



Title VI Plan

**For Federal Transit Administration
2024-2026**

April 2023

New Hampshire Department of Transportation
7 Hazen Drive, P.O. Box 483, Concord, NH 03302

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I. POLICY STATEMENT

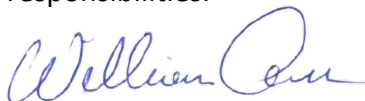
As Commissioner of the New Hampshire Department of Transportation (hereafter Department or NHDOT), I am committed to the implementation and spirit of the Title VI/Nondiscrimination Program to achieve compliance with Title VI of the Civil Rights Act of 1964, as amended, the Civil Rights Restoration Act of 1987 and related statutes and regulations in all Federal programs and activities. Title VI of the Civil Rights Act of 1964 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. § 2000d).

The Department assures that no person shall on the grounds of race, color and national origin status be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity carried out by the NHDOT.

To further assure that appropriate program measures are implemented and monitored, I have designated a Title VI Coordinator with sufficient authority and responsibility to effectively carry out these duties. The Title VI Coordinator can be reached at 603.271.2467 or at titlevi@dot.nh.gov. The Title VI Coordinator has the overall responsibility for the initiating, implementing, and monitoring NHDOT's Title VI programs and activities and preparing reports as required by [49 CFR Part 21](#).

While I, as Commissioner, am ultimately responsible for the executive implementation in the Title VI/Nondiscrimination Program, all management personnel share in this Title VI responsibility and may be assigned specific tasks to assure that compliance is achieved including identifying Title VI/Nondiscrimination Federal Program Area Liaisons who will perform the routine data collection/data analysis and process reviews. Performance by managers and supervisors will be evaluated on the success of the Title VI Program in a manner that is consistent with their performance in attaining other departmental goals.

Title VI is not only the law, but it is fundamental to the NHDOT's operations and mission. Finally, I expect all supervisory personnel to adhere to this policy by carrying out their title VI/Nondiscrimination responsibilities with the same vigor and effectiveness as all of their other responsibilities.



William Cass, P.E.
Commissioner

3-30-2023

Date

II. PURPOSE AND OVERVIEW

It is a matter of principle that NHDOT is committed to ensuring that no person is excluded from participation in, or denied the benefits of, or subjected to discrimination in the receipt of any of NHDOT's programs and services on the basis of race, color and national origin.

The contents of this program have been prepared in accordance with Section 601 of Title VI of the Civil Rights Act of 1964 and Executive Order 13116 (Improving Access to Services for Persons with Limited English Proficiency (LEP) and other statutes and authorities that prohibit discrimination in any federal assisted program or service.

“No person shall, on 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 assistance.” - Civil Rights Act of 1964

Under the Civil Rights Act of 1964 and as a recipient of federal funding under the programs of the Federal Transit Administration (FTA) of the US Department of Transportation (US DOT), NHDOT has an obligation to ensure that the objectives of the New Hampshire Title VI program are to:

- Ensure that the level and quality of transportation service is provided equitably and without regard to race, color and national origin;
- Avoid, minimize or mitigate disproportionately high and adverse human health and environmental effects, including adverse social and economic effects of programs and activities on minority populations and low-income populations;
- Ensure the full and fair participation of all affected populations in transportation decision making;
- Prevent the denial, reduction, or delay in benefits related to programs and activities that benefit minority populations or low-income populations;
- Ensure that persons with Limited English Proficiency (LEP) have meaningful access to programs and activities that are administered by recipients and subrecipients; and
- Ensure a program is in place for correcting any discrimination, whether intentional or unintentional.

[49 CFR 21.9 \(b\)](#) requires that recipients and subrecipients record and retain certain information and submit information to FTA as necessary or required. NHDOT and its subrecipients shall fulfill this requirement by submitting compliance reports once every three (3) years. References to the information that is required by the US DOT can be found throughout this document.

III. NHDOT TITLE VI Plan

The NHDOT has established the following Plan to comply with the US DOT Title VI regulations:

A. NHDOT Title VI Notice to The Public

Title VI Notice to the Public is posted at NHDOT website, lobby and bulletin boards. See other language translations of Notice to Public in [Appendix A](#).

B. NHDOT Submissions

State-wide Demographic Analysis

NHDOT conducted a demographic analysis of the state and developed a demographic profile. This profile includes the geographic distribution of low-income, LEP and minority populations and their relative proximity to the state's investment in public transportation systems. Areas that are defined as predominately minority, LEP and low-income are those areas where the proportion of minority, LEP and low-income people in the service area exceeds the statewide average minority and low-income population.

According to the American Community Survey 2021 5-Year estimate, the population of New Hampshire is 1.3 million residents. Individuals (over age 5) with LEP comprise approximately 2.3% of the New Hampshire population. The minority population of New Hampshire is relatively low at 11.1%.

Included in [Appendix B](#) are demographic profile maps that illustrate the geographic distribution of minority population, LEP and low-income populations in New Hampshire. The demographic data is compared to the 2022 Federal Transit Administration (FTA) Section 5310 grant application service area and Section 5311 grant program. The state demographic profile for each area was determined by using US Census American Community Survey 2021 5-year estimates.

Limited English Proficiency Populations

Based on the US Census Bureau, 2021 American Community Survey 8.03% of the state's population (over age 5) spoke a language at home other than English. Spanish was spoken by 2.48%, other Indo-European languages were spoken by 1.52% and French was spoken by 1.33%. Each of the other language categories represented 0.5% or less of the total population. A listing of all languages spoken in New Hampshire including the ability to speak English less than very well is provided in [Exhibit I](#). This chart provides information on English spoken less than very well at the statewide perspective. Of the total New Hampshire population over the age of 5, 2.3% or 31,406 have LEP.

New Hampshire has citizens that speak an array of languages. Of the citizens that are not fluent English or have LEP, most of them speak Indo-European Languages. These languages include, but are not limited to: Spanish, French, Chinese and others.

Exhibit I: Languages Spoken in New Hampshire

Ability to Speak English Less than Very Well Statewide			
Languages	Number of Speakers	Speak English less than very well	Percentage of NH Population that Speak English less than very well
NH Population over age 5	1,308,666	31,406	2.3%
Spoke only English at home	1,203,558	xx	91.97%
Spoke a language other than English at home			
Spanish:	32,455	10,862	0.83%
Other Indo-European languages:	19,870	5,633	0.43%
French, Haitian, or Cajun:	17,352	3,390	0.26%
Other Asian and Pacific Island languages:	7,687	2,307	0.18%
Chinese (incl. Mandarin, Cantonese):	5,531	2,429	0.19%
Russian, Polish, or other Slavic languages:	5,159	1,664	0.13%
Other and unspecified languages:	4,716	1,166	0.09%
German or other West Germanic languages:	4,174	491	0.04%
Arabic:	2,807	1,149	0.09%
Vietnamese:	2,216	1,311	0.10%
Tagalog (incl. Filipino):	1,673	300	0.02%
Korean:	1,468	704	0.05%

Source: U.S. Census Bureau, 2021 5-Year American Community Survey Data

The New Hampshire census tract for people with LEP are depicted on [Map I in Appendix B](#). A Census tract is a smaller subset of geographic areas that assist in identifying the languages present in New Hampshire. In the state of New Hampshire, 100% of the LEP block groups are served by public transportation. While LEP groups are located statewide, the LEP block groups with the largest number of persons are in Hillsborough County, Grafton County, Merrimack County, Stafford County and Coos County. All of these counties are served by public or specialized transportation.

Low Income Households

A low-income household is classified by annual household income being less than the “poverty line” set by the US Government. Low-income households make up 7.4% of the New Hampshire population.

[Appendix B Map II](#) depicts the block groups that have populations of low-income households. The biggest cluster of these households is located in Strafford, Hillsborough, Sullivan and Grafton counties.

Minority Populations

Minority individuals make up 11.1% of the New Hampshire population. The block groups that have populations of minority individuals are depicted in [Appendix B Map III](#). These block groups are interspersed throughout the state. The areas with the largest concentration of minority populations are Hillsborough and Merrimack Counties.

Reporting Minority Representation on Planning and Advisory Bodies

The State of NH has an elected Governor and Executive Council body that votes on NHDOT's 10-year transportation plan. The Department has never had a non-elected advisory board and does not provide direct public transit services. However, as part of the public participation plan through our Governor's Advisory Committee on Intermodal Transportation (GACIT) meetings, community outreach is part of the planning process. Outreach is also conducted through Regional Planning Commissions (RPCs) and Metropolitan Planning Organizations (MPOs). Our subrecipients have Advisory Boards and have provided a racial breakdown of their Advisory Boards as part of their Title VI Plan.

Requirement to Conduct Equity Analysis to Determine Site or Location of Facilities

There were no such projects by the NHDOT requiring land acquisition and the displacement of persons from their residence and businesses during this reporting period.

Requirement to Conduct Equity Analysis for Providers of Public Transit Services

NHDOT does not directly operate public transit services, and therefore does not exceed the FTA-established threshold of operating 50 or more transit vehicles in peak service within any large UZA in New Hampshire, nor does any agency the NHDOT contracts with to provide transit services. Since the NHDOT and its contractors do not exceed the threshold, there is no requirement to conduct an equity analysis for major service changes or fare changes for fixed route transit services operating in New Hampshire.

C. Program Administration

NHDOT eligible recipients of FTA Section 5310 and 5311 programs include private nonprofit entities and local government authorities. In addition, private, for-profit entities are eligible for 5311f funding. Full descriptions of the FTA Section 5310, 5311, or 5311f program requirements can be found in the New Hampshire [State Management Plan](#).

The Bureau of Rail & Transit administers the programs through an application process utilizing a program-specific application, and contracts for successful applications with transit and paratransit providers. The Bureau coordinates with regional planning commissions, as well as any affected state agencies and local jurisdictions as applicable, in its administration of the FTA programs. Further, the Bureau participates regularly in other coordination efforts as a member of the Statewide Coordinating Council for Community Transportation and with the New Hampshire Transit Association (NHTA). Local governments, public and private transportation providers, and other involved parties have an opportunity to participate in the planning process described above, in locally developed coordination plans, and through public informational meetings and public comment opportunities offered by applicants to the Department.

The locally developed transportation coordination plan from which all FTA Section 5310 projects are derived ensures that local governments, public and private providers, and other involved parties have a role in developing transit projects that seek funding from the Department.

Rural Area & Small Urban Area Formula Funding (Section 5311)

The Section 5311 grant program provides FTA funding for capital equipment, operating expenses and administrative costs for rural public transit service. The Section 5311 selection process considers service to a wide range of geographical regions as well as minority and other disadvantaged groups as a factor in awarding projects.

Intercity bus program (Section 5311f)

The Department will consult with private bus operators, Section 5311 subrecipients, neighboring states, and others in selecting projects for funding under the Section 5311(f) program through a notice that funds are available for the program. In evaluating any Section 5311(f) proposals received, the Department considers intercity bus needs as identified by statewide or regional transportation plans, or by discussions with intercity or local bus operators, regional planning commissions, local governments or citizens.

Enhanced Mobility of Seniors and Individuals with Disabilities (Section 5310)

NHDOT's Section 5310 Capital program provides funding for accessible vehicles and other capital equipment. Section 5310 applicants are required to obtain a certification from public transit operators that it cannot feasibly provide the proposed service and must obtain a letter of support from the Regional Coordination Council (RCC) in which their project will primarily operate. The [State Coordinating Council \(SCC\)](#) is responsible for approving regional transportation coordinators. Regional coordinators may be government agencies and must be selected by regional coordination councils, capable of complying with state and federal program requirements and able to operate a transportation brokerage in the judgment of the SCC. A Regional Coordination Council may designate a lead agency such as a private nonprofit or government entity for coordination for Section 5310 funds including those administered as Section 5310 purchase of service funds.

