

South Western Region

Strategy for Addressing Equity of Services and Language Assistance

Compliance with: Title VI of the Civil Rights Act of 1964, the Americans with Disabilities Act of 1990 (ADA) and Executive Order 13166 “Improving Access to Services for persons with Limited English Proficiency”

The South Western Region is committed to ensuring that all transportation planning, policies, and programs are equitable; and that services, benefits and participation are not limited based on age, race, gender, nation of origin, income or proficiency with English. The South Western Regional Planning Agency (SWRPA) as the transportation planning agency for the South Western Region Metropolitan Planning Organization (SWRMPO), its member municipalities and its transit districts strictly adhere to local, state and federal laws, regulations and executive orders prohibiting discrimination. The SWRMPO is comprised of the Chief Elected Officials of the region’s eight municipalities: Darien, Greenwich, New Canaan, Norwalk, Stamford, Weston, Westport, and Wilton; and the Directors of the Stamford, Norwalk, and Westport Transit Districts. The chairman of the South Western Regional Planning Agency (SWRPA) also participates as a non-voting member.

Objectives

The South Western Region has implemented a number of practices into its regular public involvement activities and continues to work to assure that limited proficiency in English is not an obstacle for participation in or benefits from the Region’s transportation planning programs. The South Western Region has incorporated practices to affirm federal Title VI,¹ Limited English Proficiency (LEP)² and Environmental Justice (EJ)³ policies by:

- Promoting the full and fair participation of all affected populations in transportation decision making;
- Preventing the denial, reduction or delay in benefits related to programs and activities that benefit minority populations or low-income populations;
- Ensuring that the level and quality of transportation service is provided without regard to race, color or national origin;
- Identifying and addressing, as appropriate, disproportionately high and adverse human health and environmental effects, including social and economic effects of programs and activities on minority, linguistically isolated, and low-income populations; and
- Ensuring meaningful access to programs, activities and information by LEP persons.

¹ Title VI of the Civil Rights Act of 1964 (42 U.S.C. Section 2000d). <http://www.justice.gov/crt/cor/coord/titlevistat.php>

² Executive Order #13166 of August 11, 2000, “Improving Access to Services for Persons with Limited English Proficiency” <http://www.justice.gov/crt/cor/Pubs/eolep.pdf>

³ Executive Order #12898 of February 11, 1994, “Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations.” [http://www.fta.dot.gov/documents/getdoc\(1\).pdf](http://www.fta.dot.gov/documents/getdoc(1).pdf)

Demographic Summary

In 2010, the Region's minority population was estimated to be 116,476 persons, representing 32.0% of the Region's total population. For the purposes of this policy, the minority population is considered to be all racial and ethnic groups excluding non-Hispanic Whites. The two largest minority groups in the Region are Hispanic White (32,047 persons or 8.8%), and Black or African American (31,479 persons or 8.6%), followed by those who identify themselves as some other race (31,562 or 8.7%), and Asian (21,388 persons or 5.9%).⁴

According to the 2007-2011 American Community Survey 5-Year Estimates, 9,414 households in the Region, or 6.9%, have no member 14 years or over that speaks English only or speaks a language other than English at home and speaks English 'very well.'⁵ In other words, these households include all members 14 years or older who have at least some difficulty with English. Among these households in the Region, 55% spoke Spanish, 37% spoke another Indo-European languages, 8% spoke Asian and Pacific Island languages and < 1% spoke other languages.

The 2007-2011 American Community Survey data identify Spanish as the primary LEP language and continues the Region's focus on and the primary LEP focus on the Spanish speaking community. French-Creole and a number of other languages are also spoken fluently throughout the region. The needs of these populations are addressed on a project by project basis and translation services are provided upon request.

As part of the Region's Environmental Justice Annual Assessment, demographic profiles for the Region are developed, using the smallest geography for which reliable and accurate data are available. The South Western Region Environmental Justice Annual Assessment identifies the criteria used identify communities of concern, evaluate the potential benefits and burdens places on communities of concern from project identified in the Region's current LRTP and TIP. The full report is available at <http://www.swrpa.org/default.aspx?Transport=152>.

