

UPPER VALLEY LAKE SUNAPEE REGIONAL PLANNING COMMISSION
TITLE VI POLICY
December 2016

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The purpose of Title VI is to ensure that no person in the United States shall, on the grounds of race, color, creed 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 from the U.S. Department of Transportation. Later statutes extended the scope of Title VI to include prohibitions against discrimination on the basis of age, sex, and disability.	197
The program enables the New Hampshire Department of Transportation (NH DOT) and sub-recipients 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).	197
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I. INTRODUCTION

UVLSRPC'S COMMITMENT TO CIVIL RIGHTS

In all aspects of its operational practices, the Upper Valley Lake Sunapee Regional Planning Commission (UVLSRPC) is committed to respecting the purposes of complying with the stipulations of Title VI of the Civil Rights Act of 1964 and Executive Order 13116.

This update of UVLSRPC Transit's Title VI Program has been prepared to ensure that the level and quality of fixed route/demand response services as contracted by or conducted by UVLSRPC are provided in a nondiscriminatory manner and that the opportunity for full and fair participation is offered to UVLSRPC's riders and other community members. Additionally, through this program, UVLSRPC has examined the need for services and materials for persons for whom English is not their primary language and who have a limited ability to read, write, speak, or understand English.

While it is a matter of principle that UVLSRPC is committed to ensuring that no person is excluded from participation in, denied the benefits of, or subjected to discrimination in the receipt of any of UVLSRPC's services based on race, color, religion, national origin, sex, disability, or age. 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) and other statutes and authorities that prohibit discrimination in any Federally assisted program or service.

"No person shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under 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 U.S. Department of Transportation (US DOT), UVLSRPC has an obligation to ensure that:

- The benefits of its services are shared equitably throughout the service area;
- The level and quality of bus services are sufficient to provide equal access to all riders in its service area;
- No one is precluded from participating in UVLSRPC's service planning and development process;
- Decisions regarding service changes or facility locations are made without regard to race, color, or national origin and that development and urban renewal benefitting a community as a whole not be unjustifiably purchased through the disproportionate allocation of its adverse environmental and health burdens on the community's minority population; and
- A program is in place for correcting any discrimination, whether intentional or unintentional.

II. GENERAL REQUIREMENTS

Notice to the Public

To make UVLSRPC riders aware of its commitment to Title VI compliance, and their right to file a civil rights complaint, UVLSRPC has presented the following information in English and on its website ride guide, onboard bus, schedules, posters at transfer centers, etc.

Your Civil Rights

UVLSRPC Transit (UVLSRPC) operates its programs and services without regard to *race, color, religion, national origin, sex, 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 UVLSRPC. For more information on UVLSRPC's civil rights program and the procedures to file a complaint, please contact UVLSRPC at (603) 448-1680; email at info@uvlsrpc.org or mail to or visit our administrative office at 10 Water Street, Suite 225, Lebanon, New Hampshire 03766. For more information about UVLSRPC programs and services, visit the UVLSRPC website at www.uvlsrpc.org. If information is needed in another language, please contact UVLSRPC.

Discrimination Complaint Procedures

UVLSRPC 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, or national origin by UVLSRPC may file a Title IV complaint by completing and submitting the agency's Title VI Complaint form available at our administrative offices or on our website www.uvlsrpc.org, or on page 23.

UVLSRPC will notify NHDOT of all formal complaints within five business days of receiving the complaint.

The Procedure

If you believe that you have received discriminatory treatment by the UVLSRPC on the basis of race, color, religion, national origin, sex, disability, or age, you have the right to file a complaint with the UVLSRPC.

Methods of filing a complaint:

Complete the Complaint Form, and send it to:

Upper Valley Lake Sunapee Regional Planning Commission
10 Water Street, Suite 225
Lebanon, New Hampshire 03766-1604

Verbal complaints are accepted and transcribed by our staff. To make a verbal complaint, call us at (603) 448-1680.

