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## **NVTC's Commitment to Civil Rights - Title VI**

The Northern Virginia Transportation Commission (NVTC) is committed to ensuring that no person is excluded from participation in or denied the benefits of its services on the basis of race, color or national origin, as provided by Title VI of the Civil Rights Act of 1964, as amended.

Toward this end, it is NVTC's objective to :

- Ensure that the level and quality of transportation service is provided without regard to race, color or national origin
- Identify and address, as appropriate, disproportionately high and adverse human health and environmental effects, including social and economic effects of programs and activities on minority populations and low-income populations
- Promote the full and fair participation of all affected populations in transportation decision making
- Prevent the denial, reduction or delay in benefits related to programs and activities that benefit minority populations or low-income populations and
- Ensure meaningful access to programs and activities by persons with limited English proficiency (LEP).

The Executive Director and all NVTC employees share the responsibility for carrying out NVTC's commitment to Title VI.

## **NVTC's Title VI Complaint Procedures**

Any person who believes that he or she has been subjected to discrimination under Title VI on the basis of race, color or national origin may file a Title VI complaint with NVTC within 180 days from the date of the alleged discrimination. Complaints may either be filed with NVTC or with the U.S. Department of Transportation.

## **Filing a Complaint with NVTC**

- Online: Complaints may be filed using our on line contact form at: <http://www.thinkoutsidethecar.org/contact.asp> or via e-mail at: [nvtc@nvtdc.org](mailto:nvtc@nvtdc.org)
- By Mail: Complaints may be filed with NVTC in writing and may be addressed to:

NVTC  
Executive Director

4350 North Fairfax Drive #720  
Arlington, Virginia 22203

NVTC will provide appropriate assistance to complaints who are limited in their ability to communicate in English.

### **Filing a Complaint Directly to the U.S. Department of Transportation**

A complaint may file a Title VI complaint with the U.S. Department of Transportation by contacting the Department at:

U.S. Department of Transportation  
Federal Transit Administration's Office of Civil Rights  
1760 Market Street, Suite 500  
Philadelphia, PA 19103-4124

### **What Happens to My Title VI Complaint to NVTC?**

Once a complaint is received by the Executive Director, the Executive Director will issue notification to the person submitting the complaint of its receipt within two working days.

Within 15 working days from the receipt of the complaint, NVTC's Executive Director will initiate a review of the complaint.

In instances where additional information is needed, the Executive Director will contact the complainant in writing. Failure of the complainant to provide the requested information by a certain date may result in the administrative closure of the complaint or a delay in complaint resolution.

Based upon receipt of all the information required, the Executive Director will investigate a Title VI complaint within 30 days of receipt and will provide a response containing findings and remedies, or if such a response cannot be completed, a progress report to the complainant with an estimate of when the response will be completed.

NVTC will endeavor to complete its investigation and issue its findings and remedies within 180 days of receipt of the complaint and additional information it may request.

Upon completion of the response and notice to the complainant, NVTC will record the findings and inform the Federal Transit Administration (FTA) in NVTC's next Title VI progress report.

The complainant will be informed of NVTC's appeal procedure, which is consistent with the Code of Virginia.

If the complaint results in a modification to NVTC policies, procedures or practices, compliance with the change will be monitored by the Executive Director or his/her designees and recorded at least twice each year for a period of at least three years.

For additional information on NVTC's nondiscrimination obligations, please write to:

NVTC  
Executive Director  
4350 North Fairfax Drive #720  
Arlington, Virginia 22203