



Title VI Program and Language Assistance Plan



Adopted by the TAMC Board of Directors: June 2018

Transportation Agency for Monterey County

Attn: Title VI Program

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Executive Summary

Title VI is a Federal law that requires that no person in the United States, on the grounds of race, color or national origin, be excluded from, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance. Title VI applies to recipients and sub-recipients of Federal financial assistance. As a sub-recipient, the Transportation Agency for Monterey County (TAMC) is required to prepare a Title VI Program and Language Assistance Plan.

The Federal Transit Administration (FTA) Office of Civil Rights is authorized by the Secretary of Transportation to conduct civil rights compliance reviews. FTA Circular 4702.1B sets new guidelines for Caltrans, as a recipient of FTA funding assistance, requiring sub-recipients of Caltrans Planning Grants to submit a Title VI Plan to FTA every three years. As a Caltrans grant sub-recipient and as the regional transportation planning agency for Monterey County, TAMC is required to comply with FTA requirements associated with the use of these funds.

The following Title VI Program and Language Assistance Plan was developed to guide the Transportation Agency for Monterey County in its administration and management of Title VI related activities, and details the ways in which TAMC meets the requirements as set forth in the Federal Transit Administration Circular 4702.1B *Title VI Requirements and Guidelines for Federal Transit Administration Recipients* (October 2012).

I. Introduction

Title VI and Limited English Proficiency

Title VI

Title VI of the Civil Rights Act of 1964 is a federal statute that states the following:

“No person in the United States shall, on the grounds of race, color, or national origin be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.”

As stated in the statute, Title VI prohibits recipients of Federal financial assistance from discriminating on the basis of race, color, or national origin in their programs or activities, and it obligates federal funding agencies to enforce statutory compliance.

Limited English Proficiency

Limited English Proficient (LEP) persons refer to persons for whom English is not their primary language and who have a limited ability to read, write, speak or understand English. It includes people who reported to the U.S. Census that they speak English less than very well, not well, or not at all.

According to Executive Order 13166: Improving Access to Service for Persons with Limited English Proficiency, LEP persons are entitled to language assistance under Title VI of the Civil Rights Act of 1964,

and federal assistance recipients shall take reasonable steps to ensure meaningful access to benefits, services, information, and other important portions of their programs and activities.

Background

TAMC is the state designated Regional Transportation Planning Agency for Monterey County that programs and distributes state and federal money for local and regional transportation projects. The Transportation Agency is responsible for distributing funds for public transit, rail, local street and road maintenance, and highway, bicycle and pedestrian facilities. The Transportation Agency’s mission is to proactively plan and fund a transportation system that enhances mobility, safety, access, environmental quality and economic activities by investing in regional transportation projects serving the needs of Monterey County residents, businesses and visitors. In pursuing its mission, the Transportation Agency strives to inform and involve its jurisdictions and the general public through its various programs, projects and other work activities conducted by the Agency.

Transportation Agency Governance

As the state designated Regional Transportation Planning Agency for Monterey County, the Transportation Agency must comply with federal and state legislation when developing and programming transportation plans and projects. As a regional agency, the Transportation Agency’s governing board is comprised of local officials from each of the County’s twelve incorporated cities and five supervisorial districts, and ex-officio members from six public agencies. The table below describes the members of the Transportation Agency’s governing board.

Table 1: Transportation Agency membership.

Board of Directors	Non-voting Ex-Officio Members
Monterey County Districts 1, 2, 3, 4 & 5	Association of Monterey Bay Area Governments
City of Carmel-by-the-Sea	Monterey-Salinas Transit
City Del Rey Oaks	Monterey Bay Unified Air Pollution Control District
City of Gonzales	Monterey Regional Airport
City of Greenfield	City of Watsonville
City of King City	California Department of Transportation
City of Marina	California State University, Monterey Bay
City of Monterey	
City of Pacific Grove	
City of Salinas	
City of Sand City	
City of Seaside	
City of Soledad	

III. Title VI Policy Statement

The Transportation Agency for Monterey County operates its programs and services ensuring that no person shall be excluded from the equal distribution of its services and amenities based on their race, color, or national origin in accordance with Title VI of the Civil Rights Act of 1964. The Transportation Agency developed a notice to the public informing them of their rights under Title VI. **Appendix A** includes the Title VI Notice to the Public, which is provided in English, Spanish, Tagalog, Vietnamese and Korean. Any person who believes she or he has been aggrieved by any unlawful discriminator practice under Title VI may file a complaint with the Transportation Agency for Monterey County and/or with the Federal Transit Administration. The Transportation Agency's complaint process and complaint forms are included in **Appendix B** and **Appendix C**.

Towards this end, it is Agency's objective to:

- Ensure that the level of quality of transportation programs, projects and services are provided without regard to race, color, or national origin;
- Promote the full and fair participation of all affected populations in transportation decision-making;
- Prevent the denial, reduction, or delay in benefits related programs and activities that benefit minority populations or low-income populations; and
- Ensure meaningful access to programs and activities for persons with Limited English Proficiency.

The Executive Director, management, and all employees share the responsibility of carrying out the Agency's commitment to Title VI compliance. Title VI complaints are investigated through the complaint procedures process.

IV. Title VI Program

Title VI Program Statement

TAMC developed this Title VI Program to serve as guidance in the administration and management of Title VI-related activities, and details how TAMC meets the requirements set forth in the FTA Circular 4702.1B.

As a sub-recipient and direct recipient of federal funding, TAMC is committed to ensuring that no person on the basis of race, color, or national origin will be excluded from participation or subjected to discrimination with regard to the transportation planning and programming activities conducted by TAMC's employees, affiliates, and contractors.

TAMC is committed to meeting the requirements as set forth in FTA Circular 4702.1B, and seeks the participation of a diverse set of communities with an interest in regional transportation planning efforts,

including lower income households, minority populations, and persons with disabilities, representatives from the community and service organizations, tribal organizations and other public agencies.

General Reporting Requirements

Chapter III of the Federal Transit Administration (FTA) Circular 4702.1B addresses the general reporting requirements for recipients and sub-recipients of FTA funding to ensure that their activities comply with Department of Transportation (DOT) Title VI regulations. Below are summaries of each requirement and how TAMC's Title VI Program fulfills that requirement.

