

## **Surrey Services for Seniors**

### **Title VI and ADA Program**

#### **Title VI of the Civil Rights Act of 1964**

Title VI of the Civil Rights Act of 1964, prohibits discrimination based upon race, color, and national origin. Specifically, 42 USC 2000d states that “No person in the United States shall, 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.”

The Pennsylvania Department of Transportation (Department) hereby gives notice that it is the policy of the Department to assure full compliance with Title VI of the Civil Rights Act of 1964, the Civil Rights Restoration Act of 1987, E.O. 12898, and related statutes and regulations in all programs and activities. Title VI requires that no person in the United States shall, on the grounds of race, color or national origin be excluded from the participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity administered by the Department.

Any person who believes they have been aggrieved by a discriminatory practice under Title VI has a right to file a formal complaint with the Department or Surrey. Any such complaint must be in writing and filed with the Department’s Title VI Coordinator within one hundred eighty (180) days following the date of the alleged discriminatory occurrence.

A Title VI Discrimination Form is housed in Surrey’s vehicles and is available in Surrey’s Transportation Department. Additionally, a Title VI Discrimination Complaint Form can be obtained from the Bureau of Equal Opportunity by dialing 717.787.5891. The completed complaint forms can be sent to:

#### **PennDOT Bureau of Equal Opportunity**

PO Box 3251  
Harrisburg, PA 17105-3251  
Phone: 717.787.5891  
Fax: 717.772.4026  
Email: penndoteoreports@ pa.gov

#### **Pennsylvania Human Relations Commission (PHRC)**

Harrisburg Regional Office  
333 Market Street 8<sup>th</sup> Floor  
Harrisburg, PA 17101-2210  
Phone: 717.787.9780 or 717.787.7279 (TTY)

#### **Surrey Services for Seniors**

60 Surrey Way  
Devon, PA 19333  
Attention: Human Resources  
Phone: 610.647.6404

#### **Additional Types of Prohibited Discrimination**

Title VI of the Civil Rights Act of 1964 originally banned discrimination based on race, color, or national origin. PennDOT’s Title VI Program includes other federal and Commonwealth nondiscrimination authorities which prohibit discrimination based on age, sex, religious creed, disability, limited English proficiency and low-income.

### **Americans with Disabilities Act**

PennDot and Surrey do not discriminate on the basis of disability in admission to, access to, or operations of its programs, services, or activities and has established a grievance procedure to meet the requirements of the Americans with Disabilities Act. 28 CFR 35.149 Discrimination prohibited. "Except as otherwise provided in 35.150, no qualified individual with a disability shall, because a public entity's facilities are inaccessible to or unusable by individuals with disabilities, be excluded from participation in or be denied the benefits of the services, programs or activities of a public entity, or be subjected to discrimination by any public entity."

Title VI applies to all Department of Transportation activities and programs. The ban on discrimination includes any PennDOT program or activity as well as those provided by our municipal partners and organizations receiving funding through PennDOT.

Titles II and III of the Americans with Disabilities Act of 1990 (ADA) provide that no entity shall discriminate against an individual with a disability in connection with the provision of transportation services. The laws sets forth specific requirements for vehicle and facility accessibility and the provision of service, including complementary paratransit service. Grantees must keep Americans with Disabilities Act (ADA) accessibility features on all vehicles, equipment, and facilities in good operating order. Complaint filing and resolution.

### **Title VI**

Surrey must ensure that no person shall, on the grounds of race, color, or national origin, be excluded from participating in, or be denied the benefits of, or be subject to discrimination under any program, or activity receiving Federal financial assistance without regard to whether specific projects or services are federally funded. The grantee must ensure that all transit services and related benefits are distributed in an equitable manner.

### **Complaint procedures and resolution**

Surrey has a procedure in place to respond to and track complaints alleging discrimination due to a disability. The ADA complaint form and process is made available to all by being posted in Surrey's vehicles as well as in Surrey's Transportation Department and on Surrey's website.

Any person who believes they have been discriminated against should complete a Discrimination Complaint Form and forward it to Surrey's HR Department. Complaints will be promptly and thoroughly investigated by Surrey's HR Department. Responses will be sent to the complainant within a reasonable period of time.

Complaints can also be sent to one of the agencies mentioned above (PennDOT Bureau of Equal Opportunity and/or Pennsylvania Human Relations Commission (PHRC) for investigation.

[PENNDOT DISCRIMINATION COMPLAINT FORM](#)

**SURREY SERVICES FOR SENIORS  
DISCRIMINATION COMPLAINT FORM**

Name Phone Name of person(s) that discriminated against you

Address (Street, PO Box) Location and position of person (if known)

City, State, Zip City, State, Zip

Discrimination because of:

Date(s) of alleged incidents:

race/color\*     sex     disability\*\*  
 age     national origin\*     retaliation  
 religion

*\*Indicates is specific to Title VI of the Civil Rights Act of 1964*

*\*\*Indicates is specific to Americans with Disabilities Act of 1990*

Explain as briefly and clearly as possible what happened and how you were discriminated against. Indicate who was involved. Be sure to include how other persons were treated differently than you. Also, attach any written material pertaining to your case.

Signature

Date

Please submit this form to one of the following agencies and/or directly to Surrey.

**Pennsylvania Department of Transportation  
Bureau of Equal Opportunity**

PO Box 3251  
Harrisburg, PA 17105-3251  
Phone (717) 787-5891  
Email: [penndoteoreports@pa.gov](mailto:penndoteoreports@pa.gov)

**Federal Highway Administration  
U.S. Department of Transportation**

Equal Opportunity Specialist  
Pennsylvania Division Office  
228 Walnut Street, Room 508  
Harrisburg, PA 17101-1720  
Phone: (717) 221-3705

**Federal Motor Carrier  
Safety Administration**

U.S. Department of Transportation  
FMCSA Office of Civil Rights  
1200 New Jersey Avenue, SE  
Washington, DC 20590  
ATTN: Room W65-312  
Phone (202) 366-8810

**U.S. Department of Justice  
Office of Justice Programs**

Office for Civil Rights  
8100 7<sup>th</sup> Street, NW  
Washington, DC 20531  
Phone (202) 307-0690  
Phone: (TDD) 202-307-2027

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