supuesto incidente de discriminación. Proporcione los nombres y títulos de los empleados de LLTS involucrados si se conocen. Explique lo que pasó y quién fue responsable (por favor utilice hojas adicionales como sea necesario).

Por favor, indique el nombre (s), y el título y dirección (si se conoce) de la persona que discrimina en contra de la demandante.

Por favor, indique el nombre (s), título y dirección (si se conoce) de la persona(s) que puedan tener conocimiento del supuesto incidente(s) o sean percibidos como partes de la queja del incidente(s):

Por favor escriba cualquier otra agencia donde una denuncia haya sido presentada:

Afirmo que he leído los cargos anteriores y que es fiel a lo mejor de mi conocimiento, la información y la creencia:

Firma del Demandante	Nombre del Demandante (en letras legibles)	Fecha
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Firma del Ayudante	Nombre del Ayudante (en letras legibles)	Fecha
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Fecha de Recepción: _____ Recibido por: _____

Título VI Procedimiento de Queja

LLTS MPO reconocerá el recibo de la denuncia mediante notificación al demandante dentro de un plazo de 15 días de la presentación de quejas. Si el demandante no está satisfecho con la respuesta del oficial de cumplimiento de LLTS MPO, la denuncia será transmitida al estado adecuado ó agencia federal – Administración Federal de Carreteras, la Administración Federal de Carreteras (FHWA), la Administración Federal de Tránsito (FTA), y el Departamento de Transporte de Pennsylvania (PennDOT) para la investigación y la disposición de conformidad con los procedimientos de queja del Título VI de dicha agencia. El demandante también puede presentar una queja directamente con PennDOT, FHWA, FTA ó en cualquier momento.

1. Llene y envíe su solicitud a: Title VI Compliance Officer, LLTS MPO, 135 Jefferson Avenue, 2nd Floor, Scranton, PA 18503 or LLTS MPO, Suite 208, Penn Place, 20 North Pennsylvania Avenue, Wilkes-Barre, PA 18711 dentro de 180 días calendarios después del supuesto incidente.
2. La queja o reclamación será revisada por el LLTS MPO título VI oficial de cumplimiento y se harán intentos para resolver informalmente primero. La queja o reclamación será compartida con PennDOT, FHWA o FTA.
3. Dentro del plazo de 15 días, el Oficial de Cumplimiento LLTS MPO Título VI reconocerá recibo de la reclamación, informará al demandante de las medidas adoptadas o propuestas que deben adoptarse para procesar la acusación; asesorará al demandante de sus derechos en virtud del título VI y los estatutos; y asesorará al demandante de su derecho a presentar una reclamación directamente a PennDOT, FHWA, ó FTA o en cualquier momento.
4. El Oficial de Cumplimiento LLTS MPO Título VI revisará la alegación y sobre la base de la información obtenida y en coordinación con PennDOT, FHWA, o TLC, proporcionará una recomendación para la acción en un informe. La queja / reclamación se resuelva de manera informal cuando sea posible. intentos informales y sus resultados se resumen en el informe de los resultados.
5. Dentro de los 120 días siguientes a la recepción de la queja, el Oficial de Cumplimiento LLTS MPO Título VI notificará al demandante de las conclusiones informales y de cualquier acciones propuestas. La notificación será asesorará al demandante de sus derechos de apelación a PennDOT, FHWA, o FTA si no están satisfechos con la respuesta de LLTS MPO.
6. Si la denuncia presentada ante LLTS MPO es entregado a e investigadas por PennDOT, FHWA, o TLC, el Oficial de Cumplimiento LLTS MPO Título VI supervisará la investigación y notificará al demandante de cambios, de conformidad con la normativa aplicable, las políticas y procedimientos.
7. Un resumen de la queja y su resolución se incluirá como parte de las actualizaciones del Título VI a la agencia federal o estatal apropiada (por ejemplo: FHWA, FTA, y PennDOT).
8. Anotaciones estarán disponibles para auditorías de reviso de cumplimiento.

G. Sample Letter Acknowledging Receipt of Complaint

Today's Date

Ms. Jane Doe
1234 Main St.
Scranton, PA 18501

Reference: << YYYY-000 >>

Dear Ms. Doe:

This letter is to acknowledge receipt of your grievance against the LLTS MPO alleging

An inquiry will begin shortly, and you should expect a response in writing within 120 calendar days. At any time during the informal resolution process, you may file a formal complaint with PennDOT, the Federal Highway Administration or the Federal Transit Administration.