Exhibit II depicts the distribution of grant applications and those funded as it applies to the general public, minority populations and low-income populations. The total number of grant applications is listed in the first column of each section, followed by the number of funded and not funded applicants.

There are several reasons that an applicant isn't chosen for funding such as:

- Not meeting the civil rights requirements;
- Incorrectly or incompletely filling out the application or not including the appropriate attachments;
- Not completing the certifications and assurances (provided annually to NHDOT); and
- Not meeting the criteria of the application.

Exhibit II and the maps in Appendix B serves as assurance that grants are distributed to a wide range of geographical regions as well as minority and disadvantaged groups. The public notice of applications is widely distributed through print sources, webpages and email statewide to pertinent stakeholders and organizations. A list of previous/current applicants, Regional Planning Councils, MPOs and other agencies are included in these notices. The grant announcement and application are advertised on this [webpage](#).

NHDOT's grant application asks a series of standard questions about management, service area and projects. A portion of the application is dedicated to civil rights. Specifically, the following civil rights

information is requested of all new applicants in the grant application:

- Minority populations in the service area.
- Active lawsuits or complaints alleging discrimination on the basis of race, color, or national origin with respect to transportation service.
- Civil rights compliance review activities the agency has conducted in the past three (3) years.
- Description of the agency’s Title VI (Civil Rights) notification process and complaint tacking procedures.

[Exhibit II](#) details the number of applications submitted to the NHDOT to utilize Federal transportation funds. Each provider’s respective service areas include minority and low-income populations, so NHDOT is assured populations are served.

Exhibit II: Title VI/Nondiscrimination Distribution of FTA Funds

General Public, including Minority and Low-Income Populations				
Program	Year	Total Applications	Funded	Not Funded
5310	2023	2	1	1
	2022	10	10	0
	2021	8	8	0
	2020	15	14	1
5311	2023	6	6	0
	2022	6	6	0
	2021	6	6	0
	2020	7	7	0

Source: Bureau of Rail & Transit/Transit Grants Coordinator

Notes: 5310 is comprised of Regional Coordination Councils as well as capital solicitations

D. Monitoring Subrecipients

All subrecipients shall submit a Title VI/Nondiscrimination Plan to ensure Title VI requirements are being met and should include the following:

- The Title VI Notice to the Public that indicates the recipient complies with Title VI and informs members of the public of the protections against discrimination afforded to them by Title VI. This includes a list of locations where the notice is posted. Subrecipient posting may include buses, offices, transit facilities, websites, and social media.
- Procedures for investigating and tracking Title VI complaints filed against a subrecipient and making for making their procedures for filing a complaint available and accessible to members of the public. Title VI complaints can be made directly to the subrecipient or to the NHDOT. Subrecipients are required to share this information with the NHDOT.
- Title VI Complaint Form and procedures/instructions for completing the form.
- A list of any public transportation-related Title VI investigations, complaints, or lawsuits involving the subrecipient since the time of the last submission. This list should include only those investigations, complaints, or lawsuits that pertain to allegations of discrimination on the basis of race, color and/or national origin in transit-related activities and programs.

- A public participation plan that includes an outreach plan to engage minority and limited English proficient (LEP) populations, as well as a summary of outreach efforts made since the last Title VI Plan submission.
- A subrecipient's targeted public participation plan for minority populations may be part of efforts that extend more broadly to include other constituencies that are traditionally underserved, such as people with disabilities, low-income populations and others.
- A subrecipient's plan for providing language assistance to LEP persons and populations, including a description of the steps taken to ensure meaningful access to the benefits, services, information and other important portions of their program and activities for LEP persons and populations. The plan should address the four main factors involved in developing a Language Assistance Plan based on NHDOT LEP Guidance.
- Subrecipients that have transit-related, non-elected planning boards, advisory councils or committees, or similar bodies, the membership of which is selected by the recipient, must provide a table depicting the racial breakdown of the membership of those bodies and a description of efforts made to encourage the participation of minorities on such bodies.
- If the subrecipient has constructed a facility, such as a vehicle storage facility, maintenance facility, operation center, etc., the subrecipient shall include a copy of the Title VI equity analysis conducted during the planning stage with regard to the location of the facility.
- Supplemental information at the request of NHDOT.
- General information to determine regulatory compliance with Title VI.
- Documentation of public outreach and involvement activities.
- Subrecipients are required to submit the updated Title VI Plan to NHDOT every three (3) years.

In addition, each subrecipient is required to submit a demographic analysis of their service area to verify that the level and quality of service is provided on an equitable basis. NHDOT also provides on-site compliance reviews of its subrecipients/transportation providers to ensure plans are implemented.

Compliance reviews will be periodically conducted by NHDOT staff and/or contracted consultants. The goal is to review each subrecipient at least once every three (3) years. Subrecipients scheduled for review will be notified in writing in advance to coordinate a date to ensure attendance of key personnel. The notice of review to the Title VI Coordinator will include the Title VI portion of the FTA Comprehensive Review Guide containing questions that the subrecipients must respond to in writing to NHDOT prior to the scheduled site review.

NHDOT will review the completed questionnaire in advance of the on-site review to determine those compliance issues that need to be addressed in more detail during the on-site review. The on-site review will consist of an entrance conference, review of files, documentation and interviews to ensure the program is being implemented and an exit conference. The compliance review will address the following areas:

- Inspection of all materials pertaining to implementation of Title VI and verification that all service standards are being implemented consistent with the Title VI Plan. This would include assessment of service area demographics, postings, ridership statistics and service

distribution, current workforce, efforts to recruit minorities and racial composition of the subrecipient's governing and advisory bodies.

- Review and comment on any and all Title VI complaints and their outcomes and advise subrecipient of any needed follow-up action.
- Inquiry regarding problems involving service delivery to the minority community and their possible solution.
- Review other information necessary for compliance with the Title VI Plan.

Following the conclusion of the review, NHDOT will issue a compliance report to the subrecipient that addresses the review findings. This report will contain the subrecipient's state of compliance, including recommendations and corrective actions regarding the Title VI Plan. No action on the part of the subrecipient is required on findings of compliance unless a condition of non-compliance is specified. However, subrecipients found to be out of compliance are required to develop a Corrective Action Plan (CAP) to address any deficiencies noted in the compliance report.

If it is determined that the matter cannot be resolved voluntarily, by informal means, action will be taken by NHDOT to effectuate compliance. This may include referral of the violation to the Federal Transit Administration who will forward the violation to the US Department of Justice for judicial consideration. Failure to submit requested information or to take necessary action to address any noncompliance areas will delay consideration of any pending grant or grant application.

Technical Assistance

NHDOT provides assistance to subrecipients related to Title VI in a number of ways. It provides training on Title VI regulations and materials to help subrecipients fulfill their Title VI obligations including sample public notices, Title VI complaint procedures and complaint form, sample procedures for tracking and investigating Title VI complaints filed with a subrecipient and demographic information and maps of residents served by subrecipients.

Periodically the NHDOT utilizes Rural Technical Assistance Program (RTAP) funding to have a consultant review and update NHDOT's subrecipients' Title VI plans to ensure FTA compliance.

NHDOT occasionally makes funds available to its subrecipients for planning studies or technical assistance. Requests from subrecipients for assistance related to Title VI population segments receive special consideration from NHDOT.

NHDOT provides periodic training for its subrecipients on regulatory compliance issues. Updates may be provided at statewide conferences or on a one-on-one basis as necessary. In addition to the periodic compliance reviews, NHDOT will:

- Provide direction and technical assistance to NHDOT program area managers, cities, counties, metropolitan planning organizations (MPO) and contractors to ensure compliance with Title VI.
- Ensure that Title VI requirements are included in program area directives to prevent discrimination.
- Attend public hearings and monitor for adequate participation of communities affected by

- NHDOT activities, when appropriate.
- Investigate and resolve Title VI complaints.
 - Develop and update NHDOT's Title VI Plan to reflect organizational policy or implementation changes.
 - Submit annual accomplishment report and work plan of Title VI activities to FTA.
 - Conduct subrecipient training annually.

NHDOT will assist potential subrecipients in applying for funding, especially those that would predominately serve minority or low-income areas. NHDOT will make efforts to provide, or at least offer, additional assistance to applicants in areas having traditionally underserved populations (minority and low-income) before final determinations are made. The extent of that assistance will include, but is not limited to, providing feedback and referral, on-site assistance, sample forms, demographic data, or any other information that would assist the applicant in developing its transportation service/plan to meet the Plan criteria.

Outside the subrecipient monitoring, any contractor relationships maintained by the NHDOT to provide public transit services are also subject to monitoring and enforcement to ensure they are following the NHDOT Title VI Plan.

IV. TITLE VI COMPLAINT AND INVESTIGATION PROCEDURES

These procedures cover all complaints filed under Title VI of the Civil Rights Act of 1964 for alleged discrimination in any program or activity administered by the New Hampshire Department of Transportation.

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. Every effort will be made to obtain early resolution of complaints at the lowest level possible. The option of informal mediation meeting(s) between the affected parties and the NHDOT may be utilized for resolution. Any individual, group of individuals, or entity that believes they have been subjected to discrimination prohibited under Title VI and related statutes may file a written complaint to the following address:

Title VI Coordinator
New Hampshire Department of Transportation
PO Box 483, 7 Hazen Drive, Concord, NH 03302-0483
Phone: (603) 271-2467, TTY Access: (800) 735-2964
titlevi@dot.nh.gov

E. New Hampshire Department of Transportation Complaint Process

The following measures will be taken to resolve Title VI complaints:

- 1) A formal complaint must be filed within a hundred and eighty (180) days of the alleged occurrence. Complaints shall be in writing utilizing the Title VI Complaint Form and signed by the individual or his/her representative and will include the complainant's name, address, and telephone number: name of alleged discriminating official, basis of complaint (race, color, or national origin and the date of alleged act(s)). A statement detailing the facts and circumstances of the alleged discrimination must accompany all complaints.

- 2) In the case where a Complainant is unable or incapable of providing a written statement, a verbal complaint of discrimination may be made to the NHDOT Title VI Coordinator. Under these circumstances, the Complainant will be interviewed and the NHDOT Title VI Coordinator will assist the Complainant in converting the verbal allegations to writing.
- 3) The Department will investigate complaints filed with the Department against contractors, consultants, or other subrecipients. Complaints filed directly with the Department against the Department shall be forwarded to the appropriate US DOT agency for investigation.
- 4) When a complaint is received, the Title VI Coordinator will provide written acknowledgment to the Complainant, within ten (10) days by registered mail. At the same time, the complaint will be forwarded to the State of New Hampshire Attorney General's Office and to the appropriate US DOT agency.
- 5) If a complaint is deemed incomplete, additional information will be requested and the Complainant will be provided 60 business days to submit the required information. Failure to do so may be considered good cause for a determination of no investigative merit.
- 6) Within 15 business days from receipt of a complete complaint, the NHDOT will determine its jurisdiction in pursuing the matter and whether the complaint has sufficient merit to warrant investigation. Within five (5) days of this decision, the Commissioner or his/her authorized designee will notify the Complainant and Respondent, by registered mail, informing them of the disposition.
- 7) If the decision is not to investigate the complaint, the notification shall specifically state the reason for the decision.
- 8) If the complaint is to be investigated, the notification shall state the grounds of the NHDOT's jurisdiction, while informing the parties that their full cooperation will be required in gathering additional information and assisting the investigator.
- 9) When the NHDOT does not have sufficient jurisdiction, the Commissioner or his/her authorized designee will refer the complaint to the appropriate State or US DOT agency holding such jurisdiction.
- 10) If the complaint has investigative merit, the Commissioner or his/her authorized designee will assign an investigator. A complete investigation will be conducted, and an investigative report will be submitted to the Commissioner within 60 days from the jurisdiction determination date to conduct an investigation. A copy of the investigative report shall be forwarded to the respective US DOT agency within the same time period. The report will include a narrative description of the facts and circumstances of the alleged discrimination, summaries of all persons interviewed and a finding with recommendations and conciliatory measures where appropriate. If the investigation is delayed for any reason, the investigator

will notify the appropriate authorities and an extension will be requested to be approved by the Commissioner or his/her authorized designee.

