Limited English Proficiency Plan

January 2015

Table of Contents

Statement of Nondiscrimination Policy……...3

Introduction and Authorities……...4

The Four-Factor Analysis……5

Safe Harbor……8

Language Assistance Measures……9

Training…….....15

Monitoring and Updating the LEP Plan……....16

Dissemination of the NDOR Limited English Proficiency Plan……17

Complaint Procedure……18

Appendix……...23

Nebraska Department of Roads Mission

To provide the best possible statewide transportation system for the movement of people and goods.

Non-discrimination Statement of Policy

In accordance with Title VI of the Civil Rights Act of 1964 and related statutes, the Nebraska Department of Roads ensures that no person shall, on the grounds of race, color, national origin, age, disability, or sex, be excluded from participation in, denied the benefits or services of, or be otherwise subjected to discrimination in all programs, services, or activities administered by the Nebraska Department of Roads.

_____

Randall D. Peters, P.E.
Director – State Engineer

_____

Date

Introduction

What is Limited English Proficiency?

A person of Limited English Proficiency (LEP) is one who does not speak English as their primary language and who has a limited ability to read, write, speak, or understand English. LEP persons are entitled to language assistance under Title VI of the Civil Rights Act of 1964 with respect to a particular type of service, benefit, or encounter.

Responsibilities to Persons of Limited English Proficiency

Executive Order 13166, "Improving Access to Services for Persons with Limited English Proficiency," directs each Federal agency that is subject to the requirements of Title VI to publish guidance for its respective recipients clarifying that obligation.

Executive Order 13166 further directs that all such guidance documents be consistent with the compliance standards and framework detailed in the Department of Justice's (DOT) Policy Guidance entitled "Enforcement of Title VI of the Civil Rights Act of 1964 – National Origin Discrimination against Persons with Limited English Proficiency."

Language for LEP individuals can be a barrier to accessing important benefits or services, understanding and exercising important rights, complying with applicable responsibilities, or understanding other information provided by federally funded programs and activities.

Recipients of Federal financial assistance have an obligation to reduce language barriers that can preclude meaningful access by LEP persons to important government services. The Nebraska Department of Roads is required to take reasonable steps to ensure meaningful access to our programs and activities by LEP persons, using a four-factor analysis.

The Four-Factor Analysis consists of determining:

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

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

3. The nature and importance of the program, activity, or service provided by NDOR.

4. The resources available to NDOR and costs.

Additional information can be obtained at www.lep.gov

For Local Public Agency LEP guidance and requirements please see the NDOR Local Public Agency Manual, chapter 10. The requirements and obligations of your local agency may differ from those outlined in this document.

Unless otherwise noted, all duties to be performed by the Highway Civil Rights Office may also be performed by a designated, capable agent. The Highway Civil Rights Office will always closely oversee and review any activities taken on its behalf by a designated agent.

The Four-Factor Analysis

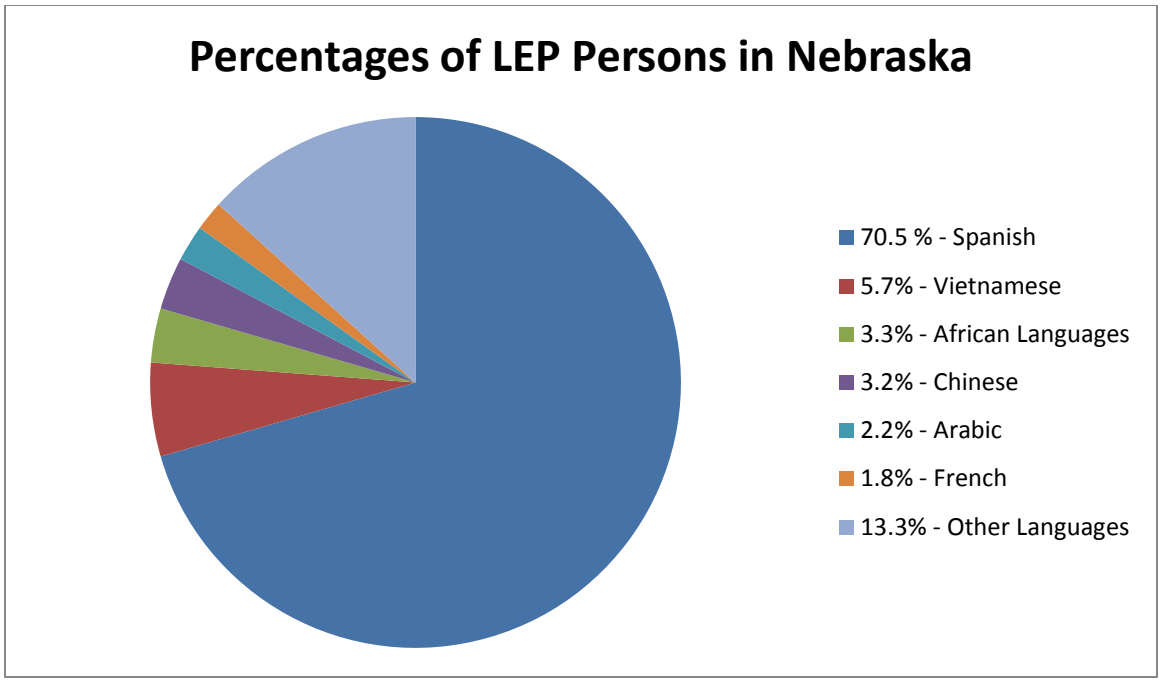
Recipients of federal financial assistance are required to take reasonable steps to ensure meaningful access to their programs and activities by LEP persons. While designed to be a flexible and fact-dependent standard, the starting point is an individualized assessment that balances the following four factors: (1) the number or proportion of LEP persons eligible to be served or likely to be encountered by the program or grantee; (2) the frequency with which LEP individuals come into contact with the program; (3) the nature and importance of the program, activity, or service provided by the program to people's lives; and (4) the resources available to the grantee/recipient and costs. As indicated above, the intent of this guidance is to suggest a balance that ensures meaningful access by LEP persons to critical services while not imposing undue burdens on small business, small local governments, or small nonprofits.

Factor 1: The number or proportion of LEP persons in the service area who may be served or are likely to require NDOR's services.

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.

The NDOR Civil Rights Office examined American Community Survey 2009-2013 data and determined that approximately 10.5% (180,422 persons) of the Nebraska population spoke a language other than English. Of those persons, 4.8% or 81,296 persons speak English "Less Than Very Well," as defined in the America Community Survey. Of the LEP persons in Nebraska, 70.5% speak Spanish.

The percentages of LEP persons and the languages they speak are illustrated in the graph below. For more data on the LEP population in Nebraska, see the Appendix.



Factor 2: The frequency with which LEP persons come in contact with NDOR services.

