

CONNECTICUT DEPARTMENT OF
TRANSPORTATION

FEDERAL HIGHWAY ADMINISTRATION

TITLE VI IMPLEMENTATION PLAN



FEDERAL FISCAL YEAR 2020

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I. INTRODUCTION

The Connecticut Department of Transportation (CTDOT) was established in 1965, and focuses on its mission to “provide a safe and efficient intermodal transportation network that improves the quality of life and promotes economic vitality for the State and the region”. CTDOT has 2917 Departmental employees (as of September 9, 2019) and works diligently to further its mission in a fair and nondiscriminatory way.

As a Recipient of federal financial assistance from the Federal Highway Administration (FHWA), CTDOT is required to comply with Title VI of the Civil Rights Act of 1964, which provides:

“[n]o person in the United States, 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.”

This Title VI Implementation Plan describes how the CTDOT accomplishes nondiscrimination in the delivery of its federally assisted programs, services, and activities. The Plan includes the structure of the Department’s Title VI program as well as the policies, procedures, and practices the Department uses to comply with nondiscrimination requirements. The plan is intended to be a living document that is regularly monitored and updated. Anyone wishing to provide input into the Department’s Title VI Program Implementation Plan is encouraged to contact the Title VI Coordinator, Debra Goss, at (860) 594-2169, or via email at Debra.Goss@ct.gov

II. KEY DEFINITIONS

Beneficiary: Any person or group of persons (other than States) entitled to receive benefits, directly or indirectly, from any federally assisted program, (e.g. relocatees, impacted citizens, communities, etc.)

Disparate Impact: Discrimination that occurs when a facially neutral policy, procedure, or practice results in different or unequal treatment, and such policy or practice lacks a substantial legitimate justification. Under USDOT regulations, recipients may not, directly or through contractual or other arrangements, utilize criteria or methods of administration which have the effect of subjecting persons to discrimination because of their race, color, or national origin, or have the effect of defeating or substantially impairing accomplishment of the objectives of the program with respect to individuals of a particular race, color, or national origin.

Disparate Treatment: Intentional discrimination, or disparate treatment, happens when a recipient acts, at least in part, because of the actual or perceived race, color, or national origin of the alleged victims of discriminatory treatment.

Federal financial assistance and Federal-aid (49 C.F.R. § 21.23(c)) includes:

- (1) Grants and loans of Federal funds;
- (2) The grant or donation of Federal property and interests in property;
- (3) The detail of Federal personnel;

- (4) The sale and lease of, and the permission to use (on other than a casual or transient basis), Federal property or any interest in such property without consideration or at a nominal consideration, or at a consideration which is reduced for the purpose of assisting the recipient, or in recognition of the public interest to be served by such sale or lease to the recipient; and
- (5) Any Federal agreement, arrangement, or other contract that has as one of its purposes the provision of assistance.

Local Public Agency (LPA) (23 C.F.R. § 635.102): any city, county, township, municipality, or other political subdivision that may be empowered to cooperate with the STA in highway matters.

Metropolitan Planning Organization (MPO): The policy board of an organization created and designated to carry out the metropolitan transportation planning process for each urbanized area with a population of more than 50,000 individuals (e.g. the Regional Transportation Council (RTC) of Southern Connecticut)—

- (a) by agreement between the Governor and units of general purpose local government that together represent at least 75 percent of the affected population (including the largest incorporated city (based on population) as determined by the Bureau of the Census); or
- (b) in accordance with procedures established by applicable State or local law.

Minority: CTDOT uses the race and ethnicity categories established by the Office of Management and Budget in its October 30, 1997 Federal Register Notice: *Revisions to the Standards for the Classification of Federal Data on Race and Ethnicity*. The race and ethnicity categories below are included in the definition of "Minority" provided by: the Council on Environmental Quality *Environmental Justice Guidance Under the National Environmental Policy Act*, the U.S. Department of Transportation (USDOT) Order 5610.2(a), and FHWA Order 6640.23A.

American Indian or Alaska Native. A person having origins in any of the original peoples of North and South America (including Central America), and who maintains tribal affiliation or community attachment.

Asian. A person having origins in any of the original peoples of the Far East, Southeast Asia, or the Indian subcontinent including, for example, Cambodia, China, India, Japan, Korea, Malaysia, Pakistan, the Philippine Islands, Thailand, and Vietnam.

Black or African American. A person having origins in any of the black racial groups of Africa. Terms such as "Haitian" or "Negro" can be used in addition to "Black or African American."

Hispanic or Latino. A person of Cuban, Mexican, Puerto Rican, Cuban, South or Central American, or other Spanish culture or origin, regardless of race. The term, "Spanish origin," can be used in addition to "Hispanic or Latino."

Native Hawaiian or Other Pacific Islander. A person having origins in any of the original peoples of Hawaii, Guam, Samoa, or other Pacific Islands.

Programs or Programs and Activities (49 C.F.R. § 21.23(e)): all of the operations of any of the following entities, any part of which is extended Federal financial assistance:

(1)(i) A department, agency, special purpose district, or other instrumentality of a State or of a local government; or

(ii) The entity of such State or local government that distributes such assistance and each such department or agency (and each other State or local government entity) to which the assistance is extended, in the case of assistance to a State or local government;

(2)(i) A college, university, or other postsecondary institution, or a public system of higher education; or

(ii) A local educational agency (as defined in 20 U.S.C. 7801), system of vocational education, or other school system;

(3)(i) An entire corporation, partnership, or other private organization, or an entire sole proprietorship—

(A) If assistance is extended to such corporation, partnership, private organization, or sole proprietorship as a whole; or

(B) Which is principally engaged in the business of providing education, health care, housing, social services, or parks and recreation; or

(ii) The entire plant or other comparable, geographically separate facility to which Federal financial assistance is extended, in the case of any other corporation, partnership, private organization, or sole proprietorship; or

(4) Any other entity that is established by two or more of the entities described above.

Recipient (49 C.F.R. § 21.23(f)): any State, territory, possession, the District of Columbia, or Puerto Rico, or any political subdivision thereof, or instrumentality thereof, any public or private agency, institution, or organization, or other entity, or any individual, in any State, territory, possession, the District of Columbia, or Puerto Rico, to whom Federal financial assistance is extended, directly or through another recipient, including any successor, assignee, or transferee thereof, but such term does not include any ultimate beneficiary.

Statewide transportation improvement program (STIP): A statewide prioritized listing/program of transportation projects covering a period of four years that is consistent with the long-range statewide transportation plan, metropolitan transportation plans, and TIPs, and required for projects to be eligible for funding under title 23 U.S.C. and title 49 U.S.C. Chapter 53.”

Sub-recipient: A recipient entity that receives federal funding from a Primary recipient (e.g. CTDOT to carry out a federal program.

Transportation improvement program (TIP): A prioritized listing/program of transportation projects covering a period of four years that is developed and formally adopted by an MPO as part of the metropolitan transportation planning process, consistent with the metropolitan transportation plan, and required for projects to be eligible for funding under title 23 U.S.C. and title 49 U.S.C. Chapter 53.

III. TITLE VI STANDARD ASSURANCES

In accordance with USDOT Order 1050.2A, a copy of CTDOT's signed Title VI Nondiscrimination Assurances is attached as Appendix A.

IV. ORGANIZATION AND STAFFING OF THE CIVIL RIGHTS OFFICE

CTDOT's Office of Contract Compliance (OCC) oversees the CTDOT's Title VI Implementation Plan. The OCC reports administratively to the CTDOT Director of Contracts, Compliance, and Agreements. The OCC administers and oversees the Department's Title VI, Disadvantaged Business Enterprise (DBE), and Contractor Compliance Programs. The Office of Contract Compliance Manager is the Title VI Coordinator for CTDOT and reports directly to the Commissioner for Title VI matters, as indicated in the attached organizational chart (see Appendix B for the CTDOT Organizational Chart and Appendix C for the Office of Contract Compliance Organizational Chart). CTDOT's Commissioner has also issued and signed a Policy Statement dated March 13, 2019, that assures that the Title VI Program Manager will have his full support in the implementation of the Department's Title VI Plan. A copy of this Policy Statement is attached as Appendix D.

The CTDOT Office of Contract Compliance can be contacted by postal mail or phone at:

Connecticut Department of Transportation
Office of Contract Compliance
2800 Berlin Turnpike
Newington, CT 06111
(860) 594-2177

Commissioner – The Commissioner of the CTDOT is responsible for ensuring implementation of the Department's Title VI Plan. The Commissioner, pursuant to 23 CFR § 200.9(a)(3), is responsible for CTDOT's implementation of and compliance with Title VI and provides leadership, guidance, direction, and support for CTDOT's Title VI program.

Deputy Commissioner – Assists the Commissioner in the implementation of a proactive and comprehensive Civil Rights Program and provides leadership, support and guidance to the OCC.

Title VI Coordinator – The Title VI Coordinator answers directly to the Commissioner on Title VI issues. The Title VI Coordinator has the responsibility for the strategic direction of CTDOT's Title VI Program including program and activity delivery and oversight, evaluation of Title VI program activities and reports, community and interagency coordination, technical guidance and assistance, training, policy development and revision, and coordination of all agency-wide Title VI program implementation and information.

The Title VI Coordinator's primary functions include the following:

- Oversee, guide, and direct CTDOT's Title VI program;
- Participate in the development of CTDOT's policy and strategic plans to ensure initiatives and goals are consistent with CTDOT's Title VI Program;
- Serve as a liaison between CTDOT and Federal and State officials regarding civil rights issues;
- Work closely with community leaders and other stakeholders to ensure their concerns are heard regarding Title VI issues;
- Monitor, review and evaluate the effectiveness of CTDOT's programs, policies, and activities for Title VI compliance;
- Develop Title VI information for dissemination to the general public and, in languages other than English;
- Monitor the OCC staffing level and program resources for deficiencies;
- Provide guidance and instruction regarding compliance reviews and investigations and assist other divisions with Title VI compliance;
- Develop procedures to identify and eliminate discrimination and impediments to nondiscriminatory practices where such impediments are found;
- Establish procedures for promptly resolving Title VI deficiency status and reducing to writing the remedial action needed, within a period not to exceed 90 calendar days from the submission of the annual goal accomplishment report;
- Develop and implement procedures for the collection of statistical data (i.e., with respect to race, color, and national origin, of participants in, and beneficiaries of, State highway programs);
- Develop procedures for Title VI compliance reviews of program areas to determine the program area's effectiveness;
- Provide Title VI training for CTDOT internal staff and sub recipients;
- Review environmental documents to identify and address social, economic, and environmental effects and impacts;
- Review contractual procedures for consultants and contractors to ensure equity and consistency;
- Reviews Directives to determine if there are any Title VI implications;
- Complete CTDOT's Title VI Implementation Plan for submission to FHWA by October 1 each year;
- Complete CTDOT's Title VI Annual Accomplishment Report for submission to FHWA by November 1 each year; and
- Represent CTDOT, at the direction of CTDOT senior leadership, at the Connecticut State Legislature and other official bodies providing expert advice and testimony regarding the highly complex and involved Title VI-related issues.

Title VI Liaisons - Each of the Title VI program areas has a designated liaison responsible for communicating and coordinating with the Title VI Coordinator or her designee in activities impacted by Title VI. These individuals are responsible for monitoring procedures and practices; and implementing the required policies and practices within his or her respective program area(s) of responsibility, to ensure CTDOT's programs, policies, procedures and practices are applied fairly, equitably and in a nondiscriminatory manner in accordance with Title VI and the related nondiscrimination laws detailed earlier in this Plan. These individuals provide program activity information to the Title VI Coordinator upon request, and refer Title VI discrimination complaints to the Title VI Coordinator.

Bureau Chiefs - Bureau Chiefs are responsible for familiarizing themselves with the requirements of Title VI and the related nondiscrimination laws detailed earlier in this Plan, and for complying with CTDOT's Title VI Program. They are responsible for assuring that issues or complaints regarding Title VI and related statutes are promptly reported to the Title VI Coordinator. They are also responsible for assisting the Civil Rights team members in their efforts to implement Title VI requirements related to their divisions, both internally and externally.

District Engineers - CTDOT is comprised of four districts. The districts are overseen by one District Engineer. The District Engineer is responsible for providing guidance to their District on Title VI compliance, ensuring that Title VI complaints received in the District are referred to the Title VI Coordinator, and assist in ensuring that CTDOT District programs, services, and activities are administered fairly in compliance with Title VI.

Sub recipients – CTDOT sub recipients are responsible for ensuring compliance with Title VI in their FHWA-related programs and activities. As discussed later in this Plan, sub recipient responsibilities include, but are not limited to the following:

- Maintaining and including signed standard Title VI assurances;
- Collecting relevant data and information for compliance with Title VI;
- Cooperating and communicating with CTDOT regarding CTDOT's monitoring and enforcement activities; and
- Participating in Title VI training whenever possible.

V. INTERNAL REVIEW PROCEDURES

Scheduling

The internal monitoring program is designed to insure that the Department has reviewed at a minimum, the public facing DOT federal program areas on a three-year cycle. Beginning with federal fiscal year 2020 each program area will undergo an assessment for compliance with Title VI obligations at least once every three years. The cycle is currently structured as follows:

- Year One (FFY 2020): Right of Way
- Year Two (FFY 2021): Construction
- Year Three (FFY 2022): Planning and Environment
- Year Four (FFY 2023): Highway, Bridge, and Consultant Design
- Year Five (FFY 2024): Contracts and Agreements

The schedule is flexible based on factors outlined below:

- Complaints;
- Staffing changes;
- Changes in protocol/rollout of projects;
- Patterns indicating noncompliance;
- Direction from FHWA; or
- Any additional factors.

