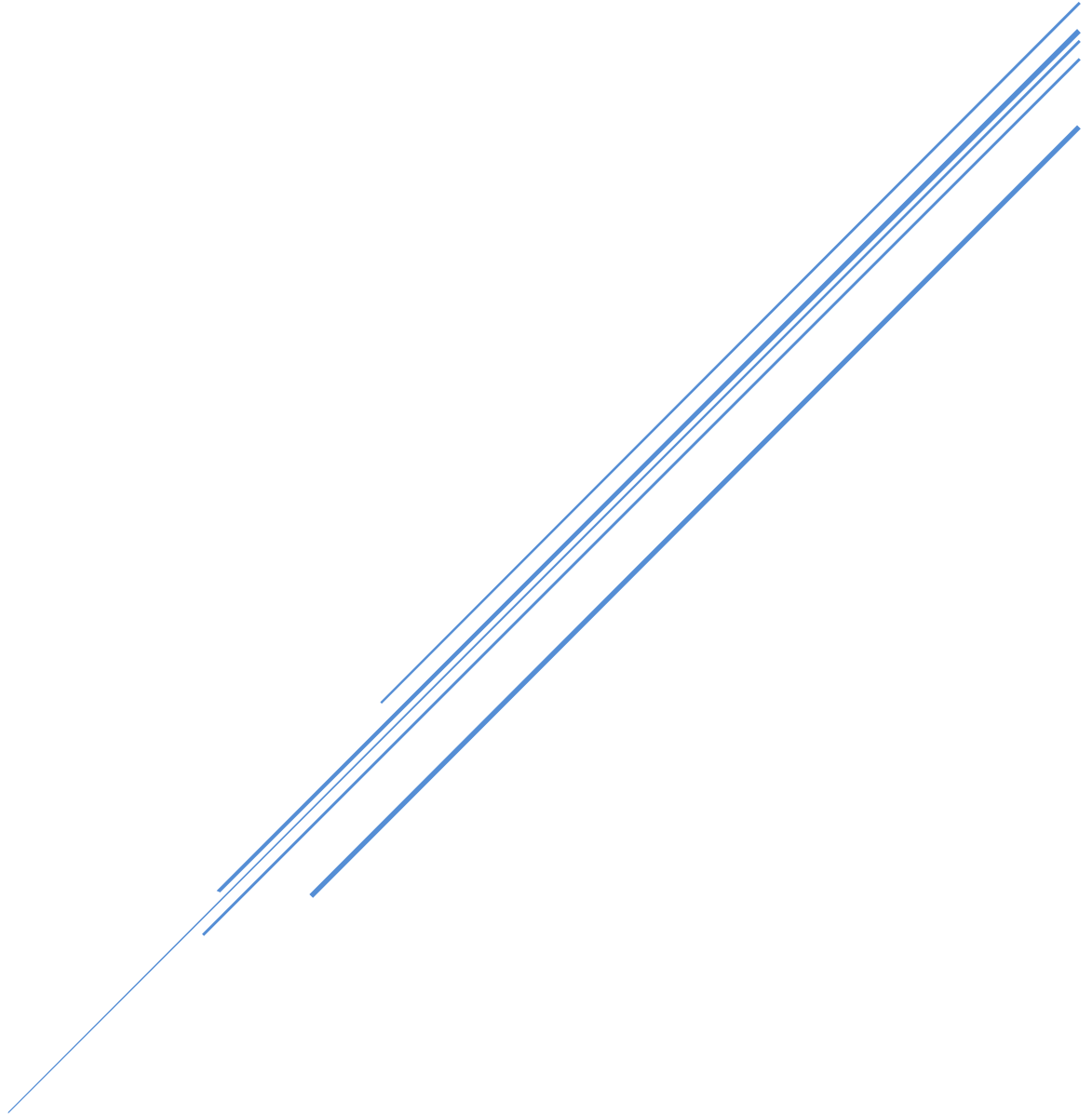


# CENTRAL NH REGIONAL PLANNING COMMISSION

Title VI Policy



To Ensure Nondiscrimination in all Programs and Activities  
Approved April 13, 2017

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## I. Civil Rights Policy

The **Central NH Regional Planning Commission's** (CNHRPC) Title VI Program ensures that the level and quality of the CNHRPC's services are provided in a nondiscriminatory manner and that the opportunity for full and fair participation is offered to the Region's citizens. Additionally, the CNHRPC has a separate Language Assistance Plan, which, in accordance with Executive Order 13116 (Improving Access to Services for Persons with Limited English Proficiency), examines the need for services and materials for people for whom English is not their primary language and who have a limited ability to read, write, speak, or understand English.