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.

NDOR assesses the frequency at which staff has or could possibly have contact with LEP persons. This includes documenting phone inquiries and verbally surveying staff. NDOR has not received requests through our special emphasis program areas from individuals requesting interpreters or translation of program documents. While NDOR encourages contact and reaches out to the LEP population through flyers, news releases, and so forth, very little contact is initiated by LEP individuals. NDOR provides many documents in Spanish (see page 11 of this Plan) on a permanent basis. NDOR also solicits participation of minorities, low-income and LEP populations at public meetings on a project-by-project basis as determined by the procedures within this document (see pg. 9 of this Plan).

NDOR completed a survey of the District Offices across the state of Nebraska. The purpose of this survey was to get a better understanding of the number of LEP persons that come into contact with NDOR services by contacting our offices across the state. The survey results showed that in most Districts, direct contact with LEP persons in our Offices of Business occurred very rarely, in most cases not more than 2 times a year. One district stated that they have weekly contact with LEP persons. In addition, the survey results showed that contact with Spanish speaking LEP persons was 60%, while smaller percentages were Vietnamese and Native Languages.

In summation, Nebraska's population of persons who speak English "Less Than Very Well" is very low (about 4% of the Nebraska population), and NDOR's generally low reported numbers of LEP contacts corresponds with the American Community Survey data.

Factor 3: The nature and importance of services provided by the NDOR to the LEP population.

The more important the activity, information, service, or program, the greater the possible consequences of the contact to the LEP individuals, the more likely language services are needed.

Transportation is one of the most fundamental and important elements of American life, and the State of Nebraska in particular relies heavily on its highway system to fulfill the transportation needs of government, businesses, and citizens alike. Therefore, NDOR considers each of its programs, services, or activities to be of high importance. However, of primary importance is that the public, no matter their level of English language proficiency, be able to express their views on transportation policy in a meaningful way. LEP persons must have opportunity to speak in a meaningful way with NDOR employees at public meetings and in other settings, and they must have multi-lingual access to printed NDOR information. It is in these types of public involvement activities that NDOR must be most sensitive to the needs of LEP persons.

Of course, the inability of an LEP individual to express his/her views on Nebraska transportation policy would likely never be of "emergency-level" importance. NDOR simply does not perform functions of an "emergency" nature, such as law enforcement or rescue services. NDOR makes transportation decisions that result in far-reaching effects, certainly; but immediate "life or death" emergency services are not within the Department's professional purview. It is with this in mind that NDOR chooses its Language Assistance Measures. The Department's Language Assistance Measures should affirm the high importance of transportation-related information, while also recognizing that, in some cases, certain Language Assistance Measures appropriate for use by other governmental agencies would be excessive or inefficient in the performance of NDOR duties.

Factor 4: The resources available to NDOR and overall cost to provide LEP assistance.

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.

The NDOR regularly reviews its available resources, including those that could be used for providing LEP assistance. Given the relatively low numbers of LEP persons in the State, and thus the relatively low level of regularly-provided Language Assistance Measures needed, budgetary considerations are not anticipated to limit the language services provided by NDOR.

As rising or falling numbers or percentages of LEP persons in Nebraska (or increased contact with LEP persons by NDOR staff) necessitate the occasional revision of this Plan, budgetary considerations will likewise be reappraised and amended.

Safe Harbor

According to Federal Register Volume 70, No. 239, Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient (LEP) Persons, A "Safe Harbor" means that if a recipient provides written translations under "these circumstances", such action will be considered strong evidence of compliance with the recipient's written translation obligations under Title VI. Paragraphs (a) and (b) below outline the circumstances that can provide a "safe harbor" for recipients regarding the requirements for translation of written materials.

The following actions will be considered strong evidence of compliance with the recipient's written-translation obligations:

a. The DOT recipient provides written translations of vital documents for each eligible LEP language group that constitutes 5% or 1,000, whichever is less, of the population of persons eligible to be served or likely to be affected or encountered. Translation of other documents, if needed, can be provided orally; or

b. If there are fewer than 50 persons in a language group that reaches the 5% trigger in (a), the recipient does not translate vital written materials but provides written notice in the primary language of the LEP language group of the right to receive competent oral interpretation of those written materials, free of cost.

These safe harbor provisions apply to the translation of written documents only. They do not affect the requirement to provide meaningful access to LEP individuals through competent oral interpreters where oral language services are needed and are reasonable.

Language Assistance Measures

The Four-Factor analysis indicates that, while the LEP population in Nebraska is small, and interaction with the LEP population by NDOR is infrequent, a need for LEP services does exist. The Census data combined with the admitted importance of transportation information and services to the community demand an effort by NDOR to be inclusive of LEP persons in transportation decision-making.

The primary concern of NDOR is LEP inclusion in the making of transportation policy, as stated in Factor 3 of the analysis. NDOR devises its outreach efforts and Language Assistance Measures with this concern in mind.

At NDOR, the Public Information Meetings and Public Hearings are the primary vehicles for public involvement. There is rarely a better opportunity for the public to interact with a variety of transportation professionals, and to view a variety of transportation-related documents and materials, all at once and in one location. Given this fact, NDOR tries to focus its primary LEP efforts on the chain of events that surround a public meeting.

Public Meetings and Hearings

NDOR's LEP outreach efforts **prior to** Public Meetings and Hearings will include the following specific tasks:

> The Civil Rights Specialist, as part of a comprehensive early review of each NDOR Project (see the NDOR Title VI Implementation Plan), will use US Census and other data to determine the languages spoken in and around the project site. The affected area considered might be larger or smaller depending on the project size and location, but typically the Specialist considers the language data of the US Census tract where the project is situated, and the surrounding contiguous US Census tracts. The "affected area" is not simply the area directly impacted by the project, or the area within the physical limits of the project. Affected areas include those indirectly affected by transportation projects (for example, as a result of detours or increased traffic congestion). Limited English Proficiency persons will include all persons who speak a language other than English, and also speak English "Less Than Very Well," as defined by the American Community Survey.
>
> If a language other than English is spoken in the affected area by 5% or greater of the population, or 1,000 persons or greater, any written information released prior to the Public Meeting will be translated into the appropriate language(s). This includes, for example, NEPA scoping letters, legal notices, door-to-door handouts, project information sheets, or comment forms. If appropriate, this information will make clear to the LEP persons that an interpreter will be available, free of cost, at the meeting. NDOR will identify sources of media frequently used by LEP populations in an affected area (such as local or ethnic newspapers, radio stations, etc.) so that meeting notices can be included in those publications.
>
> If a language other than English is spoken in the affected area by 5% or greater of the population, but the number of LEP persons is less than 50, written information released to the public prior to the Public Meeting will include a block of text, translated into the applicable language(s), stating that LEP persons have the right to receive competent oral interpretation of those written materials, free of cost.
>
> The Highway Civil Rights Specialist will contact community leaders and organizations representative of the non-English speaking population to determine the most efficient way to get the translated

information to the LEP persons. These organizations might include community centers, churches, schools, sports clubs, and so forth as the circumstances dictate.