11) The Commissioner or his/her authorized designee will issue letters of finding to the Complainant and Respondent within 90 days from receipt of the complaint.

12) If the Complainant is dissatisfied with the NHDOT's resolution of the complaint, he/she has the right to file a complaint with the:

**Departmental Office of Civil Rights US Department of Transportation
400 7th Street, S.W., Room #10215, S-30 Washington, D.C. 20590
(202) 366-4648; (202) 366-5992
TTY Access: (202) 366-9696; DC Relay: (202) 855-1000**

NHDOT uses this process to ensure that subrecipients are in compliance with Title VI requirements and to demonstrate that subrecipients were selected for funding in a nondiscriminatory manner. NHDOT will maintain and provide data and other relevant information to FTA as required including all pertinent data obtained from subrecipients.

F. New Hampshire Department of Transportation Title VI Complaint Form

Complaint Form, Complaint & Investigation Procedures and Complaint Log. See [Appendix C](#).

G. Active Lawsuits, Complaints, or Inquiries Alleging Discrimination

The New Hampshire Department of Transportation maintains a list of active investigations conducted by FTA and entities other than FTA, including lawsuits and complaints naming NHDOT that allege discrimination on the basis of race, color or national origin.

This list includes:

- the date that the transit-related Title VI investigation;
- lawsuit or complaint was filed;
- a summary of the allegation(s);
- the status of the investigation, lawsuit or complaint; and
- actions taken by NHDOT in response, or final findings related to the investigation, lawsuit, or complaint.

As of the writing of this program, there are zero (0) complaints pending which allege discrimination on the grounds of race, color, national origin or any other form of discrimination.

H. Active Complaints or Investigations

There are currently no active Title VI complaints against the NHDOT. A log can be found in [Appendix C](#).

V. NHDOT PUBLIC PARTICIPATION PLAN

Public Participation Plan (PPP). See [Appendix D](#).

Key Principles of the Public Participation Plan

The NHDOT PPP ([Appendix D](#)) has been prepared for continuous opportunity for input to ensure that no one is precluded from participating in the Department's transportation planning and development process. It ensures that:

- Potentially affected community members will have an appropriate opportunity to participate in decisions about a proposed activity that will affect their environment and/or health;
- The public's contribution can and will influence NHDOT's decision making;
- The concerns of all participants involved will be considered in the decision-making process; and
- NHDOT will seek out and facilitate the involvement of those potentially affected.

Through an open public process, NHDOT has developed a public participation plan to encourage and guide public involvement efforts and enhance access to NHDOT's transportation decision-making process by minority and LEP populations. The public participation plan describes the overall goals, guiding principles and outreach methods that NHDOT uses to reach the public.

LEP refers to persons for whom English is not their primary language and who have limited ability to read, write, speak, or understand English. It includes people who reported to the US Census American Community Survey that they speak English less than very well.

Goals of the Public Participation Plan

The overarching goals of NHDOT's PPP include:

- **Clarity in Potential for Influence** - The process clearly identifies and communicates where and how participants can have influence and direct impact on decision making.
- **Consistent Commitment** - NHDOT communicates regularly, develops trust with the community and builds community capacity to provide public input.
- **Diversity** - Participants represent a range of socioeconomic, ethnic and cultural perspectives, with representative participants including residents from low-income neighborhoods, ethnic communities and residents with Limited English Proficiency.
- **Accessibility** - Every reasonable effort is made to ensure that opportunities to participate are physically, geographically, temporally, linguistically and culturally accessible.
- **Relevance** - Issues are framed in such a way that the significance and potential effect is understood by participants.
- **Participant Satisfaction** - People who take the time to participate feel it is worth the effort to join the discussion and provide feedback.
- **Partnerships** - NHDOT develops and maintains partnerships with communities through the methods described in its public participation plan.
- **Quality Input and Participation** - Comments received by NHDOT are useful, relevant and constructive, contributing to better plans, projects, strategies and decisions.
- **Project Selection** - All projects selected by NHDOT are evaluated to ensure improvement of quality and available public and specialized transportation services to disparate populations.

Objectives of the Public Participation Plan

NHDOT's Public Participation Plan (PPP) is based on the following principles:

- **Flexibility** - The engagement process will accommodate participation in a variety of ways and be adjusted as needed.
- **Inclusiveness** - NHDOT will proactively reach out to and engage low income, minority and LEP populations from the service area.
- **Respect** - All feedback will be given careful and respectful consideration.
- **Proactive and Timely** - Participation methods will allow for early involvement and be ongoing.
- **Clear, Focused and Understandable** - Participation methods will have a clear purpose and use for the input and will be described in language that is easy to understand.
- **Honest and Transparent** - Information provided will be accurate, trustworthy and complete.
- **Responsiveness** – NHDOT will respond and incorporate appropriate public comments into transportation decisions.
- **Accessibility** – Meetings will be held in locations which are fully accessible and welcoming to all area residents, including, but not limited to, low-income and minority members of the public and in locations relevant to the topics being presented and discussed.

I. Public Participation Activities

Selection of Meeting Locations

When determining locations and schedules for public meetings, NHDOT will:

- Schedule meetings at times and locations that are convenient and accessible for minority and LEP communities;
- Employ different meeting sizes and formats including town hall type meeting formats;
- Coordinate with community organizations, educational institutions and other organizations to implement public engagement strategies that reach out specifically to members of affected minority and/or LEP communities;
- Consider radio, community television, or newspaper ads that serve LEP populations;
- Provide opportunities for public participation through means other than written communication, such as one-on-one interviews or use of audio or video recording devices to capture oral comments.

NHDOT Mediums

- Print – Newspapers and other periodicals; particularly any prominent non-English publications.
- Advertising on message boards.
- Website – NHDOT has assembled a comprehensive website.
- Social Media – NHDOT utilizes Facebook and Twitter to engage the community.
- Radio – Public Service Announcements (PSAs).
- E-mail to community partners, stakeholders and media listings.
- Public Information Sessions.
- Public Hearings.
- Zoom virtual meetings.
- Legal Notices.

J. Summary of NHDOT Outreach Efforts

NHDOT continues to increase input from a diverse public through communication with their respective community stakeholders. Local non-profits, social service providers, and other community-based groups have established ties with traditionally underserved groups. These stakeholders are familiar with the needs of the groups with which they work and are able to provide NHDOT with timely feedback that represents a wider array of input than NHDOT could reach on an individual scale.

Input from small business enterprises and non-profit agencies also provides NHDOT the ability to ensure a diverse workforce and business community is supported in equity and inclusion efforts. A DBE Coordinator position has been created at NHDOT to establish connections with small businesses/chambers of commerce, transportation partners at the state and federal level and the New Hampshire Department of Support Services Procurement and Support Services Office to expand outreach efforts for Civil Rights efforts. This additional staff expands the reach beyond the NHDOT daily network.

NHDOT continues to conduct meetings and training sessions for their subrecipients or future applicants in a hybrid, in-person or virtual options, to encourage education and understanding of Civil Rights topics. Public meetings and trainings are also cohosted with other agencies/stakeholders that receive direct federal funding and are required to hold public meetings.

NHDOT engages in a wide variety of planning and public education activities. A Ten-Year Transportation Improvement Plan is also updated and required every two years by state law. Input is given on identification and prioritization of projects for the next ten (10) years that will impact public transportation in the state. The Plan requires at least one public hearing and can impact budget decisions and recommendations made by the Governor. The Ten-Year Plan also impacts the NHDOT's process to develop a Statewide Transportation Improvement Program (STIP). This provides insight into four (4) year transportation project objectives are required by federal law. This Plan incorporates public comment periods for amendments and at least one public hearing for each of the Executive Council Districts in the state.

NHDOT requires Contractors providing fixed-route transit service are required to conduct public outreach efforts consistent with the state's public participation plan for any fare increases or major service reductions. The Title VI Coordinator will use this information to conduct a demographic analysis showing each town affected by a planned project(s). The analyses will be in the same format as those routinely conducted for other NHDOT projects, with additional emphasis on language access and outreach where appropriate. The results of each analysis are provided to the Director of Project Development with courtesy copies provided to principal Administrators.

VI. LANGUAGE ASSISTANCE PLAN

Language Assistance Plan (LAP). See [Appendix E](#).

Improving Access for People with Limited English Proficiency (LEP)

In order to ensure meaningful access to programs, services and activities, the NHDOT uses the information obtained in a Four Factor Analysis to determine the specific language services that are appropriate. This analysis helps the NHDOT to determine if it communicates effectively for persons with Limited English Proficiency (LEP) and informs language access planning.

K. Four Factor Analysis

This analysis considered four factors in determining the reasonable extent to which access shall be provided. Ultimately, a program, service, or activity with a demonstrated need for language services was deemed “critical,” as indicated by the US DOT Policy Guidance Concerning Recipients’ Responsibilities to LEP persons.

NHDOT will continue to conduct public outreach to establish which particular language groups are interacting with public transportation services. This may include surveys with public transit employees and passengers to identify specific languages requiring translation within the larger defined language groups defined in the U.S. Census, American Community Survey.

The following four factors were considered for each program or activity conducted by this Department:

- 1) The number or proportion of LEP persons served or encountered in the eligible service population. This information consisted of Census data relevant to the service area of each program or activity reviewed.
- 2) The frequency with which LEP individuals come in contact with the program, activity, or services. This information was based on anecdotal evidence and statistical records relating to previous encounters with LEP persons.
- 3) The nature and importance of the program, activity, or service. The major consideration for this aspect of the analysis was whether or not the program or activity is compulsory, voluntary, or informational. In the case of a service, the benefits of the service (or disadvantages of not having access to the service) were evaluated. Essentially the ramifications of a denial or delay in service were carefully considered.
- 4) Resources Available and Costs. For this factor, the number of multi-lingual employees available to serve as interpreters and provide basic translations when needed was considered. In addition, community agencies and action programs, as well as other statewide resources were examined to determine the feasibility of sharing services or economies of scale. Finally, the budget source and estimated costs for the type(s) of services needed were evaluated.

Language Assistance Resources

In order to ensure meaningful access to programs, services and activities, the NHDOT uses the information obtained in a Four Factor Analysis to determine the specific language services that are appropriate. This analysis helps the NHDOT to determine if it communicates effectively with LEP persons and informs language access planning.

