



# APPENDIX G

## Title VI Policy Statement and Complaint Procedures

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## **Title VI Policy Statement and Complaint Procedures**

The Delaware Valley Regional Planning Commission (DVRPC) fully complies with Title VI of the Civil Rights Act of 1964, the Civil Rights Restoration Act of 1987, Executive Order 12898 on Environmental Justice, and related nondiscrimination mandates in all programs and activities. DVRPC is committed to ensuring that no person is excluded from participation in, or denied the benefits of, all programs and activities on the basis of race, color, or national origin, as protected by Title VI of the Civil Rights Act of 1964 and other related nondiscrimination mandates. DVRPC's website, [www.dvrpc.org](http://www.dvrpc.org), may be translated into multiple languages. Publications and other public documents can be made available in alternative languages and formats, if requested. DVRPC's public meetings are always held in ADA-accessible facilities, and held in transit-accessible locations whenever possible. DVRPC will work to accommodate all reasonable requests for translation, interpretation, or other auxiliary services and encourages that requests be made at least seven days prior to a public meeting. Requests can be made by emailing [public\\_affairs@dvrpc.org](mailto:public_affairs@dvrpc.org), calling 215-592-1800, filling out an online form, or while registering for an upcoming meeting.

Any person who believes they have been aggrieved by an unlawful discriminatory practice by DVRPC under Title VI has a right to file a formal complaint. Any such complaint must be in writing and filed with DVRPC's Title VI Compliance Manager and/or the appropriate state or federal agency within 180 days of the alleged discriminatory occurrence. For more information on DVRPC's Title VI program or to obtain a [Title VI Complaint Form](#), please visit: [www.dvrpc.org/GetInvolved/TitleVI](http://www.dvrpc.org/GetInvolved/TitleVI), call (215) 592-1800, or email [public\\_affairs@dvrpc.org](mailto:public_affairs@dvrpc.org).

## **DVRPC's Title VI Complaint Procedure**

The DVRPC Title VI Complaint Procedure is written to specify the process employed by DVRPC to investigate complaints, while ensuring due process for Complainants and respondents. The process does not preclude DVRPC from attempting to informally resolve complaints. This procedure applies to all external complaints relating to any program or activity administered by DVRPC and/or its subrecipients, consultants, and contractors, filed under Title VI of the Civil Rights Act of 1964 (including its DBE and Equal Employment Opportunity components), as well as other related laws that prohibit discrimination on the basis of race, color, disability, sex, age, or national origin. Additional statutes include, but are not limited to, Section 504 of the Rehabilitation Act of 1973, the Civil Rights Restoration Act of 1987, and the ADA of 1990. These procedures are part of an administrative process that does not provide for remedies that include punitive damages or compensatory remuneration for the Complainant. Intimidation or retaliation of any kind is prohibited by law.

### **Process**

An individual, or his or her representative, who believes that he or she has been subject to discrimination or retaliation prohibited by Title VI and other nondiscrimination provisions, has a right to file a complaint. Complaints need to be filed within 180 calendar days of the alleged occurrence, when the alleged discrimination became known to the Complainant, or when there

has been a continuing course of conduct, the date on which the conduct was discontinued or the latest instance of the conduct.

Complaints shall be in writing and signed by the Complainant or the Complainant's representative. If complaints are received by telephone or in person, the DVRPC Title VI Compliance Manager or other authorized representative shall formally interview the person to provide the basis for the written complaint. If necessary, an authorized person will assist the Complainant in writing the complaint. The complaint form can be made available in alternative languages or formats, if requested. Please call 215-592-1800 for more information.

Generally, the written complaint includes the following information:

- name, address, telephone number, and e-mail of the Complainant;
- basis of the complaint, (e.g. race, color, national origin, sex, age, disability, retaliation);
- a detailed description of the circumstances of the incident that led the Complainant to believe discrimination occurred;
- name(s), title(s), and address(es) of the person(s) who discriminated against the Complainant;
- names, addresses, and phone numbers of people who may have knowledge of the alleged incident or are perceived as parties in the complained-of incident;
- date or dates on which the alleged discrimination occurred; and
- agencies where the complaint was filed.