Procedures

The Title VI Coordinator will conduct a desk audit, which entails a review of all relevant internal policies and procedures. The Title VI Coordinator will issue a data and information request, in writing. The request is communicated to the Title VI liaison responsible for covering the specific program area. The notice of review will include a compliance review questionnaire that program managers are required to complete and return 30 days prior to the scheduled staff interviews.

Second, Title VI staff will review the response to the questionnaire during the desk review process in advance of the on-site review. The on-site review will consist of an entrance meeting; a review of files and documentation; staff interviews; and an exit meeting.

Finally, the Title VI Coordinator will create a written report of findings and potential recommendations for CTDOT. The draft report will be submitted to the relevant program office for review. When final, the Title VI Coordinator will submit the report to the Program Area Bureau Chief to implement the recommendations. Programs found out of compliance will result in the development of a Corrective Action Plan (CAP) to overcome any deficiencies noted in the Determination of Finding within a period not to exceed 90 days. If it is determined that the matter cannot be resolved voluntarily, or by informal means, action will be taken to assure compliance; up to and including providing notice to the CTDOT Commissioner. The Title VI Coordinator will ensure that affected program offices are given a reasonable amount of time to implement any recommendations. After the OCC is satisfied that its recommendations are complete, the Title VI Coordinator will close the review.

Methodology

The assessment process is designed to give CTDOT Title VI staff an opportunity to understand the business practices of each program area and to identify areas of improvement and corresponding corrective actions. This is accomplished using the following methods:

Desk Audits:

By requesting and reviewing the documents used in a program area, the Title VI staff is able to determine the extent to which Title VI activities have been integrated into the activities of those programs. This review looks primarily for the presence of standard Title VI assurance language and data collection. This is also an opportunity for CTDOT's Title VI staff to identify opportunities for training.

Interviews:

CTDOT's Title VI staff relies on in-person interviews of program area staff to determine the extent of compliance with Title VI obligations. These interviews reach both managerial and frontline staff. It is critical for managers to be trained on the principles and requirements of Title VI. Managers should also articulate the importance of Title VI compliance to their staff. It is equally important that front-line staff be able to articulate the ways in which Title VI activities are a part of their course of business, as well as the resources available to address Title VI concerns by members of the public (such as the availability of a complaint resolution process and the procedure for engaging it).

Shadowing:

This describes instances where CTDOT's Title VI staff will accompany program area staff on their business activities in order to better understand the nature of the work (and possible Title VI risk factors therein) as well as monitor staff for compliance with Title VI obligations.

Technical Assistance:

CTDOT's Title VI staff provides technical assistance on Title VI compliance across the agency. This can include identifying language needs in impacted communities, identifying community concerns, how best to engage and effective methods of data collection and analysis.

Attendance at Public Outreach Events:

By attending public outreach events, such as public hearings, meetings, and information sessions, CTDOT's Title VI staff is able to observe program area staff in their direct interactions with members of the public. This gives the Title VI staff an opportunity to identify any needs or additional training opportunities. Attending these sessions also provides an opportunity to learn of project-level community concerns that may be Title VI related.

Major Program Areas

Planning Division

The Planning Division head has the primary responsibility for ensuring that multi-modal planning is executed in accordance with Title VI. This process requires the consideration of social, economic, and environmental effects of a proposed plan or program in order to avoid biased or discriminatory programs. The Division also monitors the transportation planning activities of the various Metropolitan Planning Organizations (MPO'S). Planning Division's Title VI responsibilities include, but are not limited to, assisting the Title VI Coordinator with the following tasks:

- Implementing methods to collect demographic information to be used by Operating Bureaus to determine transportation benefits for both the Long-Range Transportation Plan (LRTP) and the Statewide Transportation Improvement Program Plan (STIP).
- Cooperating with the Office of Contract Compliance regarding nondiscrimination in the public involvement process, including the analysis and removal of potential barriers to participation.
- Participating in the MPO recertification review process. Encouraging the MPOs to solicit and consider the views of minority populations in the Transportation Improvement Plan (TIP) process.
- Promptly referring Title VI complaints to the Title VI Coordinator.
- Fulfill data requests from the Office of Contract Compliance in a timely manner.

Title VI Considerations for Internal Review:

The activities of the Planning Division will periodically be reviewed by the Title VI Coordinator as part of CTDOT's internal Title VI review process. The areas of review include the following:

1. The process, strategies and written procedures used to ensure that Title VI issues are addressed in the planning process.
2. Activities demonstrating how Planning coordinates with the Office of Contract Compliance to address the needs of individuals with Limited English Proficiency.
3. Activities taken to ensure that formal and informal public comments are incorporated into the transportation decision-making process.
4. Data and information regarding MPO certification reviews, including:
 - Minority population concentrations and issues identified;
 - Standards, measures and benchmarks are reasonable to demonstrate significant disparity of impacts in accessibility to and delivery of transportation facilities/services;
 - Groups provided with various opportunities to meaningfully engage in the regional transportation planning process;
 - Strategies to address the needs of individuals with limited English proficiency; and
 - Strategies to ensure that formal and informal public comments are incorporated into the transportation decision-making process.
5. Information regarding project prioritization procedures for MPOs as well as rural projects.
6. Title VI complaints received regarding transportation planning or the public involvement process.

Environmental Division

The Assistant Planning Director for the Environmental Planning Office (OEP) is responsible for analyzing the environmental effects and resulting impacts and mitigating measures of planned projects; and to provide guidance to project leads to help insure the consideration of potential Title VI impacts. This process requires the consideration of the social, economic, and environmental effects of a proposed project and the consideration of possible discriminatory impacts. The Division's Title VI responsibilities include, but are not limited to, assisting the Office of Contract Compliance with the following tasks:

- Cooperating with the Office of Contract Compliance to develop an inclusive public involvement process and removing potential barriers to participation.
- Provide guidance to design leads to help ensure the scoping process sufficiently considers potential impacts to minority populations.
- Ensure that potential impacts to minority populations are a consideration when selecting the type of environmental review to be conducted for each project.
- Provide guidance to help ensure that a reasonable study area is selected when determining community impacts.
- Provide guidance to help ensure that adequate mitigation strategies have been identified when potentially disproportionate and adverse impacts to minority populations are identified.
- In concert with the Office of Contract Compliance, monitor compliance with E.O. 13166, Limited English Proficiency, to ensure access and understanding of transportation programs and activities for those with limited English proficiency during the EA, EIS and EIE process.

- Promptly refer Title VI complaints to the Title VI Coordinator.
- Provide requested data to the Office of Contract Compliance in a timely manner.
- Work with the Office of Contract Compliance and FHWA to develop an EJ policy that can be implemented during preliminary project reviews for all projects.

Title VI Considerations for Internal Review:

The following items from the Environmental Division will be periodically reviewed by the Title VI Coordinator as part of CTDOT's internal Title VI review process:

1. Demographic information for persons attending public meetings as compared to the demographics of the impacted project area.
2. Addressing the needs of Limited English Proficiency persons.
3. Verification that formal and informal public comments are incorporated into the transportation decision-making process.
4. The public involvement strategies used to engage minority and Limited English Proficiency populations in the transportation decision-making process; and strategies used to reduce participation barriers.
5. A description of the methods used to ensure that the issues/concerns raised by minority populations were appropriately considered in the transportation decision-making process. This includes formal and informal records of public comments their integration into the environmental documents.
6. The number and types of environmental reviews.
7. The methods for identifying minority populations for Title VI purposes.
8. Data and information regarding the potential impacts to minority populations with regard to:
 - a. Air quality
 - b. Noise
 - c. Community cohesion/disruptions
 - d. Relocations
 - e. Community services
 - f. Mitigation measures
9. Title VI complaints received regarding the environmental review process.

Design Unit

The Design Unit has the responsibility of ensuring that all aspects of the design phase and final design are executed in accordance with Title VI. This process includes solicitation for proposals, consultant

selection, preliminary design work, development of alternatives; and requires an effective outreach strategy to solicit and incorporate the input provided by the minority community into design. The Design Unit's Title VI responsibilities include, but are not limited to, assisting the Title VI Coordinator with the following tasks:

- In conjunction with the Consultant Selection Office, ensure that all consultant and sub consultant agreements include Title VI assurances.
- Ensure nondiscrimination with regard to procurement for consultant design agreements.
- Ensure that Title VI is integrated into the Unit's internal procedures and is reviewed and updated as necessary to maintain Title VI compliance.
- Promptly refer Title VI complaints to the Title VI Coordinator.
- Fulfill Title VI Coordinator data requests timely.

Title VI Considerations for Internal Review:

The following items regarding the Design Division will be periodically reviewed by the Title VI Coordinator as part of CTDOT's internal Title VI review process:

1. Data concerning consultant contracts entered into for Design Division activities, including award amounts.
2. The number of public hearings/informational meetings held during the design phase and the use of outreach methods targeting minority and low-income populations.
3. Description of the unit's internal procedures that illustrate where and how Title VI compliance is integrated.
4. Title VI complaints received regarding transportation planning or the public involvement process.

Right-of-Way

The Right-of-Way Division Head has the responsibility for assuring that all Right-of-Way activities are executed in compliance with Title VI. These activities include property appraisals, negotiations with property owners, acquisition of properties, and relocation of people and businesses. The Chief ROW Agent will be responsible for implementing any changes that may be necessary to insure Title VI compliance. The Division's Title VI responsibilities include, but are not limited to, assisting the Title VI Coordinator with the following tasks:

- Ensure nondiscrimination with regard to procurement for appraisers and other right-of-way related agreements.
- Ensure equitable treatment of businesses and persons displaced by highway projects, regardless of race, color, or national origin. This includes appraisals, offers of just compensation, relocation counseling, relocation assistance packages, and housing of last resort.
- Ensure that necessary steps are taken to overcome language barriers during the right-of-way process.

- Ensure that Title VI compliance has been incorporated as part of the ROW internal processes; and those processes are reviewed and updated as necessary to maintain compliance.
- Promptly refer Title VI complaints to the Title VI Coordinator.
- Fulfill Title VI Coordinator data requests in a timely manner.

Title VI Considerations for Internal Review:

The Title VI Coordinator will periodically review the following items regarding the Right-of-Way Division as part of CTDOT’s internal Title VI review process:

1. Data and information related to the demographics of relocatees and other beneficiaries of the CTDOT Right-of-Way Division. This includes persons and businesses that receive relocation counseling.
2. Data and information related to the appraisal process, including just compensation offers and supporting documentation.
3. Demographic data on the ownership of consultant firms used in the right of way/relocation process. This includes bidders, awardees, and contracts.
4. Efforts made to provide information in appropriate languages and/or the number of times interpreters were requested and provided.
5. Title VI complaints received regarding the right-of-way process, i.e., appraisals, negotiations, relocation assistance, and payments.
6. Significant Title VI accomplishments attained since last Title VI report and Title VI actions planned for the coming year.

Offices of Contracts and Agreements

The Bureau of Finance and Administration has the primary responsibility for assuring that highway-contracting procedures are executed in accordance with Title VI. The Division’s Title VI responsibilities include, but are not limited to, assisting the Title VI Coordinator with the following tasks:

- Monitoring Federal-aid construction contracts and subcontracts to ensure that they contain all required Title VI provisions and attachments.
- Ensure nondiscrimination with regard to on-call contracts and prequalification procedures;
- Identify potential concerns/barriers for prequalification and licensing, within the bounds of state, federal, and local laws and regulations.
- Ensure that Title VI compliance is integrated into the Contracting Division’s internal procedures and is reviewed and updated as necessary to maintain compliance.

- Ensure that Appendices A and E of the standard FHWA Assurances for Title VI are included in all prime contracts/consultant agreements and that prime contractors are ensuring the Appendices are included in all sub-contracts regardless of tier.
- Promptly refer Title VI complaints to the Title VI Coordinator.
- Monitor Title VI accomplishments and challenges and fulfil Title VI Coordinator data requests timely.

Title VI Considerations for Internal Review:

The Title VI Coordinator will periodically review the following items regarding the Offices of Contracts and Agreements as part of CTDOT’s internal Title VI review process:

1. The number of construction contracts awarded and the award amounts.
2. The number of professional services agreements awarded and the award amounts.
3. Contract documents, including change orders and bids/proposals to verify the inclusion of Title VI Assurances.
4. Description of internal procedures that illustrate where and how Title VI compliance is integrated.
5. Title VI complaints received regarding the contracting process.
6. Significant Title VI accomplishments attained since last Title VI report and Title VI actions planned for the coming year.

Construction

The Office of Construction has the primary responsibility for assuring that highway-construction practices adhere to Title VI requirements. The Division’s Title VI responsibilities include, but are not limited to, assisting the Title VI Coordinator with the following tasks:

- Monitor construction project work to ensure compliance with Title VI requirements.
- Ensure that policies and procedures for monitoring construction activities, reviewing and approving change orders, and inspections are applied in a nondiscriminatory manner.
- Ensure that Title VI compliance is integrated into the Construction Division’s internal procedures and is reviewed and updated as necessary to maintain Title VI compliance, including the assurance that Appendices A and E of the standard FHWA Assurances for Title VI and Other Nondiscrimination Statutes and Regulations document are included in all prime contracts/consultant agreements and that prime contractors are ensuring the Appendices are included in all sub-contracts regardless of tier.
- Administer and enforce the terms of construction contracts in a nondiscriminatory manner;
- Promptly refer Title VI complaints to the Title VI Coordinator.

