

# LACKAWANNA LUZERNE MPO

## TITLE VI PLAN

JANUARY 2024

PREPARED FOR:

**LACKAWANNA-LUZERNE  
TRANSPORTATION STUDY MPO**

**LACKAWANNA COUNTY  
REGIONAL PLANNING COMMISSION**

123 Wyoming Avenue, 5th Floor  
Scranton, PA 18503

**LUZERNE COUNTY  
PLANNING COMMISSION**

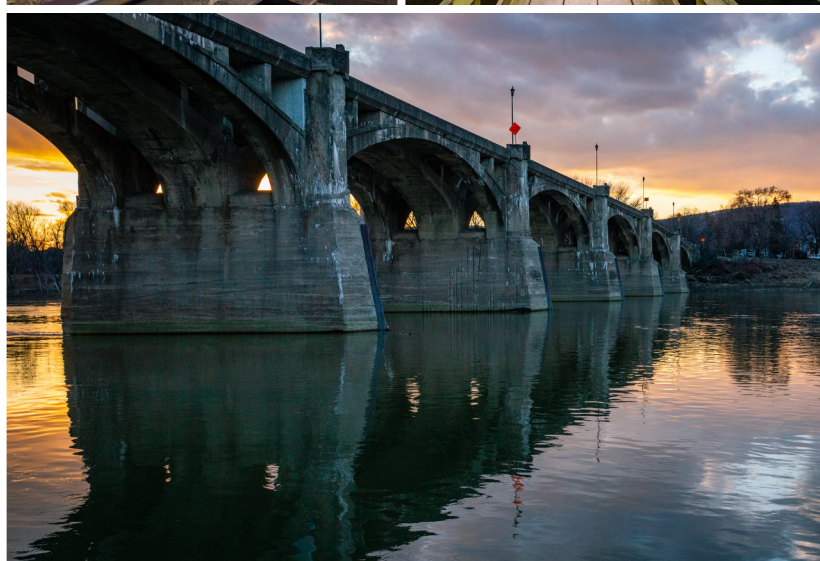
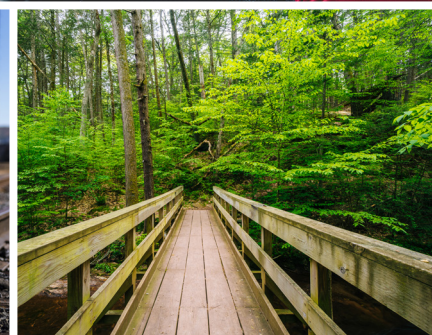
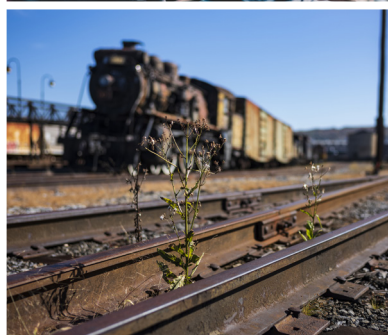
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**FINAL  
PLAN**

PREPARED BY:

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**Michael Baker**  
INTERNATIONAL



## **English**

ATTENTION: If you speak another language other than English, language assistance services can be made available to you. Call 1 (570) 825-1589.

## **Vietnamese**

LƯU Ý: Nếu quý vị nói một ngôn ngữ khác không phải tiếng Anh, các dịch vụ hỗ trợ ngôn ngữ có thể được cung cấp cho quý vị. Gọi 1 (570) 825-1589.

## **Korean**

주의: 영어 이외의 다른 언어를 사용하는 경우, 언어 지원 서비스를 이용할 수 있습니다. 1 (570) 825-1589으로 전화하십시오.

## **French**

« ATTENTION : Si vous parlez une autre langue que l'anglais, des services d'assistance linguistique peuvent être mis à votre disposition. Appelez le 1 (570) 825-1589. »

## **Somali**

FIIRO GAAR AH: Haddii aad ku hadasho luqad kale aanan ahayn Ingiriisiga, adeegyada gargaarka luqadda ayaa lagu diyaarin karaa. Wac 1 (570) 825-1589.

## **Russian**

ВНИМАНИЕ: если вы говорите на другом языке, вам может быть оказана языковая помощь. Обратитесь в информационно-справочную службу по номеру: 1 (570) 825-1589.