SWRMPO Activities that Support Title VI, LEP and EJ

The SWRMPO's planning process seeks to engage all interested members of the community in the planning process and to ensure fair treatment of all citizens with respect to the distribution of benefits and burdens arising from transportation projects, programs and policies in the region. In compliance with [Title VI of the Civil Rights Act of 1964](#) (Title VI)¹, [US Department of Transportation's Title VI regulations](#) (49 CFR part 21)², [Executive Order # 12898](#) of February 11, 1994³, and [Executive Order #13166](#) of August 11, 2000⁴, SWRPA regularly reviews the policies and practices of the SWRMPO and the agency. SWRPA annually assesses the region's transportation planning program for compliance with applicable regulations to assure that the distribution of benefits and burdens is evenly distributed across the demographic area served. SWRPA also prepares an Environmental Justice assessment annually and with each major revision to the region's Long Range Transportation Plan (LRTP), and the Transportation Improvement Program (TIP). The Environmental Justice assessments ensures that

⁴ U.S. Census Bureau. *2010 Redistricting Data Summary File*.

⁵ U.S. Census Bureau, *2007-2011 American Community Survey 5-Year Estimates*. <http://www.census.gov/acs/www/>

disproportionately high burdens are not placed on minority or low-income populations based on policies, programs and activities conducted by the SWRMPO. Additionally, the SWRMPO maintains a Public Participation Plan, which outlines the South Western Region's practices for providing easily accessible and understandable information to all members of the community.

Beginning in 2003 SWRPA and the SWRMPO have reviewed the transportation planning program and have incorporated a variety of policies and practices to enhance compliance with Title VI and LEP regulation. Following the 2005 certification review, a number of policies and practices were implemented to ensure equitable distribution of information and services including the analysis of the region's demographic profiles at the block group level. Assessments of the region's compliance with federal regulations dealing with Title VI and LEP have been conducted annually since in 2011. Annual Title VI and LEP assessments are posted on [SWRPA's website](#), along with the region's Strategy for Addressing Equity of Services and Compliance with Limited English Proficiency.

Access to Services by Persons with Limited English Proficiency

In compliance with the Title VI, Executive Order #13166, and as recommended by the [2009 Public Participation Plan for the South Western Metropolitan Planning Organization](#), SWRPA has committed to make translation services available for persons upon request. With Spanish identified as primary language other than English spoken in the region, SWRPA has made a commitment to translate the executive summaries of all major planning documents into Spanish. As part of the [2009 Public Participation Plan for the South Western Metropolitan Planning Organization](#) a commitment was made to translate the executive summary of the 2011- 2040 Long Range Transportation Plan (2011 LRTP) into Spanish and is available at SWRPA's website, http://www.swrpa.org/Uploads/SWRPA_LRTP_2040_exec_spanish.pdf. Media releases and public notices are distributed to local Spanish and Creole newspapers.

As part of the regular public involvement practices, the SWRMPO develops project specific public involvement plans to help tailor outreach efforts to the needs of individual communities. For projects affecting an area with a population identified as having households with limited English proficiency, public involvement plans will include specific strategies to provide informational materials and notices in both English and Spanish (or the appropriate non-English language). Additionally, the demographic profile of project study areas will be evaluated when developing the project scope of work and the demand for interpreters will be considered.

SWRPA will continue to work with CTDOT to provide materials in languages that exceed the threshold established by the Safe Harbor Provision threshold as defined in FTA Circular 4702.1B dated October 1, 2012. Contact information to request translation services has been added to Title VI poster used by SWRPA and the SWRMPO in the each of languages the exceed the 1,000 person threshold established by the Safe Harbor Provision⁶(Spanish, French, French Creole, Italian, Portuguese, Greek, Russian, Polish, Chinese and Japanese).⁷ In the Interim a link

⁶ FTA Circular 4702.1B dated October 1, 2012. http://www.fta.dot.gov/legislation_law/12349_14792.html

⁷ University of Connecticut, tHUB: The Public Transport Data Center of Connecticut, Title VI and FTA Reporting Workshops, Data 2, "Limited English Proficiency in CT Presentation." <http://www.thub.uconn.edu/>

is available on the SWRPA home page to translate the website into Spanish and a number of other languages, making information accessible to those with limited English proficiency.

Inclusive Public Participation

The South Western Region public involvement process seeks to involve all members of the community and to ensure that all interested and affected individuals have access to pertinent project information. A customized outreach program is developed for the TIP, LRTP, major construction projects, and planning studies. The core of the outreach program includes media releases and legal notices of meetings, identification of stakeholders through the chief elected officials, planners, and community organizations, to post all pertinent materials online and increase the use of visualization techniques. It is SWRPA's practice to document all activities, to record all input, prepare responses, and to summarize all outreach activities.