NDOR's LEP outreach efforts **during** the Public Meetings and Hearings will include the following specific tasks:

"I Speak" cards will be placed on the front table during any Public Meeting, in the event that an LEP person of an unanticipated language is in attendance. If a person who primarily speaks an unanticipated language is in attendance, their language will be recorded as part of the LEP data collection process.

Currently, because of the Nebraska Language Line calling process, persons administering Public Meetings or Hearings are unable to use the service unless there is a phone with an NDOR 10-digit phone number present. This is a shortcoming that the Civil Rights Office hopes to resolve in the coming months.

If a language other than English is spoken in the affected area by greater than 5% of the population, or greater than 1,000 persons, all written information released at the Public Meeting will be translated into the appropriate language(s). This includes, for example, the project information sheets, meeting sign-in sheets, and comment sheets.

If a language other than English is spoken in the affected area by greater than 5% of the population, or greater than 1,000 persons, an interpreter will be available to verbally relay information between the LEP persons and NDOR representatives. Additionally, if collected NDOR data shows that meetings in a certain area or for a certain project are historically highly attended by LEP persons, then an interpreter will be available for the appropriate languages, regardless of the population statistics for the project.

Signs are posted at the Public Meetings in conspicuous places notifying the LEP persons of the availability of an interpreter. Although videos created for NDOR Public Meetings are not typically translated, the interpreter is available to verbally relay the language in the videos to the LEP persons. The availability of an interpreter for the videos is displayed prominently by sign in the area of the meeting-place where the video is being shown.

NDOR LEP outreach efforts **after** Public Meetings will include the following specific tasks:

The Civil Rights Specialist will review the sign-in sheets for the Public Meeting in order to collect data on the minority and LEP persons in attendance. This data will be helpful in planning further LEP outreach for future Public Meetings.

The Civil Rights Specialist will follow-up with community leaders or organizations to determine if the pre-meeting outreach was effective, and to ensure that any and all concerns by the LEP population have been addressed.

The Civil Rights Specialist will pass on more comment sheets and information sheets to the LEP community (most often through the community leaders or organizations), if they are requested.

Other LEP Outreach Methods and Scenarios

LEP outreach by NDOR must exist not only in the planning of specific projects, as covered by the above outreach methods, but on a broader agency level as well. NDOR's daily operations must be performed in a

manner that allows equal access to programs, services, and information for persons with limited English proficiency.

NDOR typically places new documents or policies online for public review and comment (for example, the NDOR Public Involvement Plan). To ensure accessibility by LEP persons, NDOR will provide notice that these new documents will be translated into any language upon request. Further, NDOR will provide translation of any document upon request, and a notice of such will be placed on the NDOR website in English and Spanish.

In order to identify persons who may need language assistance, NDOR will use the following methods:

Examine records requests for language assistance from past meetings and events to anticipate the possible need for assistance at upcoming meetings.

Regularly survey the NDOR's district and division offices of any direct or indirect contact with LEP individuals.

Maintain a record of these contacts through the use of the LEP Tracking Form.

NDOR will implement the following LEP procedures for encounters with LEP persons in NDOR facilities:

Census Bureau's "I Speak Cards" are and will continue to be located at each division and district reception area or business office locations.

When needed, staff will be able to use the telephone "Language Line" provider to connect with the language need of LEP customers.

The following documents have been translated into Spanish and made available on the NDOR Website:

"Your Rights Under Title VI" brochure

Notice under ADA

Complaint Procedure/Form

Assistencia Para La Relocalizacion (Relocation Assistance Brochure, available through the Right of Way Division)

El Progreso de las Autopistas y su Propiedad (Highway Progress and Your Property, available through the Right of Way Division)

Adquisicion de Derecho de Paso y su Propiedad (Acquisition of Right of Way, available through Right of Way Division)

Glorietas (Round-a-bouts, available through the Communications Division)Numerous documents concerning the Heartland Expressway (available through the NDOR Website)

A SAFE RIDE FOR KIDS ON BIKES / START THE HELMET HABIT EARLY brochure (available through the NDOR Highway Safety Office).

BOOSTERS ARE FOR BIG KIDS / NEBRASKA'S CHILD PASSENGER SAFETY LAW brochure (available through the NDOR Highway Safety Office).

DEAD PEOPLE DON'T WEAR SAFETY BELTS – MAKE A FASHION STATEMENT FOR LIFE brochure (available through the NDOR Highway Safety Office

Numerous Seatbelt Safety posters (available through the NDOR Highway Safety Office).

These documents are regularly translated into Spanish or other languages as the need arises:

Public Meeting/Hearing Information Sheets

Public Meeting/Hearing Comment Sheets

Surveys for LEP Populations

Legal Notices of Public Meetings/Hearings

Telephone Interpreter Lines

The Nebraska Department of Roads has the Language Line (www.languageline.com) available for matters requiring language interpretation or document translation.

In over-the-phone interpretation, Language Line Services interpreters are able to listen to the Limited English speaking (LEP) customer, analyze the message and accurately convey its original meaning to the employee.

This service provides interpretation in 170 languages. These languages represent approximately 98.6% of customer requests from the 6,809 languages spoken in the world today.

Benefits of this system include these skills and qualities:

Proficiency in both languages

General knowledge and intimate familiarity with both cultures

Ability to express thoughts clearly and concisely in both languages

General knowledge of the subject to be interpreted

Excellent note-taking technique

Memory enhancement skills

In addition, Language Line is able to complete Document Translation to assist NDOR in developing printed materials to provide information to LEP Individuals. NDOR employees are provided this information during LEP training. In addition, NDOR employees may contact the Communications Division, or the Highway Civil Rights Coordinator regarding the translation of additional documents helpful to the public. Additional information is available at www.languageline.com .

Language Line Instructions

Recently the Office of the CIO-Network Services implemented a change with Language Line when utilizing an interpreter for communicating with non-English speaking clients. Now, a 10 digit Personal Code needs to be used instead of the previous 7 digit Personal Code. The 10 digit Personal Code consists of the area code and phone number from the State Agency phone from which you are placing the call. Following is a brief reminder of the information contained in the Quick Reference Guide provided by Language Line Services.

When receiving a call:

1. Use Conference Hold to place the non-English speaker on hold.
2. Dial 1 800 874-9426
3. Press 1 for Spanish. Press 2 for all other languages. You may press 0 or stay on the line for assistance.
4. Enter on your telephone keypad or provide the representative: your 6-digit Client ID: 535010; Organization Name: State of Nebraska; Personal Code: 10 digit phone number.
5. Brief the Interpreter. Summarize what you wish to accomplish and give any special instructions.
6. Add the non-English speaker to the line.