## **Ukrainian**

УВАГА: якщо ви розмовляєте іншою мовою, вам може бути надана мовна допомога. Зверніться до інформаційно-довідкової служби за номером: 1 (570) 825-1589.

## **Simplified Chinese**

请注意：如果您说英语以外的另一种语言，我们可以为您提供语言帮助服务。请致电1 (570) 825-1589。

## **Traditional Chinese**

請注意：如果您說英語以外的另一種語言，我們可以為您提供語言幫助服務。請致電1 (570) 825-1589。

## **Arabic**

تنبيه: إذا كنت تتحدث لغة أخرى غير اللغة الإنجليزية، يمكننا توفير خدمات المساعدة اللغوية لك. اتصل بالرقم 1 (570) 825 1589.

### **Burmese**

သတိပြုရန်- သင်သည် အင်္ဂလိပ် ဘာသာစကား မဟုတ်သော အခြား ဘာသာစကားကို ပြောလျှင် သင့်အတွက် ဘာသာစကား အကူအညီ ဝန်ဆောင်မှုကို ရရှိနိုင်ပါသည်။ 1 (570) 825-1589 သို့ ခေါ်ဆိုပါ။

### **Japanese**

注意：英語以外の言語を話す場合は、言語支援サービスを利用できるようにすることができます。電話 1 (570) 825-1589

### **Hindi**

ध्यान देंयदि आप अंगरेजी केअलावा कोई अन्य भाषा बोलते हैं, तो आपको भाषा सहायता सेवाएंउपलब्ध कराई जा सकती हैं। 1 (570) 825-1589 पर कॉल करें

### **Italian**

ATTENZIONE: Se parli una lingua che non sia l'inglese, i servizi di assistenza linguistica possono essere messi a tua disposizione. Chiama 1 (570) 825-1589.

### **Polish**

UWAGA: Jeśli posługujesz się językiem innym niż angielski, możesz skorzystać z usługi pomocy językowej. Zadzwoń pod numer 1 (570) 825-1589.

### **Nepali**

ध्यान दिनुहोस्: यदि तपाईं अंगरेजीबाहेक अन्य भाषा बोल्नुहुन्छ भने तपाईंलाई भाषा सहायता सेवा उपलब्ध गराउन सिकन्छ। 1 (570) 825-1589 मा फोन गर्नुहोस्।

### **Urdu**

توجہ دیں: اگر آپ انگریزی کے علاوہ کوئی اور زبان بولتے ہیں تو آپ کی زبان میں مدد کے لیے آپ کو خدمات فراہم کرائی پر کال کریں۔ 570 825-1589 (1) جاسکتی ہے۔ براہ کرم

### **Spanish**

ATENCIÓN: Si habla otro idioma que no sea inglés, habrá servicios de asistencia en otros idiomas disponibles. Llame al 1 (570) 825-1589.

### **Greek**

ΠΡΟΣΟΧΗ: Εάν μιλάτε άλλη γλώσσα διαφορετική από τα αγγλικά, οι υπηρεσίες γλωσσικής βοήθειας μπορούν να σας διατεθούν. Καλέστε 1 (570) 825-1589.

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## Introduction

Title VI of the Civil Rights Act of 1964 states:

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*"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."*

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Subsequent laws, regulations, directives, and executive orders broadened the factors for which discrimination is prohibited to include sex, disability, age, income, and limited English proficiency (LEP). In addition to Title VI of the Civil Rights Act, two other Executive Orders have been enacted to include additional non-discrimination requirements:

- **Executive Order 12898** mandates that federal agencies address Environmental Justice for low-income and minority persons and populations.
- **Executive Order 13166** mandates that federal agencies ensure that people who have limited English proficiency have meaningful access to federally-conducted and/or funded programs and activities.

The United States Department of Transportation (USDOT) Order 6640.23 specifies that both the Federal Highway Administration (FHWA) and the Federal Transit Administration (FTA) are required to implement environmental justice (EJ) principles in all programs, policies, and activities. The three guiding principles of EJ as stated by USDOT are:

1. To avoid, minimize, or mitigate disproportionately high and adverse human health and environmental effects, including social and economic effects, on minority populations and low income populations.
2. To ensure the full and fair participation by all potentially affected communities in the transportation decision-making process.
3. To prevent the denial of, reduction in, and significant delay in the receipt of benefits

### Purpose of LLTS MPO's Title VI Policy and Non-Discrimination Plan

As a recipient of federal transportation funding/financial assistance, the Lackawanna Luzerne Transportation Study (LLTS) Metropolitan Planning Organization (MPO) is required to comply with Title VI requirements and other non-discrimination laws and provide documentation of how the MPO addresses Executive Order 12898 on EJ and Executive Order 13166 on LEP. This Title VI plan was developed to document the efforts the LLTS MPO undertakes to ensure compliance with the rules and regulations defined in Title VI and related statutes as they relate to nondiscrimination and environmental justice.