To expand availability of information and opportunities for all citizens in the region to be involved in the transportation planning process, SWRPA's website has been updated and all legal notices, media releases, meeting notices, agendas, minutes, project information, presentations, reports and summaries; and all major planning documents are posted online. A translation link was also added to the website.

The [2009 Public Participation Plan for the South Western Metropolitan Planning Organization](#) identifies a number of recommendations aimed at involving communities of concern in the transportation decision-making process and enhancing access to information for individuals, including those with limited English proficiency (LEP). Public involvement practices are evaluated annually and modified as needed

The South Western Region promotes full and fair participation by all persons in the transportation decision-making process. To assure people who are not proficient in English can effectively participate in the planning process the South Western Region employs the following mechanisms:

- The South Western Regional Planning Agency (SWRPA) annually assesses the region's transportation planning program for compliance with applicable regulations to assure that the distribution of benefits and burdens is evenly distributed across the demographic area served. As such, SWRPA prepares:
 - An Environmental Justice assessment annually and with each major revision to the region's Long Range Transportation Plan (LRTP), and the Transportation Improvement Program (TIP), which includes and assessment of project that serve or affect LEP persons. The [South Western Region Environmental Justice Annual Assessment](#) is posted online and includes strategies to reach out to citizens, with a focus on the Spanish speaking community and linguistically isolated households.
 - Environmental Justice Assessments are prepared by sponsors of projects that are required to undertake Environmental Impact Statements or Environmental Assessments (e.g. The City of Stamford for the Stamford Urban Transitway).
 - An Annual Assessment and Compliance Summary Report for Title VI and Limited English Proficiency, which is posted online.

- A summary of activities supporting Public Involvement, LEP, Title VI and Environmental Justice compliance are included in quarterly reports to the US Department of Transportation and the Connecticut Department of Transportation.
- The South Western Region Metropolitan Planning Organization (SWRMPO) maintains a Public Participation Plan, which ensures that information is easily accessible and understandable to all members of the community. The [2009 Public Participation Plan for the South Western Metropolitan Planning Organization](#) identifies a number of recommendations aimed at involving communities of concern in the transportation decision-making process and enhancing access to information for individuals, including those with LEP.
 - Public involvement practices are evaluated annually and modified as needed or as new public involvement strategies are identified.
 - A summary report of public involvement activities is completed annually and posted online.
 - Visualization techniques area employed wherever possible.
- Project specific public involvement plans are developed to help tailor outreach efforts to the needs of individual communities. For projects affecting an area with a population identified as having households with limited English proficiency, public involvement plans will include specific strategies to provide informational materials and notices in both English and Spanish (or the appropriate non-English language). Additionally, the demographic profile of project study areas are evaluated when developing the project scope of work and the demand for interpreters are considered.
- A translation link is maintained on the SWRPA website, which allows the website and associated documents to be viewed in a number of different languages.
 - All legal notices, media releases, meeting notices, agendas, minutes, project information, presentations, reports and summaries; and all major planning documents are posted online
- SWRPA is committed to translating the executive summary of major planning documents into Spanish using professional translation services. Additional written documents may be translated and reviewed by native speakers within the community or upon request by SWRPA.
- SWRPA is committed to make every effort to provide a translator or translate requested information for members of the community upon request.
- SWRPA issues media releases to a variety of different media outlets including those that reach special populations. SWRPA maintains a database with contact information for a variety of media sources including: local, regional and statewide newspapers, online news sites, print and online Spanish language media, a French/Creole newspaper, local cable and radio stations. The database is updated as new media sources and contacts are identified.
- Information on how to arrange for special accommodations is included with all media releases issued by the SWRMPO; and included on meeting agendas and the SWRMPO website in both English and Spanish:

*To arrange for special accommodations or translation services contact
SWRPA at least five (5) days prior to the meeting at (203) 316-5190
(voice only)*

*Para organizar especial de alojamiento o los servicios de traducción en
contacto con SWRPA al menos cinco (5) días antes de la reunion al
(203) 316-5190 (sólo voz)*

- Work with members of the traditionally underserved community and their leaders, including faith and community based organizations, elderly groups, disabled advocacy groups, etc.
- Continue to assist the Region's transit operators and other stakeholders with technical assistance through mapping; geographic analysis; Title VI, LEP and EJ assessments; and demographic analysis within the service areas.
- The SWRMPO has posted all Title VI, LEP and Environmental Justice policies and assessments online.
- A policy is in place for complaints received regarding the transportation planning program, with a separate log dedicated to Title VI complaints implemented in April 2012.