1. REQUIREMENT TO PROVIDE TITLE VI ASSURANCES

In accordance with 49 CFR Section 21.7(a), every application for financial assistance from FTA must be accompanied by an assurance that the applicant will carry out the program in compliance with DOT's Title VI regulations. This requirement shall be fulfilled when the applicant/recipient submits its annual certifications and assurances to FTA.

TAMC annually submits its Certifications and Assurances to the California Department of Transportation.

2. REQUIREMENT TO PREPARE AND SUBMIT A TITLE VI PROGRAM

Sub-recipients shall submit Title VI Programs to the primary recipient from whom they receive funding to assist the primary recipient in its compliance efforts.

TAMC has approved the Title VI Program by resolution and submitted it to the California Department of Transportation. The effective date will be June 27, 2018, the date of the resolution.

3. REQUIREMENT TO NOTIFY BENEFICIARIES OF PROTECTION UNDER TITLE VI

The Title VI Program shall include recipient's Title VI notice to the public that indicates the recipient complies with Title VI, informs members of the public of the protections against discrimination afforded to them by Title VI, and includes a list of locations where the notice is posted.

TAMC has developed a public Title VI Notice to Beneficiaries following the guidelines of Circular FTA C 4702.1B, Appendix B. A copy of the notice is found in Appendix A of this Title VI Program.

4. REQUIREMENT TO HAVE TITLE VI COMPLAINT PROCEDURES AND A COMPLAINT FORM

All recipients shall develop procedures for investigating and tracking Title VI complaints filed against them and make their procedures for filing a complaint available to members of the public. Recipients must also develop a Title VI complaint form, and the form and procedure for filing a complaint shall be available on the recipient's website.

TAMC has developed a Title VI complaint procedure and form. In this Title VI Program, Appendix B outlines TAMC's Title VI Complaint Procedures, and Appendix C is a copy of TAMC's Title VI Complaint form.

The complaint procedures and form are available in English, Spanish, Vietnamese, Korean and Tagalog on TAMC's website: www.tammonterey.org

Individuals who do not have access to the internet may request that TAMC mail them a paper copy of the procedures and form.

5. REQUIREMENT TO RECORD AND REPORT TRANSPORTATION-RELATED TITLE VI INVESTIGATIONS, COMPLAINTS, AND LAWSUITS

In order to comply with the reporting requirements of 49 CFR Section 21.9(b), FTA requires all recipients to prepare and maintain a list of any of the following that allege discrimination on the basis of race, color, or national origin: active investigations conducted by entities other than FTA; lawsuits; and complaints naming the recipient. This list shall include the date that the investigation, lawsuit, or 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, or final findings related to the investigation, lawsuit, or complaint.

TAMC will maintain a list of all investigations, lawsuits and complaints naming TAMC according to the guidelines of Circular FTA C 4702.1B. A copy of this list is provided in Appendix D of this Title VI Program. In addition, TAMC will maintain permanent records of all related documents. TAMC has not received any Title VI complaints of discrimination and therefore does not have any investigations or lawsuits to report; however, the processes are in place in the event that complaints are made.

6. REQUIREMENT TO PROMOTE INCLUSIVE PUBLIC PARTICIPATION

The content and considerations of Title VI, the Executive Order on Limited English Proficiency (LEP), and the DOT LEP Guidance shall be integrated into each recipient's established public participation plan or process (i.e., the document that explicitly describes the proactive strategies, procedures, and desired outcomes that underpin the recipient's public participation activities).

As a member of the Association for Monterey Bay Area Government (AMBAG), the metropolitan planning organization for the region, TAMC coordinated with AMBAG for the region's Public Participation Policy (see <http://www.ambag.org/>). TAMC ensures that minority and LEP populations, as with all members of the public, will be empowered to participate in decisions involved with TAMC's transportation planning and programming activities.

7. REQUIREMENT TO PROVIDE MEANINGFUL ACCESS TO LEP PERSONS

Consistent with Title VI of the Civil Rights Act of 1964, DOT's implementing regulations, and Executive Order 13166, "Improving Access to Services for Persons with Limited English Proficiency" (65 FR 50121, Aug. 11, 2000), recipients shall take reasonable steps to ensure meaningful access to benefits, services, information, and other important portions of their programs and activities for individuals who are limited-English proficient (LEP).

Please see TAMC's Language Assistance Plan included in this Title VI Program. TAMC's Four Factor Analysis and Action Plan are contained therein.

8. MINORITY REPRESENTATION ON PLANNING AND ADVISORY BODIES

Title 49 CFR Section 21.5(b)(1)(vii) states that a recipient may not, on the grounds of race, color, or national origin, "deny a person the opportunity to participate as a member of a planning, advisory, or similar body which is an integral part of the program." Recipients that have transportation-related, non-elected planning boards, advisory councils or committees, or similar committees, the membership of which is selected by the recipient, must provide a table depicting the racial breakdown of the membership of those committees, and a description of efforts made to encourage the participation of minorities on such committees.

Table 2 shows TAMC's Table Depicting Minority Representation on Committees and Councils Selected by TAMC.

9. REQUIREMENT TO PROVIDE ADDITIONAL INFORMATION UPON REQUEST

FTA may request, at its discretion, information other than that required by this Circular from a recipient in order for FTA to investigate complaints of discrimination or to resolve concerns about possible noncompliance with DOT's Title VI regulations.

TAMC will fully cooperate with any FTA investigation of discrimination complaints to the extent required by Title VI regulations.

Title VI Facilities Equity Analysis

Per 49 CFR 21.9(b)(3), TAMC may not select the site or location of facilities with the purpose or effect of excluding persons from, denying the benefits of, or subjecting them to discrimination on the basis of race, color, or national origin. Per 49 CFR 21, (The Public Participation Plan), the location of projects requiring land acquisition and the displacement of persons from their residences and business may not be determined on the basis of race, color, or national origin.

Facilities included in this provision include, but are not limited to, storage facilities, maintenance facilities, and operations centers. TAMC has not changed locations in seventeen years. At this time there are no plans for relocation or expansion of our current operations location.