When placing a call to a non-English speaker, begin at Step 2. If you need assistance when placing a call to a non-English speaker, you may press 0 to transfer to a representative at the beginning of the call.

Please Note: Language Line validates the 10 digit Personal Code against a list that has been provided to them by the State. If a valid State 10 digit Personal Code is not given to them, they will not process your call.

Employee Volunteer Interpreter List

In addition to the over-the-phone interpreting service, NDOR has developed a listing of employees fluent in language speaking skills other than English. During cases of need, these employees may be asked to serve as a short time interpreter until alternate arrangements can be made. This list is also accessible through the NDOR Intranet.

Through our employee resources, NDOR is able to communicate, at a minimum, in the following languages: Language(s)

Pashto
Swahili
Persian
Urdu
Portuguese
Vietnamese
Spanish

"I Speak Cards"

"I Speak Cards" are a form of multi-lingual flash card used to identify the language used by the individual. Once the language has been identified, the over-the-phone interpreter service or the employee volunteer interpreter listing can be used to effectively communicate with the LEP individual (see Appendix).

Training

At a minimum, the following training will be refreshed for those NDOR employees most likely to encounter LEP persons. The following training will be provided by December 2015:

Information on the Title VI Policy and LEP responsibilities.

Description of language assistance services offered to the public.

Use of the "I Speak" cards.

Use of the "Language Line" Interpreter services.

Documentation of language assistance requests.

How to handle a potential Title VI/LEP complaint.

Employees at all levels within NDOR, even those that do not interact regularly with LEP persons, should be fully aware of and understand the plan so they can reinforce its importance and ensure its implementation agency wide. Training will be provided to employees as new hires, as well as refresher training to those employees most likely to encounter LEP persons every 2 years. Training will be provided by the NDOR Highway Civil Rights Coordinator.

Monitoring and Updating the LEP Plan

The Nebraska Department of Roads will update the LEP Plan as needed. At minimum, the plan will be reviewed and updated every 2 years. Updates may include the following:

The number of documented LEP person contacts encountered since last update.

How the needs of the LEP person have been addressed

Determination of the current LEP population within the State of Nebraska.

Determination as to whether the need for translation services has changed.

Determination whether local language assistance has been effective and sufficient in meeting the need.

Determination whether the NDOR's financial resources are sufficient to fund language assistance resources needed.

Determine whether complaints have been received concerning the agency's failure to meet the needs of LEP persons.

Dissemination of the NDOR Limited English Proficiency Plan

NDOR's LEP Plan will be posted on NDOR's website where any person with internet access will be able to access the plan. Notice of protection for LEP persons is included in NDOR's Title VI brochure (see Appendix). Copies of the LEP Plan will be provided, upon request, to any person(s) requesting the document. LEP persons may obtain copies/translations of the plan upon request.

Any questions or comments regarding this plan should be directed to the NDOR Highway Civil Rights Coordinator:

Carrie Williams
Highway Civil Rights Coordinator
Nebraska Department of Roads
1500 Hwy 2, PO Box 94759
Lincoln, NE 68509
Phone: 402-479-4870
Carrie.williams@nebraska.gov

Complaint Procedures

The Nebraska Department of Roads is required, under 23 CFR 200.9(b)(3), to develop procedures for prompt processing and disposition of Title VI and Title VIII complaints received directly by the State and not by FHWA. Additionally, Title II of the Americans with Disabilities Act, Subpart A, Section 35.107(b) requires that a public entity employing 50 or more persons adopt and publish grievance procedures providing for prompt and equitable resolution of complaints alleging any action that would be prohibited by the ADA. The following complaint procedures are patterned after the Federal Highway Administration Procedures Manual for Processing External Complaints of Discrimination, found here. Internal civil rights complaint procedures are found in the NDOR Equal Employment Opportunity Plan.

Complaints may be against NDOR itself, or against an NDOR subrecipient. Title VI Complaints filed with NDOR in which NDOR is named as the respondent will be forwarded to FHWA for investigation.

Title VI complaints filed directly with NDOR against its sub-recipients will be processed by the NDOR Civil Rights Office in accordance with these complaint procedures. However, FHWA has delegated authority for making all final decisions for Title VI complaints. A copy of the complaint, together with a copy of NDOR's report of investigation, will be forwarded to the FHWA division office within 60 days of the date the complaint was received by NDOR. FHWA actions might then include dismissing the complaint, conducting additional investigation, and/or issuing a Letter of Finding.

Americans with Disabilities Act Complaints filed with NDOR, whether against its subrecipients or against the Department itself, will be investigated by the NDOR Civil Rights Office.

Persons Eligible to File

Any person or any specific class of persons, by themselves or by a representative, that believe they have been subjected to discrimination or retaliation prohibited by Title VI of the Civil Rights Act of 1964 (Title VI) and related statutes, Section 504 of the Rehabilitation Act of 1973 (Section 504), or Title II of the Americans with Disabilities Act of 1990 (ADA) may file a complaint.

Complaint Substance and Format

A complaint is a written or electronic statement concerning an allegation of discrimination that contains a request for the receiving office to take action. Complaints should be in writing and signed and may be filed by mail, fax, in person, or e-mail. NDOR has developed a Complaint Form and made it available on the NDOR website (See Appendix).

A complaint must contain at least the following information:

The complainant's name and a way to contact the complainant;

A written explanation of what has happened;

The basis of the complaint, e.g., age, sex, race, color, national origin, or disability;

The identification of 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; and,

The date(s) of the alleged discriminatory act(s).

While the above indicates a complaint should be in writing and signed, NDOR will accept complaints in alternate formats from persons with disabilities, upon request. For example, the complaint may be filed on a computer disk, by audio tape, or in Braille, or the complainant may call the agency and provide the allegations by telephone. The agency will transcribe the allegations of the complaint as provided over the telephone and send a written complaint to the complainant for signature.

Complaints in languages other than English will be translated and responded to in the language in which they were written.

The following are examples of items that are not considered complaints, unless the item contains a signed cover letter specifically asking that NDOR take action concerning the allegations:

An anonymous complaint;

Inquiries seeking advice or information;

Courtesy copies of court pleadings;

Courtesy copies of complaints addressed to other local, State, or Federal agencies;

Newspaper articles; and,

Courtesy copies of internal grievances.

Timeframe for Filing Complaints

Complaints must be filed within 180 days of the last date of the alleged discrimination. The filing date of the complaint is the earlier of: (1) the postmark of the complaint, or (2) the date the complaint is received by any office authorized to receive complaints.