UVLSRPC investigates complaints received no more than **180 days** after the alleged incident. UVLSRPC will process complaints that are complete. Once the complaint is received, UVLSRPC will review it, and the complainant will receive an acknowledgment letter informing them whether UVLSRPC will investigate the complaint.

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

If UVLSRPC's investigator is not contacted by the complainant or does not receive the additional information within thirty days, UVLSRPC 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 no 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, they have 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

Active Lawsuits, Complaints, or Inquiries Alleging Discrimination

UVLSRPC maintains a list of active investigations conducted by FTA and entities other than FTA, including lawsuits and complaints naming UVLSRPC 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 UVLSRPC in response or final findings related to the investigation, lawsuit, or complaint.

As of the writing of this program, no complaints are pending which allege discrimination on the grounds of race, color, national origin or any other form of discrimination.

Active Lawsuits, Complaints, or Inquiries Alleging Discrimination

Type (Investigation, Lawsuit, Complaint)	Date	Summary of Complaint	Status	Action(s) Taken
None				

III. UVLSRPC’S PUBLIC PARTICIPATION PLAN

Key Principles

UVLSRPC’s Public Participation Plan (PPP) has been prepared to ensure that no one is precluded from participating in UVLSRPC’s service 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 UVLSRPC’s decision-making;
- The concerns of all participants involved will be considered in the decision-making process; and,
- UVLSRPC will seek out and facilitate the involvement of those potentially affected.

Through an open public process, UVLSRPC has developed a public participation plan to encourage and guide public involvement efforts and enhance access to UVLSRPC’s transportation decision-making process by minority and Limited English Proficient (LEP) populations. The public participation plan describes the overall goals, guiding principles, and outreach methods UVLSRPC uses to reach its community members.

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

Limited English Proficient (LEP) Goals of the Public Participation Plan

The overarching goals of UVLSRPC's PPP include the following:

- Clarity in Potential for Influence - The process clearly identifies and communicates where and how participants can influence and directly impact decision-making.
- Consistent Commitment - UVLSRPC communicates regularly, develops trust with riders and our 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 so that participants understand the significance and potential effect.
- Participant Satisfaction - People who take the time to participate feel it is worth the effort to join the discussion and provide feedback.
- Partnerships - UVLSRPC develops and maintains partnerships with communities through the methods described in its public participation plan.
- Quality Input and Participation - The comments received by UVLSRPC are useful, relevant and constructive, contributing to better plans, projects, strategies and decisions.

Objectives of the Public Participation Plan

UVLSRPC's Public Participation Plan is based on the following principles:

- Flexibility - The engagement process will accommodate participation in various ways and be adjusted as needed.
- Inclusiveness - UVLSRPC will proactively reach out to and engage low-income, minority and LEP populations from the UVLSRPC service area.
- Respect - All feedback will be given careful and respectful consideration.
- Proactive and Timeliness - 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 - The information provided will be accurate, trustworthy and complete.
- Responsiveness – UVLSRPC will respond and incorporate appropriate public comments into transportation decisions.
- Accessibility – Meetings will be held in locations that 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.

As a pass-through agency for Federal Transit Administration funds, UVLSRPC will make its public participation plan available to the sub-recipients who are operating services with the assistance of these Federal dollars upon request.

Regional Partnership/Capital Programming

For its capital programming, including major facility and bus procurements, **UVLSRPC** uses the latest public participation plan adopted by the New Hampshire Department of Transportation. This plan clearly indicates that the public participation process satisfies the **UVLSRPC**'s public participation requirements for its Program of Projects. The notices for the regional Transportation Improvement Program (TIP) also state that the notice of public involvement activities and time established for public review of and comments on the TIP will satisfy FTA's program of projects requirement.