Document Translation

The department has translated and posted on its [webpage](#) the following documents based on the language needs present across the state:

- Arabic translation of the Title VI Notice to the Public
- Cantonese translation of the Title VI Notice to the Public
- Chinese translation of the Title VI Notice to the Public
- French translation of the Title VI Notice to the Public
- Nepali translation of the Title VI Notice to the Public

- Portuguese translation of the Title VI Notice to the Public
- Spanish translation of the Title VI Notice to the Public
- Spanish translation of the Complaint Process information
- Spanish translation of the Complaint Form
- Vietnamese translation of the Title VI Notice to the Public

Program Areas in which information to the public is frequently provided via telephone or in person:

- Records
- ROW Relocation #
- Permits
- Main number/receptionist for public hearings
- Main number/receptionist for public info meetings
- Traffic main #/receptionists
- Main receptionist
- Transportation Systems Management & Operations (TSMO)

Internal Resources

- Arabic (Sultanate of Oman- similar to dialects of Iraqi, UAE, Bahrain, Eastern Saudi and Kuwait):
[Lou Barker](#), Railroad Planner 603-271-2425
- Bosnian/Serbo-Croatian:
[Larisa Djuvelek-Ruggiero](#), 603-271-2467
- French:
[Marc Laurin](#), Environmental, 603-271-4044
- German:
[Krista Robichaud](#), Human Resources, 603-271-8026
- Hebrew:
[David Kammer](#), Bureau of Environment, 603-271-7967
- Spanish:
[Samantha Fifield](#); District III, 603-524-6667 (this is the district III dispatch number, please explain to the dispatcher you need to speak with Samantha)
[Victoria Meyer](#), Highway Design, 603-271-2172

External Resources

Translation and Interpretation Services - 24/7, 365 days. Employees are required to request the language they need and report all usage to the NHDOT Title VI Liaison.

Rapport International

93 Moore Road
Sudbury, MA 01776
1-866-895-7403
www.RAPPORTINTL.com

Ascentria Care Alliance - Language Bank

Ms. Radia Sefiane 603-657-7414

NHDOT personnel with frequent contact with the public will receive training in the use of contracted telephone translation services. Language interpretation services can be arranged using "I speak Cards" and/or interpretation/translation agencies as those listed above.

All language services purchased or contracted as a direct project cost must be documented and reported to the Title VI Coordinator for payment processing and statistical tracking and analysis. The Department of Transportation Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficiency (LEP) Persons published in the Federal Register: December 14, 2005 (Volume 70, Number 239) states:

"A recipient's level of resources and the costs imposed may have an impact on the nature of the steps it should take in providing meaningful access for LEP persons. Smaller recipients with more limited budgets are not expected to provide the same level of language services as larger recipients with larger budgets. In addition, "reasonable steps" may cease to be reasonable where the costs imposed substantially exceed the benefits. Recipients should carefully explore the most cost-effective means of delivering competent and accurate language services before limiting services due to resource concerns. "

Based on this guidance, the NHDOT has reviewed its resources and deemed that given the level of LEP individuals in New Hampshire, upon request, the Department will translate vital documents into the language requested to ensure accessibility.

Although there will not be a fixed amount allocated from our yearly budget for the translation of documents, the cost associated with the necessary translation of document in order to comply with LEP requirements will be allocated on an as-needed basis.

Safe Harbor Stipulation

Federal law provides a "safe harbor" situation so that recipients can ensure with greater certainty that they comply with their obligation to provide written translations in languages other than English. A "safe harbor" means that if a recipient provides written translation in certain circumstances, such action will be considered strong evidence of compliance with the recipient's written-translation obligations under Title VI.

The failure to provide written translations under the circumstances does not mean there is noncompliance, but rather provides a guide for recipients that would like greater certainty of compliance than can be provided by a fact-intensive, four factor analysis. For example, even if a safe harbor is not used, if written translation of a certain document(s) would be so burdensome as to defeat the legitimate objectives of its program, it is not necessary. Other ways of providing meaningful access, such as effective oral interpretation of certain vital documents, might be

acceptable under such circumstances. Strong evidence of compliance with the recipient's written translation obligations under "safe harbor" includes providing written translations of vital documents for each eligible LEP language group that constitutes 5% or 1,000, whichever is less, of the population of persons eligible to be served or likely to be affected or encountered. Translation of other documents, if needed, can be provided orally.

This "safe harbor" provision applies to the translation of written documents only. It does not affect the requirement to provide meaningful access to LEP individuals through competent oral interpreters as oral language services are needed and are reasonable.

VII. REPORTING REQUIREMENTS AND GUIDELINES TO SUBRECIPIENTS

All NHDOT subrecipients are required to maintain and provide the following information to the Department. This information, submitted in a report format, is required for all NHDOT subrecipients to ensure that their programs, policies and activities comply with the Department of Transportation Title VI regulations. These requirements must be submitted prior to the approval of a grant application and updated information should be provided as warranted.

Submissions to NHDOT

Subrecipients shall submit their Title VI assurance as part of their certification and assurance submission to NHDOT. NHDOT shall confirm receipt of the Title VI assurances from subrecipients prior to passing through FTA funds to subrecipients. Subrecipients should report every three (3) years with the information described in this section. The report submitted by each subrecipient will outline the form, policies and activities of its Title VI program. In addition to triennial reporting, NHDOT will perform periodic on-site compliance reviews to verify compliance.

Requirement to develop Title VI complaint procedures

In order to comply with 40 CFR Section 21.9 (b), NHDOT subrecipients shall develop procedures for investigating and tracking Title VI complaints filed against them and make their procedures for filing a complaint available to members of the public. Subrecipients may adopt, with appropriate revisions, the Title VI complaint investigation and tracking procedures as shown in this document. Each subrecipient must submit its complaint and investigative procedures to NHDOT every three (3) years.

Requirement to record Title VI investigations, complaints and lawsuits

In order to comply with 49 CFR Section 21.9 (b), subrecipients shall prepare and maintain a list of any active investigations conducted by entities other than FTA, lawsuits, or complaints naming the subrecipient that allege discrimination on the basis of race, color, or national origin. This list shall include:

- The date of the investigation, lawsuit, or complaint was filed;
- A summary of the allegation(s);
- The status of the investigation, lawsuit, or complaint;
- Actions taken by the subrecipient in response to the investigation, lawsuit, or complaint.

Subrecipients may create their own format for recording Title VI investigations, complaints and lawsuits or they can adopt the format shown in this document. Subrecipients must submit the record keeping procedures to NHDOT every three (3) years.

Requirement to provide meaningful access to LEP persons

Title VI and its implementing regulations require that FTA subrecipients take responsible steps to ensure meaningful access to the benefits, services, information and other important portions of their programs and activities that have LEP.

Developing a Language Assistance Plan

Subrecipients can ensure that LEP persons have meaningful access to their programs and activities by developing and carrying out a Language Assistance Plan (LAP) following the FTA guidance entitled “Implementing the Department of Transportation’s Policy Guidance Concerning Recipients’ Responsibilities to Limited English Proficient (LEP) Persons: A Handbook for Public Transportation Providers.”

Certain NHDOT subrecipients, such as those serving very few LEP persons or those with very limited resources may choose not to develop a written LEP plan. However, the absence of a written LEP plan does not obviate the underlying obligation to ensure meaningful access by LEP persons to a recipient’s program or activities. Subrecipients electing not to prepare a written language implementation plan should consider other ways to reasonably provide meaningful access. At a minimum, NHDOT recommends that summaries of vital documents be translated upon request and services of qualified community volunteers be utilized when oral interpretation is needed. Subrecipients submit their LEP guidelines to NHDOT every three (3) years.

Requirement to notify beneficiaries of protection under Title VI

In order to comply with 49 CFR Section 21.9 (d), subrecipients shall provide information to the public regarding their Title VI obligations and apprise members of the public of the protections against discrimination afforded to them by Title VI. NHDOT subrecipients shall disseminate this information to the public through measures that can include but shall not be limited to a posting on the agency’s website. Each subrecipient must submit the Title VI obligations for beneficiaries to NHDOT every three (3) years. The notice must include the following information:

- A statement that the agency operates programs without regard to race, color, and national origin.
- A description of the procedures that members of the public should follow in order to request additional information on the subrecipients’ nondiscrimination obligations.
- A description of the procedures that members of the public should follow in order to file a discrimination complaint against the subrecipient.

In complying with the above requirements, subrecipients should keep the following guidance in mind:

- 1) **Dissemination:** Agencies may inform the public of their rights under Title VI through such measures as posters, comment cards, social media, or flyers placed at stations and in transit vehicles. The type, timing and frequency of these measures are at the subrecipient’s discretion.

- 2) **General Notification:** Agencies may include a statement of nondiscrimination on the basis of race, color and national origin.
- 3) **Document Translation:** Notices detailing a subrecipient's Title VI obligations and complaint procedures should be translated into languages other than English, as needed and consistent with the DOT LEP Guidance.
- 4) **Subrecipients:** NHDOT provides guidance and oversight to the Title VI Plan subrecipients may use.

Requirement to provide additional information upon request

At the discretion of NHDOT, information other than that required by this Plan may be requested, in writing, from a subrecipient to investigate complaints of discrimination or to resolve concerns about possible noncompliance with Title VI.

Requirement to prepare and submit a Title VI Plan

NHDOT requires recipients to report certain general information to determine compliance with Title VI. The collection and reporting of this program constitute the subrecipient's Title VI Plan. To ensure compliance with 49 CFR Section 21.9(b), NHDOT requires that all subrecipients document their compliance with this chapter by submitting a Title VI Plan to NHDOT once every three (3) years.

Guidance on conducting and analysis of projects

Subrecipients should integrate an environmental justice analysis into their National Environmental Policy Act (NEPA) document of construction projects. Subrecipients are not required to conduct environmental justice analyses of projects where NEPA documentation is not required. Recipients preparing documentation for a categorical exclusion (CE) can meet this requirement by completing and submitting FTA's standard CE checklist, which includes a section on community disruption and environmental justice. FTA recommends that recipients preparing an environmental assessment (EA) or environmental impact statement (EIS) integrate into their documents:

- A description of the low-income and minority population within the study area affected by this project and a discussion of the method used to identify this population.
- A discussion of all adverse effects that would affect the identified minority and low-income population.
- A discussion of all positive effects that would affect the identified minority and low-income population, such as improvement in transit service, mobility, or accessibility.
- A discussion of all mitigation and environmental enhancement actions incorporated into the project to address the adverse effects, including, but not limited to, any special features of the relocation program that go beyond the requirements of the Uniform Relocation Act and address adverse community effects such as separation or cohesion issues; and the replacement of the community resources destroyed by the project.
- A discussion of the remaining effects, if any and why further mitigation is not proposed.

Guidance on promoting inclusive public participation

NHDOT subrecipients can make their own determination of what specific measures are most appropriate for their area and should make this determination based on the composition of the

population affected, the type of public involvement process planned and the resources available to the agency. NHDOT subrecipients should make determinations based on the composition of the population affected by the subrecipient's action, type of public involvement process planned by the subrecipient and the resources available to the agency. Efforts to involve minority and low-income people in public involvement activities can include both comprehensive measures, such as social media, placing public notices at in common areas and in all vehicles and take measures targeted to overcome linguistic, institutional, cultural, economic, historical, or other barriers that may prevent minority and low-income people effectively participating in a subrecipient's decision-making process.

Submission of Demographic Analysis

Each subrecipient is required to submit a demographic analysis of their service area to verify that the level and quality of service is provided on an equitable basis. The analysis should be provided to NHDOT every three (3) years.