- Monitor Title VI accomplishments and challenges and respond to requests for data from the Title VI Coordinator in a timely manner.

Title VI Considerations for Internal Review:

The Title VI Coordinator will periodically review the following items regarding the Construction Division as part of CTDOT’s internal Title VI review process:

1. Data and information regarding the implementation of mitigation commitments made during the environmental process.
2. Data and information regarding temporary traffic and pedestrian routing during the course of construction, as well as a demographic profile of the project area.
3. Description of your internal procedures that illustrate where and how Title VI compliance is integrated.
4. Title VI complaints received regarding the construction process.
5. Significant Title VI accomplishments attained since the last Title VI report and Title VI actions planned for the coming year.

VI. EXTERNAL REVIEW PROGRAM

CTDOT is required to monitor its sub recipients to ensure they are compliant with Title VI and related nondiscrimination statutes. The sub recipients that receive federal highway financial assistance through CTDOT for the purpose of administering programs and activities includes local public agencies, universities, and metropolitan and regional transportation planning organizations.

Sub recipient Review Selection Procedures

Each federal fiscal year, as part of CTDOT’s Title VI Work Plan, CTDOT will select sub recipients for review. During this review process, CTDOT will communicate all data requests in writing and provide a written report with potential recommendations when the review is complete. CTDOT will give the sub recipient a reasonable amount of time to complete any tasks and will close the review once the recommendations have been addressed.

CTDOT will identify sub recipients for review based on the following criteria:

- CTDOT knows of or has received (formal or informal) complaints regarding the sub recipient;
- CTDOT staff has identified sub recipients with known Title VI issues/concerns;
- CTDOT receives a request from FHWA to perform a review;
- The sub recipient receives a large amount of funding from CTDOT relative to other sub recipients; and/or
- The sub recipient is new to CTDOT, receives a large amount of funding from CTDOT and requires Title VI training.

Every year, CTDOT will conduct reviews of local public agencies. The review activities are outlined below. The review results will be included in CTDOT's annual Title VI Goals and Accomplishments Report.

Sub recipient Review Procedures

Each year CTDOT allocates a portion of its FHWA funding to nine (9) Metropolitan Planning Organizations (MPOs) and to Local Public Agencies (LPAs) in the form of direct funding or grants/awards to be used for transportation planning and construction projects at the metropolitan and/or local level.

The LPAs are required to develop a Title VI Plan that describes the type of data collected; their Title VI complaint procedures; a signed statement acknowledging awareness of the CTDOT Federal Highway Administration Title VI Plan; a current signed Title VI Assurances; and a summary of outreach efforts for locally administered transportation projects that includes targeted outreach to low income, minority and LEP individuals.

The MPO's Title VI Plan should include the elements listed below. (A MPO that receives FTA funding will have additional Title VI requirement).

- Title VI Notice to the Public
- Title VI Complaint Process and Procedures
- Title VI Complaint Form
- Organizational Chart with an identified Title VI Coordinator
- Public Involvement Plan
- Four Factor Analysis and Language Assistance Plan
- Data Collection & Analysis Procedures
- Title VI Assurances

CTDOT will establish on an annual basis, a schedule for LPA Title VI Program reviews. The reviews may consist of a desk audit or an on-site review, or both. The reviews will be conducted using the following criteria:

Review Criteria and Process

CTDOT will prioritize sub recipient reviews using the following criteria:

- Funding amount received;
- Number of complaints against an LPA;
- Previously identified deficiencies;
- Systematic acquisition of data and information; and
- Length of time between reviews.

In the upcoming fiscal year, CTDOT will improve its website to offer comprehensive checklists, document samples, and other pertinent information regarding the implementation of an LPA Title VI Program, to ensure that LPAs and other federal-aid recipients are actively working to prevent discrimination.

The Office of Contract Compliance will work with sub recipients to help them implement a Title VI program and will train local officials to help them understand the requirements of a Title VI Program and how to make effective implementation efforts.

CTDOT will review MPOs on a triennial basis. The MPOs are responsible for the transportation planning process within their urbanized areas. As a result, each MPO must develop a:

- 3-year Transportation Improvement Program (TIP);
- Title VI Program (elements of the plan will vary based on the type of funding received by the MPO);
- Long-range transportation plan; and
- An annual Unified Planning Work Program (UPWP).

In coordination with the Office of Contract Compliance, the Planning Division provides technical assistance to MPOs on Title VI Program issues. The Planning Division oversees the Metropolitan Planning Organizations by monitoring the following:

- Reviewing the Unified Planning Work Program (UPWP) approval, administration, and oversight;
- Evaluating the Transportation Improvement Program (TIP);
- Providing general assistance and or guidance;
- Ensuring Title VI Program compliance; and
- Assisting with MPO Federal/State reviews.

The Planning Division, the Title VI Coordinator, and the Title VI Liaisons will monitor the MPO's overall strategies and goals to ensure Title VI Program compliance. Reviews will evaluate the outreach efforts employed by the MPO during the 3-year planning period. One of the review functions will be to compare the demographics of attendees at planning meetings, and then perform an analysis of available documents to determine if the planning process includes underserved and underutilized populations, and those with Limited English proficiency. CTDOT staff will examine marketing and advertising samples to monitor targeted outreach and will review complaints filed against the MPO to determine if the MPO is following the complaint requirements relative to Title VI. CTDOT will complete the analysis and provide a report on any identified deficiencies. If necessary CTDOT will request a a corrective action plan to address the deficiencies.

During the triennial Title VI review of the MPOs, CTDOT's Office of Contract Compliance will monitor the following:

- Limited English Proficiency compliance to ensure the utilization of demographic information.
- MPOs use of data to identify minority, low income, and LEP populations, and that the MPOs assess distributions of the benefits/burdens of the transportation plans and activities on these groups.
- MPOs use of data to identify potential disparately impacted populations, and how they assess the distribution of the benefits and burdens of transportation plans.
- Public involvement processes to improve effectiveness and reduce participation barriers for populations based on race, color, and national origin.
- MPO accomplishments and goals since the last Title VI Plan.

Review Steps

1. Notice of compliance review

- a. When a compliance review is initiated, the Office of Contract Compliance (OCC) will send the sub recipient a notice of CTDOT's intent to conduct a compliance review. The notice will provide a list of documents to be submitted and the reason for the review.
- b. The sub recipient will be provided thirty-days to produce the requested documentation. This time-period may be extended at the discretion of the Title VI Coordinator if the request is determined to be reasonable.
- c. Any Sub recipient who fails to respond to a compliance review notice, including the request for information, as required, shall receive a second notice with an additional thirty days to respond.
- d. If after the second notice, a sub recipient fails to respond to the request for documentation. The sub recipient will be notified in writing of their responsibility to comply with information requests. The sub recipient will be noticed that failure to comply may result in a suspension of federal funding.

2. Desk review

- a. Information received from the Sub recipient is reviewed by the OCC and a telephone call may be scheduled to discuss preliminary deficiencies and to request additional information if necessary.
- b. The following factors will play a role in determining whether an on-site review is necessary:
 - Deficiencies are directly related to active projects being constructed or maintained by the sub recipient;
 - Deficiencies include entire missing program components or major deficiencies;
 - The sub recipient's program coordinator or representative has not been identified and/or does not appear to have the support of the executive leadership of the agency in ensuring program compliance; and/or
 - A complaint of noncompliance.

3. Preliminary findings:

Following the conclusion of the desk review and/or on-site review, the OCC will provide the sub recipient with a written report of preliminary findings, which shall:

- Document any deficiencies observed and direct the sub recipient to come into compliance within 90 days; and
- Require that any deficiencies, which cannot be resolved within 90 days, be reflected in a compliance plan to be submitted to the Office of Contract Compliance for approval within the 90-day period. The compliance plan shall include dates for when compliance will be achieved, along with the specific action steps to be taken and who will be responsible for each task identified.

It is the sub recipient's responsibility to notify OCC that it has achieved its approved compliance plan goals. Failure to provide such notice will place them in deficiency status.

If the sub recipient fails to submit appropriate and complete documentation to support its commitment to comply with Title VI, OCC will issue a noncompliance letter and forward a copy to FHWA.

Following the expiration of 90 days, OCC may do any of the following:

- Certify the current sub recipient compliant and eligible to receive funds;
- Identify the current Sub recipient as deficient but on an approved corrective action plan; or
- Issue a notice of failure to comply.

VII. DATA COLLECTION AND ANALYSIS

Data Collection

Per 23 CFR § 200.9(b)(4) CTDOT is required by federal regulations to collect statistical data on the race, color, and national origin of participants in and beneficiaries of its programs. Civil rights staff works with program area staff (environmental, planning, right of way, etc.) on collecting and analyzing data.

The following is a brief description of data collection efforts conducted by CTDOT:

Right of Way: During the interview/intake process, CTDOT ROW staff will ensure that demographic information is collected voluntarily and inform impacted person of the reasons for collecting the demographic data.

Environmental Planning: CTDOT collects and analyzes U.S. Census and other data as a part of the NEPA and CEPA processes to determine which populations are expected to be impacted by CTDOT projects. Additionally, Environmental staff collects demographic data during public meetings with the use of voluntary demographic surveys.

Statewide Planning: As part of the Statewide Planning Process, CTDOT staff analyze demographic maps that include median income levels per county, racial/ethnic makeup at the U.S. Census tract level, and trends regarding transportation equity. Additionally, demographic data will be collected at all public meetings with the use of voluntary demographic surveys.

Language Assistance: The Office of Contract Compliance monitors the Language Assistance Call Line to collect data relative to requests for language assistance at public informational meetings or hearings.

Public Involvement: CTDOT developed a voluntary demographics survey to collect the demographic data of the participants attending public meetings/hearings. The intent is to gather a sufficient pool of data to determine whether CTDOT is reaching all population groups and receiving input in the transportation decision-making process. In the next fiscal year, the Office of Contract Compliance will develop a process to store data from submitted surveys, and compare the demographics to those of the project area from where they were collected.

CTDOT program areas are responsible for collecting data on race, color, and national origin as it pertains to their potential interaction with the public. Additional data can include language spoken other than English. The Office of Contract Compliance will work individually with each program area to develop a collected data set which will support both the desk audit and reporting to FHWA. Potential sources of data and analysis tools include:

- Census Data

- School Districts
- Forms or Surveys
- Management Systems (Pavement and Congestion)
- Land Use Plans
- Geographic Information Systems
- Transportation Models
- Transportation Committees (e.g., Citizen Advisory Committees)

Data Analysis

Once Title VI data is collected, the data should be analyzed to identify any patterns of discrimination. Each program area is responsible for analyzing the data collected and recommending corrective action, as appropriate. A pattern of discrimination may result from a specific process, or as the result of a process or procedure being implemented in a discriminatory manner.

Types of analysis to address compliance with Title VI include:

- Distribution of benefits (dollars, facilities, systems, projects) by groups and communities;
- Allocation of funds by mode (highway, bus, etc.);
- Impact of investments on race, color, and national origin;
- Projected population increases versus planned facilities and type of facilities;
- Impacts of the location of existing or proposed facilities connected with a project;
- Language needs assessment;
- Transportation needs of all persons within boundaries of plans or projects;
- Persons included in the decision-making process;
- Strategies to address impacts;
- Priorities for investments;
- Sources for financing investments, and
- Strategies to disseminate information.

When determining compliance with Title VI, each program area should consider the following:

- How services are provided, and the data necessary to determine whether any persons are or will be denied such services, because of their race, color, or national origin as defined by Title VI authorities.
- Identify the population by race, color and national origin that are eligible to be served.
- The location of existing or proposed facilities connected with the program, and related information adequate for determining whether the location has or will have the effect of denying access to any persons on the basis of race, color and national origin.
- Identify membership by race, color and national origin, of any planning or advisory body that is an integral part of the program.
- Where determination of location is involved, the requirements and steps used or proposed to guard against unnecessary impact on persons on the basis of race, color and national origin.

VIII. TRAINING

External and Internal training are key tools that we use to address discriminatory trends or patterns.

OCC provides Title VI training to as many different audiences as possible, internal and external, to reduce the occurrence or likelihood of discrimination. That training includes an overview of the legal components of Title VI, the regulatory requirements and implementation guidance. The training has been effective in educating CTDOT staff and sub recipients to understand what discrimination is under Title VI, and the types of proactive measures that can be utilized to prevent discrimination.

Title VI training provides comprehensive information on the Title VI program and its application to program operations. The Title VI training schedule is included in the FHWA in the annual Goals and Accomplishments report.

The CTDOT Title VI Program staff has developed an external online training module to supplement in-person training. One-to-one training is available when requested.

CTDOT has collaborated with the MPOs to provide notification to their LPAs of training opportunities within their region. MPOs and LPAs can request specialized Title VI training, in which case, the Office of Contract Compliance will schedule a time to provide the requested training. The end of each online training module also provides contact information as another avenue for the participant to request additional training.

IX. COMPLAINT DISPOSITION PROCEDURES

Who can file? Any person who believes they—or with a specific class of persons—were subjected to discrimination on the basis of race, color, or national origin in the programs and activities of a Federal-aid Recipient may file a Title VI complaint.