It is the goal of the Title VI Policy and Non-Discrimination Plan to:

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*Ensure that federally funded transportation projects, plans, programs, processes, and services in the region do not disproportionately burden Environmental Justice (EJ) or other traditionally underserved populations as protected by the Americans with Disabilities Act (ADA), Section 504 of the Rehabilitation Act of 1973, and Title VI of the Civil Rights Act of 1964.*

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## **Title VI Policy Statement**

The Lackawanna Luzerne Transportation Study Metropolitan Planning Organization is committed to a policy of non-discrimination in the conduct of its business, including its Title VI responsibilities for the delivery of equitable and accessible transportation planning programs and services.

It is the MPO's policy to utilize its best efforts to ensure that no person shall, on the grounds of race, color, or national origin be excluded from participation in, be denied benefits of, or be subjected to discrimination under its programs and services.

It is the LLTS MPO's objective to:

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

The responsibility for carrying out LLTS MPO's commitment to this program is carried out by the Title VI Compliance Officers. The Title VI Compliance Officers are responsible for the day-to-day operations of the Title VI Program and will receive and investigate Title VI complaints.

Additional information concerning the LLTS MPO's Title VI Obligations and the full Complaint Procedure and Complaint Forms can be found on the LLTS MPO website during plan and program updates, in its Public Participation Plan (PPP), or by calling the MPO's Title VI Compliance Officers at (570) 963-6400 [Lackawanna County] or (570) 825-1564 [Luzerne County].

## Title VI Notification

As a recipient of federal transportation funding, the LLTS MPO and its subrecipients, consultants, and other contractors will provide information to the public pertaining to Title VI requirements and inform the public of the protections against discrimination that Title VI provides.

In order to maintain compliance with these requirements, the LLTS will post this Title VI Non-Discrimination Plan along with its Title VI Policy Statement, Title VI complaint form, and other non-discrimination policy information on the MPO website: [ltsmpo.com](http://ltsmpo.com). Hard copies of these policy documents will also be made available in both Lackawanna and Luzerne County offices if an individual would like to file a formal complaint in-person. Furthermore, the MPO's Title VI Policy Statement shall be included in all major planning documents in addition to being posted at any meetings open to the public as space allows.

## Title VI Compliance Officers

The LLTS MPO is staffed by the Lackawanna County Department of Planning and Economic Development and Luzerne County's Planning and Zoning office. While the counties work together to provide staff support to MPO activities, each county office has an MPO Title VI Compliance Officer responsible for oversight of the MPO's compliance with Title VI and other related non-discrimination regulations and work together to address complaints received regarding alleged discrimination in the MPO's plans, programs, and services.

General responsibilities of the Title VI Compliance Officers include:

- Collecting and reviewing demographic data on a regular basis to prevent or remove potential disparate impacts or discrimination.
- Coordination with procurement staff on consulting contracts to ensure that Title VI compliance is met and mitigating any issues if not compliant.
- Periodically reviewing and updating the Title VI Non-Discrimination Plan.
- Attending trainings (as available) to remain apprised of all nondiscrimination policies and procedures and communicating compliance information to other MPO staff members.
- Resolving Title VI complaints in a timely manner
- Serving as ADA coordinator

Inquiries regarding the LLTS MPO's Title VI activities should be directed to:



**Title VI Compliance Officer**  
Lackawanna County  
Regional Planning Commission

✉ 123 Wyoming Avenue  
Scranton, PA 18503

☎ (570) 963-6400



**Title VI Compliance Officer**  
Luzerne County Planning Commission

✉ Suite 208, Penn Place  
20 North Pennsylvania Avenue  
Wilkes-Barre, PA 18711

☎ (570) 825-1564

## Title VI/Non-Discrimination Complaint Procedures

Any person who believes they, or any specific class of persons, have been excluded from, denied benefits of, or subjected to discrimination on the basis of race, color, or national origin under any LLTS MPO planning activity or program may, by themselves or by a representative, file a formal written complaint with the LLTS MPO Title VI Compliance Officers. These procedures may also be used if an individual wishes to file an external grievance related to other laws and statutes that prohibit discrimination including Section 504 of the Rehabilitation Act, the Civil Rights Restoration Act of 1987, and the Americans with Disabilities Act.