VIII. ENFORCEMENT

After determining that a grantee is in non-compliance with Title VI, NHDOT will take the following action:

Procedures for securing voluntary compliance

Prior to taking enforcement measures, NHDOT will attempt to resolve non-compliance informally by using the following procedures:

Determination of Non-compliance

NHDOT may determine a deficiency or non-compliance with Title VI following a compliance review or after NHDOT completes an investigation in response to a Title VI complaint.

Notification to the Subrecipient

When NHDOT has determined that a subrecipient is in non-compliance with Title VI, it will transmit a "Letter of Finding" to the grantee that describes NHDOT's determination and requests that the grantee voluntarily takes corrective action(s) that NHDOT deems necessary and appropriate.

Subrecipient Response

Upon receipt of NHDOT Letter of Finding, the subrecipient must submit a remedial action plan, including a list of planned corrective actions and, if necessary, sufficient reasons and justification for NHDOT to reconsider any of its findings or recommendations within thirty (30) days.

Request for Reconsideration

Requests for reconsideration should state which of the NHDOT findings or recommendations the subrecipient thinks should be reconsidered. Provide a justification for the request to reconsider, including any evidence or information supporting such a request and include a written assurance that on the basis of the requested reconsideration, the agency is or otherwise will come into compliance with Title VI.

NHDOT Review of the Subrecipient Response

Within 30 days after receiving the recipient or subrecipient's response NHDOT will:

- review the submitted remedial action plan and any request for reconsideration and decide what remedial action(s) are necessary and appropriate to bring the grantee into compliance.
- If necessary, before making a decision, NHDOT may conduct a site visit to substantiate information or statements contained in the recipient or subrecipient's response.
- Issue a decision, including its findings and recommendations, as part of a final remedial action plan, which will be sent to the recipient or subrecipient for review and consent. Consent means that the grantee agrees to initiate action(s) specified in the plan.

Conditions for Declining the Remedial Action Plan

The recipient or subrecipient has fifteen (15) days to agree or disagree with the final remedial action plan. If a recipient or subrecipient does not agree with this plan, it must submit a written statement of its reasons for not agreeing to the remedial actions contained in the plan. In doing so, the recipient or subrecipient will be considered in noncompliance and a meeting will be scheduled within 30 days to resolve the stated disagreements.

Enforcement Proceedings

Enforcement proceedings will be taken by NHDOT to suspend, terminate, or refuse to grant or continue Federal financial assistance to a subrecipient when the parties cannot agree on a final remedial action plan. Such action is appropriate in cases where all means of informal resolution have failed to bring the subrecipient into compliance.

IX. APPENDICES

Appendix A: Title VI Notices to the Public



New Hampshire Department of Transportation Title VI Notice to Public

The New Hampshire Department of Transportation (NHDOT) hereby gives public notice of its policy to uphold and assure full compliance with Title VI of the Civil Rights Act of 1964. Title VI prohibits discrimination in Federally assisted programs and requires that no person in the United States of America shall, on the grounds of race, color and national origin be excluded from the participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity receiving Federal assistance.

Any person who believes they have been aggrieved by an unlawful discriminatory practice regarding the NHDOT's programs has a right to file a formal complaint with the NHDOT. Any such complaint must be in writing and submitted to the NHDOT Title VI Coordinator within one hundred eighty (180) days following the date of the alleged occurrence. For more information regarding civil rights complaints, please contact:

Title VI Coordinator
New Hampshire Department of Transportation
PO Box 483, 7 Hazen Drive
Concord, NH 03302-0483
titlevi@dot.nh.gov
(603) 271-2467
TTY ACCESS: (800) 735-2964

If information is needed in another language contact: 603-271-2467

Si necesita información en otro contacto de la lengua:

Si l'information est nécessaire dans un autre contact de langue:

Se são necessárias informações em outro contacto linguístico:

如果信息需要另一种语言接触:

Nếu cần thông tin liên lạc ngôn ngữ khác:

English



مديرية مواصلات نيو هامبشير
المادة السادسة (Title VI) العالم للجمهور عن عدم التمييز

تقوم مديرية المواصلات في نيو هامبشير (NHDOT) بموجب هذا بإخطار الجمهور بسياساتها لدعم

وضمن الميثاق لعام للمادة السادسة من قانون الحقوق المدنية لعام 1964، وقانون استعادة الحقوق المدنية لعام 1987، وجميع القوانين ذات الصلة. يشترط البند السادس والقوانين ذات الصلة والتي تحظر التمييز في البرامج التي تدعمها الحكومة الفيدرالية عدم استبعاد أي شخص في الولايات المتحدة الأمريكية، بسبب اللون أو الأصل القومي، من المشاركة في، أو حرمانه من الحصول على نوايا، أو أن يتعرض للتمييز في أي برنامج أو نشاط ينفذه المساعدة الفيدرالية.

يحق لأي شخص يعتقد أنه تعرض للظلم بسبب ممارسة تمييزية غير قانونية فيما يتعلق ببرامج NHDOT تقديم شكوى رسمية إلى NHDOT. يجب أن تكون أي شكوى مكتوبة وأن تُرسل إلى مكتب NHDOT

Title VI في غضون مائة وثمانين (180) يومًا من تاريخ وقوع الحادث المزعوم. لمزيد من المعلومات في ما يتعلق شكوى الحقوق المدنية، يرجى الاتصال بـ:

Title VI Coordinator
New Hampshire Department of Transportation
PO Box 483, 7 Hazen Drive
Concord, NH 03302-0483
titlevi@dot.nh.gov
(603) 271-2467
(800) 735-2964: TTY ACCESS

إذا كانت هناك حاجة إلى معلومات بلغة أخرى ، قم بالاتصال: 603-271-2467
:Si necesita información en otro contacto de la lengua
:Si l'information est nécessaire dans un autre contact de langue
:Se são necessárias informações em outro contacto linguístico
:如果信息需要另一种语言接触
:Nếu cần thông tin liên lạc ngôn ngữ khác



Yùnshū xīnhǎnbùshí'ěr bù
dì liù zhāng tōngzhī gōngzhòng

yùnshū xīnhǎnbùshí'ěr bù (NHDOT) jìn cǐ fù yǔ qí wéihù hé quèbǎo wánquán zūnshǒu dì liù zhāng mínguán fǎ'àn 1964 nián, 1987 nián mínguán huīfù fǎ, yǐjǐ suǒyǒu xiāngguān de fǎguī zhèngcè de gōnggào. Dì liù zhāng jí xiāngguān fǎguī, jìnzhǐ zài liánbāng yuánzhù de fāng'àn de qíshì guīdìng, rèn hé rén zài měilìjiān hézhòngguó yīng, zhǒngzú, fūsè, guójí, xìngbié, niánlíng huò cánjí ér bèi páichú zài cānyù, bèi jùjué de de hǎochù, huò gēnjù rèn hé jihuà huò huódòng jiēshòu liánbāng yuánzhù, fǒuzé shòudào qíshì.

Rèn hé rén shuí xiāngxìn yǒuguān NHDOT de jiémù, tāmen yīzhí bùfú wéifǎ de qíshì xìng zuòfǎ yǒu yīgè dào wénjiàn de NHDOT zhèngshì tóusù de quánlì. Rèn hé cǐ lèi tóusù bìxū yǐ shūmiàn xíngshì, bìng zài yībǎi bāshí (180) rìnèi tíjiāo NHDOT dì liù zhāng xiétíáo xià zhǐchēn fāshēng de rìqí. Yǒuguān gōngmín quánlì de tóusù gèng duō xìnxī, qǐng liánxì:

Title VI Coordinator
New Hampshire Department of Transportation
PO Box 483, 7 Hazen Drive
Concord, NH 03302-0483
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Si l'information est nécessaire dans un autre contact de langue:

Se são necessárias informações em outro contacto linguístico:

如果信息需要另一种语言接触:

Nếu cần thông tin liên lạc ngôn ngữ khác

Cantonese



新罕布什爾州交通局 第六章/非歧視通知書的公共

新罕布什爾州交通運輸部（NHDOT）在此向公眾發布其維護和確保完全遵守1964年《民權法》第六章，1987年《民權恢復法》以及所有相關法規的政策。第六章和禁止聯邦援助計劃中歧視的相關法規要求，在美國，不得以種族，膚色和國籍為由將任何人排除在參與範圍之內，不得剝奪其利益，或以其他方式剝奪其利益受到接受聯邦援助的任何計劃或活動的歧視。

任何認為自己對NHDOT計劃的非法歧視行為感到不滿的人都有權向NHDOT提出正式投訴。任何此類投訴都必須以書面形式提出，並在所稱事件發生之日後一百八十（180）天內提交給NHDOT第VI協調員。有關民權投訴的更多信息，請聯繫：

第六名協調員
新罕布什爾州交通局
Hazen Drive 7號郵政信箱483
康科德 (NH 03302-0483)
titlevi@dot.nh.gov
(603) 271-2467
TTY訪問：(800) 735-2964

If information is needed in another language contact: 603-271-2467

Si necesita información en otro contacto de la lengua:

Si l'information est nécessaire dans un autre contact de langue:

Se são necessárias informações em outro contacto linguístico:

如果信息需要另一种语言接触:

Nếu cần thông tin liên lạc ngôn ngữ khác:



Département des transports du New Hampshire Titre VI / Non-discrimination Avis aux du public

Le ministère des Transports du New Hampshire (NHDOT) donne par la présente un avis public de sa politique visant à maintenir et à assurer la pleine conformité avec le titre VI de la loi sur les droits civils de 1964, la loi sur la restauration des droits civils de 1987 et toutes les lois connexes. Le titre VI et les lois connexes interdisant la discrimination dans les programmes bénéficiant de l'aide du gouvernement fédéral exigent qu'aucune personne aux États-Unis d'Amérique ne soit, pour des raisons de race, de couleur et d'origine nationale, exclue de la participation, se voit refuser les avantages ou soit autrement l'objet de discrimination dans le cadre de tout programme ou activité bénéficiant d'une aide fédérale.