V. Public Participation Plan

Public involvement is a major component of the transportation planning process. TAMC makes a concerted effort to solicit public input from all residents including under-represented groups in many aspects of transportation planning within Monterey County.

TAMC collaborated with the Association for Monterey Bay Area Governments to prepare the *2015 Monterey Bay Area Public Participation Plan*¹, which guides all public involvement activities to ensure that the community is informed and given a chance to be involved. The Transportation Agency's approach to public participation, as outlined in the *Public Participation Plan*, is described below:

1. Define purpose and identify stakeholders
2. Consult and coordinate with other agencies
3. Consult with interested parties, such as policy boards and advisory committees
4. Post public notices, hold public hearings and public comment periods
5. Use media and informational materials to distribute information about project
6. Encourage public participation
7. Respond to public comments/input
8. Post and distribute draft and final documents on the web

As projects vary in time and size, the public participation process may vary for each, as well as the extent of public participation.

Outreach Requirements and Activities

The following activities are intended to serve as guidelines for minimum levels of outreach to ensure equal access and opportunity to participate in transportation planning and decision-making. These also provide current strategies for soliciting input and engaging various communities. Below is a list of outreach methods that TAMC currently uses to inform the public:

- Notice for public meetings, public hearings and other public engagement activities are posted on social media and on TAMC's website: www.TAMCMonterey.org
- Public Notices are posted at the TAMC Office and at key community centers, such as libraries.
- Comments are accepted at public outreach events, by email, by mail, fax, and phone to ensure that all populations have the opportunity to participate.
- TAMC Board and Committee agendas packets are posted on its website and available for review at the administration office. Agendas are also distributed to these public libraries: Carmel, Monterey, Salinas Steinbeck Branch, Seaside, Prunedale, King City, Hartnell College, Monterey Peninsula College, and Cal State University Monterey Bay.

¹ For a copy of the *Monterey Bay Area Public Participation Plan*, please visit <http://www.ambag.org/>.

Summary of Outreach Efforts

TAMC Outreach efforts include:

- Conduct public hearings and meetings on the development of the Regional Transportation Plan (RTP). Copies of the RTP are available for review at local libraries, TAMC office, as well as on its website.
- Conduct several year-round outreach efforts with the Monterey-Salinas Transit Mobility Advisory Committee, which serves as the Social Services Transportation Advisory Council (SSTAC), the Bicycle and Pedestrian Technical Advisory Committee (BPC), and the Technical Advisory Committee (TAC).
- Post public notifications to encourage participation in transportation planning processes, such as the annual unmet transit needs public hearings. In addition, TAMC holds numerous public transportation projects and planning activities workshops.
- Citizens are encouraged to attend and speak at TAMC meetings on any matter included for discussion on the agenda and/or under general public comment.
- TAMC participates in a variety of community outreach events throughout the year, such as Ciclovía Salinas and the Monterey Off Road Cycling Association's Take a Kid Mountain Biking Day.
- Upon request, members of the public may receive a copy of Board and Committee agendas. All agendas are posted at www.TAMCMonterey.org, at least three days prior to the meeting.

Outreach Methods to Engage Minority and LEP Populations

Currently, Spanish and Tagalog are the only quantifiable population within TAMC's service area that is limited English proficient. TAMC will continue assessing the language needs of residents through its Language Assistance Plan. At such time, as another group with limited English proficiency reaches significant mass, TAMC will review this plan and its strategies to engaging with non-English speaking populations. Below are the methods that the TAMC are currently using:

- Public hearing notices are translated to Spanish and posted alongside English notices at TAMC office, and online.
- Meeting information is posted in English and Spanish on TAMC's website.
- TAMC distributes meeting information to community groups and agencies that work with LEP populations, if such contacts exist.
- As identified in its Limited English Proficiency (LEP) Plan, TAMC has full time staff to provide language assistance for Spanish language speakers.
- Spanish interpretation may be provided at public meetings.

Membership of Non-Elected Committees and Councils

TAMC strives to appoint diverse group of community representatives to its advisory committees. **Table 2** depicts racial breakdown of non-elected planning boards, advisory councils or committees.

Social Service Transportation Advisory Council (SSTAC)

Per section 99238 of California’s Transportation Development Act, each transportation planning agency shall provide for the establishment of a social services transportation advisory council for each county, or counties operating under a joint powers agreement, which is not subject to the apportionment restriction established in Section 99232.

Monterey-Salinas Transit’s Mobility Advisory Committee serves as the Social Service Transportation Advisory Council (SSTAC), and advises the Transportation Agency on matters related to transportation accessibility for the elderly, the disabled, and persons of limited means. Members of the committee represent the following groups:

- Potential transit users 60 years of age or older
- Potential transit users with disabilities
- Local social service providers for seniors, including one representative of a social service transportation provider, if one exists
- Local social service provider for persons of limited means
- Consolidated transportation service agency

Bicycle and Pedestrian Facilities Technical Advisory Committee (BPC)

The Bicycle and Pedestrian Technical Advisory Committee (BPC) was established to advise the Transportation Agency on bicycle and pedestrian needs and concerns in Monterey County. Members are appointed by the Transportation Agency for Monterey County Board of Directors, and membership currently includes a representative from each of Monterey County’s supervisorial districts, Monterey County cities, bicycle related organizations, such as the Velo Club, the Monterey County Department of Public Works, and Pebble Beach.

Technical Advisory Committee (TAC)

The Technical Advisory Committee (TAC) was established to provide technical assistance, advice, and recommendations to the Transportation Agency on transportation planning studies and related transportation projects. Members consists of staff from local government agencies and are appointed by the Transportation Agency Board of Directors.

Table 2: Minority representation in TAMC’s non-elected advisory committees.