Where can one file? Complaints may be filed with CTDOT, FHWA Division Offices, the FHWA Headquarters Office of Civil Rights, the United States Department of Transportation (USDOT) Departmental Office of Civil Rights, or the U.S. Department of Justice.

When must one file? According to U.S. DOT regulations, 49 CFR § 21.11(b), a complaint must be filed not later than 180 days after the date of the last instance of alleged discrimination, unless the time for filing is extended by the investigating agency.

What should a complaint look like? Complaints should be in writing, signed and filed by mail, in person, or by e-mail. However, the complainant may call the agency and provide the allegations by telephone, and the agency will transcribe the allegations of the complaint as provided over the telephone, read the complaint back to the complainant over the telephone and send the written complaint to the complainant for confirmation or correction and signature. A complaint should contain at least the following information:

- A written explanation of what has happened;
- Contact information of the complainant;
- The basis of the complaint (e.g., race, color, national origin);
- The identification of a specific person/people and the respondent (e.g.) agency/organization) alleged to have discriminated;
- Sufficient information to understand the facts that led the complainant to believe that discrimination occurred in a program or activity that receives Federal financial assistance; and

- The date(s) of the alleged discriminatory act(s). The complaint should indicate if the alleged discrimination is ongoing.

How are FHWA complaints routed? FHWA is responsible for all decisions regarding whether a FHWA complaint should be accepted, dismissed, or referred to another agency.

With this understanding, complaints should be routed in the following ways:

- All complaints filed with CTDOT will be routed to the FHWA Division Office for processing. FHWA is responsible for all determinations regarding whether to accept, dismiss, or transfer Title VI complaints filed against State DOTs or Sub recipients of Federal financial assistance.
- Complaints filed with sub recipients of Federal-aid should be forwarded from the initial receiving agency to CTDOT. CTDOT will then forward the complaint to the FHWA Division Office. For example, if a complaint is filed with an LPA, that receiving FHWA funds, the LPA should forward the complaint to CTDOT, who will forward the complaint to the FHWA Division Office.

CTDOT will log all complaints received. When FHWA makes their determination on whether to accept, dismiss, or transfer a complaint, FHWA will notify the complainant, CTDOT, and the sub recipient (where applicable) of their decision.

Title VI complaints may be mailed to:

**Connecticut Department of Transportation
Office of Contract Compliance
Attention: Title VI Coordinator
2800 Berlin Turnpike
Newington, CT 06111**

and/or

**Federal Highway Administration Connecticut Division Office
Attention: Civil Rights Specialist
628 Hebron Avenue, #303
Newington, CT 06033**

and/or

**Federal Highway Administration Headquarters
Office of Civil Rights
1200 New Jersey Avenue, SE HCR-40, Room E81-101
Washington, DC 20590**

Additionally, complaints may be filed the U.S. Department of Justice at:
**Federal Coordination and Compliance Section - NWB Civil Rights Division
U.S. Department of Justice
950 Pennsylvania Avenue, N.W. Washington, D.C. 20530**

What are the potential outcomes for processing a complaint? There are four potential outcomes for processing complaints:

- To Accept - if a complaint is timely filed (see Question 2c, above), contains sufficient information to support a claim under Title VI, and concerns matters under FHWA's jurisdiction, then FHWA will send to the complainant and the respondent agency a written notice that it has accepted the complaint for investigation.
- Preliminary review - if it is unclear whether the complaint allegations are sufficient to support a claim under Title VI, then FHWA may (1) dismiss it or (2) engage in a preliminary review to acquire additional information from the complainant and/or respondent before deciding whether to accept, dismiss, or refer the complaint.
- Procedural Dismissal - if a complaint is not filed timely (see Question 2c, above), is not in writing and signed, or features other procedural/practical defects, then FHWA will send the complainant and the respondent a written notice that it is dismissing the complaint.
- Referral\Dismissal - if the complaint is procedurally sufficient but FHWA (1) lacks jurisdiction over the subject matter or (2) lacks jurisdiction over the respondent entity, then FHWA will either dismiss the complaint or refer it to another agency that does have jurisdiction. If FHWA dismisses the complaint, it will send the complainant and the respondent a copy of the written dismissal notice. For referrals, FHWA will send a written referral notice with a copy of the complaint to the proper Federal agency and a copy to the USDOT Departmental Office of Civil Rights.

FHWA is responsible for conducting all investigations of CTDOT and other FHWA primary Recipients. In the case of a complaint filed against a CTDOT sub recipient, either FHWA may conduct the investigation itself, or it may delegate the investigation to the CTDOT. If FHWA chooses to delegate the investigation of a sub recipient they will communicate its acceptance of the complaint to the complainant and respondent, but the CTDOT will conduct all data requests, interviews, and analysis. CTDOT will then create a Report of Investigation (ROI), which it will send to FHWA. Finally, FHWA will review the ROI and compose a Letter of Finding based on the ROI. All Letters of finding issued by FHWA are administratively final.

What are the timeframes for investigations? For FHWA, there is no regulatory timeframe for completing investigations. However, FHWA strives to complete all tasks within 180 days from the date of acceptance. When CTDOT has been delegated an investigation from FHWA, 23 CFR §200.9(b)(3) provides that CTDOT must complete investigations within 60 days of receipt (meaning the date it receives the delegated complaint from FHWA).

Investigation files are confidential and will be treated as confidential by CTDOT. The contents of such files will only be disclosed to appropriate CTDOT personnel and federal authorities in accordance with Federal and State laws. CTDOT will retain files in accordance with records retention schedules and all Federal guidelines.

Title VI Complaint Form (English with Safe Harbor Languages): See Appendix E

Title VI Complaint Form (Spanish): See Appendix F

X. COMPLIANCE AND ENFORCEMENT PROCEDURES

Remedial Action

The goal for Title VI and regulatory enforcement is to achieve voluntary compliance.

Internal Reviews - If deficiencies are found during an internal Title VI review, the Compliance Review Report will include a draft corrective action plan (CAP) with projected due dates. A final CAP will be issued following a compliance meeting with the Program Area Manager. During the meeting, the Program Area Manager will be able to propose remedial actions to correct the deficiencies.

External Reviews - If deficiencies are found during an external Title VI review a telephone call may be scheduled to discuss preliminary deficiencies observed and to request additional information as necessary. Following the conclusion of the desk review and/or on-site review, the OCC will provide the sub recipient with a written report of preliminary findings, which shall:

- Document any deficiencies observed and direct the sub recipient to come into compliance within 90 days; and
- Require that any deficiencies, which cannot possibly be resolved within 90 days, be reflected in a compliance plan submitted to the Office of Contract Compliance for approval within the 90-day period. The plan shall include dates by which compliance will be achieved and the specific action steps with identified task ownership.

It is the sub recipient's responsibility to notify OCC that it has achieved its approved compliance plan goals. Failure to provide such notice will place them in deficiency status.

If the sub recipient fails to submit appropriate and complete documentation to support its commitment to comply with Title VI, OCC will issue a noncompliance letter and forward a copy to FHWA.

Affecting Compliance

Departmental Programs - If an issue of noncompliance is identified and cannot be resolved, the Title VI Specialist will elevate the matter to the CTDOT Commissioner; after which, the matter may be referred to the FHWA Civil Rights Program Manager.

Sub recipients: When a sub recipient fails to take appropriate corrective actions in response to the findings of deficiencies in the compliance report:

- The sub recipient moves from a "deficiency status" to noncompliance;
- CTDOT will submit two copies of the case file to FHWA with a recommendation that the sub recipient be found in noncompliance; or
- CTDOT may initiate proceedings to impose sanctions for noncompliance with the concurrence from FHWA.

Sanctions

In the event that a sub recipient or contractor fails or refuses to comply with Title VI, CTDOT will attempt to resolve the issue using normal administrative solutions. If the recipient is uncooperative or nonresponsive during attempts by CTDOT to resolve the compliance issue, CTDOT may take any or all of the following steps, with the concurrence of FHWA:

- a. Cancel, terminate, or suspend the contract or agreement in whole or in part;
- b. Refrain from extending any further assistance to the recipient under the program with respect to which the failure or refusal occurred until satisfactory assurance of future compliance has been received from the recipient;
- c. Take such other action that may be deemed appropriate under the circumstances, until compliance or remedial action has been accomplished by the recipient; and/or,
- d. Refer the case to the appropriate federal agency for appropriate administrative or legal proceedings or other means authorized by law.

XI. REVIEW OF STATE DIRECTIVES

The Title VI Staff uses several processes to review CTDOT directives, policies and practices:

- The Title VI Coordinator works collaboratively with the CTDOT legal staff to ensure CTDOT directives are in keeping with Title VI of the Civil Rights Act of 1964 and other federal nondiscrimination mandates.
- The Title VI Coordinator is included in the review process when CTDOT directives and policies are being drafted. This process affords the Title VI Coordinator an opportunity to review for any possible Title VI issues.
- The Title VI Coordinator reviews all environmental documents to ensure staff is aware of any potential Title VI issues.

XII. DISSEMINATION OF INFORMATION

In accordance with 23 CFR § 200.9(a)(12), CTDOT develops Title VI information for dissemination to the public and, where appropriate, in languages other than English.

CTDOT's website is designed to ensure Title VI information is readily accessible to the public. The website informs the public of their rights under Title VI and provides information on how to file a complaint. Title VI information available on CTDOT's website includes the following:

- CTDOT's FHWA Title VI Implementation Plan
- CTDOT Title VI Notice to the Public (English and Spanish)
- CTDOT Title VI Policy
- CTDOT Title VI Nondiscrimination Assurances
- CTDOT's External Discrimination Complaint Form (English and Spanish)
- CTDOT Title VI Flyer (English and Spanish)
- Title VI Training Module for Sub Recipients of FHWA funds.

The above information is located on CTDOT's Web site at: <https://portal.ct.gov/DOT/Business/Contract-Compliance/Title-VI-Page>

The CTDOT provides Title VI Flyers (See Appendices G and H) and voluntary demographic surveys at public informational meetings and hearings. These flyers are available in Spanish, and the English

version includes descriptions of the documents in Connecticut’s top eleven safe harbor languages. The flyers will be translated into languages other than English, as requested. Furthermore, current copies of CTDOT’s Title VI Notice to the Public are available and accessible at CTDOT buildings.

XIII. PUBLIC INVOLVEMENT

It is CTDOT’s policy and commitment to foster public involvement in all of its projects. CTDOT welcomes everyone, regardless of race, color, national origin or ability to speak English, to participate in and benefit from its public involvement activities. Special efforts need to be made to engage and stakeholders from all demographic groups. Efforts to involve these affected stakeholders in public participation activities can include both general measures, such as placing public notices in public areas (e.g., libraries, transit stations, or vehicles), as well as targeted measures to address linguistic, institutional, cultural, economic, historical, or other barriers that may prevent persons from effective and meaningful participating in the decision-making process.

Some effective practices include:

- Scheduling meetings at times and locations that are convenient and accessible for all communities.
- Employing different meeting sizes and formats.
- Coordinating with community and faith-based organizations; educational institutions; and, other organizations to implement public engagement strategies that reach members of all impacted communities.
- Considering radio, television, or newspaper ads on stations and in publications that serve typically underserved communities. Outreach to these populations could also include audio programming available on podcasts.
- Providing opportunities for public participation through means other than written communication, such as personal interviews or use of audio or video recording devices to capture oral comments.
- Providing translation services as needed.

CTDOT’s Public Involvement Procedures are available: <https://portal.ct.gov/-/media/DOT/documents/dplans/PIPdf.pdf?la=en>

XIV: LIMITED ENGLISH PROFICIENCY

Executive Order 13166, *Improving Access to Services for Persons with Limited English Proficiency*, requires agencies receiving federal funding to examine the services provided, identify any need for services to those with Limited English Proficiency (LEP), and develop and implement a system to provide those services so LEP persons have meaningful access.

CTDOT ensures that Limited English Proficient (LEP) individuals have meaningful access to CTDOT programs, services and activities. CTDOT has developed procedures—in accordance with USDOT guidance—to guarantee compliance with LEP.

LEP individuals are those individuals for whom English is not their primary language and have a limited ability to speak, read, write, and understand English; defined as individuals who “speak English less than very well”. Failure to provide meaningful access to such individuals may result in national origin

discrimination, prohibited by Title VI. While designed to be a flexible and fact-dependent system, the starting point is an individualized assessment that balances the following four factors:

1. The number or proportion of LEP persons eligible to be served or likely to be encountered by a program, activity, or service;

The greater the number or proportion of LEP persons from a particular language group served or encountered in the eligible service population, the more likely language services are needed. Ordinarily, persons "eligible to be served, or likely to be directly affected, by" a recipient's programs or activities are those who are in fact, served or encountered in the eligible service population. This population will be program-specific, and includes persons who are in the geographic area that is part of the recipient's service area.

The Department analyzes American Community Service (ACS) data annually to identify any changes in the statewide LEP populations. While there are no languages that reach the LEP threshold of 5% statewide, based on the most current ACS data (2013-2017), thirty (30) language categories reach the Safe Harbor threshold statewide. The languages and the number of LEP speakers statewide are listed below.