As an investigation moves forward, additional information may be required. Although this process does not preclude DVRPC from attempting to informally resolve complaints, the decision to resolve informally always rests with the complainant, who may withdraw from the informal process at any time.

If a complaint is filed against DVRPC, the Commission will acknowledge receipt of the complaint by notifying the Complainant and immediately transmitting the complaint to the proper state and federal agency (e.g. Federal Highway Administration, Federal Transit Administration, Pennsylvania Department of Transportation, New Jersey Department of Transportation) for investigation and disposition pursuant to that agency's Title VI complaint procedure. Complaints against DVRPC may also be sent directly to a federal agency. If a complaint is filed with an agency that does not have jurisdiction over the particular reason for discrimination, the complaint will be forwarded to an agency that does.

Complaints against DVRPC subrecipients, consultants, and contractors will be investigated directly by the Commission as follows:

- Within 10 days, the DVRPC Manager of Title VI Compliance will acknowledge receipt of the complaint to the Complainant, and notify the appropriate state and/or federal agency that a Title VI complaint has been received by the Commission;
- Within 60 days, the DVRPC Manager of Title VI Compliance will conduct and complete an investigation and, based on the information obtained, will render a recommendation for action in a report of findings to the DVRPC Executive Director. This report will

include the nature of the complaint, remedy sought, and a summary of the investigative findings and activities. The complaint should be resolved by informal means whenever possible. Such informal attempts and their results will be summarized in the report findings;

- Within 90 days of receipt of the complaint, the DVRPC Title VI Compliance Manager will notify the complainant in writing of the final decision reached, including the proposed disposition of the matter. The notification will advise the complainant of his/her appeal rights with state and federal agencies, if they are dissatisfied with the final decision rendered by DVRPC.

The DVRPC Title VI Compliance Manager maintains a log of all complaints received by the Commission.

The Title VI Complaint form may be submitted directly to the following agencies:

*Civil Rights Specialist*

U.S. Department of Transportation  
Federal Highway Administration  
New Jersey Division  
840 Bear Tavern Road, Suite 202  
West Trenton, NJ 08628  
(609) 637-4200

*Title VI Manager*

Division of Civil Rights/Affirmative Action  
New Jersey Department of Transportation  
P.O. Box 600  
1035 Parkway Avenue  
Trenton, NJ 08625-0600  
(609) 530-2336

*Title VI Manager*

Bureau of Equal Opportunity  
DBE / Title VI Division  
Pennsylvania Department of Transportation  
PO Box 3251  
Harrisburg, PA 17105-3251  
(717) 783-0301

*Civil Rights Specialist*

U.S. Department of Transportation  
Federal Highway Administration  
Pennsylvania Division  
228 Walnut Street, Room 508  
Harrisburg, PA 17101-1720  
(717) 221-3461

*Title VI Program Coordinator*  
Federal Transit Administration  
Office of Civil Rights  
East Building, 5th Floor - TCR  
1200 New Jersey Ave., SE  
Washington, DC 20590  
(202) 366-4043

*Title VI Coordinator*  
Federal Transit Administration - Region 3  
U.S. Department of Transportation  
1760 Market Street, Suite 500  
Philadelphia, PA 19103-4124  
(215) 656-7100

*Title VI Program Coordinator*  
Federal Highway Administration  
U.S. Department of Transportation  
Office of Civil Rights  
1200 New Jersey Avenue, SE  
8th Floor E81-314  
Washington, DC 20590  
(202) 366-0693

*U.S. Department of Justice*  
Office of Justice Programs  
Office for Civil Rights  
810 7th Street, NW  
Washington, DC 20531  
(202) 307-0690

*Title VI Compliance Manager*  
Delaware Valley Regional Planning Commission  
190 N. Independence Mall West, 8th Fl.  
Philadelphia, PA 19106  
(215) 592-1800

Complaint forms are available in English, Spanish, and Simplified Chinese.