	Bicycle & Pedestrian Facilities Advisory Committee	Technical Advisory Committee	Monterey-Salinas Transit Mobility Advisory Committee
African-American			
American Indian or Alaska Native	1		
Asian	1		
Hispanic or Latino/a	2	2	3
White	4	9	5
Two or More Races	1	1	1
Other/No Response	16	22	4
Total Membership	25	34	13

IV. Language Assistance Plan

Plan Purpose

The purpose of this Language Assistance Plan is to help identify reasonable steps to provide language assistance for Limited English Proficiency (LEP) persons who seek meaningful access to TAMC services as required by Executive Order 13166. As defined by this order, a person with Limited English Proficiency is one who does not speak English as their primary language and who has a limited ability to read, speak, write or understand English.

This Language Assistance Plan details procedures for identifying a person who may need language assistance, the ways in which the responsibilities of TAMC, as a recipient of federal financial assistance from the U.S. Department of Transportation (U.S. DOT), to LEP persons, pursuant to Title VI of the Civil Rights Act of 1964. The Language Assistance Plan provides a summary of TAMC’s efforts to accommodate the language assistance needs of LEP persons.

Translation of Vital Documents and Safe Harbor Provision

The DOT has adopted the Department of Justice’s Safe Harbor Provision, which stipulates that translations of vital documents should be available for LEP populations that comprise five percent of the general population or 1,000 persons, whichever is lowest. For Monterey County, five percent of the general population of 415,057 is 20,753. As demonstrated in **Table 3**, Spanish is one of the languages that falls outside of the Safe Harbor Provision of over 5% of the population, Tagalog is the other language that meets the 1,000-person criteria.

Monterey County is home to a significant Spanish speaking population based on the region’s Safe Harbor Provision threshold; therefore, TAMC employs several bilingual outreach methods to include the participation of our Spanish-speaking communities. These methods may include:

- Publishing printed information regarding services, projects, programs and meetings in Spanish
- Spanish language media in the distribution of news releases
- Advertising public hearings, meetings, projects and programs in the Spanish language print, radio and television media
- Providing simultaneous Spanish language translation services at meetings upon request
- Producing Spanish language website content and physical publications such as flyers
- Providing language identification flashcards at public meetings
- Offer translation services online and in printed outreach materials. The Google Translator widget for instance is a useful tool that can be used on agency websites that is cost effective and helpful to residents

These strategies are not an exclusive summary of what can be done, but a list of what TAMC believes could further enhance public outreach within Monterey County. TAMC currently provides the following documents in English and Spanish:

- Title VI Notice to the Public, Complaint Procedures, and Complaint Form (also in Tagalog, Vietnamese and Korean)
- Public notices related to public meetings, hearings and projects based on project location
- Program and project document flyers

TAMC will continue to translate the vital documents listed above into Spanish. Other meeting notices and materials will be translated into Tagalog, Vietnamese and Korean based on the geographic location of projects. For example, most Tagalog, Korean and Vietnamese communities are located in Salinas, Marina and Seaside.

Four Factor Analysis

As required by the U.S. DOT, and in order to ensure meaningful access to programs and services, TAMC shall use information obtained in the following Four Factor Analysis to determine the specific language services that are appropriate to provide.

1. The number or proportion of LEP persons eligible to be served or likely to encountered by TAMC.

TAMC will use the U.S. Census Bureau's American Community Survey (ACS) data for Limited English Speaking Households by counties and cities to identify the number or proportion of LEP persons within Monterey County. **Table 3** displays the total number and percentages of LEP households by jurisdiction and language group in Monterey County based on 2012-2016 ACS data, and **Appendix E** demonstrates the geographic location of LEP persons. Because the 2012-2016 ACS data is not available for the actual language spoken, **Table 4** displays the languages of LEP persons for Monterey County. Similarly, **Table 5** displays the LEP language population estimates by Monterey County jurisdictions.

Table 3: Limited English Proficiency Persons for the Population 5 Years and Over

<i>Jurisdiction</i>	Speak English “Less than Very Well” (Limited English Proficiency)				Total LEP Population	Total Population 5 years and over	% of LEP Population
	Spanish	Other Indo-European Language	Asian & Pacific Island Language	Other Languages			
<i>Carmel-by-the-Sea</i>	37	0	0	0	37	3,614	1.02%
<i>Del Rey Oaks</i>	44	24	12	0	80	1,584	5.05%
<i>Gonzales</i>	2,890	0	0	14	2,904	7,575	38.34%
<i>Greenfield</i>	7,093	32	0	242	7,367	14,863	49.57%
<i>King City</i>	6,830	66	47	0	6,943	12,490	55.59%
<i>Marina</i>	1,639	113	1,609	78	3,439	19,351	17.77%
<i>Monterey</i>	1,136	460	373	98	2,067	26,819	7.71%
<i>Pacific Grove</i>	171	210	259	20	660	14,928	4.42%
<i>Salinas</i>	52,135	281	2,447	158	55,021	141,907	38.77%
<i>Sand City</i>	45	1	0	0	46	283	16.25%
<i>Seaside</i>	6,466	431	918	45	7,860	31,146	25.24%
<i>Soledad</i>	6,301	31	200	211	6,743	23,977	28.12%
All Monterey County	103,198	2,216	6,767	1,329	113,510	397,128	28.58%

Source: U.S. Census American Community Survey, Table S1601, 2012-2016 Estimates.

Of the total population in Monterey County aged five years and over who speaks a language other than English, 113,510 individuals speak English less than very well. This number represents TAMC’s LEP population and is 28.5% of the total population of 397,218.

The most prevalent non-English language spoken in Monterey County is Spanish (103,198 LEP persons), and these LEP speakers account for 25.9% of the total population. Tagalog LEP speakers (2,201 LEP persons) account for .5% of TAMC’s total population. Additional languages that meet the threshold of FTA’s Safe Harbor provision: Vietnamese (1,303 LEP persons), and Korean (1,176 LEP persons). These four language groups represent TAMC’s Safe Harbor languages. It is possible that in the next Language Assistance Plan update, Arabic and Chinese might qualify as Safe Harbor Languages.