### How To File a Title VI Complaint

A complaint must be filed no later than 180 days (unless the time for filing is extended by the U.S. Secretary of Transportation) from:

- The date of the alleged discrimination;
- The date when a person(s) became aware of the alleged discrimination; or
- When there has been a continuing course of conduct, the date on which that conduct was discontinued.

When filed, the complaint should include the following information:

- Name, address, and telephone number of the complainant
- The basis of the complaint/grievance (age, sex, race, national origin, disability, etc.)
- A detailed, written description of what occurred
- The identification of the respondent (agency/organization) alleged to have discriminated or individuals who may have knowledge of the alleged incident
- Sufficient information to understand the facts that led the complainant to believe discrimination occurred
- The dates of the alleged discriminatory act(s)

If needed, additional information may be required and/or requested as the complaint is advanced through the process. The LLTS MPO Non-Discrimination Form may be used to file a formal complaint/grievance and is provided in Appendix B. This form is available in English and Spanish on the LLTS MPO website and hard copies may be obtained from the Lackawanna and Luzerne County planning offices.

The written complaint may be filed with the LLTS MPO at one of the following addresses:



**Title VI Compliance Officer**  
Lackawanna County  
Regional Planning Commission

✉ 123 Wyoming Avenue  
Scranton, PA 18503

☎ (570) 963-6400



**Title VI Compliance Officer**  
Luzerne County Planning Commission

✉ Suite 208, Penn Place  
20 North Pennsylvania Avenue  
Wilkes-Barre, PA 18711

☎ (570) 825-1564



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

Title VI complaints/grievances may also be mailed to and filed directly with any of the following offices:

 <p>Title VI Coordinator Bureau of Equal Opportunity <b>Pennsylvania Department of Transportation</b> P.O. Box 3251 Harrisburg, PA 17105</p>	 <p>Civil Rights Specialist U.S. Department of Transportation <b>Federal Highway Administration, PA Division</b> 30 North Third Street Harrisburg, PA 17101</p>	 <p><b>U.S. Department of Justice</b> Civil Rights Division Office of the Attorney General, Main 950 Pennsylvania Avenue, N.W. Washington, D.C. 20530</p>
 <p>Civil Rights Officer U.S. Department of Transportation <b>Federal Transit Administration</b> 1760 Market Street, Suite 500 Philadelphia, PA 19103</p>		 <p>Title VI Coordinator Office of Civil Rights <b>Federal Aviation Administration</b> 800 Independence Avenue, S.W. Washington, D.C. 20591</p>

If a complaint is received in a language other than English, the Title VI Compliance Officer who received the complaint will engage a professional translation or interpretation service. Upon request, assistance in the preparation of any necessary written response material will be provided.

Should an individual need assistance with filing a complaint, they may contact either of the LLTS MPO Title VI Compliance Officers.

### Procedures After a Complaint is Submitted

At a minimum, all formal complaints alleging discrimination in a service or benefit provided by the LLTS MPO will be directly addressed by the MPO staff. The MPO will also provide appropriate assistance to complainants, including persons with disabilities and those who are limited in their ability to communicate in English.

### Recording of Complaints

Upon receipt, the written complaint will be date stamped by the MPO Title VI Compliance Officer. This date stamp is critical in establishing the timeline of processing the complaint and issuing a response. Additionally, the MPO will maintain a log of all Title VI complaints and grievances received. LLTS MPO will also review any comments received from members of the

public to determine if such comments or complaints warrant a Title VI review and response. If it is determined that a comment warrants a Title VI review and response, it will be logged and will follow procedures established as part of this plan and the MPO's policy. Records such as copies of complaints, lawsuits, and related documentation, correspondents to and from complainants, and Title VI investigations will also be maintained and available in the event of a compliance review audit.