[Title VI Complaint Form](#) [0.1 MB pdf]

[Título VI Formulario de queja](#) [0.1 MB pdf]



### **Heading: DVRPC's Americans with Disabilities Act and Reasonable Accommodations**

DVRPC complies with Title II of the Americans with Disabilities Act of 1990 (ADA), Section 504 of the Rehabilitation Act of 1973, and the Pennsylvania Human Relations Act of 1955.

Anyone who requires an auxiliary aid or service for effective communication, or a modification of policies or procedures to participate in a program, service, or activity of DVRPC should contact Mari Gonzalez (215) 238-2953 or DVRPC's Office of Communications & Engagement at (215) 592-1800 as soon as possible.

This nondiscrimination program does not require DVRPC to take any action that would fundamentally alter the nature of its programs or services or impose an undue financial or administrative burden.

### **Heading: DVRPC Language Access**

The Title VI prohibition of discrimination based on national origin has been interpreted to mean that no person shall be denied access to services due to Limited English Proficiency (LEP). LEP is a term that refers to a person who is not fluent in the English language, often because it is not their native language.

DVRPC is committed to ensuring that all individuals requesting services provided by the Department, including those with LEP, have meaningful access to services. DVRPC works to ensure that LEP individuals are not excluded from programs and activities by providing free interpretation and translation services to the public in a number of languages.

#### **English**

Attention: If you wish to request this publication in another language other than English, or wish to contact DVRPC for our language assistance, please call 215-592-1800. Additional charges may apply for reprint of our publications.

#### **Spanish / Español**

Atención: si desea solicitar esta publicación en otro idioma que no sea inglés, o si desea ponerse en contacto con DVRPC para obtener ayuda con nuestro idioma, llame al 215-592-1800. Se pueden aplicar cargos adicionales por la reimpresión de nuestras publicaciones.

#### **Chinese / 中文**

注意：如果您希望以英语以外的其他语言申请本出版物，或希望通过我们的语言帮助与 DVRPC 联系，请致电 215-592-1800。我们的出版物可能会收取额外费用。

### Vietnamese / Tiếng Việt

Chú ý: Nếu bạn muốn yêu cầu ấn phẩm này bằng ngôn ngữ khác ngoài tiếng Anh hoặc muốn liên hệ với DVRPC thông qua hỗ trợ ngôn ngữ của chúng tôi, vui lòng gọi số 215-592-1800. Phí bổ sung có thể áp dụng cho in lại các ấn phẩm của chúng tôi.

### Korean / 한국어

주의 :이 출판물을 영어가 아닌 다른 언어로 요청하거나 언어 지원을 통해 DVRPC 에 연락하려면 215-592-1800 로 전화하십시오. 우리 간행물의 재발행은 추가 요금이 부과 될 수 있습니다.

### Russian / Русский

Внимание: если вы хотите запросить эту публикацию на другом языке, кроме английского, или хотите связаться с DVRPC через нашу языковую помощь, пожалуйста, позвоните по номеру 215-592-1800. За перепечатку наших публикаций может взиматься дополнительная плата.

### Gujarati / ગુજરાતી

ધ્યાન: જો તમે આ પ્રકાશનની અંગ્રેજી સિવાયની બીજી ભાષામાં વિનંતી કરવા માંગો છો, અથવા અમારી ભાષા સહાય દ્વારા DVRPC નો સંપર્ક કરવા માંગો છો, તો કૃપા કરીને 215-592-1800 પર કોલ કરો. અમારા પ્રકાશનોના પુન:પ્રકાશ માટે વધારાના શુલ્ક લાગુ થઈ શકે છે.

### Haitian / Creole

Atansyon: Si ou vle mande piblikasyon sa a nan yon lòt lang ki pa angle, oswa si ou vle kontakte DVRPC via asistans langaj nou an, tanpri rele 215-592-1800. Chaj adisyonèl ka aplike pou reenprime nan piblikasyon nou yo.