Table 4: Languages of Limited English Proficiency People in Monterey County

		ACS LEP Population (speaks English less than very well)	% of Total Population	% of Total LEP Population
Total Population ACS 2011-2015	395,093	113,939	28.84%	
Spanish or Spanish Creole		103,580	26.22%	90.91%
Tagalog		2,201	0.56%	1.93%
Vietnamese		1,303	0.33%	1.14%
Korean		1,176	0.30%	1.03%
Chinese		851	0.22%	0.75%
Arabic		685	0.17%	0.60%
Japanese		627	0.16%	0.55%
Other and Unspecified Languages		572	0.14%	0.50%
Other Pacific Island Languages		430	0.11%	0.38%
Italian		306	0.08%	0.27%
Other Indic Languages		230	0.06%	0.20%
Portuguese		220	0.06%	0.19%
Russian		205	0.05%	0.18%
German		170	0.04%	0.15%
Mon-Khmer, Cambodian		157	0.04%	0.14%
Persian		149	0.04%	0.13%
Hindi		145	0.04%	0.13%
Other Asian Languages		125	0.03%	0.11%
Other Indo-European Languages		122	0.03%	0.11%
Thai		111	0.03%	0.10%
Other Slavic Languages		110	0.03%	0.10%
Gujarati		107	0.03%	0.09%
Hmong		94	0.02%	0.08%
French		90	0.02%	0.08%
Armenian		36	0.01%	0.03%
Urdu		35	0.01%	0.03%
Other West Germanic Languages		26	0.01%	0.02%
African Languages		22	0.01%	0.02%
Serbo-Croatian		18	0.00%	0.02%
Scandinavian Languages		16	0.00%	0.01%
Greek		8	0.00%	0.01%
Hebrew		8	0.00%	0.01%
Polish		4	0.00%	0.00%
Total LEP		113,939	28.84%	100.00%

Source: U.S. Census American Community Survey Table B1601, 2011-2015 Estimates

Table 5: Safe Harbor Languages by Monterey County Jurisdiction

Geography	Spanish	Tagalog	Vietnamese	Korean	Total LEP Population
Carmel-by-the-Sea	26	0	0	0	26
Del Rey Oaks	40	10	4	0	54
Gonzales	2,922	0	0	0	2,922
Greenfield	6,963	0	0	0	6,963
King City	6,731	0	0	15	6,746
Marina	1,888	319	545	407	3,159
Monterey	1,193	20	0	118	1,331
Pacific Grove	165	27	20	92	304
Salinas	52,524	987	514	271	54,296
Sand City	49	0	0	0	49
Seaside	6,219	406	181	166	6,972
Soledad	6,923	73	14	11	7,021
Total Monterey County by Incorporated Cities	85,643	1,842	1,278	1,080	89,843

Source: U.S. Census American Community Survey Table B1601, 2011-2015 Estimates

FTA guidelines recommend that alternate and local sources of data are analyzed when conducting a four-factor analysis. TAMC reviewed data from the California Department of Education (CDE) to identify the number of English-learner students enrolled in Monterey County’s 24 school districts. Of Monterey County’s total school population for the 2017-2018 school year, 39% of the student population are English learners (**Table 4**).

Table 6: Monterey County English Language Learner Populations

Category	Figure
Total Monterey County School Population	77,954
Total English Learner Population	30,553
Languages Spoken	43

Source: California Department of Education, English Learners by Age and Language 2017-18

TAMC also reviewed the 2017-18 CDE enrollment data, which breaks down the total number of English learner students by their primary language (**Table 5**). Although Mixteco, Other non-English languages (presumably Triqui), and Arabic are identified among the top six English learner languages, neither meet the FTA Safe Harbor threshold of five percent or 1,000 persons within TAMC’s service area.

Table 7: Languages Spoken by English Learners

Language	Figure
Spanish	28,757
Other non-English languages	495
Mixteco	451
Arabic	208
Filipino (Pilipino or Tagalog)	164
Vietnamese	73
Korean	50
All Other Languages	355

Source: California Department of Education, English Learners by Age and Language 2017-18

2. The frequency with which LEP persons come into contact with TAMC programs, activities or services.

The LEP population in the Monterey County transportation planning area is diverse; however, TAMC’s prior experience with LEP individuals has been primarily with Spanish language speakers.

TAMC has assessed the frequency in which staff has, or could have, contact with LEP persons. This assessment included speaking with the staff regarding their interactions with LEP persons.

TAMC gathers public input from a range of minority and low-income residents from community-based organizations. For example, TAMC staff has conducted community outreach meetings to provide an overview of the unmet transit needs assessment process and to announce transportation planning developments with LEP populations. Planning materials are often translated into Spanish to actively engage and involve residents who often do not participate in regional government planning activities.

Currently, there are two full time TAMC employees that are bilingual in Spanish and English and are available throughout the day during business hours to LEP persons. If TAMC staff is not available to provide translation, an interpreter is used at various public meetings in which a large group of LEP persons are anticipated.

3. The nature and importance of the program, activity, or service provided by TAMC to LEP persons.

As the primary agency responsible for coordinating the regional transportation planning process for the Monterey County region, TAMC must ensure that all segments of the population, including LEP persons, have the opportunity to be involved in the planning process. Evaluating the impact of proposed transportation investments on the underserved and underrepresented community groups is a significant step in developing a comprehensive transportation investment plan. As such, TAMC provides oversight and helps ensure that LEP individuals and other underrepresented persons/groups are not overlooked in the transportation planning process. TAMC develops and assists in coordinating several transportation planning documents including:

- Regional Transportation Plan (RTP);
- Overall Work Program (OWP);
- Bicycle and Pedestrian Master Plan;
- Unmet Transit Needs Identification and Analysis Report
- Public Participation Plan; and
- Other technical planning studies, as needed.

These planning documents work in tandem to each other to serve as a program or schedule of short and long-range transportation improvements and activities intended to be implemented through a combination of federal, state, regional, and local funding. TAMC is committed to ensuring that planning projects and activities are accessible to all citizens within the Monterey County region.

The forecasted plans and development of transportation projects and programs can have a significant impact on the Monterey County community. As a result, TAMC staff takes appropriate steps during the planning and public outreach processes of these studies to invite all members of the community in the public participation process, including reaching out to the LEP community. This ensures a variety of input from all stakeholders and community members, and that every effort is taken to make the planning process as inclusive as possible.