#### *Complaint Log Procedures*

Upon the receipt of a Title VI complaint or grievance, the Title VI Compliance Officer will complete a Complaint Record Form (Appendix C). Each complaint is assigned a reference number formed by the four digit year in which the complaint is received and a three digit serial number (e.g., 2023-001).

The Title VI Compliance Officer will fill out the complainant's name and contact information, the date of receipt, and date of the alleged discrimination to track and maintain the timeline. The record is then added to the written log, which serves as the official record of all Title VI complaint activity and will include complaint record forms, documentation from any and all federal investigations or lawsuits, and any correspondence sent or received. These files should also be backed up electronically in addition to hard copy.

#### *Acknowledgement and Investigation*

Within fifteen (15) calendar days of receipt of the complaint, the Title VI Compliance Officer shall acknowledge receipt to the complainant by registered mail. For informational purposes, the Title VI Compliance Officer shall notify other MPO staff members at both county offices as well as the chair of the LLTS Coordinating Committee of the complaint.

LLTS MPO does not investigate complaints filed against itself in cases where federal transportation funding or grants are involved. If a complaint is filed against LLTS MPO, the Title VI Compliance Officer will immediately log the complaint and forward to PennDOT. PennDOT will process the complaint via federally approved procedures and forward it to FHWA's Pennsylvania Division Office (or another designated federal agency depending on the nature of the complaint). The FHWA Division office will then forward the complaint to FHWA's Headquarters' Office of Civil Rights for processing and potential investigation.

FHWA (or other designated federal agency) has the authority to make all final decisions, including dismissing/administrative closure of complaints and issuing letters of findings. All complaints are investigated unless:

- The complaint is withdrawn by the complainant;
- The complainant fails to provide required information after numerous attempts;
- The complaint is not filed in a timely manner; or
- The complaint is involving an issue other than discrimination, or the complaint is not based on a protected class.

#### *Resolution*

##### *Formal Investigations*

If the complainant believes the LLTS MPO has discriminated against him or her in violation of Title VI, the complaint should be filed with PennDOT, FHWA, FTA, FAA, or the US DOJ at the

addresses indicated above. In this case, the complaint will be investigated pursuant to that agency's Title VI Complaint Procedures. Requests for additional information regarding the complaint will come directly from the federal agency conducting the investigation. All documentation received by the MPO related to the complaint will also be forwarded to PennDOT and subsequently to FHWA for their use in making a final decision.

Within 120 days of receipt of the complaint, FHWA or the other designated federal agency will notify the complainant of the informal findings of the investigation along with any proposed actions to resolve the complaint. This notification will advise the complainant of their appeal rights to FHWA or FTA if they are not satisfied with the MPO's final decision and response/resolution to the complaint. Should a complainant wish to appeal the findings of the investigation or the proposed resolution, they have fifteen (15) calendar days to appeal.

In some cases, FHWA or any other federal transportation agency may formally refer a complaint back to the MPO for investigation. Should this occur, the MPO and the complainant will receive notice from the federal agency. will complete its investigation within 180 days using the process outlined in [FHWA's Procedures Manual for Processing External Complaints of Discrimination](#):

- **Development of an investigative plan:** The MPO or its designated investigator<sup>1</sup> will develop an investigative plan (IP) for internal use to keep the investigation on track and focused on the issues and likely sources of evidence or corroboration. The purpose of this working document is to define the issues raised and lay out a blueprint to complete the investigation and work toward resolving the claim.
- **Complaint Log:** LLTS MPO maintains a complaint log to document all activity related to the complaint. The log includes the following:
  - Complainant name and address;
  - Respondent name and address;
  - Basis(es) of the discrimination complaint;
  - Allegation(s)/Issue(s) surrounding the discrimination complaint;
  - Date the discrimination complaint was filed;
  - Date complaint was forwarded to PennDOT;
  - Date complaint was remitted to FHWA;
  - Date the investigation was complete;
  - Disposition and Date;
  - Other pertinent information.
- **Complaint Documentation:** All documentation received by the MPO that falls under the jurisdiction of FHWA or other federal transportation agency will be forwarded to PennDOT and subsequently to FHWA within sixty days of receipt of the complaint for a final decision.

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<sup>1</sup> FHWA guidance notes that "the investigator should conduct an unbiased investigation. In addition, the investigator should not express opinions or conclusions to the public/complainant/respondent concerning matters under investigation unless specifically authorized to do so."