Notification of Beneficiaries of Their Rights under Title VI

A poster stating the South Western Region's compliance with Title VI, the public's rights under Title VI and information on how to file a complaint has been developed for use at public meetings. CTDOT has also provided a Title VI brochure, which is available at the SWRPA offices, SWRMPO meetings and other public forums. The Title VI transportation policy and complaint procedure is posted on the SWRPA website, with contact information to request special accommodations for assistance or translation services or to file a complaint, <http://www.swrpa.org/Default.aspx?About=239>.

All meetings are held in ADA compliant facilities and whenever possible in locations accessible by public transportation. A statement with contact information to request translation services or other special accommodations is also included in SWRMPO meeting notices and agendas in both English and Spanish.

Submission of Inquiries

Inquiries about SWRPA's non-discrimination policies and practices, and compliance with Title VI of the Civil Rights Act of 1964 (Title VI) and the Americans with Disabilities Act of 1990 (ADA) and Executive Order 13166 "Improving Access to Services for persons with Limited English Proficiency" may be directed to:

Susan Prosi, Senior Regional Transportation Coordinator
SWRPA, 888 Washington Boulevard, 3rd Floor, Stamford, CT 06901

Phone: (203) 316-5190 Fax: (203) 316-4995

Prosi@swrpa.org

Requests for Special Accommodations

Requests for special accommodations for any program or meeting of SWRPA or the SWRMPO should be made at least five (5) days in advance of the event date in order to ensure adequate time for such arrangements to be made. Such requests may be directed to:

Patricia Payne, Office and Finance Manager
SWRPA, 888 Washington Boulevard, 3rd Floor, Stamford, CT 06901

Phone: (203) 316-5190 Fax: (203) 316-4995

Payne@swrpa.org

Filing a Complaint

Complaints against SWRPA or the SWRMPO regarding equity of treatment, ADA compliance or accessibility of information for persons with Limited English Proficiency must be submitted in writing. *Complaints regarding Title VI or those who believes they have been discriminated against on the basis of race, color, or national origin should use the complaint form included in Appendix B.*

All complaints must be received no more than 180 days after the alleged incident occurred. All complaints should be directed to:

Floyd Lapp, FAICP
Executive Director, SWRPA
888 Washington Boulevard, 3rd Floor
Stamford, CT 06901

lapp@swrpa.org

All complaints will be reviewed by the Executive Director. Receipt of complaints will be acknowledged by e-mail, fax or letter within 24 hours of receipt. A written response will be issued within 10 business days. The Executive Director reserves the right to review the complaint with SWRPA staff, members of the SWRMPO, and members of the SWRPA Board of Directors, as necessary and appropriate. If more information is needed to resolve the case, the SWRMPO/SWRPA may contact the complainant. The complainant has 14 business days from the date of the letter to send requested information to the Executive Director. If the Executive Director is not contacted by the complainant or does not receive the additional information within 14 business days, the SWRMPO/SWRPA can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

After the Executive Director reviews the complaint, one of two letters will be issued to the complainant: a closure letter or a letter of finding (LOF). A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed. An LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member or other action will occur. In the event that the complaint references actions or situations beyond the control of SWRPA, the Executive Director will inform the complainant of this fact and, to the best of his knowledge, provide contact information for the organization that has jurisdiction over such actions or situations to the complainant.

Title VI complaints may also be filed directly with the Federal Transit Administration:

FTA Office of Civil Rights
1200 New Jersey Avenue SE
Washington, DC 20590

or with the Connecticut Department of Transportation:

Ms. Debra Goss,
Title VI Coordinator,
Connecticut Department of Transportation
Newington, CT 60111

The current Title VI policy, complaint procedure, and Title VI Complaint form are also posted on the SWRPA website: <http://www.swrpa.org/Default.aspx?About=239>.

Opportunities for Appeal

In the event that a complainant is not satisfied with the response received from SWRPA, the complainant may file an appeal. The complainant has 45 days from the date of the letter or the LOF to do so. Any appeal should be directed to SWRMPO/SWRPA's Field Coordinator at the Connecticut Department of Transportation (CTDOT):

Roxane M. Fromson
Transportation Supervising Planner
RPO Coordination Section, Bureau of Policy & Planning
Connecticut Department Transportation
P.O. Box 1317546
Newington, CT 06131-7546

or the Connecticut Commission on Human Rights and Opportunities (CHRO) to request additional review and assistance.