Total CT Population 3,408,290		
Speak only English	2,656,081	77.93%
Spanish	156,164	4.58%
Portuguese	15,546	0.46%
Chinese (incl. Mandarin, Cantonese)	14,215	0.42%
Polish	13,668	0.40%
Italian	9,461	0.28%
Haitian	6,462	0.19%
Indo-European	5,200	0.15%
French (including Cajun)	4,850	0.14%
Arabic	4,439	0.13%
Vietnamese	4,000	0.12%
Russian	3,799	0.11%
Korean	3,193	0.09%
Gujarati	2,817	0.08%
Hindi	2,672	0.08%
Greek	2,586	0.08%
Tagalog (incl. Filipino)	2,404	0.07%
Ukrainian or other Slavic languages	2,306	0.07%
Other languages of Asia	2,241	0.07%
Urdu	2,227	0.07%
Bengali	2,139	0.06%
Serbo-Croatian	2,055	0.06%

Other and unspecified languages	1,958	0.06%
Telugu	1,935	0.06%
Japanese	1,647	0.05%
Nepali, Marathi, or other Indic languages	1,625	0.05%
Thai, Lao, or other Tai-Kadai languages	1,435	0.04%
Tamil	1,363	0.04%
Khmer	1,347	0.04%
German	1,328	0.04%
Yoruba, Twi, Igbo, or other languages of Western Africa	1,282	0.04%
Persian (including Farsi and Dari)	679	0.02%
Malayalam, Kannada, or other Dravidian languages	543	0.02%
Amharic, Somali, or other Afro-Asiatic languages	452	0.01%
Punjabi	419	0.01%
Swahili or other languages of Central, Eastern, and Southern Africa	396	0.01%
Hebrew	340	0.01%
Ilocano, Samoan, Hawaiian, or other Austronesian languages	266	0.01%
Yiddish, Pennsylvania Dutch or other West Germanic	141	0.00%
Armenian	81	0.00%
Other Native languages of North America	73	0.00%
Hmong	34	0.00%
Total LEP Population:	279,788	8.21%

The statewide data is used to generate statewide LEP and safe harbor maps. The maps and raw data are referred to on a project-by-project basis to identify any potential LEP populations within the project area. When LEP populations are identified, Project Engineers are instructed via the Environmental Review Form, to contact the Office of Contract Compliance for technical assistance and guidance.

2. The frequency with which LEP individuals come in contact with the program;

Recipients should assess, as accurately as possible, the frequency with which they have or should have contact with LEP individuals from different language groups seeking assistance, as the more frequent the contact, the more likely enhanced language services will be needed. The steps that are reasonable for a recipient that serves an LEP person on a one-time basis will be very different from those of a recipient that serves LEP persons daily.

In 2018, the Department introduced the Language Assistance Call Line (LACL). The LACL resides in the Office of Contract Compliance and is monitored daily for new requests for language assistance. Individuals who are hearing and/or speech impaired are directed to use the 711 Telecommunications Relay Service to call the Office of Contract Compliance. Notices of public meetings or hearings include the phone number for the LACL, and specify the number of days within which a request should be made

to guarantee free language assistance. Callers to the LACL are instructed (in English and Spanish) to leave a message and provide contact information. Offices responsible for generating public meeting/hearing notices have been instructed to email a copy of the public notice to the Office of Contract Compliance with the name and phone number of a contact person familiar with the meeting or hearing. There have been no requests for language assistance through the LACL service.

In an effort to efficiently capture the frequency of contact with LEP populations on a project-by-project basis, the Office of Contract Compliance will research the possibility of administering an Agency-wide LEP survey to determine the extent to which CTDOT personnel comes into contact with LEP populations. The survey will request the respondent to identify the languages, types of languages, and the nature of the contact (ROW process, public informational meeting, etc.).

3. The nature and importance of the program, activity, or service provided by the CTDOT to people's lives;

The more important the activity, information, service, or program, or the greater the possible consequences of the contact to the LEP individuals, the more likely language services are needed. A recipient needs to determine whether the denial or delay of access to services and/or information, could have serious or even life-threatening implications for the LEP individual. Decisions by a Federal, state, or local entity to make an activity compulsory such as requiring a driver to have a license, can serve as strong evidence of the importance of the program or activity.

In cases where the delivery of clear instructions are necessary translations of languages meeting the LEP Safe-Harbor threshold should be provided. Example, in cases of emergency evacuation instructions; road closures and traffic changes should be provided in languages that meet the LEP Safe-Harbor threshold.

In addition to the Title VI Notice to Beneficiaries, information relative to filing a Title VI complaint, and the availability of information about the Department's Title VI program, including instructions on how to obtain information in languages other than English. CTDOT has updated its website to include instructions to the public on how to request language assistance. These instructions are included in the top eleven statewide safe harbor languages.

4. The resources available to CTDOT and costs.

A recipient's level of resources and the costs imposed may have an impact on the nature of the steps it should take in providing meaningful access for LEP persons. Smaller recipients with more limited budgets are not expected to provide the same level of language services as larger recipients with larger budgets. Recipients should carefully explore the most cost-effective means of delivering competent and accurate language services before limiting services due to resource concerns.

The Department weighs the demand for language assistance against current and projected financial and personnel resources. The Department will continue to expend a reasonable portion of its budget dollars and project dollars to meet compliance goals, and fulfill the provisions of the language assistance plan. The Department recognizes that to continue to expand the program, new sources of internal and/or external funding might be needed depending upon the cost and scope of new strategies and actions.

LIST OF ATTACHMENTS

APPENDIX A: CTDOT Title VI Assurances

APPENDIX B: CTDOT Organizational Chart

APPENDIX C: Office of Contract Compliance Organizational Chart

APPENDIX D: CTDOT Title VI Policy Statement

APPENDIX E: CTDOT Title VI Complaint Form (English with Safe Harbor Languages)

APPENDIX F: CTDOT Title VI Complaint Form (Spanish)

APPENDIX G: CTDOT Title VI Flyer (English with Safe Harbor Languages)

APPENDIX H: CTDOT Title VI Flyer (Spanish)

**The United States Department of Transportation (USDOT)
Standard Title VI/Nondiscrimination Assurances
DOT Order No. 1050.2A**

The Connecticut Department of Transportation (herein referred to as the "Recipient"), **HEREBY AGREES THAT**, as a condition to receiving any Federal financial assistance from the U.S. Department of Transportation (DOT), through the Federal Highway Administration, is subject to and will comply with the following:

Statutory/Regulatory Authorities

- Title VI of the Civil Rights Act of 1964 (42 U.S.C. § 2000d *et seq.*, 78 stat. 252), (prohibits discrimination on the basis of race, color, national origin);
- 49 CFR Part 21 (entitled *Nondiscrimination In Federally-Assisted Programs Of The Department Of Transportation—Effectuation Of Title VI Of The Civil Rights Act Of 1964*);
- Section 162 (a) of the Federal-Aid Highway Act of 1973 (23 USC 324);
- Age Discrimination Act of 1975;
- Section 504 of the Rehabilitation Act of 1973;
- Americans With Disabilities Act of 1990;
- Civil Rights Restoration Act of 1987;
- 23 CFR Part 200;
- USDOT Order 1050.2;
- Executive Order #12898 (Environmental Justice); and
- Executive Order #13166 (Limited-English-Proficiency).

The preceding statutory and regulatory cites hereinafter are referred to as the "Acts" and "Regulations," respectively.

General Assurances

In accordance with the Acts, the Regulations, and other pertinent directives, circulars, policy, memoranda, and/or guidance, the Recipient hereby gives assurance that it will promptly take any measures necessary to ensure that:

No person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity," for which the Recipient receives Federal financial assistance from DOT, including the Federal Highway Administration.

The Civil Rights Restoration Act of 1987 clarified the original intent of Congress, with respect to Title VI and other Nondiscrimination requirements (The Age Discrimination Act of 1975, and Section 504 of the Rehabilitation Act of 1973), by restoring the broad, institutional-wide scope and coverage of these nondiscrimination statutes and requirements to include all programs and activities of the Recipient, so long as any portion of the program is Federally assisted.

Specific Assurances

More specifically, and without limiting the above general Assurance, the Recipient agrees with and gives the following Assurances with respect to its Federal-aid Highway Program:

1. The Recipient agrees that each "activity," "facility," or "program," as defined in §§ 21.23 (b) and 21.23 (e) of 49 C.F.R. § 21 will be (with regard to an "activity") facilitated, or will be (with regard to

a "facility") operated, or will be (with regard to a "program") conducted in compliance with all requirements imposed by, or pursuant to the Acts and the Regulations.

2. The Recipient will insert the following notification in all solicitations for bids, Requests For Proposals for work, or material subject to the Acts and the Regulations made in connection with all Federal-aid Highway Programs and, in adapted form, in all proposals for negotiated agreements regardless of funding source:

"The Recipient in accordance with the provisions of Title VI of the Civil Rights Act of 1964 (78 Stat. 252, 42 U.S.C. §§ 2000d to 2000d-4) and the Regulations, hereby notifies all bidders that it will affirmatively insure that any contract entered into pursuant to this advertisement, disadvantaged business enterprises will be afforded full opportunity to submit bids in response to this invitation and will not be discriminated against on the grounds of race, color, or national origin in consideration for an award."

3. The Recipient will insert the clauses of Appendix A and E of this Assurance in every contract or agreement subject to the Acts and the Regulations.
4. The Recipient will insert the clauses of Appendix B of this Assurance, as a covenant running with the land, in any deed from the United States effecting or recording a transfer of real property, structures, use, or improvements thereon or interest therein to a Recipient.
5. That where the Recipient receives Federal financial assistance to construct a facility, or part of a facility, the Assurance will extend to the entire facility and facilities operated in connection therewith.
6. That where the Recipient receives Federal financial assistance in the form, or for the acquisition of real property or an interest in real property, the Assurance will extend to rights to space on, over, or under such property.
7. That the Recipient will include the clauses set forth in Appendix C and Appendix D of this Assurance, as a covenant running with the land, in any future deeds, leases, licenses, permits, or similar instruments entered into by the Recipient with other parties:
 - a. for the subsequent transfer of real property acquired or improved under the applicable activity, project, or program; and
 - b. for the construction or use of, or access to, space on, over, or under real property acquired or improved under the applicable activity, project, or program.
8. That this Assurance obligates the Recipient for the period during which Federal financial assistance is extended to the program, except where the Federal financial assistance is to provide, or is in the form of, personal property, or real property, or interest therein, or structures or improvements thereon, in which case the Assurance obligates the Recipient, or any transferee for the longer of the following periods:
 - a. the period during which the property is used for a purpose for which the Federal financial assistance is extended, or for another purpose involving the provision of similar services or benefits; or
 - b. the period during which the Recipient retains ownership or possession of the property.
9. The Recipient will provide for such methods of administration for the program as are found by the Secretary of Transportation or the official to whom he/she delegates specific authority to give reasonable guarantee that it, other recipients, sub-recipients, sub-grantees, contractors, subcontractors, consultants, transferees, successors in interest, and other participants of Federal financial assistance under such program will comply with all requirements imposed or pursuant to the Acts, the Regulations, and this Assurance.
10. The Recipient agrees that the United States has a right to seek judicial enforcement with regard to any matter arising under the Acts, the Regulations, and this Assurance.

By signing this ASSURANCE, the Connecticut Department of Transportation also agrees to comply (and require any subrecipients, sub-grantees, contractors, successors, transferees, and/or assignees to comply) with all applicable provisions governing the *Federal Highway Administration* access to records, accounts, documents, information, facilities, and staff. You also recognize that you must comply with any program or compliance reviews, and/or complaint investigations conducted by the *Federal Highway*

Administration. You must keep records, reports, and submit the material for review upon request to *the Federal Highway Administration*, or its designee in a timely, complete, and accurate way. Additionally, you must comply with all other reporting, data collection, and evaluation requirements, as prescribed by law or detailed in program guidance.

The Connecticut Department of Transportation gives this ASSURANCE in consideration of and for obtaining any Federal grants, loans, contracts, agreements, property, and/or discounts, or other Federal-aid and Federal financial assistance extended after the date hereof to the recipients by the U.S. Department of Transportation under the *Federal-aid Highway Program*. This ASSURANCE is binding on the Connecticut Department of Transportation, other recipients, sub-recipients, sub-grantees, contractors, subcontractors and their subcontractors, transferees, successors in interest, and any other participants in the Federal-aid Highway Program. The person(s) signing below is authorized to sign this ASSURANCE on behalf of the Recipient.

Connecticut Department of Transportation

(Name of Recipient)

by _____



(Signature of Authorized Official)

Date: _____

9-9-19

APPENDIX A
THE TITLE VI CONTRACTOR ASSURANCES

During the performance of this contract, the contractor, for itself, its assignees and successors in interest (hereinafter referred to as the "contractor") agrees as follows:

1. **Compliance with Regulations:** The contractor (hereinafter includes consultants) will comply with the Regulations relative to Nondiscrimination in Federally-assisted programs of the United States Department of Transportation Federal Highway Administration, as they may be amended from time to time, which are herein incorporated by reference and made a part of this contract.

2. **Nondiscrimination:** The contractor, with regard to the work performed by it during the contract, will not discriminate on the grounds of race, color, national origin, sex, age, disability, income or Limited English Proficiency in the selection and retention of subcontractors, including procurements of materials and leases of equipment. The contractor will not participate directly or indirectly in the discrimination prohibited by the Acts and Regulations, including employment practices when the contract covers any activity, project, or program set forth in Appendix B of 49 CFR Part 21.

