

Lancaster County Transportation Coordinating Committee Title VI Complaint Procedure

Purpose:

The Lancaster County Transportation Coordinating Committee (LCTCC) Title VI Complaint Procedure is written to specify the process employed by LCTCC to investigate complaints, while ensuring due process for Complainants and respondents. The process does not preclude LCTCC from attempting to informally resolve complaints.

This procedure applies to all external complaints relating to any program or activity administered by LCTCC and/or its subrecipients, consultants and contractors, filed under Title VI of the Civil Rights Act of 1964 (including its Disadvantaged Business Enterprise and Equal Employment Opportunity components), as well as other related laws that prohibit discrimination on the basis of race, color, disability, sex, age, low income, nationality or Limited English Proficiency. 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 Americans with Disabilities Act 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 may be mailed to:

Title VI Compliance Manager
Lancaster County Transportation Coordinating
Committee
150 N. Queen Street Suite 320
Lancaster, Pennsylvania 17603

Title VI Coordinator
Bureau of Equal Opportunity
Pennsylvania Department of Transportation
PO Box 3251
Harrisburg, Pennsylvania 17105-3251

Civil Rights Officer
U.S. Department of Transportation
Federal Transit Administration
Region III
1760 Market Street, Suite 500
Philadelphia, Pennsylvania 19103

Equal Opportunity Specialist
U.S. Department of Transportation
Federal Highway Administration
228 Walnut Street; Room 508
Harrisburg, Pennsylvania 17101-1720

Title VI Coordinator
Office for Civil Rights and Civil Liberties
U.S. Department of Homeland Security
Mail Stop 0800
Washington, DC 20520

Title VI Coordinator
Office of Civil Rights
Federal Aviation Administration
800 Independence Avenue, SW
Washington, DC 20591

Title VI Coordinator
Office of Civil Rights
U.S. Environmental Protection Agency
Mail Code 1201A
1200 Pennsylvania Avenue, NW
Washington, DC 20460

If necessary, an authorized person will assist the Complainant in writing the complaint. The written complaint must include the following information:

- Name, address and telephone number 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, and address of the person who discriminated against the Complainant
- Names, address 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.
- Other agencies where the complaint was filed.
- As an investigation moves forward, additional information may be required.

If LCTCC receives a complaint, the Commission will acknowledge receipt of the complaint by notifying the Complainant and immediately transmitting the complaint to proper state and federal agency (e.g. Federal Highway Administration, Federal Transit Administration, PennDOT) for investigation and disposition pursuant to that agency's Title VI complaint procedures.

The LCTCC Title VI Compliance Manager will maintain a log of all complaints received by the Commission.