The CNHRPC's policy is to ensure compliance with Title VI of the Civil Rights Act of 1964 (Pub. L. 88-352), as amended, and other statutes and authorities that prohibit discrimination in any Federally assisted program or service, and all requirements imposed by or pursuant to Federal Transit Administration (FTA) Circular FTA C 4702.1B, "Title VI Requirements and Guidelines for Federal Transit Administration Recipients," (October 1, 2012).

No person shall, on the grounds of race, color, national origin, sex, disability or age, religion or income status be excluded from participation in, be denied the benefits of, or otherwise be subjected to discrimination in any program or activity carried out by CNHRPC. The CNHRPC will also monitor and enforce statutory requirements imposed on its sub-recipients and participants of federally assisted programs and projects. The CNHRPC further assures that every effort will be made to ensure nondiscrimination in all of its programs and operations, regardless of funding source.

CNHRPC operates without regard to race, color, national origin, sex, age, creed, disability, or income status. CNHRPC's meetings are held in accessible locations, and reasonable accommodations are made for individuals with disabilities upon request within a reasonable advance notice. If you would like accessibility or language accommodation for any CNHRPC meeting, please contact the CNHRPC Office Manager at 603-226-6020 or by email: [jmock@cnhrpc.org](mailto:jmock@cnhrpc.org).

If you feel you have been discriminated against based on your race, color, national origin, sex, age, creed, disability, or income status, you may file a complaint following the CNHRPC Title VI Complaint Form (included as Appendix A). If you cannot download the document or need additional information, please feel free to contact the Central NH Regional Planning Commission (CNHRPC) at 603-226-6020.

*"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

## II. Notice to the Public

To make the public aware of its commitment to Title VI compliance, and their right to file a civil rights complaint, CNHRPC has posted the following information in English on its website and in the CNHRPC office.

*“CNHRPC operates its programs and activities without regard to race, color, national origin, sex, religion, disability or age in accordance with Title VI of the Civil Rights Act and other statutes and authorities that prohibit discrimination in federally assisted programs and activities. Any person who believes they have been aggrieved by any unlawful discriminatory practice under Title IV may file a complaint with CNHRPC. For more information on CNHRPC’s civil rights program and the procedures to file a complaint, please contact CNHRPC’s Office Administrator at (603)-226-6020; email [jmock@cnhrpc.org](mailto:jmock@cnhrpc.org) or visit our administrative office at 28 Commercial St. Concord, NH from 8:30am – 4:30pm Monday thru Friday. For more information about CNHRPC’s programs and services, visit [www.cnhrpc.org](http://www.cnhrpc.org). If information is needed in another language, please contact CNHRPC at (603)-226-6020.”*

## III. Discrimination Complaint Procedures

CNHRPC has established a process for riders to file a complaint under Title VI. Any person who believes that she or he has been discriminated against on the basis of race, color, national origin, *sex, religion, disability or age* by CNHRPC may file a Title IV complaint by completing and submitting the agency’s Title VI Complaint Form available at our office or on our website [www.cnhrpc.org](http://www.cnhrpc.org) along with a written narrative describing the complaint. You have the right to file a complaint with the CNHRPC Office Manager, NHDOT Title VI Coordinator or the Federal Transit Administration’s Office of Civil Rights.

Methods of filing a complaint: Complete the Complaint Form along with a written narrative, and send it to:

CNHRPC  
28 Commercial Street  
Concord NH, 03301

The written narrative should include the basis of discrimination (i.e. race, disability, age, etc.), the program or service the discrimination relates to, names and/or titles of individuals involved, the nature of relationship to the person for whom the complaint is being filed about, a description of the incident including date and location, and the complainant’s (and their third party representative, if applicable) contact information.

CNHRPC investigates complaints received no more than sixty days after the alleged incident. CNHRPC will process complaints that are complete. Once the complaint is received, CNHRPC will review it and the complainant will receive an acknowledgement letter informing them whether the complaint will be investigated by CNHRPC.