### Arabic/ عربي

للحصول على DVRPC انتباه: إذا كنت ترغب في طلب هذا المنشور بلغة أخرى غير الإنجليزية ، أو ترغب في الاتصال بـ مساعدة لغتنا ، فيرجى الاتصال بالرقم 215-592-1800. قد يتم فرض رسوم إضافية لإعادة طباعة منشوراتنا.

### Italian / italiano

Attenzione: se si desidera richiedere questa pubblicazione in un'altra lingua diversa dall'inglese, o se si desidera contattare DVRPC tramite la nostra assistenza linguistica, chiamare il numero 215-592-1800. Potrebbero essere applicati costi aggiuntivi per la ristampa delle nostre pubblicazioni.

### French / Français

Attention: Si vous souhaitez demander cette publication dans une autre langue que l'anglais ou si vous souhaitez contacter DVRPC via notre assistance linguistique, veuillez appeler le 215-592-1800. Des frais supplémentaires peuvent s'appliquer pour la réimpression de nos publications.



Portugues / portuguesa

Atenção: Se você deseja solicitar esta publicação em outro idioma que não o inglês, ou deseja entrar em contato com o DVRPC através de nossa assistência de idiomas, ligue para 215-592-1800. Encargos adicionais podem ser aplicados para reimpressão de nossas publicações.

Polish / Polskie

Uwaga: jeśli chcesz poprosić o tę publikację w innym języku niż angielski lub chcesz skontaktować się z DVRPC w celu uzyskania pomocy językowej, zadzwoń pod numer 215-592-1800. Dodatkowe opłaty mogą dotyczyć przedruku naszych publikacji.

Tagalog, including Filipino

Pansin: Kung nais mong hilingin ang publikasyong ito sa ibang wika maliban sa Ingles, o nais makipag-ugnay sa DVRPC para sa tulong ng aming wika, mangyaring tawagan ang 215-592-1800. Maaaring mag-apply ang mga karagdagang singil para sa pag-print ng aming mga pahayagan.

Malayalam / മലയാളം

ശ്രദ്ധിക്കുക: ഇംഗ്ലീഷ് ഒഴികെയുള്ള മറ്റൊരു ഭാഷയിൽ ഈ പ്രസിദ്ധീകരണം അഭ്യർത്ഥിക്കാൻ നിങ്ങൾ ആഗ്രഹിക്കുന്നുവെങ്കിൽ, അല്ലെങ്കിൽ ഞങ്ങളുടെ ഭാഷാ സഹായത്തിനായി ഡിവിആർപിസിയുമായി ബന്ധപ്പെടാൻ ആഗ്രഹിക്കുന്നുവെങ്കിൽ, 215-592-1800 എന്ന നമ്പറിൽ വിളിക്കുക. ഞങ്ങളുടെ പ്രസിദ്ധീകരണങ്ങളുടെ വീണ്ടും അച്ചടിക്കുന്നതിന് അധിക നിരക്കുകൾ ബാധകമായേക്കാം.

Bengali / বাংলা

মনোযোগ: আপনি যদি এই প্রকাশনাকে ইংরেজি ব্যতীত অন্য কোনও ভাষায় অনুরোধ করতে চান বা আমাদের ভাষার সহায়তার জন্য ডিভিআরপিসির সাথে যোগাযোগ করতে চান, তবে 215-592-1800 নম্বরে কল করুন। অতিরিক্ত প্রকাশনাগুলি আমাদের প্রকাশনার পুনরায় মুদ্রণের জন্য প্রযোজ্য হতে পারে।

Khmer / ភាសាខ្មែរ

ការយកចិត្តទុកដាក់:

ប្រសិនបើអ្នកចង់ស្នើសុំការបោះពុម្ពផ្សាយនេះជាភាសាផ្សេងក្រៅពីភាសាអង់គ្លេសឬចង់ទាក់ទង DVRPC សំរាប់ជំនួយផ្នែកភាសារបស់យើងសូមទូរស័ព្ទលេខ 215-592-1800 ។

ការចោទប្រកាន់បន្ថែមអាចនឹងត្រូវដាក់បញ្ចូលក្នុងការបោះពុម្ពឡើងវិញ។

Ukrainian / Українська

Увага: Якщо ви бажаєте подати заявку на іншу мову, окрім англійської, або бажаєте зв'язатися з нашою мовою, зверніться за номером 215-592-1800. За передрук наших публікацій може стягуватися додаткова плата.