### *Informal Resolution*

At a minimum, the MPO will make attempts to resolve complaints informally and will coordinate with the complainant(s) as appropriate to ensure all parties involved have a clear understanding of the allegations and any measures or actions that the MPO will take to resolve the issue. This coordination will be summarized and documented. Even if an attempt at informal resolution is made, the formal investigative process will still need to occur and the complaint must be forwarded to PennDOT, who will then send the complaint to the proper federal agency for review, potential investigation, and final decision.

## Action Strategies and Initiatives for Increased Accessibility and Transparency

Regardless of the frequency in which Title VI complaints are received, there is always opportunities and initiatives that would increase overall accessibility and transparency of the LLTS MPO’s Title VI procedures. The LLTS MPO will strive to make measurable progress with the implementation of the initiatives outlined in the following section.

Action Item/Strategy		Implementation Timeline
<b>1</b>	The LLTS MPO will update its website to include a dedicated webpage for Title VI resources and complaint procedures. This webpage will include the policy statement, compliant forms in both English and Spanish, and any additional non-discrimination policy information.	1 Year
<b>1a</b>	Develop an online version of the Title VI complaint form and make it available on the proposed Title VI webpage.	1 Year
<b>2</b>	Include the MPO’s Title VI Policy Statement and/or Notice in all major planning documents and post at public meetings.	Ongoing, as needed
<b>3</b>	Ensure all Title VI documents are translated into Spanish, with other languages available upon request.	Ongoing, as needed
<b>4</b>	<p>Include an Non-Discrimination Statement as part of all MPO planning documents and meeting notices. This statement could potentially read as follows:</p> <p><i>The Lackawanna-Luzerne Metropolitan Planning Organization (LLTS MPO) is committed to compliance with nondiscrimination requirements of civil rights statutes, executive orders, regulations, and policies applicable to the programs and activities it administers. Accordingly, the MPO is dedicated to ensuring that program beneficiaries receive public participation opportunities without regard to race, color, national origin, sex, age, disability, or economic status. Meeting facilities are accessible to persons with disabilities and the location is reachable by public transit. The MPO will provide auxiliary services for individuals with language, speech, sight or hearing impediments provided the request for assistance is made at least three days prior to the meeting. Please make your request for auxiliary services to the LLTS Title VI Compliance Officer at (570)</i></p>	0-2 months



Action Item/Strategy	Implementation Timeline
<p><i>963-6400 or (570) 825-1564. If you believe you have been denied participation opportunities, or otherwise discriminated against in relation to the programs or activities administered by the MPO, you may file a complaint by contacting the LLTS MPO Title VI Compliance Officer at (570) 963-6400 or (570) 825-1564.</i></p> <p>If space is limited, an abbreviated non-discrimination statement may be used and could read:</p> <p><i>The Lackawanna-Luzerne Metropolitan Planning Organization (LLTS MPO) assures that no person shall be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination on the grounds of race, color, national origin, sex, age, disability, or economic status. With advance notification, accommodations may be provided at any meeting open to the public for those with special needs related to language, speech, sight, or hearing. If you have a request for accommodation of a special need, wish to file a complaint, desire additional information, or feel you have been denied public participation opportunities or have been discriminated against, please contact the LLTS MPO Title VI Compliance Officer at (570) 963-6400 or (570) 825-1564.</i></p>	

## Title VI Outreach Strategies

The LLTS MPO ensures that all public outreach and engagement strategies, communications, and public involvement efforts comply with Title VI. As such, the MPO’s Public Participation Plan, Limited English Proficiency Plan, and Title VI Non-Discrimination Plan are closely integrated. The MPO provides information regarding its obligations, policies, and plans to the public using various communication methods:

- Posting the Title VI Non-Discrimination Plan, Policy Statement and Notice of Title VI, Complaint Forms and Procedures are all available on the MPO’s website with hard copies also available at the Lackawanna County and Luzerne County planning offices.
- Providing complaint forms and informational materials about the complaint process in both English and Spanish, with translation to other languages available upon request
- At meetings open to the public, notifying the public of Title VI regulations and protections with instructions on how to file a Title VI complaint.