An extension may be granted under any of the following circumstances:

The complainant could not reasonably be expected to know the act was discriminatory within the 180-day period, and the complaint was filed within 60 days after the complainant became aware of the alleged discrimination;

The complainant was unable to file a complaint because of incapacitating illness or other incapacitating circumstances during the 180-day period, and the complaint was filed within 60 days after the period of incapacitation ended;

The complainant filed a complaint alleging the same discriminatory conduct within the 180-day period with another Federal, State or local civil rights enforcement agency, and filed a complaint with DOT within 60 days after the other agency had completed its investigation or notified the complainant that it would take no further action;

The complainant filed, within the 180-day period, an internal grievance alleging the same discriminatory conduct that is the subject of the DOT complaint, and the complaint is filed no later than 60 days after the internal grievance is concluded;

Unique circumstances generated by DOT action have adversely affected the complainant; or

The discriminatory act is of a continuing nature.

Some complaints will be referred to NDOR by other agencies. In the event the referring agency has possessed the complaint for an inordinately long period of time and the complainant filed his or her complaint with that agency within the 180-day timeframe NDOR will automatically grant an extension.

Processing and Investigating Complaints

Upon initial receipt, a complaint will always be date stamped by the receiving office, or the date of receipt will otherwise be recorded. The date of receipt by the receiving office is crucial for determining timeliness.

The complaint will be reviewed within 10 calendars days of receipt to determine whether it contains all the necessary information required for acceptance. If the complaint is complete and no additional information is needed, the complainant will be sent a letter of acceptance. If the complaint is incomplete, the complainant will be contacted in writing or by telephone to obtain the additional information. The complainant will be given 15 calendars days to respond to the request for additional information.

A request for information will be mailed to the respondent, along with a copy of the complaint, upon acceptance of the complaint.

The investigation will be confined to the issues and facts relevant to the allegations in the complaint, unless evidence shows the need to extend the issues. The standard of proof applied in making a determination of noncompliance will be one of preponderance of evidence. The preponderance of evidence as a standard of proof in civil cases is evidence which is of greater weight or more convincing than the evidence which is offered in opposition to it.

An investigative report will be maintained which documents activity related to the complaint. The investigative report will contain, at minimum:

The identity of each complainant and each respondent, including contact information;

The nature and basis of the complaint;

Copies of all requests for information, along with responses to the requests;

A log of all important dates relevant to the complaint, including, but not limited to, the date that the complaint was filed, the dates of all correspondence with complainant or respondent, the dates of all interviews with complainant or respondent, and the date of the disposition (or the date that the complaint was forwarded to FHWA for further action);

The disposition and/or recommendations for action; and

Other pertinent information.

The NDOR Civil Rights Office will complete investigations of Title VI complaints within 60 days, at which time a copy of the complaint, together with a copy of NDOR's report of investigation and recommendation for action, will be forwarded to the FHWA division office as required by regulation.

Although the regulations do not specify a timeframe for the investigation of ADA complaints, the NDOR Civil Rights Office strives to have ADA complaints investigated and finalized within 90 days of receipt of the complaint.

Dismissal of a Complaint

The FHWA has delegated authority for dismissing Title VI complaints. NDOR has authority to dismiss ADA complaints. A complaint may be dismissed for the following reasons:

The complaint is untimely filed;

The complainant fails to respond to repeated requests for additional information needed to process the complaint;

The complainant cannot be located after reasonable attempts;

There is no statutory or alleged basis for the complaint, NDOR and/or FHWA lack jurisdiction in the matter, or the complainant does not allege any harm with regard to current programs or statutes;

The complaint has been investigated by another agency and the resolution of the complaint meets USDOT/FHWA regulatory standards; e.g., all allegations were investigated, appropriate legal standards were applied, and any remedies secured meet USDOT's standards;

NDOR and/or FHWA obtain credible information at any time indicating that the allegations raised by the complainant have been resolved, or are moot and there are no class-wide allegations or implications. In such a case, NDOR and/or FHWA will attempt to ascertain the apparent resolution. If NDOR and/or FHWA determine that there are no current allegations appropriate for further complaint resolution, the complaint will be closed;

The complainant decides to withdraw the complaint;

The same complaint allegations have been filed with another Federal, State, or local agency, or through a respondent's internal grievance procedures, including due process proceedings, and NDOR and/or FHWA anticipates that the respondent will provide the complainant with a comparable resolution process under comparable legal standards; e.g., all allegations were investigated, appropriate legal standards were applied, and any remedies secured meet USDOT's standards;

The FHWA refers a complaint over which USDOT has jurisdiction to another agency that also has jurisdiction but may be better suited to conduct the investigation;

A complaint, because of its scope, may require extraordinary resources. In such instances, NDOR and/or FHWA may consider treating such a complaint as a compliance review. Similarly, a compliance review may be the most effective means of addressing multiple individual complaints against the same respondent; or,
If NDOR and/or FHWA selects this option, it should discuss the decision with the complainant(s), close the complaint, and initiate the review as soon as possible. NDOR and/or FHWA should

provide the complainant(s) with a copy of the resolution documents upon completion of the compliance review.

Contact Information

Complaint forms are available on the NDOR website or by contacting the NDOR Civil Rights Office. Complaints and substantiating information should be sent to:

Nebraska Department of Roads
Carrie Williams, Highway Civil Rights Coordinator
1500 Highway 2
PO Box 94759
Lincoln, NE 68509-4759
402-479-4870
carrie.williams@nebraska.gov

Nebraska Department of Roads
Chris Hassler, Highway Civil Rights Specialist
1500 Highway 2
PO Box 94759
Lincoln, NE 68509-4759
402-479-3553
christopher.hassler@nebraska.gov