Federal law prohibits retaliation or discrimination against any person because they have made a complaint or otherwise participated in an investigation, proceeding, or hearing. If you feel you have been subjected to retaliation, you may file a separate complaint. To the extent possible the identity of the complainant shall be kept confidential except to the extent necessary to resolve the issues raised.

If you have additional information you wish to convey or questions concerning this matter, please feel free to contact this office by calling (570) 963-6400, emailing at XXXXX@XXXXXX, or writing to me at this address:

LLTS MPO
135 Jefferson Avenue, 2nd Floor
Scranton, PA 18503

Sincerely,

XXXXX XXXXXX
LLTS MPO Title VI Compliance Officer

H. Title VI Complaint Log Procedure

1. When a complaint is received, the Compliance Officer will create the Title VI Complaint Record, as follows (see template):
 - a. The complaint is assigned a reference number. The reference number may be formed by the four-digit year in which the complaint is received and a three digit serial number. For example, the first complaint received in 2015 would have the Reference Number “2015-001”.
 - b. The Compliance Officer fills in the name, contact information, receipt date, and date of alleged discrimination. If any other agencies have been contacted about the discrimination, they are indicated. Notes may be added. The complaint must be received within 180 calendar days of the date of alleged discrimination.
 - c. The complaint is filed in the “complaint log,” which is intended to be the MPO’s official and ongoing record of all Title VI complaint activity.

The complaint log is to contain the original Complaint, the LLTS MPO Title VI Complaint Record (see template), documentation of investigations completed, and any correspondence sent or received. The log is intended to be portable, so that it may be taken to meetings or other activities where the LLTS MPO has committed to making the log available. For example, the log may be in paper copy format in a binder, with a backup file (physical or electronic) kept in a secure location. Electronic files should be a part of the MPO’s regular electronic file backup routine.

2. The Compliance Officer is responsible to process and resolve the Title VI complaint according to the MPO’s Title VI Policy. This includes receiving and sending correspondence, directing the investigation of complaints, documenting decisions, completing complaint records, and maintaining the complaint log.

I. LLTS MPO Title VI Complaint Record Template

Reference Number:	<<YYYY-000>>
Complainant:	
Address:	
Phone:	
Email:	

Date Complaint Received by LLTS MPO:		Notes:
Date of Alleged Discrimination:		
Received by:		
Copy to File:	<input type="checkbox"/> Yes	
Other Agencies Contacted:	<input type="checkbox"/> FHWA <input type="checkbox"/> PennDOT	
	<input type="checkbox"/> FTA <input type="checkbox"/> PA BEO	
	<input type="checkbox"/> Other: _____	

Date Acknowledgement of Receipt Letter sent:		Notes:
Sent by:		
Copy to File:	<input type="checkbox"/> Yes	

Complaint Determination:	<input type="checkbox"/> Substantiated	Notes:
	<input type="checkbox"/> Not Substantiated	
	<input type="checkbox"/> Other: _____	
Date Determination of Complaint Letter sent		
Sent by:		
Copy to File:	<input type="checkbox"/> Yes	

LLTS MPO Title VI Complaint Record Template (continued)

Date Response Received from Complainant		Notes:
Received by:		
Copy to File:	<input type="checkbox"/> Yes	
Complainant's Disposition:	<input type="checkbox"/> Satisfied <input type="checkbox"/> Not Satisfied	

Date Complaint Forwarded to Executive Director		Notes:
Forwarded by:		
Date of Response		
Sent by:		
Copy to File:	<input type="checkbox"/> Yes	

Date Response Received from Complainant		Notes:
Reviewed by:		
Copy to File:	<input type="checkbox"/> Yes	
Complainants Disposition:	<input type="checkbox"/> Satisfied <input type="checkbox"/> Not Satisfied	

Date Complaint Forwarded to Board/Counsel		Notes:
Forwarded by:		
Date of Response		
Sent by:		
Copy to File:	<input type="checkbox"/> Yes	

Complaint File Reviewed by or Sent to State or Federal Agency	<input type="checkbox"/> FHWA	<input type="checkbox"/> PennDOT	Notes:
	<input type="checkbox"/> FTA	<input type="checkbox"/> PA BEO	
	<input type="checkbox"/> Other: _____		
Date Sent/Reviewed:			
Sent by:			
Reviewed by:			

LLTS MPO Title VI Complaint Record Template (continued)

Summary of Complaint & Resolution:

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Date Complaint Closed:	
Complaint Officer	(Print)
	(Signature)