Several outreach tools and strategies are consistent across the PPP and the MPO’s Title VI policy including:

<b>Strategy/Tool</b>	<b>Description</b>
Social Media Posts	LLTS MPO maintains a Facebook page that is updated with relevant MPO projects/plans and transportation-related news.
Online Polling and Surveys	Digital surveys and polling tools are cost effective way to gather feedback on a particular topic and typically in conjunction with a public comment period.
Hard Copy Document Distribution	Paper copies of proposed, draft, final or adopted MPO plans are made available and accessible for public review.
Direct Mailings	Project-specific materials and announcements are distributed to committee members, stakeholders, interest groups, and the public using a postal or bulk mailing service.
Legal Notices/Advertisements and Press Releases	A legal notice or display ad may be used to announce transportation plans, projects, meetings and public comment periods.
Website	The existing LLTS MPO website ( <a href="http://www.lltsmpo.com">www.lltsmpo.com</a> ) is the main resource and communication tool used to disseminate information. The website is mobile-friendly, includes translation capabilities, and is compliant with the Americans with Disabilities Act (ADA) website accessibility guidance.

<b>Strategy/Tool</b>	<b>Description</b>
In-person and virtual public meetings/open houses	Public meetings provide an opportunity for the public to hear about and share feedback on MPO business and planning projects.

As described in the Public Participation Plan, the effectiveness of the outreach strategies and tools used by the MPO in its work will be periodically reviewed to ensure compliance with federal and state regulations.

# Appendices

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

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

It is LLTS MPO's policy to utilize its best efforts to ensure that no person shall, on the grounds of race, color, disability, sex, age, low income, national origin or limited English proficiency, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under its programs or services, as provided by civil rights statutes, executive orders, regulations, and policies applicable to the programs and activities it administers. .

Any person who believes they —or with a specific class of persons—have been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint. All complaints received are documented and investigated.

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

Title VI Compliance Officer  
Lackawanna County Regional Planning  
Commission  
123 Wyoming Avenue  
Scranton, PA 18503  
(570) 963-6400

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

<https://www.lltsmpo.com/>

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

Complaints may be filed with PennDOT, FHWA Division Offices, the FHWA Headquarters Office of Civil Rights, the United States Department of Transportation, FTA, the US Department of Justice, or the MPO.

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ATTENTION: If you speak another language other than English, language assistance services can be made available to you. Call 1 (570) 825-1589.

ATENCIÓN: Si habla otro idioma que no sea inglés, habrá servicios de asistencia en otros idiomas disponibles. Llame al 1 (570) 825-1589.

تن تنبيه: إذا كنت تتحدث لغة أخرى غير اللغة الإنجليزية، يمكننا توفير خدمات المساعدة اللغوية لك. اتصل 1 (570) 825 1589 بالرقم



请注意：如果您说英语以外的另一种语言，我们可以为您提供语言帮助服务。请致电1 (570) 825-1589。

# **LACKAWANNA LUZERNE ESTUDIOA DE TRANSPORTE ORGANIZACIÓN DE PLANIFICACIÓN METROPOLITANA (LLTS MPO)**

## **NOTIFICACIÓN DE PROTECCIONES AL PÚBLICO DE DERECHOS BAJO TÍTULO VI Y INSTRUCCIONES PARA PRESENTAR UNA QUEJA**

LLTS MPO está comprometida asegurar que ninguna persona sea excluida de participar en sus servicios o negada los beneficios de sus servicios sobre la base de raza, color, discapacidad, edad, bajos ingresos financieros, origen nacional, o su habilidad limitada de hablar ingles. Ninguna person debe ser excluida de participar de sus servicios según lo dispuesto por los estatutos de derechos civiles, órdenes ejecutivas, regulaciones y políticas aplicables a los programas y actividades que administra.

Cualquier persona que cree que ella —o con una clase específica de personas— ha sido agraviada por alguna práctica discriminatoria ilegal bajo Título VI puede presentar una queja. Todas las quejas recibidas son documentadas y asignadas a los empleados apropiados para investigación.

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

Title VI Compliance Officer  
Lackawanna County Regional Planning  
Commission  
123 Wyoming Avenue  
Scranton, PA 18503  
(570) 963-6400

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

<https://www.lltsmpo.com/>

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

Las quejas pueden presentarse ante PennDOT, las oficinas de la división de la FHWA, la Oficina de Derechos Civiles de la sede de la FHWA, el Departamento de Transporte de los Estados Unidos, la FTA, el Departamento de Justicia de los Estados Unidos o la MPO.