4. The resources available to TAMC for LEP outreach, as well as the costs associated with that outreach.

TAMC currently translates its annual report, unmet transit needs form, and environmental document summaries into Spanish for its LEP population. TAMC staff provides basic translation and interpretation. However, more complex professional interpretation or translation services are provided by contracted services. Interpretation services are also provided at various TAMC related meetings, workshops and public hearings. TAMC's website is currently available in Spanish, and, once updated, will include a Google widget that will allow visitors to switch from English to Spanish and other languages while browsing our website.

Language Assistance Plan Implementation

TAMC will utilize the techniques described in the following sections in order to assist LEP persons. TAMC will continue efforts to monitor language assistance needs, and will work with state and local agencies to provide language translation and interpretation services, as needed, and within available funds.

Identifying the Need for Language Assistance

TAMC will continually monitor the language needs of LEP persons. TAMC will do the following:

- Continue to monitor the languages and English proficiency encountered by staff
- Use CalEnviroScreen's Linguistic Isolation maps to identify languages spoken in project areas by Census tracts: <https://oehha.ca.gov/calenviroscreen/indicator/linguistic-isolation>
- For languages other than Spanish, staff will attempt to identify the LEP person's preferred language using the LanguageLine Language Identification Flashcard (see **Appendix F**)

- Continue to monitor and analyze U.S. Census demographic data

Monitoring and Updating the Language Assistance Plan

TAMC will update its Language Assistance Plan every three years in conjunction with its Title VI Program. From the 2018 Title VI Program timeframe (2018-2021), TAMC will use the demographic needs information in this Plan and monitor the goals and strategies throughout future public participation process and outreach effort during this time frame and evaluate what strategies work and what can be improved for the next Title VI Program and Language Assistance Plan.

Providing Language Assistance to LEP Persons

Should TAMC produce a document that LEP individuals may read or schedule an event that may have LEP individuals in attendance, or may have interest in, TAMC shall have the documents, meeting notices or flyers, printed in an alternate language based on the known LEP populations. TAMC is partnering with Monterey-Salinas Transit to use the LanguageLine translation services as needed. Interpreters will be available on an as needed basis.

Staff Training

TAMC staff will be provided with the Title VI Program and Language Assistance Plan, will be educated on the following procedures, and will complete the Title VI Program and Language Assistance Plan Education form (**Appendix G**). This information will also be part of the staff orientation process for new staff. Training topics are listed below:

- Understanding the Title VI policy and LEP responsibilities;
- Language assistance services TAMC offers;
- Documentation of language assistance requests;
- How to handle a Title VI and/or LEP complaint.

Appendix A – Notice to the Public

English Notice to Beneficiaries

Title VI Notice of Rights

Transportation Agency for Monterey County (TAMC)

TAMC operates its programs and services without regard to race, color, or national origin in accordance with Title VI of the Civil Rights Act of 1964 and Department of Transportation Regulations 49 CFR Part 21. If you believe you have been subjected to discrimination as prohibited by Title VI, you may file a written complaint with TAMC or with the Federal Transit Administration. For more information or to obtain a Title VI complaint form and process contact:

TAMC –
Attn: Title VI
55-B Plaza Circle, Salinas, CA,
831.775.0903
www.TAMCMonterey.org

If the complainant is unable to write a complaint, a representative may file on his or her behalf, or TAMC staff will provide assistance. Complaints must be filed within 180 calendar days of the alleged incident.

A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Avenue, SE, Washington DC 20590.

If information is needed in another language, call 831.775.0903.

Spanish Notice to Beneficiaries

**Notificación al público de los derechos bajo el Título VI
Transportation Agency for Monterey County (TAMC)**

TAMC opera sus programas y servicios sin distinción de raza, color u origen nacional de acuerdo con el Título VI de la Ley de Derechos Civiles de 1964 y el Reglamento del Departamento de Transporte (Department of Transportation Regulations) 49 CFR Parte 21. Si cree que ha sido objeto de discriminación según lo prohíbe el Título VI, puede presentar una queja por escrito ante el MST o ante la Administración Federal de Tránsito (Federal Transit Administration). Para obtener más información o para obtener un formulario y el proceso de reclamación del Título VI comuníquese con TAMC:

TAMC
Attn: Title VI
55-B Plaza Circle, Salinas, CA,
831.775.0903
www.TAMCMonterey.org

Si la persona no puede llenar su queja, un representante puede hacerlo en su nombre, o un empleado de MST le puede ofrecer asistencia. Las quejas deben ser entregadas a no más tardar de 180 días del hecho que se alega.

Quejas también pueden ser entregadas directamente a Federal Transit Administration, Office of Civil Rights, East Building, 5th Floor – TCR, 1200 New Jersey Ave., SE, Washington, DC 20590 o en línea a <http://www.fta.dot.gov/civilrights/12884.html>

Si se necesita información en otro idioma, contacte al 831.775.0903

Tagalog Notice to Beneficiaries

**Title VI Abiso sa Mga Karapatan
Transportation Agency for Monterey County (TAMC)**

Pinatatakbo ng TAMC ang mga programa at serbisyo nito nang hindi tumitingin sa lahi, kulay, o bansang pinagmulan alinsunod sa Title VI ng Civil Rights Act of 1964 at Department of Transportation Regulations 49 CFR Part 21. Kung naniniwala kang dumanas ka ng diskriminasyon ayon sa ipinagbabawal ng Title VI, maaari kang magsampa ng nakasulat na reklamo sa TAMC o sa Federal Transit Administration. Para sa karagdagang impormasyon o upang kumuha ng Title VI na form at proseso ng reklamo makipag-ugnayan mismo sa TAMC, sa ibaba.

TAMC
Attn: Title VI
55-B Plaza Circle, Salinas, CA,
831.775.0903

www.TAMCMonterey.org

Kung hindi makasulat ang nagrereklamo ng paratang, maaaring magsampa ang kinatawan sa ngalan niya, o tumulong ang kawani ng MST. Ang mga reklamo ay dapat maisampa sa loob ng 180 araw sa kalendaryo ng paratang na insidente.