Toute personne qui pense avoir été lésée par une pratique discriminatoire illégale concernant les programmes du NHDOT a le droit de déposer une plainte officielle auprès du NHDOT. Toute plainte de ce type doit être présentée par écrit et soumise au spécialiste du titre VI du NHDOT dans les cent quatre-vingt (180) jours suivant la date de l'événement présumé. Pour plus d'informations sur les plaintes pour atteinte aux droits civils, veuillez contacter:

Titre VI Coordinateur
Département des transports du New Hampshire
PO Box 483, 7 Hazen Drive
Concord, NH 03302-0483
titlevi@dot.nh.gov
(603) 271-2467
ACCÈS ATS : (800) 735-2964

If information is needed in another language contact: 603-271-2467

Si necesita información en otro contacto de la lengua:

Si l'information est nécessaire dans un autre contact de langue:

Se são necessárias informações em outro contacto linguístico:

如果信息需要另一种语言接触:

Nếu cần thông tin liên lạc ngôn ngữ khác:

French



न्यू ह्याम्सर यातायात विभाग
दफा ६ / आमनागरिकका लागि गैर-भेदभावसम्बन्धी सूचना
(Title VI / Nondiscrimination Notice to the Public)

न्यू ह्याम्सर यातायात विभाग (New Hampshire Department of Transportation; NHDOT) यसैमार्फत सन् १९६४ को नागरिक अधिकार ऐन (Civil Rights Act) को दफा ६ (Title VI), सन् १९८७ को नागरिक अधिकारको पुनर्स्थापना ऐन (Civil Rights Restoration Act), र सबै सम्बन्धित कानूनहरूसम्बन्धी नीति पूर्ण रूपमा कायम राख्न र पालना गर्न आश्वस्त पार्छ भनी सार्वजनिक सूचना जारी गर्छ। दफा ६ र सम्बन्धित कानूनहरूले संघीय सरकारको सहायता प्राप्त कार्यक्रमलाई भेदभाव बन्देजका लागि संयुक्त राज्य अमेरिकाभित्र कसैलाई पनि जाति, रंग र राष्ट्रिय मूलका आधारमा भाग लिनबाट बञ्चित हुन, यसका सुविधाबाट पाखा लगाउन रोक लगाएको छ, वा यस्तोमा संघीय सहायता पाउने कुनै पनि कार्यक्रम वा गतिविधिअन्तर्गत भेदभाव गरेको भन्ने ठहर्नेछ।

कसैलाई एनएचडिओटी (NHDOT) सम्बन्धी कार्यक्रमहरूमा गैर-कानुनी भेदभावपूर्ण अमलबाट आफू पीडित भएको लाग्छ भने उक्त व्यक्तिगत एनएचडिओटीमा औपचारिक रूपमा गुनासो दाखिला गर्ने अधिकार हुन्छ। त्यस्तो कुनै पनि गुनासो लिखित रूपमा हुनुपर्छ र एनएचडिओटीका दफा ६ संयोजक (NHDOT Title VI Coordinator) समक्ष कथित घटना भएको मितिपछि एक सय असी (१८०) दिनभित्र बुझाउनु पर्छ। नागरिक अधिकार गुनासाहरूसम्बन्धी थप जानकारीका लागि, कृपया सम्पर्क गर्नुहोस्:

Title VI Coordinator
New Hampshire Department of Transportation
PO Box 483, 7 Hazen Drive
Concord, NH 03302-0483
titlevi@dot.nh.gov
६०३.२७१.३७३४ (603.271.2467)

श्रवणशक्ति कमजोर तथा बहिरा व्यक्तिको सम्पर्क (TTY ACCESS): ८००.७३५.२९६४ (800.735.2964)

यदि अरू भाषामा जानकारी चाहियो भने ६०३.२७१.२४६७ (603.271.2467) मा सम्पर्क गर्नुहोस्

Si necesita información en otro contacto de la lengua:

Si l'information est nécessaire dans un autre contact de langue:

Se são necessárias informações em outro contacto linguístico:

如果信息需要另一种语言接触:

Nếu cần thông tin liên lạc ngôn ngữ khác:

Nepali



**Departamento de Transporte de New Hampshire
Título VI / Nondiscrimination Aviso aos do Público**

O Departamento de Transportes de New Hampshire (NHDOT) avisa publicamente sua política de manter e garantir a total conformidade com o Título VI da Lei de Direitos Civis de 1964, a Lei de Restauração de Direitos Civis de 1987 e todos os estatutos relacionados. O título VI e os estatutos relacionados que proíbem a discriminação em programas assistidos pelo governo exigem que nenhuma pessoa nos Estados Unidos da América seja excluída da participação, com base na raça, cor e origem nacional, seja negada os benefícios ou de outra forma sujeitos a discriminação em qualquer programa ou atividade que receba assistência federal. Qualquer pessoa que acredite ter sido prejudicada por uma prática discriminatória ilegal em relação aos programas do NHDOT tem o direito de registrar uma queixa formal com o NHDOT. Qualquer reclamação deve ser feita por escrito e enviada ao Especialista do Título VI do NHDOT dentro de cento e oitenta (180) dias após a data da suposta ocorrência. Para mais informações sobre reclamações de direitos civis, entre em contato com:

**Título VI Coordinator
Departamento de Transporte de New Hampshire
PO Box 483, 7 Hazen Drive
Concord, NH 03302-0483
titlevi@dot.nh.gov
(603) 271-2467
Acesso a TTY: (800) 735-2964**

If information is needed in another language contact: 603-271-2467

Si necesita información en otro contacto de la lengua:

Si l'information est nécessaire dans un autre contact de langue:

Se são necessárias informações em outro contacto linguístico:

如果信息需要另一种语言接触:

Nếu cần thông tin liên lạc ngôn ngữ khác:

Portuguese



**Departamento de Transporte de New Hampshire
Título VI / No Discriminación Aviso a la Pública**

El Departamento de Transporte de New Hampshire (NHDOT) por este medio notifica públicamente su política para mantener y garantizar el pleno cumplimiento del Título VI de la Ley de Derechos Civiles de 1964, la Ley de Restauración de Derechos Civiles de 1987 y todos los estatutos relacionados. El Título VI y los estatutos relacionados que prohíben la discriminación en los programas con asistencia federal requieren que ninguna persona en los Estados Unidos de América, por motivos de raza, color y origen nacional, sea excluida de la participación, se le nieguen los beneficios o se le denegué lo contrario. sujeto a discriminación bajo cualquier programa o actividad que recibe asistencia federal.

Cualquier persona que crea que ha sido perjudicada por una práctica discriminatoria ilegal con respecto a los programas del NHDOT tiene derecho a presentar una queja formal ante el NHDOT. Cualquier queja de este tipo debe presentarse por escrito y presentarse al Especialista del Título VI del NHDOT dentro del ciento ochenta (180) días posteriores a la fecha del supuesto hecho. Para obtener más información sobre las quejas de derechos civiles, comuníquese con:

**Coordinador del Título VI
Departamento de Transporte de New Hampshire
PO Box 483, 7 Hazen Drive
Concord, NH 03302-0483
titlevi@dot.nh.gov
(603) 271-2467
ACCESO TTY: (800) 735-2964**

If information is needed in another language contact: 603-271-2467

Si necesita información en otro contacto de la lengua:

Si l'information est nécessaire dans un autre contact de langue:

Se são necessárias informações em outro contacto linguístico:

如果信息需要另一种语言接触:

Nếu cần thông tin liên lạc ngôn ngữ khác:

Spanish



**Sở giao thông New Hampshire
Tiêu đề VI / Thông báo không phân biệt đối xử với công chúng**

Bộ Giao thông Vận tải New Hampshire (NHDOT) thông báo công khai về chính sách của mình nhằm duy trì và đảm bảo tuân thủ đầy đủ Tiêu đề VI của Đạo luật Dân quyền năm 1964, Đạo luật Phục hồi Quyền Dân sự năm 1987 và tất cả các đạo luật liên quan. Tiêu đề VI và các đạo luật liên quan cấm phân biệt đối xử trong các chương trình được Liên bang hỗ trợ yêu cầu rằng không ai ở Hoa Kỳ, vì lý do chủng tộc, màu da và nguồn gốc quốc gia, bị loại trừ khỏi việc tham gia, bị từ chối lợi ích của, hoặc nếu không bị phân biệt đối xử theo bất kỳ chương trình hoặc hoạt động nào nhận được hỗ trợ của Liên bang.

Bất kỳ ai tin rằng họ đã bị kích động bởi một hành vi phân biệt đối xử bất hợp pháp liên quan đến các chương trình của NHDOT đều có quyền nộp đơn khiếu nại chính thức với NHDOT. Bất kỳ khiếu nại nào cũng phải được lập thành văn bản và gửi cho Điều phối viên Tiêu đề VI của NHDOT trong vòng một trăm tám mươi (180) ngày sau ngày xảy ra cáo buộc. Để biết thêm thông tin về khiếu nại dân quyền, xin vui lòng liên hệ:

**Điều phối viên Title VI
Sở giao thông New Hampshire
PO Box 483, 7 ổ Hazen
Sốt, NH 03302-0483
titlevi@dot.nh.gov
(603) 271-2467**

TIẾP CẬN TTY: (800) 735-2964

If information is needed in another language contact: 603-271-2467

Si necesita información en otro contacto de la lengua:

Si l'information est nécessaire dans un autre contact de langue:

Se são necessárias informações em outro contacto linguístico:

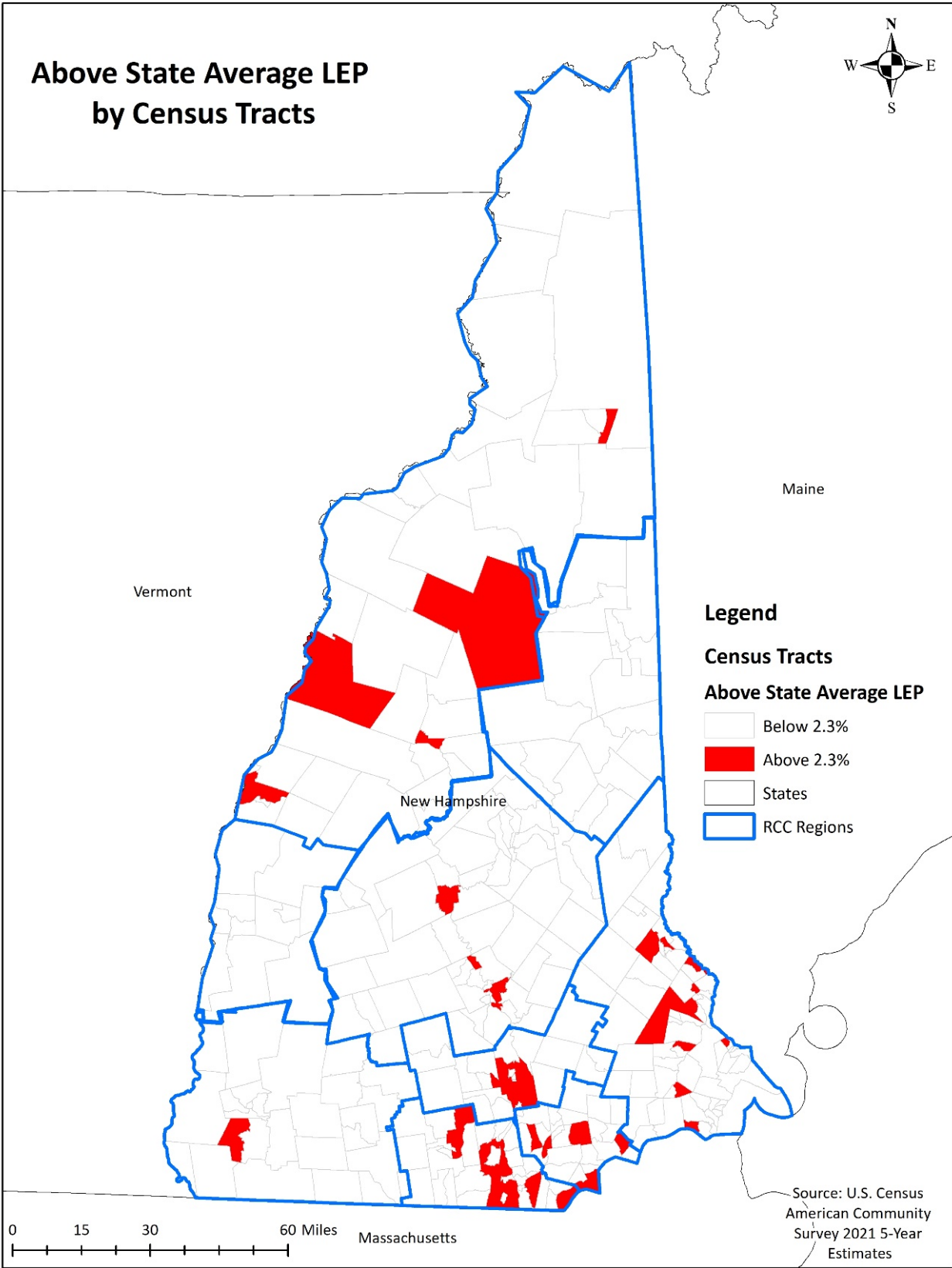
如果信息需要另一种语言接触:

Nếu cần thông tin liên lạc ngôn ngữ khác:

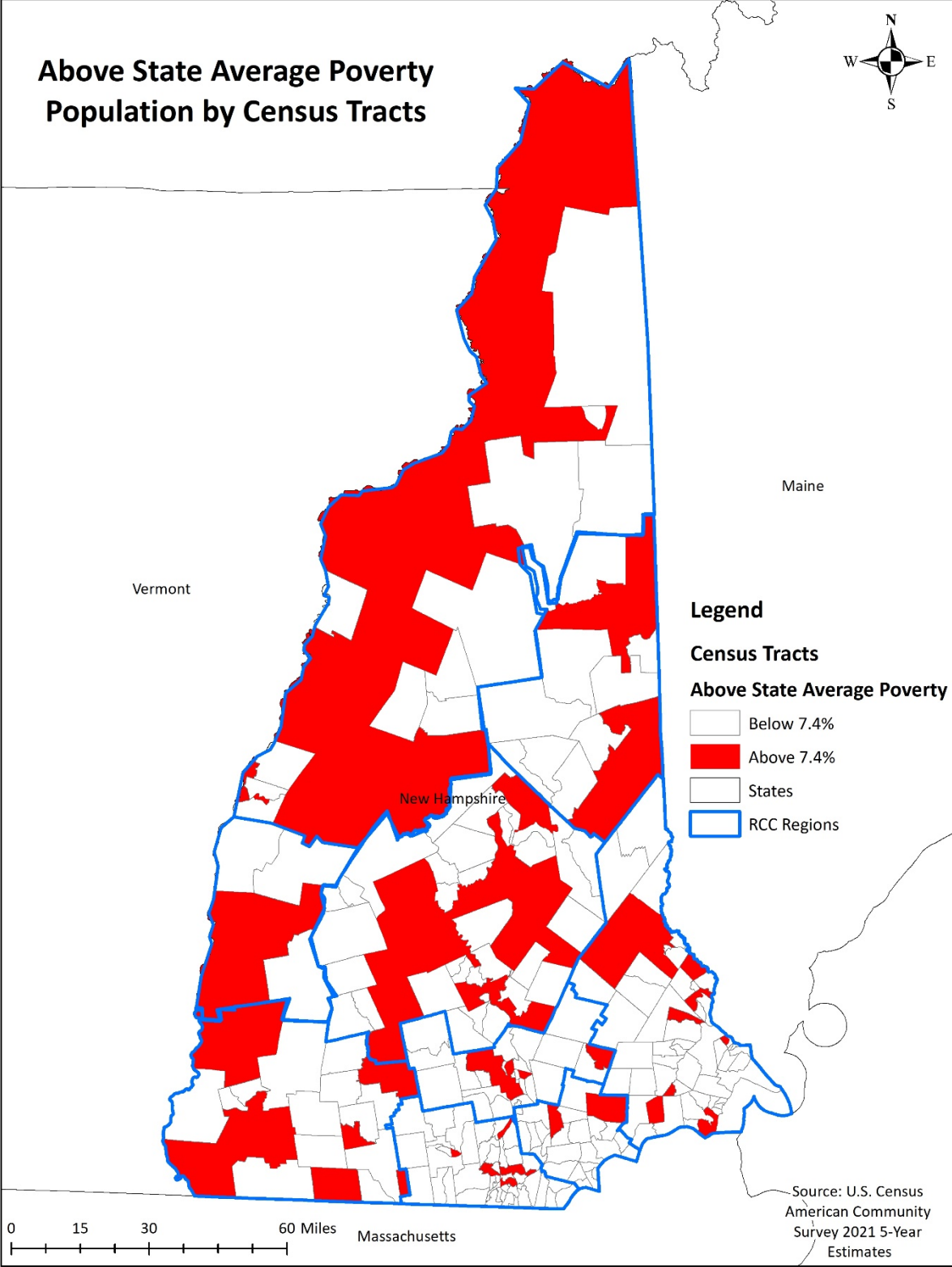
Vietnamese

Appendix B: Demographic Maps

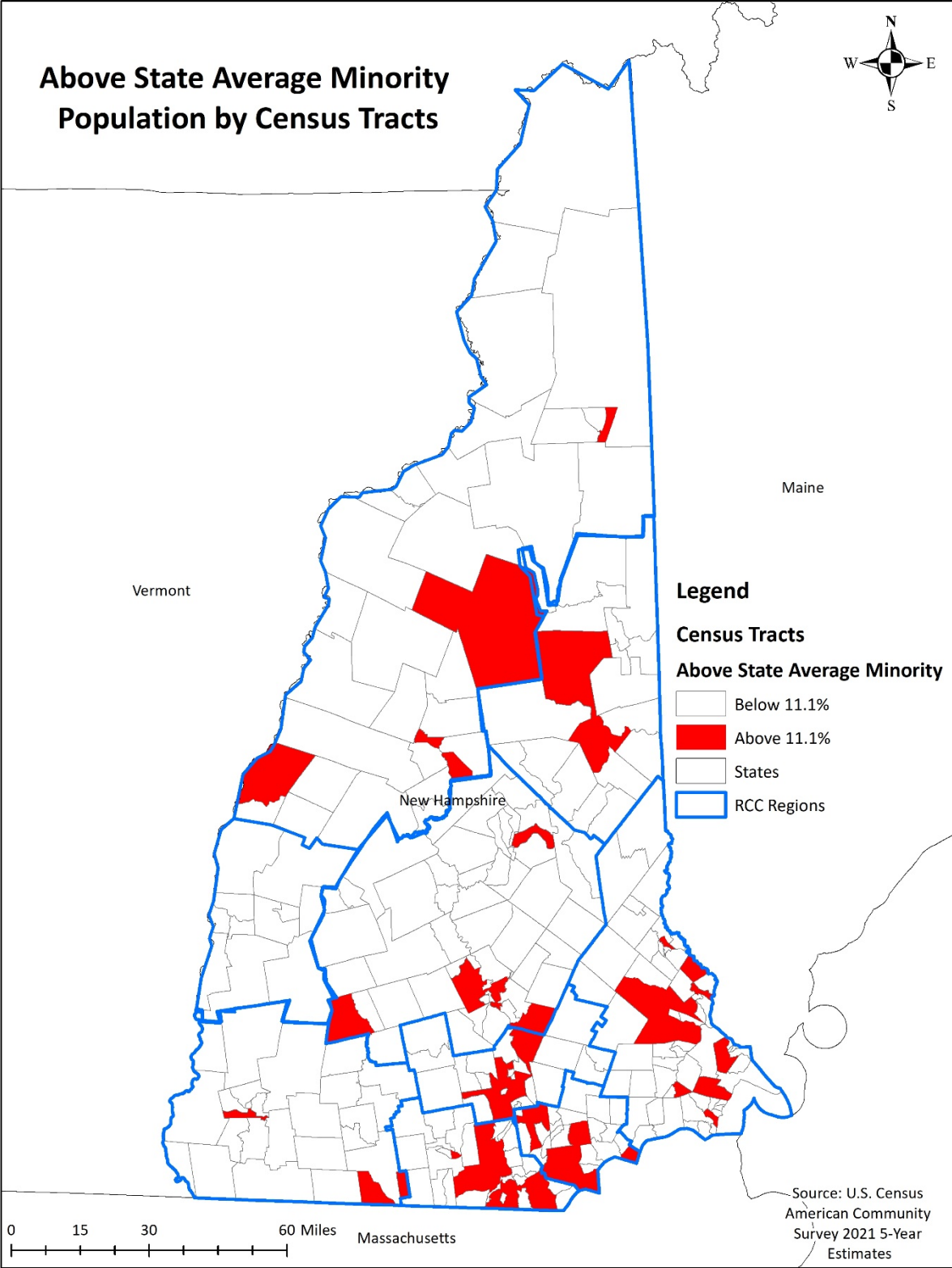
Map I – Limited English Proficiency Population



Map II: Low-income Population



Map III: Minority Population



Appendix C: Title VI Complaint Procedure Documentation



Title VI Complaint Form

The purpose of Title VI is to ensure that no person in the United States shall, on the grounds of race, color, 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 from the U.S. Department of Transportation.

The program enables the New Hampshire Department of Transportation (NH DOT) and subrecipients to comply with requirements contained in the Title VI regulations issued by the U.S. Department of Justice (DOJ) (28 CFR Part 42, Subpart F) and the U.S. Department of Transportation (DOT) (49 CFR Part 21), and to administer programs, policies, and activities in a manner that is consistent with the DOT Order on Environmental Justice (Order 5610.2) and the DOT Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient (LEP) Persons (70 FR 74087, December 14, 2005).

If you wish to file a complaint, please complete the form and explain as clearly as possible what happened and why you believe you were discriminated against.

Section I:		
Name:		
Address:		
Telephone (Home):	Telephone (Work):	
E-Mail Address:		
Section II:		
Are you filing this complaint on your own behalf?	Yes*	No
*If you answered "yes" to this question, go to Section III.		
If not, please supply the name and relationship of the person for whom you are complaining:		
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 a third party.	Yes	No
Section III:		
<i>I believe the discrimination I experienced was based on (check all that apply):</i>		
<input type="checkbox"/> Race	<input type="checkbox"/> Color	<input type="checkbox"/> National Origin

Date of Alleged Discrimination (Month, Day, Year): _____

Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, please use the back of this form.

Section IV:

Have you previously filed a Title VI complaint with this agency?	Yes	No
--	-----	----

Section V:

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:

Section VI:

Name of agency complaint is against:

Contact person:

Title:

Telephone number:

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

Signature and date required below.

Signature

Date

Please submit this form to: Title VI Coordinator
New Hampshire Department of Transportation PO Box 483, 7 Hazen Drive Concord, NH 03302-0483
Phone: (603) 271-2467, TTY Access: (800) 735-2964, Email: titlevi@dot.nh.gov

Title VI Complaint and Investigation Procedures

These procedures cover all complaints filed under Title VI of the Civil Rights Act of 1964 for alleged discrimination in any program or activity administered by The New Hampshire Department of Transportation.

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. Every effort will be made to obtain early resolution of complaints at the lowest level possible. The option of informal mediation meeting(s) between the affected parties and the NH DOT may be utilized for resolution.