3. **Solicitations for Subcontracts, Including Procurements of Materials and Equipment:** In all solicitations, either by bidding, or negotiation made by the contractor for work to be performed under a subcontract, including procurements of materials, or leases of equipment, each potential subcontractor or supplier will be notified by the contractor of the contractor's obligations under this contract and Acts and the Regulations relative to Non-discrimination on the grounds of race, color, or national origin.

4. **Information and Reports:** The contractor will provide all information and reports required by the Acts, the Regulations, and directives issued pursuant thereto and will permit access to its books, records, accounts, other sources of information, and its facilities as may be determined by the Recipient or the Federal Highway Administration to be pertinent to ascertain compliance with such Acts, Regulations, and instructions. Where any information required of a contractor is in the exclusive possession of another who fails or refuses to furnish this information, the contractor will so certify to the Recipient or the Federal Highway Administration, as appropriate, and will set forth what efforts it has made to obtain the information.

5. **Sanctions for Non-compliance:** In the event of the contractor's non-compliance with the Non-discrimination provisions of this contract, the Recipient will impose such contract sanctions as it or the Federal Highway Administration may determine to be appropriate, including, but not limited to:

- a. withholding contract payments to the contractor under the contract until the contractor complies; and/or
- b. cancelling, terminating, or suspending a contract, in whole or in part.

6. **Incorporation of Provisions:** The contractor will include the provisions of paragraphs one through six in every subcontract, including procurements of materials and leases of equipment, unless exempt by the Acts, the Regulations and directives issued pursuant thereto. The contractor will take action with respect to any subcontract or procurement as the Recipient or the Federal Highway Administration may direct as a means of enforcing such provisions including sanctions for noncompliance. Provided, that if the contractor becomes involved in, or is threatened with, litigation by a subcontractor, or supplier because of such direction, the contractor may request the Recipient to enter into any litigation to protect the interests of the Recipient. In addition, the contractor may request the United States to enter into the litigation to protect the interests of the United States.

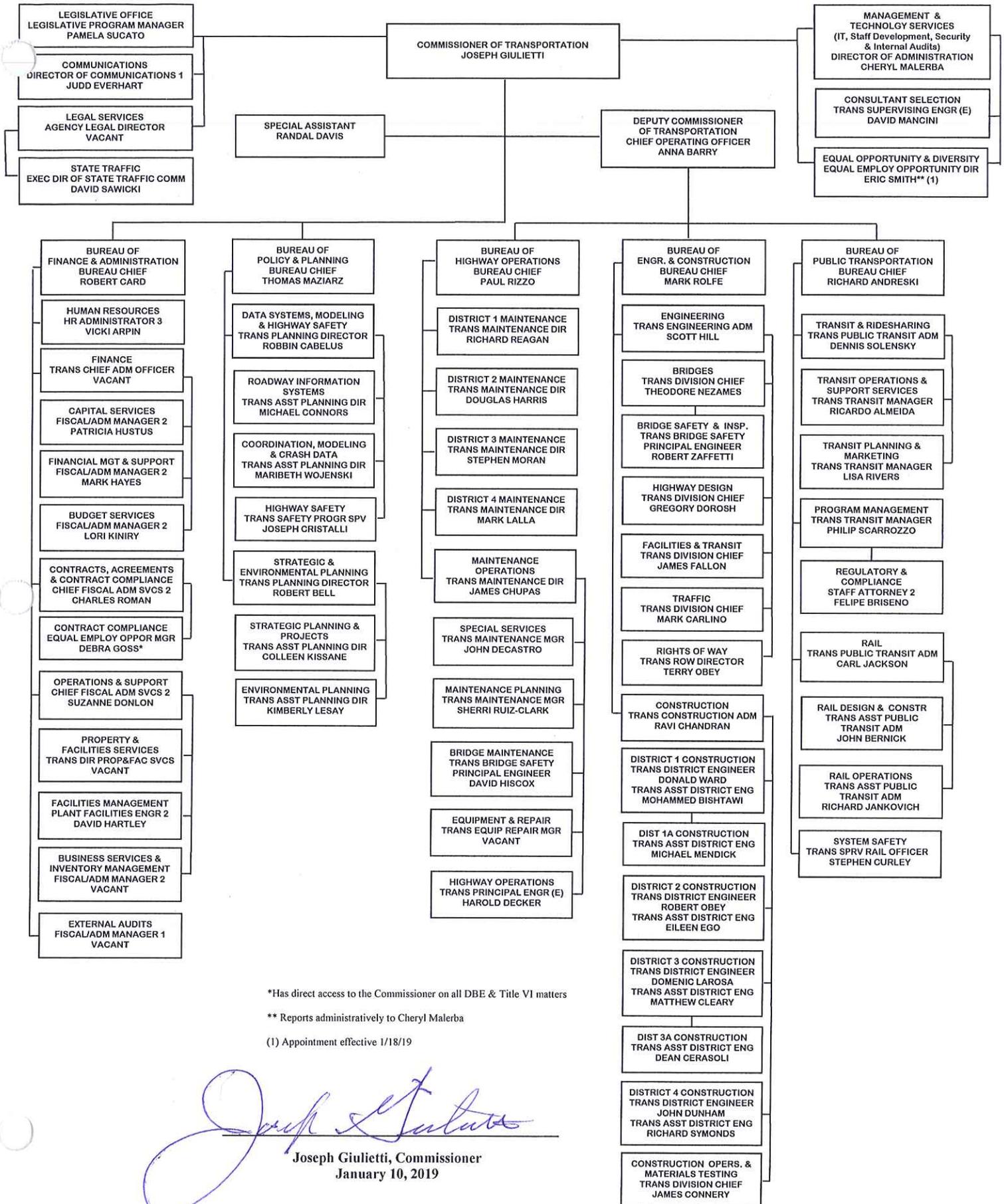
APPENDIX E

During the performance of this contract, the contractor, for itself, its assignees, and successors in interest (hereinafter referred to as the "contractor") agrees to comply with the following non-discrimination statutes and authorities; including but not limited to:

Pertinent Non-Discrimination Authorities:

- Title VI of the Civil Rights Act of 1964 (42 U.S.C. § 2000d *et seq.*, 78 stat. 252), (prohibits discrimination on the basis of race, color, national origin); and 49 CFR Part 21.
- The Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970, (42 U.S.C. § 4601), (prohibits unfair treatment of persons displaced or whose property has been acquired because of Federal or Federal-aid programs and projects);
- Federal-Aid Highway Act of 1973, (23 U.S.C. § 324 *et seq.*), (prohibits discrimination on the basis of sex);
- Section 504 of the Rehabilitation Act of 1973, (29 U.S.C. § 794 *et seq.*), as amended, (prohibits discrimination on the basis of disability); and 49 CFR Part 27;
- The Age Discrimination Act of 1975, as amended, (42 U.S.C. § 6101 *et seq.*), (prohibits discrimination on the basis of age);
- Airport and Airway Improvement Act of 1982, (49 USC § 471, Section 47123), as amended, (prohibits discrimination based on race, creed, color, national origin, or sex);
- The Civil Rights Restoration Act of 1987, (PL 100-209), (Broadened the scope, coverage and applicability of Title VI of the Civil Rights Act of 1964, The Age Discrimination Act of 1975 and Section 504 of the Rehabilitation Act of 1973, by expanding the definition of the terms "programs or activities" to include all of the programs or activities of the Federal-aid recipients, sub-recipients and contractors, whether such programs or activities are Federally funded or not);
- Titles II and III of the Americans with Disabilities Act, which prohibit discrimination on the basis of disability in the operation of public entities, public and private transportation systems, places of public accommodation, and certain testing entities (42 U.S.C. §§ 12131 – 12189) as implemented by Department of Transportation regulations at 49 C.F.R. parts 37 and 38;
- The Federal Aviation Administration's Non-discrimination statute (49 U.S.C. § 47123) (prohibits discrimination on the basis of race, color, national origin, and sex);
- Executive Order 12898, Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations, which ensures discrimination against minority populations by discouraging programs, policies, and activities with disproportionately high and adverse human health or environmental effects on minority and low-income populations;
- Executive Order 13166, Improving Access to Services for Persons with Limited English Proficiency, and resulting agency guidance, national origin discrimination includes discrimination because of limited English proficiency (LEP). To ensure compliance with Title VI, you must take reasonable steps to ensure that LEP persons have meaningful access to your programs (70 Fed. Reg. at 74087 to 74100);
- Title IX of the Education Amendments of 1972, as amended, which prohibits you from discriminating because of sex in education programs or activities (20 U.S.C. 1681 *et seq.*).

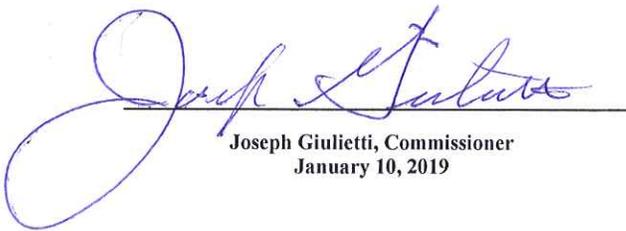
STATE OF CONNECTICUT
DEPARTMENT OF TRANSPORTATION
ORGANIZATION CHART



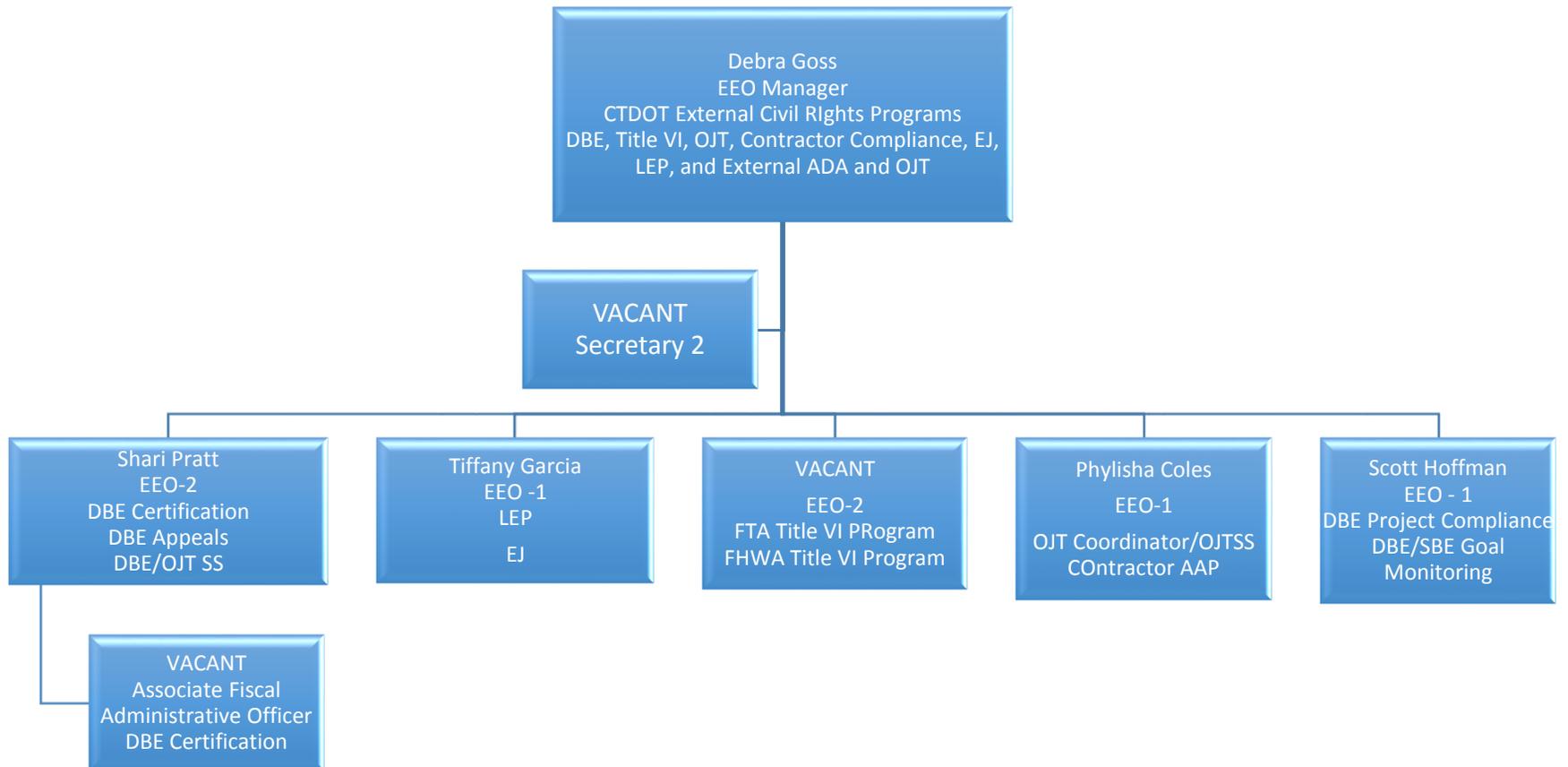
*Has direct access to the Commissioner on all DBE & Title VI matters

** Reports administratively to Cheryl Malerba

(1) Appointment effective 1/18/19


Joseph Giulietti, Commissioner
January 10, 2019

Office of Contract Compliance





CONNECTICUT DEPARTMENT OF TRANSPORTATION

POLICY STATEMENT

POLICY NO. EX.O.-27
March 13, 2019

SUBJECT: Title VI

The Connecticut Department of Transportation (Department) will effectuate the provisions of Title VI of the Civil Rights Act of 1964, as amended (42 USC Section 2000d), 49 CFR Part 21, and 23 CFR Part 200, FTA Circular 4702.1.B, 49 CFR Part 303 and other nondiscrimination directives. The Department prohibits discrimination on the basis of race, color, or national origin and will ensure that no person is excluded from participation in, denied the benefits of, or is otherwise subjected to discrimination under any program or activity receiving Federal financial assistance from the United States Department of Transportation. The Department has signed Title VI Assurances with each of its federal funding agencies, and further assures that every effort will be made to ensure nondiscrimination in all of its programs and activities, whether those programs and activities are federally funded or not. The Department has developed a Title VI discrimination complaint process that is compliant with the Title VI requirements.