Title VI Investigations, Complaints or Lawsuits

The Southwestern Region maintains a separate complaint log for Title VI related matters, which includes a copy of the Title VI complaint procedures, blank complaint forms and Title VI Notice. The Title VI complaint log is designed to track alleged discrimination on the basis of race, color, or national origin, including:

- Active investigations conducted by FTA and entities other than FTA;
- Lawsuits; and
- Complaints naming the SWRMPO or SWRPA.

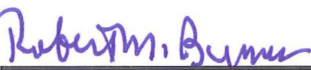
The Title VI log lists the date a complaint was filed; a summary of the allegation(s); the status of the investigation, lawsuit, or complaint; and actions taken by the recipient in response. Each complaint investigation or law suit is assigned an ID used to keep a record of corresponding materials and complaint forms.

To date no complaints, investigations or lawsuits have been filed since SWRPA's Complaint procedure was issued in 2005.

Issued: April 7, 2014



Dr. Floyd Lapp
Executive Director



Robert M Byrnes
SWRPA Chairman

CIVIL RIGHTS ACT OF 1964

YOUR RIGHTS UNDER TITLE VI

THE SOUTH WESTERN REGION METROPOLITAN PLANNING ORGANIZATION (SWRMPO) AND THE SOUTH WESTERN REGIONAL PLANNING AGENCY (SWRPA) PROHIBIT DISCRIMINATION IN THEIR PROGRAMS AND ACTIVITIES

Title VI of the Civil Rights Act of 1964, prohibits discrimination on the basis of race, color, or national origin in programs, activities and services receiving federal financial assistance (42 U.S.C. Section 2000d).

Any person who believes that he or she has been subjected to discrimination prohibited under Title VI of the Civil Rights Act of 1964, may file a discrimination complaint. To obtain additional information about the SWRMPO and the SWRPA Title VI Program or Title VI Complaint process, please go to the Agency's website at www.swrpa.org.

Submit inquiries or complaints to:
Floyd Lapp, FAICP
Executive Director, SWRPA
888 Washington Boulevard, 3rd Floor
Stamford, CT 06901

All complaints will be reviewed by the Executive Director. Receipt of complaints will be acknowledged within 24 hours of receipt. A written response will be issued within 10 business days. The Executive Director reserves the right to review the complaint with SWRPA staff, members of the SWRMPO, and members of the SWRPA Board of Directors, as necessary and appropriate.

In the event that the complaint references actions or situations beyond the control of SWRPA, the Executive Director will inform the complainant of this fact and, to the best of his knowledge, provide contact information for the organization that has jurisdiction over such actions or situations to the complainant.

Complaints may also be filed directly with the Federal Transit Administration:
Title VI Program Coordinator
East Building, 5th Floor TCR
1200 New Jersey Avenue, SE, Washington, DC 20590

If additional information is needed in another language, contact 203-316-5190

Spanish: Si se necesita información adicional en otro idioma, comuníquese con 203-316-5190

Haitian Creole: Si ou bezwen plis enfòmasyon nan yon lòt lang, kontakte 203-316-5190

Polish: Jeśli potrzebne są dodatkowe informacje w innym języku, skontaktuj 203-316-5190

Italian: Se sono necessarie ulteriori informazioni in un'altra lingua, contattare 203-316-5190

Russian: Если необходима дополнительная информация на другом языке, обратитесь 203-316-5190

Portuguese: Se a informação adicional é necessária em outro idioma, entre em contato com 203-316-5190

French: Si des informations supplémentaires sont nécessaires dans une autre langue, contactez 203-316-5190

Chinese: 如果需要更多的信息用另一种语言, 请联系203-316-5190

Greek: Εάν απαιτούνται πρόσθετες πληροφορίες σε άλλη γλώσσα, επικοινωνήστε 203-316-5190

Japanese: 追加情報が別の言語で必要とされている場合は、お問い合わせください203-316-5190

South Western Region
TITLE VI DISCRIMINATION COMPLAINT FORM
TÍTULO VI FORMULARIO DE QUEJA LA DISCRIMINACIÓN
(modified from the FTA Title VI Complaint Procedure 10/01/2012 – FTA C 4702.1B)