Hindi / हिंदी

ध्यान दें: यदि आप अंग्रेजी के अलावा किसी अन्य भाषा में इस प्रकाशन का अनुरोध करना चाहते हैं, या हमारी भाषा सहायता के लिए DVRPC से संपर्क करना चाहते हैं, तो कृपया 215-592-1800 पर कॉल करें। हमारे प्रकाशनों के पुनर्मुद्रण के लिए अतिरिक्त शुल्क लागू हो सकते हैं।

Yoruba / Yorùbá

Ifarabale: Ti o ba fẹ lati beere iwe yii ni ede miran miiran ju English lọ, tabi fẹ lati kan si DVRPC fun iranlọwọ iranlọwọ wa, jọwọ pe 215-592-1800. Awọn afikun afikun le waye fun atunṣe awọn iwe wa.

Nepali / नेपाली

ध्यान: यदि तपाईं यो प्रकाशनलाई अंग्रेजी भन्दा अन्य भाषामा अनुरोध गर्न चाहानुहुन्छ, वा हाम्रो भाषा सहयोगको लागि DVRPC लाई सम्पर्क गर्न चाहानुहुन्छ, कृपया 215-592-1800 मा कल गर्नुहोस्। अतिरिक्त शुल्क हाम्रो प्रकाशन को पुनः छाप को लागि आवेदन हुन सक्छ।

Greek / Ελληνικά

Προσοχή: Εάν επιθυμείτε να ζητήσετε αυτή τη δημοσίευση σε άλλη γλώσσα εκτός από την αγγλική ή θέλετε να επικοινωνήσετε με την υπηρεσία DVRPC για τη γλωσσική μας βοήθεια, καλέστε το 215-592-1800. Πρόσθετες χρεώσεις ενδέχεται να ισχύουν για την εκτύπωση των εκδόσεών μας.

Urdu / اردو

نوٹ: اگر آپ اس اشاعت کو انگلش کے علاوہ دوسری زبان میں درخواست کرنا چاہتے ہیں، یا ہماری زبان کی مدد کے سے رابطہ کرنا چاہتے ہیں، تو براہ کرم 215-592-1800 کو کال کریں۔ اضافی چارجز ہمارے DVRPC لئے اشاعتوں کی دوبارہ اشاعت کیلئے درخواست دے سکتی ہیں۔

German / Deutsche

Achtung: Wenn Sie diese Publikation in einer anderen Sprache als Englisch anfordern oder sich an DVRPC wenden möchten, um unsere Sprachunterstützung zu erhalten, rufen Sie bitte die Nummer 215-592-1800 an. Für den Nachdruck unserer Publikationen können zusätzliche Kosten anfallen.

Punjabi / ਪੰਜਾਬੀ

ਧਿਆਨ ਦਿਓ: ਜੇ ਤੁਸੀਂ ਇਸ ਪ੍ਰਕਾਸ਼ਨ ਨੂੰ ਅੰਗਰੇਜ਼ੀ ਤੋਂ ਇਲਾਵਾ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿੱਚ ਬੋਨਤੀ ਕਰਨਾ ਚਾਹੁੰਦੇ ਹੋ ਜਾਂ ਸਾਡੀ ਭਾਸ਼ਾ ਸਹਾਇਤਾ ਲਈ ਡੀਵੀਆਰਪੀਸੀ ਨਾਲ ਸੰਪਰਕ ਕਰਨਾ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ 215-592-1800 ਤੇ ਫੋਨ ਕਰੋ। ਸਾਡੇ ਪ੍ਰਕਾਸ਼ਨਾਂ ਦੇ ਮੁੜ ਛਾਪਣ ਲਈ ਵਾਧੂ ਖਰਚੇ ਲਾਗੂ ਹੋ ਸਕਦੇ ਹਨ।