Special emphasis areas include the following programs:

- Construction/Maintenance
- Design
- Planning and Research
- Contract/Agreement Processing, Prequalification, and Award
- Rights of Way
- Environmental Planning
- Education and Training
- Transit and Ridesharing
- Rails

The Commissioner, as Chief Executive Officer of the Department, has the overall responsibility for carrying out the Department's commitment to the Title VI Program. The Title VI Program is a Department wide initiative, and all managers, supervisors, and employees share the responsibility of ensuring compliance.

The Title VI Program implementation responsibilities have been delegated to the Department's Bureau Chiefs. The Bureau Chiefs will designate Title VI Liaisons who will be responsible for the day-to-day collection, analysis, and reporting of Title VI related data. The Title VI Liaisons will conduct compliance and program reviews to ensure that the Department is adhering to the procedures outlined in the Department's Title VI Implementation Plan.

The Office of Contract Compliance is responsible for the Department's Title VI Program activities, including providing technical assistance to the bureaus, overseeing and monitoring the implementation of the Department's Title VI Plan, and coordinating the submission of any required reports. Ms. Debra Goss, Equal Employment Opportunity Manager, has been designated as the Department's Title VI Coordinator, and can be reached at (860) 594-2169. The Office of Contract Compliance is located at 2800 Berlin Turnpike, Newington, CT 06111-4113.

As Commissioner of this Department, I am personally committed to the effective implementation of the Department's Title VI Program. The Title VI Coordinator has my full support, and it is expected that all agency personnel will fully cooperate with the Title VI Coordinator in the implementation of the Department's Title VI Plan.

(This Policy Statement supersedes Policy Statement No. EX.O.-27 dated August 17, 2017).



Joseph Giuliatti
Commissioner

AUTHORITIES

- Title VI of the Civil Rights Act of 1964, as amended (42 USC 2000d to 2000d-4);
- Federal Transit Laws, as amended (FTA C 4702.1B) – This Circular delineates the Federal Transit Administration’s (FTA) Title VI requirements;
- Title VIII of the Civil Rights Act of 1968, as amended (42 USC 3601-3619) – This Act is known as the *Fair Housing Act* and Title VIII of this Act prohibits discrimination with respect to the sale or renting of housing;
- The Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970, as amended (42 USC 4601-4655) – This Act is known as the Uniform Act and provides for the uniform and equitable treatment of persons displaced from their homes, businesses, or farms by Federal and federally assisted programs and establishes uniform and equitable land acquisition policies for Federal and federally assisted programs;
- Section 504 of the Rehabilitation Act of 1973, as amended (29 USC 794) – *No otherwise qualified individual with a disability in the United States shall, solely by reason of his or her disability, be excluded from the participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance* (cite taken from 49 CFR 27.1);
- 23 USC 109(h) – Requires the promulgation of guidelines intended to ensure that *possible adverse economic, social, and environmental effects relating to any proposed project on any Federal-aid system have been fully considered in developing such project, and that the final decision on the project are made in the best overall public interest....*;
- 23 USC 324 – Prohibits discrimination on the basis of sex;
- 23 CFR 200 – This part delineates the Federal Highway Administration’s (FHWA) Title VI regulation;
- 23 CFR 450 & 49 CFR 613 – “Planning Assistance and Standards” (October 28, 1993, unless otherwise noted);
- 23 CFR 771 – Joint FTA/FHWA regulation: “Environmental Impact and Related Procedures” (August 28, 1987);
- 28 CFR 42, Subpart F (Department of Justice regulation) – “Coordination of Enforcement of Nondiscrimination in Federally-Assisted Programs” (December 1, 1976, unless otherwise noted);
- 49 CFR 21 – “Nondiscrimination in Federally-Assisted Programs of the Department of Transportation—Effectuation of Title VI of the Civil Rights Act of 1964, as amended” (June 18, 1970, unless otherwise noted);
- DOT Order 5610.2 – “U.S. DOT Order on Environmental Justice to Address Environmental Justice in Minority Populations and Low-Income Populations” (EJ) (April 15, 1997);
- DOT Policy Guidance Concerning Recipients’ Responsibilities to Limited English Proficient Persons (LEP) (December 14, 2005).
- The Age Discrimination Act of 1975, as amended, (42 U.S.C. § 6101 *et seq.*), (prohibits discrimination on the basis of age);
- The Civil rights Restoration Act of 1987, (PL 100-209), (Broadened the scope, coverage and applicability of Title VI of the Civil rights Act of 1964, The Age Discrimination Act of 1975 and Section 504 of the Rehabilitation Act of 1973, by expanding the definition of the terms “programs or activities” to include all of the programs or activities of the Federal-aid recipients, sub-recipients and contractors, whether such programs or activities are Federally funded or not);
- Titles II and III of the Americans with Disabilities Act, which prohibit discrimination on the basis of disability in the operation of public entities, public and private transportation systems, places of public accommodation, and certain testing entities, public and private transportation systems, places of public accommodation, and certain testing entities (42 U.S.C. §§12131 – 12189) as implemented by Department of Transportation regulations at 49 C.F.R. parts 37 and 38;
- Title IX of the Education Amendments of 1972, as amended, which prohibits you from discriminating because of sex in education programs or activities (20 U.S.C. 1681 *et seq.*).

Connecticut Department of Transportation (CTDOT)

TITLE VI & RELATED PROGRAMS DISCRIMINATION COMPLAINT FORM

How can I file a discrimination complaint?

If you believe a United States Department of Transportation (USDOT) recipient has discriminated against you or others protected by Title VI of the Civil Rights Act of 1964, you may file a complaint. Complaints filed with CTDOT should be mailed to: Connecticut Department of Transportation, Attention Debra Goss, Title VI Coordinator, 2800 Berlin Turnpike, Newington, CT 06111, or emailed to Debra.Goss@ct.gov. For questions please call Debra Goss at 860-594-2169 or Tiffany Garcia, Associate Title VI Coordinator, at 860-594-2243.

Section I:

Complainant Name: _____

Street Address: _____

City, State, Zip: _____ Telephone Number: _____

Accessible Format Requirements? Large Print Audio Tape TDD Other

If other, please specify _____

Section II:

Are you filing this complaint on your own behalf? Yes No *If you answered Yes, please proceed to Section III.*

Please supply the name and relationship of the person for 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. Yes No

Section III

For Federal Transit Administration (FTA) Complaints – Discrimination based on:

Race Color National Origin

For Federal Highway Administration (FHWA) Complaints – Discrimination based on:

Race Color National Origin Sex Age Disability

Did the alleged discrimination take place on one of the CTDOT owned transit services? Yes No
If yes, please select the service: CTtransit CTfastrak Hartford Line Shore Line East

Please provide the date(s) and location(s) of the alleged discrimination, and the name(s) of the individual(s) who allegedly discriminated against you including their titles (if known).

Please provide the names, addresses, and telephone numbers of any witnesses.

Explain as clearly as possible what happened, how you feel you were discriminated against and who was involved. Please include how other persons were treated differently from you.

Section IV

Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court?

Yes No If yes, please provide contact information for a contact person at the agency/court where the complaint was filed.

Name: _____ Title: _____

Agency/Court: _____

Address: _____ Telephone Number: _____

Section V

Name of the agency complaint is against: _____

Contact Person: _____ Title: _____

Telephone Number: _____

Complainant Signature: _____ Date: _____

*You may use additional sheets of paper if necessary.
Please include any written materials pertaining to your complaint.*

Any person who believes they have been discriminated against on the basis of race color, or national origin (FMCSA also accepts Title VI complaints for discrimination based on sex, age, disability, income status, and limited English proficiency (LEP)), by the Connecticut Department of Transportation (CTDOT), or one of the Department's sub recipients, may file a Title VI complaint. Complaints must be filed, in writing, no more than 180 day(s) from the date(s) of the alleged incident, or the date when the person(s) became aware of the alleged discriminatory action.

All Title VI complaints filed directly with the CTDOT will be referred to the Department's Title VI Coordinator. Complaints must be in writing, signed by the complainant or a representative, and include the complainants name, address, and telephone number, or other means by which the complainant may be contacted. Complaints shall explain as fully as possible the facts and circumstances surrounding the alleged discriminatory action, and identify the individual(s) and/or organization(s) responsible for the alleged discriminatory action. In cases where the complainant is assisted in converting an oral complaint into a written complaint, the complainant is required to sign the written complaint. All discrimination complaints will be acknowledged in writing. Complaints received by telephone will be reduced to writing and provided to the complainant for confirmation, revision, and signature before processing.

The Title VI designee or the individual receiving the written complaint will review the complaint to ensure that the required information is provided, the complaint is timely, and is written within the appropriate jurisdiction. The complaint will be accepted unless it is withdrawn, not filed within the allowed time period, or the complainant fails to provide required information after a written request for omitted/additional information.

In addition to filing a Title VI complaint with the CTDOT, a Title VI complaint may also be filed directly with the Federal Transit Administration (FTA) for transit related complaints, or with the Federal Highway Administration (FHWA) for highway program related complaints at the addresses listed below.

Federal Transit Administration
Office of Civil Rights
Attn: Complaint Team
East Building, 5th Floor – TCR
1200 New Jersey Avenue, SE
Washington, DC 20590

Federal Highway Administration
Office of Civil Rights
1200 New Jersey Avenue, SE
8th Floor E81-314
Washington, DC 20590

타이틀 VI 불만 서식:

모든 개인이나 단체는 자신이 인종, 피부색 또는 국적에 근거하여 차별을 받고 있다고 믿는 경우 타이틀 VI 불만을 제기할 수 있습니다. 타이틀 VI 불만 서식을 사용하여 커넥티컷주 교통부(CTDOT)에 타이틀 VI 불만을 제기할 수 있습니다. 이 서식은 또한 교통부가 타이틀 VI 불만을 조사할 때 따르는 절차에 대해서도 설명합니다. 다른 언어로 번역된 본 서식이 필요하시면 (860) 594-2243번으로 CTDOT에 문의하십시오.

Lei VI - Formulário de reclamação

Qualquer pessoa ou grupo de pessoas que considere ter sido alvo de discriminação com base em sua raça, cor ou nacionalidade pode registrar uma queixa relacionada à lei VI. O formulário é usado para registrar uma queixa junto ao Departamento de Transportes de Connecticut (CTDOT). Esse formulário também explica os procedimentos seguidos pelo Departamento durante a investigação de uma queixa relacionada à lei VI. Caso você precise de uma cópia desse formulário em outro idioma, entre em contato com o CTDOT através do telefone (860) 594-2243.

Форма жалобы на нарушение прав согласно части VI Закона США о гражданских правах

Жалобу на нарушение прав согласно части VI Закона США о гражданских правах может подать любой человек или группа, которые считают, что они были подвержены дискриминации по признаку расовой, национальной принадлежности или цвету кожи. Формой жалобы на нарушение прав согласно части VI Закона США о гражданских правах можно воспользоваться для подачи жалобы в Транспортное управление штата Коннектикут (CTDOT). В этой форме также описаны процедуры, которых придерживается управление при расследовании жалобы на нарушение прав согласно части VI Закона США о гражданских правах. Чтобы получить эту форму на другом языке, свяжитесь с CTDOT по телефону (860) 594-2243.

Luật VI Mẫu Đơn Khiếu Nại:

Bất kỳ cá nhân hoặc nhóm nào cũng có thể nộp Đơn khiếu nại theo Luật VI khi cho rằng mình đã bị phân biệt đối xử dựa trên chủng tộc, màu da, hoặc nguồn gốc quốc gia. Mẫu đơn khiếu nại theo Luật VI có thể được sử dụng để nộp đơn khiếu nại theo Luật VI với Sở Giao thông Connecticut (CTDOT). Mẫu đơn này cũng giải thích các thủ tục mà Sở sẽ thực hiện khi điều tra một khiếu nại theo Luật VI. Nếu quý vị cần mẫu đơn này bằng ngôn ngữ khác, vui lòng liên hệ với Sở Giao thông Connecticut (CTDOT) theo số (860) 594-2243.

Title VI 投诉表 :

Title VI 投诉表可由认为其因种族、肤色或国籍而遭到歧视的任何个人或团队提交。Title VI 投诉表可用于向康涅狄格州交通部 (CTDOT) 提交 Title VI 投诉。此表也阐明了交通部在调查 Title VI 投诉时将遵循的程序。如果需要以另一语言制作的此表格，请联系 CTDOT，电话 (860) 594-2243。

Title VI 投诉表

任何个人或团体认为因其种族、肤色或国籍而遭受到歧视，均可提出Title VI投诉。公众可利用Title VI投诉表向康涅狄格州交通部 (CTDOT) 提交Title VI 投诉，此表格亦解释了本部门必需遵从的调查程序。如果需要以另一种语言制作此表格，请联系康涅狄格州交通部 (CTDOT)，电话 (860) 594-2243

Title VI Modulo per denuncia:

Si può fare una denuncia relativa al Titolo VI da parte di un individuo o gruppo che pensa di essere stato discriminato in base a razza, colore o nazionalità. Il modulo per la denuncia può essere inoltrato al Dipartimento dei Trasporti del Connecticut (CTDOT). Questo modulo spiega anche le procedure che il Dipartimento adotta per investigare sulla denuncia. Per richiedere il modulo in un'altra lingua, si prega di contattare il CTDOT al numero (860) 594-2243.