IV. UVLSRPC'S PUBLIC PARTICIPATION PROCESS

Outreach Efforts – Alerting and Encouraging Engagement

UVLSRPC's PPP includes many new mediums extending beyond the traditional approach, which relied on legal notices and intermittent media coverage. While UVLSRPC maintains these elements in its outreach program along with traditional seat-drop flyers, UVLSRPC has availed itself of the communication methods more widely used by members of our community.

While there may be minor variation in the outreach process from time to time, outreach will occur in advance of public information sessions using the tool-box of mediums listed below;

- An Email is transmitted to UVLSRPC community partners;
- Local radio stations with interviews conducted (if available);
- The public comment period ends;
- A UVLSRPC Board shall detail the outcome of the public participation process along with staff recommendations;
- The final service/fare change date is set;
- Outreach is conducted in advance of any service or fare change;
- Bilingual system timetable and website updated in advance of the proposed change.

Selection of Meeting Locations

When determining locations and schedules for public meetings, UVLSRPC 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, television, or newspaper ads, as well as podcasts that serve LEP populations.
- Provide opportunities for public participation through means other than written communication, **such as one-on-one interviews or audio or video recording devices to capture oral comments.**

UVLSRPC Mediums

- Print – Newspapers and other periodicals
- Website – UVLSRPC has assembled a comprehensive website with automatic alerts
- Web-Based Feedback - (Report It, Shout It, Suggest It, How Are We Doing, and Tell Us Your Story).
- Social Media – UVLSRPC has used Facebook, Twitter, and Flickr to help engage the community
- Email –info@uvlsrpc.org.
- Radio
- Direct Mail to Community Partners
- Public Information Sessions
- Public Hearings
- Legal Notices

Addressing Comments

The Incorporation of Public Comments into Decisions

All comments received through the public participation plan are given careful, thoughtful consideration. Because there are a number of different ways riders or members of the community can comment on proposed service or fare changes by mail, email, social media, public meetings, and others, all comments are assembled into a single document for presentation to the UVLSRPC Board of Directors for consideration.

Identification of Stakeholders

Our Community Partners

Stakeholders are those who are either directly or indirectly affected by a plan or the recommendations of the plan. Those who may be adversely affected or who may be denied benefits of a plan's recommendation(s) are of particular interest in the identification of specific stakeholders. Stakeholders can come from a number of groups including general citizens/residents, minority and low-income persons, public agencies, and private organizations and businesses. While stakeholders may vary based on the plan or program being considered, UVLSRPC has assembled a listing of stakeholders with whom we regularly communicate through email and direct mail. A complete list of UVLSRPC's community stakeholders can be obtained by contacting UVLSRPC.

Stakeholder List

Any community organization or person can be added to the UVLSRPC stakeholder list and receive regular communications regarding service changes by contacting the UVLSRPC administrative office at (603) 448-1680. Local organizations and businesses can also request that a speaker from UVLSRPC attend their regular meeting at the same number or through the UVLSRPC website <http://www.uvlsrpc.org>

V. Decision-Making Bodies

Non-Elected Committees and Councils

At UVLSRPC, decisions regarding policy, service changes, fares, capital programming, and facility locations are made by UVLSRPC’s Board of Commissioners which is composed of members representing 27 cities and towns who are members of UVLSRPC. UVLSRPC also has an internal group known as the Passenger Advisory Committee (PAC), which holds ongoing meetings to help to guide decisions regarding routes, schedules, and other topics important to the community and our riders. Meetings of the UVLSRPC Board of Commissioners and the Passenger Advisory Committee are always open to the public, held at [Insert the location of the meetings and where/how meeting notices are posted.]

Service Review Committee

This employee-based internal committee comprises Bus Operators, supervisors, and trainers. It meets regularly to discuss possible service modifications from the perspective of Operators. Membership is voluntary and open-ended (i.e., members are not appointed and may serve for as long as they desire) and changes from time to time.