Appendix: Table of Contents

Raw Language Data for the State of Nebraska……...24

NDOR LEP Data by District……27

"I Speak" Cards……..…35

LEP Tracking Form……...38

NDOR Civil Rights Complaint Form……...…….39

	Nebraska	
	Estimate	Margin of Error
Total:	1,711,160	+/-313
Speak only English	1,530,738	+/-3,168
Spanish or Spanish Creole:	119,506	+/-2,162
Speak English "very well"	62,220	+/-1,767
Speak English less than "very well"	57,286	+/-1,663
French (incl. Patois, Cajun):	4,801	+/-642
Speak English "very well"	3,363	+/-480
Speak English less than "very well"	1,438	+/-281
French Creole:	154	+/-131
Speak English "very well"	140	+/-130
Speak English less than "very well"	14	+/-23
Italian:	1,364	+/-323
Speak English "very well"	1,083	+/-259
Speak English less than "very well"	281	+/-119
Portuguese or Portuguese Creole:	792	+/-226
Speak English "very well"	679	+/-216
Speak English less than "very well"	113	+/-56
German:	5,690	+/-457
Speak English "very well"	4,926	+/-411
Speak English less than "very well"	764	+/-140
Yiddish:	148	+/-117
Speak English "very well"	109	+/-77
Speak English less than "very well"	39	+/-50
Other West Germanic languages:	498	+/-150
Speak English "very well"	419	+/-125
Speak English less than "very well"	79	+/-48
Scandinavian languages:	447	+/-104
Speak English "very well"	340	+/-89
Speak English less than "very well"	107	+/-62
Greek:	301	+/-103
Speak English "very well"	206	+/-80
Speak English less than "very well"	95	+/-72
Russian:	1,324	+/-274
Speak English "very well"	748	+/-184
Speak English less than "very well"	576	+/-176
Polish:	919	+/-232
Speak English "very well"	745	+/-218
Speak English less than "very well"	174	+/-59
Serbo-Croatian:	556	+/-249
Speak English "very well"	336	+/-143
Speak English less than "very well"	220	+/-162
Other Slavic languages:	2,523	+/-384
Speak English "very well"	2,021	+/-298
Speak English less than "very well"	502	+/-193

Armenian:	5	+/-9
Speak English "very well"	5	+/-9
Speak English less than "very well"	0	+/-22
Persian:	640	+/-321
Speak English "very well"	236	+/-97
Speak English less than "very well"	404	+/-296
Gujarati:	275	+/-136
Speak English "very well"	145	+/-89
Speak English less than "very well"	130	+/-83
Hindi:	1,238	+/-347
Speak English "very well"	1,008	+/-283
Speak English less than "very well"	230	+/-165
Urdu:	389	+/-180
Speak English "very well"	265	+/-134
Speak English less than "very well"	124	+/-100
Other Indic languages:	2,282	+/-606
Speak English "very well"	1,292	+/-376
Speak English less than "very well"	990	+/-391
Other Indo-European languages:	1,742	+/-619
Speak English "very well"	1,218	+/-410
Speak English less than "very well"	524	+/-257
Chinese:	4,348	+/-539
Speak English "very well"	1,737	+/-308
Speak English less than "very well"	2,611	+/-461
Japanese:	1,075	+/-256
Speak English "very well"	705	+/-190
Speak English less than "very well"	370	+/-133
Korean:	1,160	+/-271
Speak English "very well"	622	+/-194
Speak English less than "very well"	538	+/-174
Mon-Khmer, Cambodian:	84	+/-63
Speak English "very well"	34	+/-36
Speak English less than "very well"	50	+/-43
Hmong:	37	+/-47
Speak English "very well"	25	+/-43
Speak English less than "very well"	12	+/-17
Thai:	835	+/-295
Speak English "very well"	443	+/-184
Speak English less than "very well"	392	+/-148
Laotian:	734	+/-202
Speak English "very well"	215	+/-74
Speak English less than "very well"	519	+/-159
Vietnamese:	7,616	+/-757
Speak English "very well"	2,989	+/-419
Speak English less than "very well"	4,627	+/-585

Vietnamese:	7,616	+/-757
Speak English "very well"	2,989	+/-419
Speak English less than "very well"	4,627	+/-585
Other Asian languages:	4,640	+/-588
Speak English "very well"	2,275	+/-398
Speak English less than "very well"	2,365	+/-479
Tagalog:	1,320	+/-329
Speak English "very well"	1,046	+/-299
Speak English less than "very well"	274	+/-99
Other Pacific Island languages:	949	+/-299
Speak English "very well"	718	+/-236
Speak English less than "very well"	231	+/-140
Navajo:	5	+/-8
Speak English "very well"	5	+/-8
Speak English less than "very well"	0	+/-22
Other Native North American languages:	1,526	+/-292
Speak English "very well"	1,327	+/-243
Speak English less than "very well"	199	+/-124
Hungarian:	30	+/-31
Speak English "very well"	12	+/-10
Speak English less than "very well"	18	+/-29
Arabic:	3,553	+/-682
Speak English "very well"	1,786	+/-405
Speak English less than "very well"	1,767	+/-422
Hebrew:	154	+/-89
Speak English "very well"	141	+/-87
Speak English less than "very well"	13	+/-14
African languages:	6,035	+/-1,046
Speak English "very well"	3,378	+/-751
Speak English less than "very well"	2,657	+/-530
Other and unspecified languages:	727	+/-437
Speak English "very well"	150	+/-77
Speak English less than "very well"	577	+/-432

Source: U.S. Census Bureau, 2009-2013 5-Year American Community Survey

NDOR District 1 LEP Data

Area	% of Population that is LEP Persons	LEP Languages Spoken by 5% or Greater, or 1,000 persons or Greater, of the Total Population	Population of Area Age 5 or Older
Butler County	1.4%	None	7,860
Cass County	0.8%	None	23,703
Gage County	1.1%	None	20,696
Jefferson County	1.1%	None	7,162
Johnson County	4.6%	None	4,920
Lancaster County	4.4%	Spanish, Vietnamese, Chinese	269,671
Nemaha County	0.7%	None	6,780
Otoe County	1.7%	None	14,706
Pawnee County	1.9%	None	2,622
Richardson County	0.2%	None	7,896
Saline County	10.5%	Spanish	13,358
Saunders County	1%	None	19,453
Seward County	0.8%	None	15,825
NDOR District 1	3.6%	Spanish, Vietnamese, Chinese	407,652

NDOR District 2 LEP Data

Area	% of Population that is LEP Persons	LEP Languages Spoken by 5% or Greater, or 1,000 persons or Greater, of the Total Population	Population of Area Age 5 or Older
Cass County	0.8%	None	23,703
Dodge County	5.4%	Spanish	34,229
Douglas County	6.6%	Spanish, African Languages	484,330
Sarpy County	3.4%	Spanish	149,340
Washington County	0.4%	None	19,097
NDOR District 2	5.5%	Spanish, African Languages	710,669

NDOR District 3 LEP Data

Area	% of Population that is LEP Persons	LEP Languages Spoken by 5% or Greater, or 1,000 persons or Greater, of the Total Population	Population of Area Age 5 or Older
Antelope County	1.8%	None	6,183
Boone County	1%	None	5,121
Burt County	0.3%	None	6,378
Cedar County	0.5%	None	8,233
Colfax County	25.4%	Spanish	9,566
Cuming County	4.9%	None	8,577
Dakota County	18.7%	Spanish	19,059
Dixon County	5.4%	Spanish	5,570
Knox County	0.9%	None	8,111
Madison County	5.6%	Spanish	32,335
Pierce County	0.6%	None	6,775
Platte County	5.4%	Spanish	29,986
Stanton County	0.8%	None	5,758
Thurston County	1.2%	None	6,225
Wayne County	2.6%	None	8,988
NDOR District 3	6.5%	Spanish	166,865