Skarga, o której mowa w Tytule VI ustawy o prawach obywatelskich:

Skargę zgodnie z Tytułem VI ustawy o prawach obywatelskich może złożyć każda osoba lub grupa osób, która sądzi, że jest ofiarą dyskryminacji ze względu na swój kolor skóry, rasę lub narodowość. Formularz skargi, o którym mowa w Tytule VI ww. ustawy, można wykorzystać, aby złożyć taką skargę w Wydziale Transportu Connecticut (CTDOT). Formularz zawiera informacje o procedurach rozpatrywania skarg zgodnie z Tytułem VI ww. ustawy stosowanych przez Wydział Transportu. Aby otrzymać ten formularz w innym języku, należy skontaktować się z Wydziałem Transportu Connecticut (CTDOT) pod numerem (860) 594-2243.

ऐसे किसी भी व्यक्ति या समूह द्वारा शीर्षक VI शिकायत दायर की जा सकती है जिनका मानना है कि उनकी जाति, रंग, या राष्ट्रीय मूल के आधार पर उनके साथ भेदभाव किया गया है। कनेक्टिकट डिपार्टमेंट ऑफ ट्रांसपोर्टेशन (The Connecticut Department of Transportation (CTDOT)) में शीर्षक VI शिकायत दायर करने के लिए शीर्षक VI शिकायत फॉर्म इस्तेमाल किया जा सकता है। यह फॉर्म उन कार्यविधियों का विवरण भी प्रदान करता है, किसी शीर्षक VI शिकायत की जाँच करते समय डिपार्टमेंट जिनका पालन करता है। यदि किसी अन्य भाषा में फॉर्म की ज़रूरत है, तो कृपया (860) 594-2243 पर CTDOT से संपर्क करें।

Fòm Plent Tit VI:

Nenpòt moun oswa gwoup ka depoze yon Plent Tit VI si li kwè yo te fè diskriminasyon kont li akòz ras, koulè, oswa peyi li soti. Yo ka itilize fòm plent Tit VI a pou depoze yon plent Tit VI ak Depatman Transpò Connecticut (Connecticut Department of Transportation, CTDOT). Epitou, fòm sa a eksplike demach Depatman an swiv pou mennen ankèt sou yon plent Tit VI. Si ou bezwen fòm lan nan yon lòt lang, tanpri kontakte CTDOT nan (860) 594-2243.

نموذج شكوى الباب السادس:

يجوز تقديم شكوى الباب السادس من قبل أي فرد أو جماعة تعتقد أنها قد تعرضت للتمييز القائم على العرق أو اللون أو الأصل القومي. يجوز استخدام نموذج شكوى الباب السادس من أجل تقديم شكوى الباب السادس مع وزارة النقل بولاية كونيتيكت (CTDOT). كما يوضح هذا النموذج الإجراءات التي تتبعها الوزارة عند التحقيق في شكوى الباب السادس. إذا كانت هناك حاجة ملحة لطلب هذا النموذج بلغة أخرى، يرجى التواصل مع وزارة النقل بولاية كونيتيكت (CTDOT) على (860) 594-2243.

Formulaire de plainte du Titre VI :

Une personne ou un groupe peut déposer une plainte du Titre VI si celle/celui-ci pense avoir été l'objet de discrimination en raison de sa race, sa couleur ou son origine nationale. Le formulaire de plainte du Titre VI peut être utilisé pour déposer une plainte du Titre VI auprès du Service des transports du Connecticut (CTDOT). Ce formulaire explique également les procédures suivies par le Service dans le cadre d'une enquête sur une plainte du Titre VI. Si vous souhaitez recevoir le formulaire dans une autre langue, veuillez contacter le CTDOT au (860) 594-2243.

Departamento de Transportación de Connecticut (CTDOT)

FORMULARIO DE DENUNCIA POR DISCRIMINACIÓN BAJO EL TÍTULO VI Y PROGRAMAS RELACIONADOS

¿Cómo puedo presentar una denuncia de discriminación?

Si usted cree que un beneficiario del Departamento de Transportación de los Estados Unidos (USDOT) ha hecho un acto de discriminación en contra de usted o de otros protegidos por el Título VI del Acto de Derechos Civiles de 1964, puede presentar una denuncia. La siguiente información es necesaria para ayudarnos a procesar su denuncia. El formulario deberá presentarse y dirigirse a Debra Goss, Title VI Coordinator, 2800 Berlin Turnpike, Newington, CT 06111, o por correo electrónico a Debra.Goss@ct.gov. Si necesita algún tipo de ayuda para llenar este formulario, por favor comuníquese con Debra Goss, la Coordinadora del Título VI, al 860-594-2169 o con Tiffany Garcia, Coordinadora Asociada del Título VI, al 860-594-2243.

Sección I:

Nombre: _____

Dirección: _____

Ciudad, Estado, Código Postal: _____

Número de Teléfono: _____

¿Necesita un formato más accesible? Tipo grande de letra Grabación de audio
 Sistema para personas con discapacidad auditiva Otro

Si ha contestado otro, por favor especifique:

Sección II:

¿Presenta usted esta denuncia a nombre propio? Sí No *Si ha contestado Sí, por favor proceda a la Sección III.*

Por favor, provea el nombre y la relación que tiene con la persona por quién presenta la queja:

Por favor, explique por qué presenta la queja en nombre de un tercero:

Por favor confirme que usted ha obtenido el permiso de la persona agraviada. Sí

No

Sección III

Para Denuncias a la Administración Federal de Tránsito (FTA):

Discriminación basada en: Raza Color Nacionalidad

Para Denuncias a la Administración Federal de Carreteras (FHWA):

Discriminación basada en: Raza Color Nacionalidad Sexo Edad Discapacidad

¿La supuesta discriminación ocurrió en uno de los servicios de tránsito propiedad de CTDOT? Sí No

Si ha contestado Sí, seleccione el servicio:

CTtransit CTfastrak Hartford Line Shore Line East

Por favor, provea la fecha(s) y lugar(es) del presunto acto de discriminación, y el nombre o nombres del individuo o los individuos que discriminaron en contra de su persona, incluyendo sus títulos profesionales (si los sabe)

Por favor provea los nombres, direcciones, y números de teléfono de cualquier testigo.

Explique lo más claramente posible que pasó y describa la supuesta discriminación además que a todas las personas involucradas. Por favor incluya cómo otras personas fueron tratadas en una manera diferente de usted.

Sección IV

¿Ha presentado usted esta denuncia con otra agencia federal, estatal o local, o a alguna corte federal o estatal?

Sí No *Si ha contestado Sí, por favor provea información sobre una persona de contacto en la agencia o corte donde se presentó la denuncia.*

Nombre: _____ Cargo: _____

Agencia /Corte: _____

Dirección: _____

Número de Teléfono: _____

Sección V

Nombre de la agencia contra cual se presenta la denuncia: _____

Persona de Contacto: _____ Cargo: _____

Número de Teléfono: _____

Firma del Denunciante: _____ Fecha: _____

*Usted puede agregar páginas adicionales si es necesario.
Por favor adjunte cualquier material escrito que considere relevante para su denuncia.*

Cualquier persona que crea que ha sido discriminada en base a su raza, color, nacionalidad (FMCSA también acepta denuncias por el Título VI basadas en sexo, edad, discapacidad, nivel de ingresos, y dominio limitado del inglés (LEP), por el Departamento de Transportación de Connecticut (CTDOT) o uno de los beneficiarios del Departamento, puede presentar una denuncia bajo el Título VI. Las quejas deben presentarse por escrito, en no más de 180 días de la fecha del presunto incidente, o en la fecha cuando la persona o personas se dieron cuenta del presunto acto de discriminación.

Todas las denuncias bajo el Título VI presentadas directamente a CTDOT serán referidas al Coordinador del Título VI del Departamento. Las quejas deben ser por escrito, firmadas por el afectado o su representante, incluyendo el nombre, dirección, número de teléfono y otros medios de contacto del afectado. Las quejas deben explicar en una manera completa, los hechos y circunstancias relacionadas a la presunta situación discriminatoria, e identificar al individuo o los individuos y organización u organizaciones responsables por la presunta acción discriminatoria. En casos donde el denunciante necesite asistencia para convertir su denuncia verbal en forma escrita, el denunciante está obligado a firmar el documento escrito. Todas las denuncias de discriminación serán reconocidas por escrito. Las quejas recibidas por teléfono serán transcritas y presentadas al denunciante para su confirmación, revisión y firma del documento antes de ser procesadas.

El designado del Título VI recibiendo la queja escrita la revisará para asegurarse que la información requerida está incluida y escrita dentro de la jurisdicción apropiada. La queja será aceptada a no ser que sea retirada, no procesada dentro del tiempo permitido, o el denunciante falle en proveer información requerida después de que se les solicite por escrito información adicional o que no se incluyó.

Además de presentar la denuncia bajo el Título VI con CTDOT, la denuncia bajo el Título VI también puede ser presentada a la Administración Federal de Tránsito (FTA) por denuncias relacionadas a tránsito, o a la Administración Federal de Carreteras (FHWA) por denuncias relacionadas al programa de carreteras a las direcciones descritas abajo.

Federal Transit Administration
Office of Civil Rights
Attn. Complaint Team
East Building, 5th Floor – TCR
1200 New Jersey Avenue, SE
Washington, DC 20590

Federal Highway Administration
Office of Civil Rights
200 New Jersey Avenue, SE
8th Floor E81-314
Washington, DC 20590



Connecticut Department of Transportation

Title VI Notice to the Public

- ◇ The Connecticut Department of Transportation (CTDOT) operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the CTDOT.
- ◇ For more information on the CTDOT's civil rights program, and the procedures to file a complaint, contact the CTDOT Title VI Coordinator at (860) 594-2169, TRS 711; Debra.Goss@ct.gov; or visit our administrative office at 2800 Berlin Turnpike, Newington, CT 06131. For more information, visit www.ct.gov/dot
- ◇ A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the FTA Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590
- ◇ A complainant may file a complaint directly with the Federal Highway Administration by filing a complaint with the FHWA Office of Civil Rights, Attention: Title VI Program Coordinator, 8th Floor E81-105, 1200 New Jersey Ave., SE, Washington, DC 20590

如需更多信息或免费语言协助，请致电 (860) 594-2109

Para información adicional, o asistencia lingüística gratuita, por favor llame al (860) 594-2109

Per informazioni aggiuntive o assistenza linguistica gratuita, chiamare il numero (860) 594-2109

Para obter mais informações, ou para auxílio gratuito em outro idioma, ligue para (860) 594-2109

Aby uzyskać dodatkowe informacje lub bezpłatną pomoc tłumacza, proszę dzwonić pod numer (860) 594-2109

Для получения подробной информации или бесплатных услуг перевода звоните по телефону (860) 594-2109

Pou jwenn plis enfòmasyon, oswa asistans ak lang gratis, ranpri rele (860) 594-2109

(860) 594-2109 لمزيد من المعلومات أو للحصول على مساعدة لغوية مجانية، يرجى الاتصال بالرقم

Si vous souhaitez en savoir plus ou bénéficier d'une assistance linguistique gratuite, merci de composer le numéro suivant (860) 594-2109

अधिक जानकारी या निःशुल्क भाषा संबंधी सहायता के लिए कृपया (860) 594-2109 पर कॉल करें।

추가 정보가 필요하거나 무료 언어 지원이 필요하시면 (860) 594-2109로 전화하십시오

Để có thêm thông tin hoặc hỗ trợ ngôn ngữ miễn phí, vui lòng gọi (860) 594-2109



Departamento de Transporte de Connecticut

Título VI Aviso al Público

- ◇ El Departamento de Transporte de Connecticut (CTDOT) se compromete a asegurar que ninguna persona sea excluida de participar en, o le sean negados los beneficios de, sus servicios de transporte basándose en la raza, color o país de origen de la persona protegida por el Título VI de la Ley de los Derechos Civiles. Si a usted le parece que ha sido objeto de discriminación en lo que corresponde al Título VI, puede presentar una queja al CTDOT.
- ◇ Para más información sobre el programa de derechos civiles del CTDOT y el proceso de presentar una queja, comuníquese con el Coordinadora del Título VI del CTDOT al teléfono (860) 594-2169, TRS 711; Debra.Goss@ct.gov. También puede visitar nuestra oficina administrativa en 2800 Berlin Turnpike, Newington, CT 06131. Para más información, visite www.ct.gov/dot.
- ◇ Un denunciante puede presentar una queja directamente ante la Federal Transit Administration si lo hace ante la FTA Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590.
- ◇ Un denunciante podrá presentar una queja directamente ante la Federal Highway Administration si lo hace ante la FHWA Office of Civil Rights, Attention: Title VI Program Coordinator, 8th Floor E81-105, 1200 New Jersey Ave., SE, Washington, DC 20590.
- ◇ Para recibir más información o ayuda gratuita en otros idiomas, llame al (860) 594-2109.