Regional Coordination Councils and Transportation Advisory Committees

These committees are open to the public and comprised of passengers representing various bus routes. At the bimonthly meetings, members discuss all aspects of UVLSRPC’s services from the public’s perspective. This group offers an invaluable service to UVLSRPC. Membership is voluntary and open-ended (i.e., members are not appointed and they may serve for as long as they desire) and it changes from time to time.

Body	Caucasian	African American	Hispanic	Asian	Race 4	Race 5
Board of Commissioners	46	0	1	0		
Passenger Advisory Committee	*	*	*	*		
Service Review Committee	*	*	*	*		

* No data available

VII. Summary of Changes

Service Change Evaluations

There have been no service changes.

These changes, the associated outreach, and Title VI determination and UVLSRPC Board Approval are available by contacting UVLSRPC.

Program Specific Requirements

Title VI Monitoring

The results of the ongoing monitoring of service standards as defined in the UVLSRPC's Subrecipient Compliance

UVLSRPC purchases 5310 services/mobility management projects under contract with Southwestern Community Services, Advance Transit, Grafton County Senior Citizens Council, North Country Transit, and Transport Central.

Equity Analysis for Facility

FTA has funded no new facility.

Demographic Service Profile

Because UVLSRPC operates no vehicles, a demographic service profile was not prepared for this plan update.

VIII. GRANTS, REVIEWS, AND CERTIFICATIONS

Pending Applications for Financial Assistance

[FTA Section 5310 Purchase of Services and Mobility Management and 5305e Planning Grants]

Civil Rights Compliance Reviews in the Past 3 Years

UVLSRPC has not been the subject of such reviews in the past three years.

Recent Annual Certifications and Assurances

UVLSRPC executed its most recent Certifications and Assurances to the FTA in [July 2021.]

Contact

For additional information on the UVLSRPC Title VI Plan or its efforts to comply with the Civil Rights Act of 1964 or Executive Order 13166 Improving Access to Services for Persons with Limited English Proficiency, please contact:

Executive Director
Upper Valley Lake Sunapee Regional Planning Commission
10 Water Street, Suite 225
Lebanon, New Hampshire 03766

IX. LANGUAGE ASSISTANCE PLAN

Improving Access for People with Limited English Proficiency (LEP)

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

The Four Factor Analysis is a local assessment that considers the following:

1. The number or proportion of LEP persons eligible to be served or likely to be encountered by UVLSRPC;
2. The frequency with which LEP persons come into contact with UVLSRPC services and programs;
3. The nature and importance of UVLSRPC's services and programs in people's lives; and
4. The resources available to UVLSRPC for LEP outreach, as well as the costs associated with that outreach.

Factor 1 – Number of LEP Persons in Service Region

The first step in determining the appropriate components of a Language Assistance Plan is understanding the proportion of LEP persons who may encounter UVLSRPC's services, their literacy skills in English and their native language, the location of their communities and neighborhoods and, more importantly if any are underserved as a result of a language barrier.

To do this, UVLSRPC evaluated the level of English literacy and to what degree people in its service area speak a language other than English, and what those languages are. Data for this review is derived from the United States Census and the American Community Survey. UVLSRPC reviewed data in its entirety.

Service Area Overview

UVLSRPC's service area encompasses approximately 1,072 square miles of Grafton, Sullivan, and Merrimack Counties and is home to a population speaking more than 20 different languages. In Grafton County, the total service area population is 85,417. Approximately 1.7% of residents report speaking English less than very well. In Sullivan County, the total service area population is 43,727. Approximately 0.75% of residents report speaking English less than very well. And in the 3 Merrimack County towns, the total service area population is 7,996. Approximately 1.00% of residents report speaking English less than very well.

The distribution of groups in each language category is shown in the following tables by county. Those reporting English "less than very well" range from [No data available] % of the total service area population.