Telugu / తెలుగు

శ్రద్ధ: మీరు ఈ ప్రచురణను ఇంగ్లీష్ కాకుండా వేరే భాషలో అభ్యర్థించాలనుకుంటే లేదా మా భాషా సహాయం కోసం DVRPC ని సంప్రదించాలనుకుంటే, దయచేసి 215-592-1800కు కాల్ చేయండి. మా ప్రచురణల పునర్ముద్రణ కోసం అదనపు ఛార్జీలు వర్తించవచ్చు.

Tamil / தமிழ்

கவனம்: இந்த வெளியீட்டை ஆங்கிலம் தவிர வேறு மொழியில் கோர விரும்பினால், அல்லது எங்கள் மொழி உதவிக்கு டி.வி.ஆர்.பி.சி.யை தொடர்பு கொள்ள விரும்பினால், தயவுசெய்து 215-592-1800 ஐ அழைக்கவும். எங்கள் வெளியீடுகளின் மறுபதிப்புக்கு கூடுதல் கட்டணங்கள் பொருந்தக்கூடும்.

Samoan / Samoa

Fa'aaliga: Afai e te mana'o e talosagaina lenei lomiga i se isi gagana e ese mai le Igilisi, pe mana'o e fa'afeso'ota'i le DVRPC mo la matou fesoasoani i le gagana, fa'amolemole vala'au 215-592-1800. O isi fa'aopoopoga e mafai ona talosaga mo le toe lolomiina oa matou lomiga.

Thai / ไทย

ข้อควรระวัง: หากคุณต้องการขอเอกสารนี้เป็นภาษาอื่นนอกเหนือจากภาษาอังกฤษหรือต้องการติดต่อ DVRPC เพื่อขอความช่วยเหลือด้านภาษาของเราโปรดโทรไปที่ 215-592-1800  
อาจมีค่าใช้จ่ายเพิ่มเติมสำหรับการพิมพ์สิ่งพิมพ์ของเรา

Japanese / 日本人

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Amharic / አማርኛ

ማሰባሰቢያ-ይህንን የእንግሊዝኛ ቋንቋን ከእንግሊዝኛ ውጭ በሌላ ቋንቋ ለመጠየቅ ከፈለጉ ወይም ለቋንቋ እርዳታ በ DVRPC ለማነጋገር ከፈለጉ እባክዎ በስልክ ቁጥር 215-592-1800 ይደውሉ. ከጽሑፎቻችን ላይ በድጋሚ ለማተም ተጨማሪ ወጪዎች ሊተገቡ ይችላሉ.

Persian / فارسی

DVRPC توجه: اگر می خواهید این نشریه را به زبان دیگری غیر از زبان انگلیسی درخواست کنید یا مایل به تماس با برای کمک به زبان ما، لطفاً با شماره 1800-592-215 تماس بگیرید. ممکن است هزینه های اضافی برای چاپ مجلات ما اعمال شود.

Yiddish

אויב איר ווילט צו פארלאזן דעם אויסגאבע אין אן אנדער שפראך ווי ענגליש, איר ווילן צו קאנטאקט דוורפק פאר אונדזער שפראך הילף, ביטע רופן 215-592-1800. נאך טשאטדזשא קענען זיין געווענדט צו דער רעפענט פון אונדזער פובליקאציעס.

Hebrew / עברית

DVRPC לתשומת לבכם: אם ברצונכם לבקש פרסום זה בשפה אחרת שאינה אנגלית, או ברצונכם ליצור קשר עם לקבלת סיוע בשפה שלנו, התקשרו למספר 215-592-1800. חיובים נוספים עשויים לחול על הדפוס חוזרת של הפרסומים שלנו.

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