Maaari ring isampa ang mga reklamo sa Federal Transit Administration, Office of Civil Rights, East Building, 5th Floor – TCR, 1200 New Jersey Ave., SE, Washington, DC 20590 o online sa <http://www.fta.dot.gov/civilrights/12884.html>.

Kung ang impormasyon sa ibang wika ay kinakailangan, makipag-ugnay sa 831.775.0903

Vietnamese Notice to Beneficiaries

Title VI Abiso sa Mga Karapatan

Transportation Agency for Monterey County (TAMC)

TAMC điều hành các chương trình và dịch vụ của mình không dựa trên chủng tộc, màu da hoặc nguồn gốc quốc gia theo Tiêu đề VI của Đạo Luật Dân Quyền 1964 (Title VI of the Civil Rights Act of 1964) và Quy Định của Bộ Giao Thông Vận Tải 49 CFR Phần 21 (Department of Transportation Regulations 49 CFR Part 21). Nếu quý vị tin rằng quý vị đã bị phân biệt đối xử chiếu theo Tiêu đề VI, quý vị có thể nộp đơn khiếu nại đến MST hoặc Cục Quản Lý Giao Thông Liên Bang (Federal Transit Administration). Để biết thêm thông tin hoặc nhận được mẫu đơn và quy trình khiếu nại Tiêu đề VI, xin hãy liên hệ trực tiếp với TAMC, theo địa chỉ dưới đây.

TAMC

Attn: Title VI

55-B Plaza Circle, Salinas, CA,

831.775.0903

www.TAMCMonterey.org

Nếu người khiếu kiện không thể viết khiếu nại, một người đại diện có thể nộp thay cho họ, hoặc nhân viên MST sẽ hỗ trợ cho họ. Đơn khiếu nại phải được nộp trong vòng 180 ngày dương lịch tính từ ngày xảy ra sự việc bị cáo buộc vi phạm.

Quý vị cũng có thể nộp đơn khiếu nại đến Sở Transit Liên bang Federal Transit Administration, Office of Civil Rights, East Building, 5th Floor – TCR, 1200 New Jersey Ave., SE, Washington, DC 20590 hoặc nộp trực tuyến tại <http://www.fta.dot.gov/civilrights/12884.html>.

Nếu thông tin là cần thiết bằng ngôn ngữ khác, hãy liên hệ với 831.775.0903

Korean Notice to Beneficiaries

공민권법 제 6 장 권리 공시

Transportation Agency for Monterey County (TAMC)

몬트레이-살리나스 교통 (TAMC)은 1964 년 제정된 시민법 법안 (Civil Rights Act) 제 6 장 및 국토교통국 규정 49 조, 연방규정집 (CFR) 21 장에 의거하여 인종, 피부색, 또는 출신국가와 관계없이 프로그램 및 서비스를 운영한다. 제 6 장에서 금지하는 바와 같은 차별을 받았다고 생각될 경우, 몬트레이-살리나스 교통(MST) 또는 연방대중교통국 (Federal Transit Administration)에 서면으로 민원을 제기할 수 있다. 더 자세한 정보가 필요하거나 제 6 장 불만신고양식을 접수시키려면 아래와 같이 몬트레이-살리나스 교통(TAMC)에 직접 연락하면 된다.

TAMC

Attn: Title VI

55-B Plaza Circle, Salinas, CA,

831.775.0903

www.TAMCMonterey.org

민원인이 민원을 작성할 수 없는 경우, 대리인이 민원인을 대리하여 민원을 제기하거나 TAMC 직원이 도움을 줄 수 있습니다. 민원은 사건 발생일로부터 180 일 (역일 기준) 이내에 제기되어야 합니다.

민원은 또한 연방 교통청 (Federal Transit Administration), 민권국 (Office of Civil Rights), East Building, 5th Floor - TCR, 1200 New Jersey Ave., SE, Washington, DC 20590 에 우편으로 또는 <http://www.fta.dot.gov/civilrights/12884.html> 에 온라인으로 제출될 수 있습니다.

접촉 할 수있는 시신경 유두종증 831.775.0903

Location of Title VI Notice Posting

A copy of TAMC's Title VI Notice to the Public is posted at the following locations:

Location	Address	City
TAMC Office	55-B Plaza Circle	Salinas, CA

The Title VI Program information is also provided on the Transportation Agency's website at:

www.TAMCMonterey.org

Appendix B – Title VI Complaint Process

Title VI Complaints Process

Title VI of the Civil Rights Act of 1964 requires that no person in the United States, on the grounds of race, color or national origin be excluded from, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance. Presidential Executive Order 12898 addresses environmental justice in minority and low-income populations. Presidential Executive Order 13166 addresses services to those individuals with limited English proficiency.

Any person who believes that they have been excluded from, denied the benefits of, or been subjected to discrimination may file a written complaint with the Transportation Agency for Monterey County (TAMC). Federal and State law requires complaints be filed within one-hundred eighty (180) calendar days of the last alleged incident.

To request additional information on TAMC's nondiscrimination obligations or to file a Title VI Complaint, please submit your request to:

Transportation Agency for Monterey County

Attn: Title VI Complaint

55-B Plaza Circle

Salinas, CA 93901-2902

Tel: 831.775.0903 Fax: 831.775.0897

Complaint Forms can also be obtained at the TAMC Office at 55-B Plaza Circle, Salinas, CA or online at www.TAMCMonterey.org

Complaint Process

TAMC will begin an investigation within fifteen (15) working days of receipt of a complaint and will contact the complainant in writing no later than (30) working days after receipt of complaint for additional information, if needed. If the complainant fails to provide the requested information in a timely basis, TAMC may administratively close the complaint.

TAMC will complete the investigation within ninety (90) days of receipt of the complaint. If additional time is needed for investigation, the complainant will be contacted. A written investigation report will be prepared by the investigator. This report shall include a summary description of the incident, findings and recommended corrective action.

A closing letter will be provided to the complainant and the respondent or respondent department. Parties will have five (5) working days from receipt of the closing letter to appeal. If neither party appeals, the complaint will be closed. If required, the investigation report will be forwarded to the appropriate federal agency.