Grafton County (11 towns)

Speak English "Less than very well."	Population in the Language Group	Percent of Total Population
Chinese	317	0.8%
Spanish or Spanish Creole	241	0.6%
French (incl. Patois, Cajun)	70	0.2%
Japanese	30	0.1%
Russian	28	0.1%
Tagalog	23	0.1%
German	18	0.0%
Vietnamese	18	0.0%
Korean	17	0.0%
Serbo-Croatian	16	0.0%
Armenian	10	0.0%
Other Indic languages	10	0.0%
Hindi	7	0.0%
African languages	5	0.0%
Other Asian languages	3	0.0%

Sullivan County

Speak English "Less than very well."	Population in the Language Group	Percent of Total Population
Chinese	71	0.3%
French (incl. Patois, Cajun)	45	0.2%
Tagalog	20	0.1%
Spanish or Spanish Creole	13	0.0%
Russian	12	0.0%
Korean	12	0.0%
Italian	11	0.0%
Japanese	9	0.0%
German	7	0.0%

Merrimack County (3 towns)

Speak English "Less than very well."	Population in the Language Group	Percent of Total Population
French (incl. Patois, Cajun)	27	0.2%
Other Pacific Island language	24	0.2%
Spanish or Spanish Creole	21	0.2%
Chinese	21	0.2%
German	18	0.1%
African languages	13	0.1%
Greek	9	0.1%
Italian	2	0.0%

Factor 2 – Frequency of LEP Use

There are a large number of places where UVLSRPC members of the LEP population can come into contact with UVLSRPC g:

- Printed outreach materials;
- Web-based outreach materials;
- Public meetings;
- Local news media (print and radio);

UVLSRPC distributed a language survey to its employees. The objective of the survey was to evaluate the needs of UVLSRPC customers who cannot communicate in English. The first question asked, In What Way(s) Do You Interact with the community? The chart below illustrates the results.

Method of Interaction	Percent of Responses
Telephone	
Face to Face	
Email	
Fax	

Next, the survey asked how often employees come into contact with LEP customers. The chart below outlines the results.

Frequency of Interaction	Percent of Responses
Often	
Sometimes	
Rarely	
Never	

Next, the survey asked employees to identify how often they interact with the following languages on a typical workday.

Language	Percent of Interactions

The survey asked, overall, how effective employees are in communicating with Limited English Proficient people. The results are summarized below.

Effectiveness	Percent of Total Responses
Very Effective	
Moderately Effective	
Less Effective	
Unable to Communicate	

Community Partners

UVLSRPC also canvassed its community partners to assess the extent to which they came into contact with LEP populations. Community partners were asked the following questions:

1. Do you encounter non-English speaking/reading people who need your services?
2. If so, what are the top three languages that you encounter?
3. How do you address language barriers?
4. Do you find language to be a barrier preventing you from providing service?

Information on a survey of partners or potential partners

Question	Partner Name	Partner Name	Partner Name
Do you encounter non-English speaking/reading people who need your services?			
If so, what are the top three languages that you encounter?			
How do you address language barriers?			
Do you find language to be a barrier preventing you from providing service?			

Factor 3 – The Importance of UVLSRPC Service to People’s Lives

Access to the transportation services provided with the assistance of Federal dollars passing through UVLSRPC is critical to the lives of many in the service area. Many depend on transportation services for access to jobs and access to essential community services like schools, shopping and medical appointments. Individuals eligible for service under the Americans with Disabilities Act (ADA) require service for the same reasons. Because of the essential nature of the services and the importance of these programs in the lives of many of the region’s residents, there is a need to ensure that language is not a barrier to access.

If limited English proficiency is a barrier to using these services, then the consequences for the individual could limit their access to obtain health care, education, or employment. Critical information which can affect access includes:

- Route and schedule information
- Fare and payment information
- Information regarding making the best use of the system (How To)
- Service announcements
- Safety and security announcements
- Complaint and comment forms
- Outreach related to the opportunity for public comments
- Information about demand response services under the ADA and other special programs
- What to do in an emergency (where to look for service change announcements)

Factor 4 – Resources and Costs for LEP Outreach

UVLSRPC has seen no need to commit resources to improve access to its services and programs for LEP persons based on the results of the Four Factor Analysis.