Appendix B: Title VI Complaint/Grievance Form (English and Spanish)

**LACKAWANNA LUZERNE TRANSPORTATION STUDY  
METROPOLITAN PLANNING ORGANIZATION (LLTS MPO)  
Non-Discrimination Complaint/Grievance Form**

It is LLTS MPO’s policy to utilize its best efforts to ensure that no person shall, on the grounds of race, color, disability, sex, age, low income, national origin or limited English proficiency, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under its programs or services, as provided by civil rights statutes, executive orders, regulations, and policies applicable to the programs and activities it administers.

These procedures apply to all external complaints relating to any program or activity administered by LLTS MPO and/or its sub-recipients, consultants and contractors, filed under Title VI of the Civil Rights Act of 1964 as amended, (including Disadvantaged Business Enterprise and Equal Employment Opportunity components), as well as other related laws that prohibit discrimination.

The following information is necessary for processing your complaint. If you require assistance in completing this form, please contact the LLTS MPO Title VI Compliance Officer by calling (570) 963-6400 or (570) 825-1564. Please return the completed form to the LLTS MPO Title VI Compliance Officer at LLTS MPO, 123 Wyoming Avenue, Scranton, PA 18503 or LLTS MPO, Suite 208, Penn Place, 20 North Pennsylvania Avenue, Wilkes-Barre, PA 18711. Title VI complaints must be filed within 180 calendar days from the date of the alleged discrimination.

Complainant Name:	Name of Individual Assisting Complainant:
_____	_____
Complainant Address:	Assisting Individual Address:
_____	_____
_____	_____
_____	_____
Complainant Phone:	Assisting Individual Phone:
_____	_____
Complainant Alt. Phone:	Assisting Individual Alt. Phone:
_____	_____

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

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

Date(s) of alleged discrimination:

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

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

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

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Please list any other agency where the complaint has been filed:

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

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Complainant's Signature

Print Name of the Complainant

Date

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Assisting Individual's Signature

Print Name of Assisting Individual

Date

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

Received by: \_\_\_\_\_

**LACKAWANNA LUZERNE ESTUDIOA DE TRANSPORTE  
ORGANIZACIÓN DE PLANIFICACIÓN METROPOLITANA  
(LLTS MPO)**

**Formulario de queja/reclamo contra la discriminación**

LLTS MPO está comprometida asegurar que ninguna persona sea excluida de participar en sus servicios o negada los beneficios de sus servicios sobre la base de raza, color, discapacidad, edad, bajos ingresos financieros, origen nacional, o su habilidad limitada de hablar ingles. Ninguna person debe ser excluida de participar de sus servicios según lo dispuesto por los estatutos de derechos civiles, órdenes ejecutivas, regulaciones y políticas aplicables a los programas y actividades que administra.

Estos procedimientos se aplican a todas las quejas externas relacionadas con cualquier programa o actividad administrada por LLTS MPO y / o sus subreceptores, consultores y contratistas, presentada bajo el Título VI de la Ley de Derechos Civiles de 1964 según enmendada, (incluyendo Empresas en Desventaja e Igualdad componentes de Oportunidad de Empleo), así como otras leyes conexas que prohíben la discriminación.

La siguiente información es necesaria para el procesamiento de su queja. Si necesita ayuda para completar este formulario, por favor póngase en contacto con LLTS MPO Titulo VI Oficial de Cumplimeinto at number telefonico (570) 963-6400 or (570) 825-1564. Por favor devuelva el formulario complete al Oficial de Cumplimiento de LLTS MPO Titulo VI at LLTS MPO, 123 Wyoming Avenue, Scranton, PA 18503 or LLTS MPO, Suite 208, Penn Place, 20 North Pennsylvania Avenue, Wilkes-Barre, PA 18711. Quejas del Título VI deben ser presentadas dentro de 180 días calendario a partir de la fecha de la supuesta discriminación.

Nombre del Demandante:

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Dirección del Demandante:

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Número de Teléfono del Demandante:

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Número de Teléfono Alternativo del Demandante:

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Nombre de la Persona Ayudando el Demandante:

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Dirección del Ayudante:

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Número de Teléfono del Ayudante:

---

Número de Teléfono Alternativo del Ayudante:

---



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

Raza    Edad    Color    Sexo    Idioma    Nacionalidad    Represalias    Otro

Fecha(s) de Incidente:

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

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

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

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

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

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