CNHRPC has up to thirty days to investigate the complaint. If more information is needed to resolve the case, the CNHRPC may contact the complainant. The complainant has thirty days from the date of the letter to send requested information to the investigator assigned to the case.

If CNHRPC’s investigator is not contacted by the complainant or does not receive the additional information within thirty days, CNHRPC can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

After the investigator reviews the complaint, one of two letters will be issued to the complainant: a closure letter or a letter of finding (LOF). A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed.

A LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member, or other action will occur. If the complainant wishes to appeal the decision, she/he has ten days after the date of the letter or the LOF to do so.

A person may also file a complaint directly with the Federal Transit Administration, at:

Federal Transit Administration  
Office of Civil Rights  
1200 New Jersey Avenue SE  
Washington, DC 20590

#### IV. Active Lawsuits, Complaints or Inquiries Alleging Discrimination

CNHRPC maintains a list of active investigations conducted by FTA and entities other than FTA, including lawsuits and complaints naming CNHRPC 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 CNHRPC 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.

#### V. Public Participation and Decision Making Body

The Commissioner's for the CNHRPC are appointed by each of the twenty municipalities in the region. The Commissioner's meet 4 to 5 times a year and make decisions related the operation of the CNHRPC. The Executive Committee, a seven person sub-committee, meets monthly to deal with administrative issues. The full Commission and Executive Committee meetings are open to the public, please see the CNHRPC's website to see the time and location for the next scheduled meetings. The CNHRPC encourages members of the public to attend and provide input.

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Tyson Miller, Chair

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Michael Tardiff, Executive Director

Adopted April 13, 2017

## Appendix A

### TITLE VI COMPLAINT FORM: Central New Hampshire Regional Planning Commission

#### SECTION I

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

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

\_\_\_\_\_

Telephone Numbers: (home) \_\_\_\_\_ (work) \_\_\_\_\_

E-Mail Address: \_\_\_\_\_

Accessible Format Requirements?

Large Print  Audio  TDD  Other \_\_\_\_\_

The Federal Transit Administration (FTA) Office of Civil Rights is responsible for civil rights compliance and monitoring, which includes ensuring that providers of public transportation properly abide by Title VI of the Civil Rights Act of 1964, Executive Order 12898, "Federal Actions To Address Environmental Justice in Minority Populations and Low-income Populations," and the Department of Transportation's Guidance to Recipients on Special Language Services to Limited English Proficient (LEP) Beneficiaries.

In the Central NH Regional Planning Commission (CNHRPC) complaint investigation process, we analyze the complaint's allegations for possible Title VI. Assistance is offered to correct the inadequacies within a predetermined timeframe. Complaint allegations will be reported to the State of New Hampshire Department of Transportation and will be presented to the transportation provider. If deficiencies are identified the Department of Transportation may also refer the matter to the U.S. Department of Justice for enforcement.

#### 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 the answer was "no," please supply the name of the person for whom you are complaining:

\_\_\_\_\_

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

\_\_\_\_\_

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

SECTION III

Have you previously filed a Title VI complaint with CNHRPC or the FTA? Yes \_\_\_ No \_\_\_

If “yes,” what was your FTA Complaint Number? \_\_\_\_\_

(Note: This information is needed for administration purposes; we will assign the same complaint number to the new complaint.)

Have you ever filed with any of the following agencies?

Transit provider \_\_\_ NHDOT \_\_\_ Department of Justice \_\_\_ Equal Opportunity Commission \_\_\_  
Other \_\_\_\_\_

Have you filed a lawsuit regarding this complaint? Yes \_\_\_ No \_\_\_

If “yes”, please provide a copy of the complaint form.

(Note: The above information is helpful for administrative tracking purposes. However, if litigation is pending regarding the same issues, we defer to the decision of the court.)

SECTION IV

On separate sheets, please describe your complaint. You should include specific details such as names, dates, times, route number, witnesses, and any other information that would assist us in our investigation of your allegations. Please also provide any other documentation that is relevant to this complaint.

SECTION V

May we release a copy of your complaint to NH DOT? Yes \_\_\_ No \_\_\_

May we release your identity to NH DOT? Yes \_\_\_ No \_\_\_

Signature: \_\_\_\_\_

(Note: We cannot accept your complaint without a signature.)

Date: \_\_\_\_\_

4/5/17