To date, the costs associated with these efforts fit within the UVLSRPC’s marketing and outreach budget.

Outcomes

New tools and alerting riders of language assistance

UVLSRPC is not considering revising methods as the percentage of the region’s population requiring translation services is extremely low. Translation services have not been requested to date.

Oversight

Monitoring, Evaluating, and Updating the Language Assistance Plan and Public Participation Process

The monitoring of the Language Assistance Plan will include the following:

- ◆ Annual reviews of regional census data for changing patterns of LEP populations;
- ◆ Update the policy every five years;

- ◆ Ongoing collaboration with regional partners;
- ◆ Ongoing review of Google Translate requests at UVLSRPC's website; and
- ◆ Post-Event Assessments (PEA)

Post-Event Assessments

Following service changes, fare increases, and planning projects, UVLSRPC staff assesses the effectiveness of public involvement against the goals established in this plan. This assessment will ask the questions:

- ◆ Did the public know there was an opportunity to participate?
- ◆ Was the purpose of the participation clearly articulated to the public?
- ◆ Did the public have access to appropriate resources and information to allow for meaningful participation?
- ◆ Did the decision-making process allow for consideration and incorporation of public input?
- ◆ Were there complaints about the public engagement process?
- ◆ Were the public engagement efforts cost-effective?
- ◆ What additional methods could have been employed to improve the process?
- ◆ Should the Public Participation Process or Language Assistance Plan be amended?

Training Employees

UVLSRPC conducts annual and new employee training on how to use LEP translation services that are available to the public and how to inform passengers of services and documents available for LEP populations. UVLSRPC also conducts training for office staff on how to use translation applications.

Employee awareness training for the ability to communicate with the LEP and low-literacy population.

Translation of Vital Documents

UVLSRPC has not translated vital documents because the LEP population in this region is less than 5%.

TITLE VI PROGRAM CHECKLIST

All recipients must include the following in the updated or new Draft Title VI Plan submission.

- Title VI Notice to the Public/Beneficiaries, including a list of locations where the notice is posted.
- Title VI Complaint Procedures (i.e., instructions to the public regarding how to file a Title VI discrimination complaint).
- Title VI Complaint Form.
- List of transit-related Title VI investigations, complaints, and lawsuits.
- Public Participation Plan, including information about outreach methods to engage minority and limited English proficient populations (LEP).
- Language Assistance Plan for providing language assistance to persons with limited English proficiency (LEP), based on the DOT LEP Guidance.
- A table depicting the membership of non-elected committees and councils, the membership of which is selected by the subrecipient, broken down by race, and a description of the process the agency uses to encourage the participation of minorities on such committees.
- A copy of board meeting minutes, resolution, or other appropriate documentation showing the board of directors or appropriate governing entity or official(s) responsible for policy decisions reviewed and approved the Title VI Program.



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, creed 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 from the U.S. Department of Transportation. Later statutes extended the scope of Title VI to include prohibitions against discrimination on the basis of age, sex, and disability.

The program enables the New Hampshire Department of Transportation (NH DOT) and sub-recipients 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 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 to 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>		
[] Race [] Disability [] Color [] Sex [] age [] National Origin [] Religion		

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 the 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
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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.

A signature and date are required below

Signature

Date

Please submit this form to the following:

Laurie Ridenour-Patterson
NH DOT
PO Box 483
Concord, NH 03302-0483
Email: laurie.l.ridenour-patterson@dot.nh.gov

OR

Upper Valley Lake Sunapee Regional Planning Commission
10 Water Street, Suite 225
Lebanon, NH 03766-1604
Email: info@uvlsrc.org