Section I/Sección I:					
Name/Nombre:					
Address/Dirección:					
Telephone (Home)/ Teléfono (casa) :			Telephone (work)/ Teléfono (trabajo):		
E-mail :					
Accessible Format Requirements?/ Accessible Format Requirements	Large Print/ <i>Letra Grande</i>	Y/S	N/N	Audio Tape	Y/S N/N
	TDD	Y/S	N/N	Other/ <i>Otro</i>	Y/S N/N
Section II/ Sección II					
Are you filing this complaint on your own behalf? <i>¿Está usted presentando esta queja en su propio nombre?</i>				Yes/Si*	No/No
If you answered "yes" to this question, skip ahead to Section III <i> Si usted contestó "sí " a esta pregunta , vaya a la Sección III</i>					
If "No", please supply the name and relationship of the person for whom you are complaining: <i>Si no es así, por favor proporcione el nombre y la relación de la persona a la que usted se queja:</i>					
Please explain why you have filed for a third party: <i>Por favor, explique por qué usted ha presentado para un tercero :</i>					
Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party. <i>Por favor, confirme que ha obtenido el permiso de la parte perjudicada , si usted está presentando en nombre de un tercero.</i>				Yes/Si	No/No
Section III/Sección III					
I believe the discrimination I experienced was based on (check all that apply): <i>Creo que la discriminación que experimenté fue basada en (marque todo lo que corresponda):</i>					
Race/Carrera		Color/Color		National Origin/Origen Nacional	
Date of Alleged Discrimination (month, day, year): <i>Fecha de la Discriminación Presunta (mes, día , año) :</i>					

Continued on next page/ *Continúa en la página siguiente*

Section III (Continued)/ Sección III (Continúa)

Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, please use the back of this form.

Explique lo más claramente posible lo que pasó y por qué cree que fue discriminado . Describir todas las personas que estuvieron involucradas . Incluya el nombre y la información de contacto de la persona (s) que lo discriminó (si se conoce), así como los nombres y la información de los testigos en contacto . Si se necesita más espacio, por favor use el reverso de este formulario.

Section IV/Sección IV

Have you previously filed a Title VI complaint with this agency? <i>¿Ha presentado anteriormente una queja del Título VI con esta agencia?</i>	Yes/Si	No/No
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Section V

Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court? <i>¿Ha presentado esta queja con cualquier otro federal, estatal o local , o ante cualquier tribunal federal o estatal?</i>	Yes/Si	No/No
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If Yes, check all that apply and provide agency name and filing date/ *En caso afirmativo , marque todo lo que corresponda y proporcionar agencia nombre y la fecha de presentación:*

<input type="checkbox"/> Federal Agency/ <i>Agencia Federal:</i>	<input type="checkbox"/> State Agency/ <i>Agencia Estatal:</i>
<input type="checkbox"/> Federal Court/ <i>Corte Federal:</i>	<input type="checkbox"/> Local Agency/ <i>Agencia Local:</i>
<input type="checkbox"/> State Court/ <i>Corte del Estado:</i>	<input type="checkbox"/> Other/ <i>Otro:</i>

Please provide information about a contact person at the agency/court where the complaint was filed. *Sírvanse proporcionar información acerca de una persona de contacto en la agencia / tribunal donde se presentó la queja.*

Name/ *Nombre:*

Title/ *Título:*

Agency/ *Agencia:*

Address/ *Dirección:*

Telephone/ *Teléfono:*

Section VI	
Name of agency complaint is against/ <i>Nombre de la agencia de queja es en contra:</i>	SWRPA
Contact person/ <i>Persona de contacto:</i>	Floyd Lapp
Title/ <i>Título:</i>	Executive Director
Telephone number/ <i>Teléfono:</i>	203-316-5190

*You may attach any written materials or other information that you think is relevant to your complaint.

**Puede adjuntar cualquier material escrito o cualquier otra información que usted considere relevante para su queja.*

Signature and date required below/ *Firma y fecha requerida a continuación:*

Signature/ *Firma*

Date/ *Fecha*

Please submit this form in person at the address below, or mail this form to/*Por favor, envíe este formulario en persona en la dirección indicada más abajo, o envíe por correo este formulario a:*

Floyd Lapp, FAICP
Executive Director, SWRPA
888 Washington Boulevard, 3rd Floor
Stamford, CT 06901

If you wish to file a complaint directly with the Federal Transit Administration, please contact the FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590; or the Connecticut Department of Transportation ATTN: Ms. Debra Goss, Title VI Coordinator, Newington, CT 06131-7546. Tel: (860) 594-2169.

Si usted desea presentar una queja directamente con la Administración Federal de Tránsito, por favor comuníquese con la Oficina de Derechos Civiles del FTA, 1200 New Jersey Avenue NW, Washington, DC 20590, o el Departamento de Transporte de Connecticut Attn: Sra. Debra Goss, Coordinador del Título VI, Newington, CT 06131-7546. Tel: (860) 594-2169.