Any individual, group of individuals or entity that believes they have been subjected to discrimination prohibited under Title VI and related statutes may file a written complaint to the following address:

Title VI Coordinator
New Hampshire Department of Transportation
PO Box 483, 7 Hazen Drive
Concord, NH 03302-0483
Phone: (603) 271-2467
TTY Access: (800) 735-2964
titlevi@dot.nh.gov

The following measures will be taken to resolve Title VI complaints:

- 1) A formal complaint must be filed within 180 days of the alleged occurrence. Complaints shall be in writing utilizing the Title VI Complaint Form and signed by the individual or his/her representative, and will include the complainant's name, address and telephone number; name of alleged discriminating official, basis of complaint (race, color, or national origin), and the date of alleged act(s). A statement detailing the facts and circumstances of the alleged discrimination must accompany all complaints.
- 2) In the case where a complainant is unable or incapable of providing a written statement, a verbal complaint of discrimination may be made to the NH DOT Title VI Coordination. Under these circumstances, the complainant will be interviewed, and the NH DOT Title VI Coordination will assist the Complainant in converting the verbal allegations to writing.
- 3) The Department will investigate complaints filed with the Department against contractors, consultants, or other sub-recipients. Complaints filed directly with the Department against the Department shall be forwarded to the appropriate US DOT agency for investigation.
- 4) When a complaint is received, the Title VI Coordinator will provide written acknowledgment to the Complainant, within ten (10) days by registered mail. At the same time, the complaint will be forwarded to the State of New Hampshire Attorney General's Office and to the appropriate US DOT agency.
- 5) If a complaint is deemed incomplete, additional information will be requested, and the Complainant will be provided 60 business days to submit the required information. Failure to do so may be considered good cause for a determination of no investigative merit.
- 6) Within 15 business days from receipt of a complete complaint, the NH DOT will determine its jurisdiction in pursuing the matter and whether the complaint has sufficient merit to warrant investigation. Within five (5) days of this decision, the Commissioner or his/her authorized designee will notify the Complainant and Respondent, by registered mail, informing them of the disposition.
 - a. If the decision is not to investigate the complaint, the notification shall specifically state the reason for the decision.

- b. If the complaint is to be investigated, the notification shall state the grounds of the NH DOT's jurisdiction, while informing the parties that their full cooperation will be required in gathering additional information and assisting the investigator.
- 7) When the NH DOT does not have sufficient jurisdiction, the Commissioner or his/her authorized designee will refer the complaint to the appropriate State or US DOT agency holding such jurisdiction.
- 8) If the complaint has investigative merit, the Commissioner or his/her authorized designee will assign an investigator. A complete investigation will be conducted, and an investigative report will be submitted to the Commissioner within 60 days from the jurisdiction determination date to conduct an investigation. A copy of the investigative report shall be forwarded to the respective US DOT agency within the same time period. The report will include a narrative description of the incident, summaries of all persons interviewed, and a finding with recommendations and conciliatory measures where appropriate. If the investigation is delayed for any reason, the investigator will notify the appropriate authorities, and an extension will be requested.
- 9) The Commissioner or his/her authorized designee will issue letters of finding to the Complainant and Respondent within 90 days from receipt of the complaint.
- 10) If the Complainant is dissatisfied with the NH DOT's resolution of the complaint, he/she has the right to file a complaint with the:

**Departmental Office of Civil Rights
U.S. Department of Transportation
400 7th Street, S.W., Rm #10215, S-30
Washington D.C. 20590
(202) 366-4648
(202) 366-5992
TTY Access: (202) 366-9696
DC Relay: (202) 855-1000**



Título VI formulario

El propósito del título VI es asegurarse de que ninguna persona en los Estados Unidos, por motivos de raza, color, credo o nacionalidad de origen, se excluya de la participación en, se negada los beneficios de o ser objeto de discriminación bajo ningún programa o actividad que reciba asistencia financiera Federal desde el Departamento de transporte de Estados Unidos. Estatutos posteriores ha ampliado el ámbito del título VI incluir prohibiciones contra la discriminación por motivos de edad, el sexo y la discapacidad.

El programa permite que el Departamento de transporte de New Hampshire (NH punto) y subreceptores para cumplir con los requisitos contenidos en el Reglamento del título VI emitido por el Departamento estadounidense de Justicia (DOJ) (28 CFR parte 42, Subparte F) y el Departamento de transporte de Estados Unidos (DOT) (49 CFR parte 21) y para administrar los programas, políticas y actividades de una manera que sea consistente con la orden de punto sobre justicia ambiental (orden 5610.2) y las responsabilidades de la DOT política orientación acerca de los destinatarios a las personas de inglés limitado (LEP) (70 FR 74087, 14 de diciembre de 2005). Si usted desea presentar una queja, por favor complete el formulario y explicar lo más claramente posible lo que pasó y por qué usted cree que fueron discriminados en contra.

Sección I:		
Nombre:		
Dirección:		
Teléfono (casa):	Teléfono (trabajo):	
Dirección de correo electrónico:		
Sección II:		
¿Se presenta esta queja en su propio nombre?	Sí *	No
* Si usted contestó "sí" a esta pregunta, vaya a la sección III.		
Si no, proporcione el nombre y la relación de la persona para quien se queja de que:		
Explique por qué usted ha presentado por un tercero:		

Confirme que ha obtenido el permiso de la parte agraviada si presenta en nombre de un tercero.	Si	No
Sección III:		
Creo que la discriminación que experimenté fue basada en (Marque todas las que apliquen):		
Carrera de []	de Color []	origen nacional []
Fecha de la supuesta discriminación (mes, día, año): _____		

Explicar lo más claramente posible lo que pasó y por qué usted cree que fueron discriminados en contra. Describir a todas las personas que participaron. Incluir el nombre y la información de contacto de las persona o personas que discriminan en contra suya (si lo conoce) así como los nombres e información de contacto de los testigos. Si necesita más espacio, use el dorso de este formulario.

Sección IV:

¿Usted ha presentado una demanda de título VI con esta agencia anteriormente?	Si	No
---	----	----

Sección V:

¿Se ha presentado esta queja con otros federales, estatales o agencia local, o con cualquier Tribunal Federal o estatal?

Sí No

Si sí, compruebe todas las que apliquen:

Agencia Federal: _____

Tribunal Federal _____ agencia estatal _____

Estado de corte _____ Agencia Local _____

Sírvanse proporcionar información sobre una persona de contacto en la Agencia/corte donde se presentó la queja.

Nombre:

Título:

Agencia:

Dirección:

Teléfono:

Sección VI :

Nombre de la denuncia de la Agencia es contra:

Persona de contacto:

Título:

Número de teléfono:

Puede adjuntar cualquier material escrito o cualquier otra información que usted piensa que es relevante a su queja. Firma y fecha requerida a continuación

Firma

Fecha

**Por favor, envíe este formulario para: Coordinador de Title VI
New Hampshire Department of Transportation
PO Box 483, 7 Hazen Drive, Concord NH 03302-0483
Telefono: (603) 271-2467, TTY: (800) 735-2964
Email: titlevi@dot.nh.gov**

Título VI queja y los procedimientos de investigación

Estos procedimientos cubren todas las quejas del título VI del acto de derechos civiles de 1964, sección 504 de la ley de rehabilitación de 1973 y los americanos con incapacidades de 1990, por la supuesta discriminación en cualquier programa o actividad administrada por el Departamento de transporte de New Hampshire (NH DOT).

Estos procedimientos no niegan el derecho del demandante a presentar quejas formales con otras agencias estatales o federales, o buscar un abogado privado para denuncias de discriminación. Se hará todo lo posible para obtener la pronta resolución de las quejas en el nivel más bajo posible. La opción de vía de mediación informal entre las partes afectadas y el punto de NH puede utilizarse para la resolución. Cualquier individuo, grupo de personas o entidad que se cree que han sido sometidos a discriminación prohibida bajo el título VI y estatutos relacionadas pueden presentar una queja por escrito a la siguiente dirección:

Coordinador de Title VI
New Hampshire Department of Transportation
PO Box 483, 7 Hazen Drive
Concord, NH 03302-0483
Teléfono: (603) 271-6612
Acceso TTY: (800) 735-2964

Se tomarán las siguientes medidas para resolver quejas de título VI:

- 1.) Una queja debe presentarse dentro de los 180 días de la supuesta aparición. Compílanos deberá ser por escrito utilizando el formulario de reclamación de título VI y firmado por la persona o su representante e incluirá el número de nombre, dirección y teléfono del autor; nombre de la supuesta discriminación oficial, base de la queja (raza, color, origen nacional) y la fecha de presuntos actos. Una declaración detallando los hechos y circunstancias de la supuesta discriminación debe acompañar todas las quejas.
- 2.) En el caso donde el demandante es incapaz o incapaces de dar una declaración por escrito, puede presentar una queja verbal de discriminación al punto de NH título VI Especialista. En estas circunstancias, se entrevistará el querellante y el punto NH título VI Especialista ayudará a la querellante en convertir los alegatos verbales a la escritura.
- 3.) El Departamento investigará quejas con el departamento contra contratistas, consultores y otros subreceptores. Quejas directamente con el departamento contra el Departamento se remitirán a la Agencia nos punto apropiada para la investigación.
- 4.) Cuando se recibe una queja, el Especialista del título VI proporcionará reconocimiento escrito al demandante, dentro de los diez 10 días por correo certificado. Al mismo tiempo, la queja se remitirá el estado de New Hampshire Fiscalía y a la agencia apropiada de nosotros punto.
- 5.) Si una denuncia es considerada incompleta, se solicitará información adicional y el querellante se prestará 60 días hábiles para presentar la información requerida. No hacerlo puede considerarse buena causa para una determinación de ningún mérito investigativo.
- 6.) Dentro de 15 días hábiles desde la recepción de una queja completa, el punto de NH determinará su jurisdicción en el asunto y si la denuncia tiene mérito suficiente para justificar la investigación. Dentro de los cinco 5 días de esta decisión, el Comisario o su autorizado designado notificará el demandante y el demandado, por correo certificado, informándoles de la disposición.
 - a. si la decisión no es investigar la queja, la notificación indicará específicamente el motivo de la decisión.
 - b. si la denuncia es investigada, la notificación indicará los motivos de la jurisdicción del punto de NH,

mientras se informa a las partes a que se requerirá su plena cooperación en la recopilación de información adicional y colaborar con el investigador.

- 7.) Cuando el NH punto no tiene suficiente jurisdicción, el Comisario o su autorizado designado referirá la demanda a la agencia apropiada de Estado o punto nos sostiene esa jurisdicción.
- 8.) Si la denuncia tiene mérito investigativo, el Comisario o su autorizado designado asignará un investigador. Se llevará a cabo una investigación completa, y se presentará un informe de investigación al Comisario dentro de 60 días desde la recepción de la denuncia. Una copia del informe de investigación se remitirá a la respectiva Agencia nos punto dentro del mismo plazo de tiempo. El informe incluirá una descripción narrativa de los hechos, resúmenes de todas las personas entrevistadas, y un hallazgo con recomendaciones y conciliador medidas donde corresponda. Si la investigación se retrasa por cualquier motivo, el investigador notificará a las autoridades competentes, y se solicitará una extensión.
- 9.) El Comisionado o su autorizado designado emitirá cartas de encontrar para el demandante y el demandado dentro de 90 días desde la recepción de la denuncia.
- 10.) Si el demandante no está satisfecho con la resolución de la queja del punto NH, tiene derecho a presentar una queja ante la:

**Departmental Office of Civil Rights
U.S. Department of Transportation
400 7th Street, S.W., Rm #10215, S-30
Washington D.C. 20590
(202) 366-4648
Acceso TTY: (202) 366-9696
Relé DC: (202) 855-1000**

TITLE VI COMPLAINT LOG
NEW HAMPSHIRE DEPARTMENT OF TRANSPORTATION

Date Complaint Filed	Date OFC Received Complaint	Complainant's Name/contact Information	Complainant's Race/Color/Sex/National Origin/Age/Disability	Basis of Complaint	Date(s) of Alleged Act	Date Forwarded to Division Office	Investigation Completed & Disposition

Appendix D: Public Participation Plan

Please see the [Public Involvement Procedures](#) for New Hampshire Transportation Improvement Projects

Appendix E: Language Assistance Plan

Please see the [Language Assistance Plan](#) for New Hampshire Transportation