NDOR District 4 LEP Data

Area	% of Population that is LEP Persons	LEP Languages Spoken by 5% or Greater, or 1,000 persons or Greater, of the Total Population	Population of Area Age 5 or Older
Adams County	3.7%	None	29,312
Buffalo County	2.1%	None	43,587
Clay County	3.6%	None	6,092
Fillmore County	0.5%	None	5,519
Greeley County	0%	None	2,354
Hall County	11.4%	Spanish	54,769
Hamilton County	0.8%	None	8,581
Howard County	0.6%	None	5,912
Merrick County	0.5%	None	7,316
Nance County	0.2%	None	3,474
Nuckolls County	0.4%	None	4,239
Polk County	1.8%	None	5,047
Sherman County	0.6%	None	2,956
Thayer County	0.9%	None	4,911
Valley County	1.2%	None	4,011
Webster County	0.8%	None	3,544
York County	1.4%	None	12,825
NDOR District 4	4.4%	Spanish	204,449

NDOR District 5 LEP Data

Area	% of Population that is LEP Persons	LEP Languages Spoken by 5% or Greater, or 1,000 persons or Greater, of the Total Population	Population of Area Age 5 or Older
Banner County	2.5%	None	757
Box Butte County	1.2%	None	10,560
Cheyenne County	2.2%	None	9,399
Dawes County	3.1%	None	8,721
Deuel County	2.7%	None	1,877
Garden County	0%	None	1,844
Kimball County	1.9%	None	3,525
Morrill County	3.4%	None	4,685
Scotts Bluff County	3.5%	Spanish	34,362
Sheridan County	1%	None	5,100
Sioux County	0.4%	None	1,193
NDOR District 5	2.6%	Spanish	82,023

NDOR District 6 LEP Data

Area	% of Population that is LEP Persons	LEP Languages Spoken by 5% or Greater, or 1,000 persons or Greater, of the Total Population	Population of Area Age 5 or Older
Arthur County	0%	None	452
Blaine County	0%	None	544
Custer County	0.8%	None	10,238
Dawson County	16.9%	Spanish	22,389
Grant County	0%	None	586
Hooker County	0%	None	678
Keith County	1.1%	None	7,873
Lincoln County	1.6%	None	33,655
Logan County	0%	None	734
McPherson County	0%	None	346
Thomas County	1.1%	None	698
NDOR District 6	5.8%	Spanish	78,193

NDOR District 7 LEP Data

Area	% of Population that is LEP Persons	LEP Languages Spoken by 5% or Greater, or 1,000 persons or Greater, of the Total Population	Population of Area Age 5 or Older
Chase County	5.8%	Spanish	3,670
Dundy County	2.6%	None	1,896
Franklin County	0.7%	None	3,016
Frontier County	1.6%	None	2,428
Furnas County	0.6%	None	4,686
Gosper County	0.6%	None	1,871
Harlan County	0.4%	None	3,264
Hayes County	2.5%	None	1,102
Hitchcock County	1.4%	None	2,724
Kearney County	2.1%	None	6,126
Perkins County	0.1%	None	2,765
Phelps County	1.1%	None	8,615
Red Willow County	0.9%	None	10,338
NDOR District 7	1.4%	Spanish	52,501

NDOR District 8 LEP Data

Area	% of Population that is LEP Persons	LEP Languages Spoken by 5% or Greater, or 1,000 persons or Greater, of the Total Population	Population of Area Age 5 or Older
Blaine County	0%	None	544
Boyd County	0.6%	None	1,959
Brown County	0.2%	None	2,997
Cherry County	2.1%	None	5,365
Garfield County	0.2%	None	1,875
Holt County	0.5%	None	9,753
Keya Paha County	0.3%	None	689
Loup County	0.2%	None	559
Rock County	0%	None	1,391
Wheeler County	0%	None	823
NDOR District 8	0.7%	None	25,955

“I Speak Cards”

2004 Census Test — **United States Census 2010**

LANGUAGE IDENTIFICATION FLASHCARD

ضع علامة في هذا المربع إذا كنت تقرأ أو تتحدث العربية.	1. Arabic
Խնդրում ենք նշում կատարեք այս քառակուսում, եթե խոսում կամ կարդում եք հայերեն:	2. Armenian
যদি আপনি বাংলা পড়েন বা বলেন তা হলে এই বাক্সে দাগ দিন।	3. Bengali
ណូមបញ្ជាក់ក្នុងប្រអប់នេះ បើអ្នកអាន ឬនិយាយភាសា ខ្មែរ ។	4. Cambodian
Motka i kahhon ya yangin ûntûngnu' manaitai pat ûntûngnu' kumentos Chamorro.	5. Chamorro
如果你能读中文或讲中文，请选择此框。	6. Simplified Chinese
如果你能讀中文或講中文，請選擇此框。	7. Traditional Chinese
Označite ovaj kvadratić ako čitate ili govorite hrvatski jezik.	8.Croatian
Zaškrtněte tuto kolonku, pokud čtete a hovoříte česky.	9. Czech
Kruis dit vakje aan als u Nederlands kunt lezen of spreken.	10. Dutch
Mark this box if you read or speak English.	11. English
اگر خواندن و نوشتن فارسي بلد هستيد، اين مربع را علامت بزنيد.	12. Farsi

DB-3309

U.S. DEPARTMENT OF COMMERCE
Economics and Statistics Administration
U.S. CENSUS BUREAU

☐ Cocher ici si vous lisez ou parlez le français.	13. French
☐ Kreuzen Sie dieses Kästchen an, wenn Sie Deutsch lesen oder sprechen.	14. German
☐ Σημειώστε αυτό το πλαίσιο αν διαβάζετε ή μιλάτε Ελληνικά.	15. Greek
☐ Make kazye sa a si ou li oswa ou pale kreyòl ayisyen.	16. Haitian Creole
☐ अगर आप हिन्दी बोलते या पढ़ सकते हों तो इस बक्स पर चिह्न लगाएँ।	17. Hindi
☐ Kos lub voj no yog koj paub twm thiab hais lus Hmoob.	18. Hmong
☐ Jelölje meg ezt a kockát, ha megérti vagy beszéli a magyar nyelvet.	19. Hungarian
☐ Markaam daytoy nga kahon no makabasa wenno makasaoka iti Ilocano.	20. Ilocano
☐ Marchi questa casella se legge o parla italiano.	21. Italian
☐ 日本語を読んだり、話せる場合はここに印を付けてください。	22. Japanese
☐ 한국어를 읽거나 말할 수 있으면 이 칸에 표시하십시오.	23. Korean
☐ ໃຫ້ໝາຍໃສ່ຊ່ອງນີ້ ຖ້າທ່ານອ່ານຫຼືປາກພາສາລາວ.	24. Laotian
☐ Prosimy o zaznaczenie tego kwadratu, jeżeli posługuje się Pan/Pani językiem polskim.	25. Polish

DB-3309

U.S. DEPARTMENT OF COMMERCE
Economics and Statistics Administration
U.S. CENSUS BUREAU

☐ Assinale este quadrado se você lê ou fala português.	26. Portuguese
☐ Însemnaţi această căsuţă dacă citiţi sau vorbiţi româneşte.	27. Romanian
☐ Пометьте этот квадратик, если вы читаете или говорите по-русски.	28. Russian
☐ Обележите овај квадратић уколико читате или говорите српски језик.	29. Serbian
☐ Označte tento štvorček, ak viete čítať alebo hovoriť po slovensky.	30. Slovak
☐ Marque esta casilla si lee o habla español.	31. Spanish
☐ Markahan itong kuwadrado kung kayo ay marunong magbasa o magsalita ng Tagalog.	32. Tagalog
☐ ให้กาเครื่องหมายลงในช่องถ้าท่านอ่านหรือพูดภาษาไทย.	33. Thai
☐ Maaka 'i he puha ni kapau 'oku ke lau pe lea fakatonga.	34. Tongan
☐ Відмітьте цю клітинку, якщо ви читаєте або говорите українською мовою.	35. Ukranian
☐ اگر آپ اردو پڑھتے یا بولتے ہیں تو اس خانے میں نشان لگائیں۔	36. Urdu
☐ Xin đánh dấu vào ô này nếu quý vị biết đọc và nói được Việt Ngữ.	37. Vietnamese
☐ באצייכנט דעם קעסטל אויב איר לייענט אדער רעדט אידיש.	38. Yiddish

DB-3309

U.S. DEPARTMENT OF COMMERCE
Economics and Statistics Administration
U.S. CENSUS BUREAU

LEP Tracking Form

Customer Contact:

_____ Walk-in/in-person _____ Phone call _____ e-mail

_____ Fax _____ Mail _____ Other: _____

Language Spoken/Requested: _____

Briefly explain the service or need of the requester:

_____

_____

_____

_____

_____

Translation Option Used:

_____ Language Line _____ Employee Volunteer List _____ Other

Resolution:_____

_____

_____

_____

_____

NDOR Employee Information:

Employee: _____ Date: _____

Complaints of Discrimination

Nebraska Department of Roads

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.

These procedures apply to all complaints filed under Title VI of the Civil Rights Act of 1964, relating to any program or activity administered by NDOR or its sub-recipients, consultants and/or contractors. Intimidation or retaliation of any kind is prohibited by law.

Persons Eligible to File: any person who believes that he or she or any specific class of persons has been subjected to discrimination or retaliation prohibited by any of the civil Rights authorities based upon race, color, sex, age, national origin or disability may file a written complaint.

DISCRIMINATION: *an act (or action) or inaction whether intentional or unintentional, through which a person in the United States, based on race, color, sex, age, national origin, or disability has been subjected to unequal treatment under any program or activity receiving Federal financial assistance.*

FILING OF COMPLAINT

1. Complaints must be in writing and contain as much information as possible about the alleged discrimination. The Nebraska Department of Roads has prepared a Complaint Form to be used for the convenience of the complainant. The written complaint should include:
    a. Complainant's name, address and te4lephone number
    b. A detailed description of the issues,
    c. Name and job titles of individuals perceived as parties in the complaint

Complaints received by telephone will be reduced to writing and provided to complainant for confirmation or revision, and signature before processing.

2. Complaint forms can be found at www.transportation.nebraska.gov, or by contacting the NDOR Civil Rights Coordinator. Complaints and substantiating information should be sent to:
    Nebraska Department of Roads

Carrie Williams, Highway Civil Rights Coordinator
1500 Highway 2
PO Box 94759
Lincoln, NE 68509-4759
402/479-4870
carrie.williams@nebraska.gov

Alternate means of filing a complaint will be made available to accommodate persons with disabilities upon request.

3. A complaint should be filed as soon as possible but must be no later than 180 calendar days after the complainant becomes aware of the alleged discrimination.

4. Upon receipt of the complaint, the Nebraska Department of Roads will notify the Federal Highway Administration, to coordinate all further activity regarding the complaint.
5. The NDOR Civil Rights Coordinator, or other Investigator, will contact the complainant to:
    a. Acknowledge receipt of the complaint
    b. Confirm that the complainant wishes to go forward with the complaint

c. Confirm that there are allegations to be investigated and resolved, and
d. Gather additional facts and further clarify the complaint.

INVESTIGATION OF COMPLAINT

An Investigator, will review and investigate the complaint. As part of the review, the investigator will at minimum:

1. Gather relevant information
2. Contact complainant to arrange and conduct interview, if needed
3. Maintain log of all activities associated with complaint.
4. Complete Investigative Report of information, findings, photos, and recommendations for correction to the Federal Highway Administration (FHWA).

A copy of the complaint, together with a copy of the State's report of investigation, shall be forwarded to the FHWA division office within 60 days of the date the complaint was received by the State.

A Title VI finding of violation or no violation is a Federal decision that cannot be delegated. Although NDOR can conduct a Title VI investigation and make a recommended finding to the Federal decision-making authority, NDOR must submit the proposed dispositions to FHWA for a Final Agency Decision.

DISMISSAL OF COMPLAINT

A complaint may be dismissed for the following reasons:

1. The complaint is untimely filed
2. The complaint does not allege a basis covered by the statutes for which NDOR is responsible
3. The complaint does not allege any harm with regard to covered programs or statutes
4. The complainant requests the withdrawal of the complaint
5. The complainant fails to respond to repeated requests for additional information needed to process the complaint.
6. The complainant cannot be located after reasonable attempts

Title VI Discrimination Complaint Form

Nebraska Department of Roads

Complainant:	Phone:
Address: (City, State, Zip)	Email:
Person discriminated against, if different from above:	Phone:
Address: (City, State, Zip)	Email:
Type of Discrimination: ❑Race/Color ❑Age ❑Sex ❑National Origin ❑Disability ❑Retaliation	Date of Incident:
Date and place of alleged discriminatory actions. Please include earliest date of discrimination and most recent date of discrimination.	
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 complaint (attach additional pages if necessary).	
Names and contact information of persons (witnesses, others) whom we may contact for additional information to investigate your complaint.	
The complaint will not be accepted if it has not been signed. Please sign and date this complaint form below. You may attach any written materials or other supporting information that you believe is relevant to the complaint. Signature	Date
Attachments: ❑ Yes ❑ No	
Submit completed form and any additional information to: Nebraska Department of Roads Attn: Carrie Williams, Highway Civil Rights Coordinator 1500 Highway 2 PO Box 94759 Lincoln, NE 68509-4759	
NDOR USE ONLY: Received by	Date