Procedimiento para quejas del Título VI

El Título VI de la Ley de Derechos Civiles de 1964 establece que ninguna persona de los Estados Unidos será excluida de participar en cualquier programa o actividad que reciba asistencia financiera federal, ni se le negará los beneficios de dichos programas o actividades, ni será discriminado en ellos, por causa de su raza, color o nacionalidad. El decreto presidencial 12898 aborda la justicia del medio ambiente en las poblaciones de minorías y de bajos ingresos. El decreto presidencial 13166 aborda el tema de los servicios para aquellas personas que tienen conocimientos limitados del idioma inglés.

Toda persona que crea haber sido excluida, que se le negaron los beneficios, o que fue discriminada puede presentar una queja por escrito a Agencia de Transporte del Condado de Monterey (TAMC). La legislación federal y estatal exige que las quejas sean presentadas dentro de los ciento ochenta (180) días calendario del último supuesto incidente.

Para obtener información adicional sobre las obligaciones de no discriminación de TAMC o para presentar una queja de Título VI, por favor comuníquese con el:

Transportation Agency for Monterey County

Attn: Title VI Complaint

55-B Plaza Circle

Salinas, CA 93901-2902

Tel: 831.775.0903 Fax: 831.775.0897

Los formularios de queja también están disponibles en la oficina de TAMC Office at 55-B Plaza Circle, Salinas, CA o página web de: www.TAMCMonterey.org.

Proceso de quejas del Título VI

La agencia TAMC comenzará una investigación dentro de los quince (15) días hábiles a partir de la recepción de la queja. En caso de que sea necesario solicitar información adicional, la agencia TAMC se comunicará con el demandante por escrito en un plazo de no más de treinta (30) días hábiles luego de recibir la queja. Si el demandante no proporcionara la información solicitada de forma oportuna, la agencia TAMC podrá cerrar el caso de forma administrativa.

La agencia TAMC completará la investigación dentro de los noventa (90) días a partir de la recepción de la queja. En caso de necesitar más tiempo para la investigación, se contactará al demandante. El investigador preparará un informe escrito de la investigación. Este informe deberá incluir un resumen de la descripción del incidente, las conclusiones y las medidas correctivas recomendadas.

Se le enviará una carta que informe que el caso se ha cerrado al demandante y al demandado o departamento demandado. Las partes tendrán cinco (5) días hábiles desde la recepción de la carta de cierre del caso para apelar. En caso de que ninguna de las partes apele, se cerrará el caso. De ser necesario, se enviará el informe de investigación a la agencia federal correspondiente.

Complaint Pamamaraan Title VI

Title VI ng Civil Rights Act ng 1964 ay nagtatadhana na walang tao sa Estados Unidos ay ibinukod mula sa pakikilahok sa anumang programa o aktibidad na tumatanggap ng pederal na pinansiyal na tulong, o tinanggihan ng mga benepisyo ng mga naturang programa o mga gawain, o discriminated sila, dahil sa kanilang lahi, kulay o nasyonalidad. Presidential atas 12,898 address hustisya sa kapaligiran sa minority populasyon at low-income. Address Presidential atas 13,166 ang isyu ng mga serbisyo para sa mga tao na may limitadong kasanayan sa Ingles.

Sinumang naniniwala na sila ay ibinukod, na kung saan ay tinanggihan ng mga benepisyo o sino ay biktima ng diskriminasyon ay maaaring magharap ng isang nakasulat na reklamo sa Transportasyon Agency ng Monterey County (TAMC). Hinihingi ng pederal at pang-estadong batas reklamo isampa sa loob ng isang daan walumpung (180) araw ng kalendaryo ng huling umano'y insidente.

Para sa karagdagang impormasyon sa mga di-diskriminasyon obligasyon ng TAMC o mag-file ng isang reklamo ng Title VI, mangyaring kontak in ang:

Transportation Agency for Monterey County

Attn: Title VI Complaint

55-B Plaza Circle

Salinas, CA 93901-2902

Tel: 831.775.0903 Fax: 831.775.0897

Forms Complaint ay makukuha rin sa tanggapan ng TAMC Office sa 55-B Plaza Circle, Salinas, CA o website: www.TAMCMonterey.org

Title Proseso VI reklamo

Ang TAMC ahensiya ay magsisimula ng isang pagsisiyasat sa loob ng labinlimang (15) araw ng trabaho mula sa pagtanggap ng mga reklamo. Sa kasong ito ay kinakailangan upang humiling ng karagdagang impormasyon, ang mga TAMC ahensiya ay makipag-ugnayan sa mga aplikante sa pamamagitan ng pagsulat na hindi lalampas sa tatlung (30) araw ng trabaho ng pagkatanggap ng reklamo. Kung nabigo upang magbigay ng hiniling na impormasyon sa isang napapanahong paraan ang aplikante, ang TAMC ahensiya ay maaaring isara ang kaso administratively.

Ang ahensiya TAMC ay makumpleto ang pagsisiyasat sa loob ng siyamnapung (90) araw mula sa pagtanggap ng reklamo. Kung kailangan mo ng mas maraming oras para sa pananaliksik, ang mga aplikante ay makipag-ugnayan. Tagapag-usig ay maghanda ng isang nakasulat na ulat ng pagsisiyasat. Ang ulat na ito ay dapat isama ang isang buod ng paglalarawan ng pangyayari, natuklasan at inirerekomenda pagpaparusa mga panukala

Quy trình Khiếu nại Tiêu đề VI

Tiêu đề VI của Đạo luật Dân quyền năm 1964 yêu cầu không có người nào ở Hoa Kỳ, trên cơ sở chủng tộc, màu da hoặc nguồn gốc quốc gia bị loại trừ, bị từ chối lợi ích hoặc bị phân biệt đối xử theo bất kỳ chương trình hoặc hoạt động nào liên bang Hỗ trợ tài chính. Presidential Executive Order 12898 đề cập đến công bằng môi trường trong dân số thiểu số và thu nhập thấp. Presidential Executive Order 13166 giải quyết các dịch vụ cho những cá nhân có trình độ tiếng Anh hạn chế.

Bất kỳ người nào tin rằng họ đã bị loại trừ, bị từ chối các quyền lợi của, hoặc bị phân biệt đối xử có thể nộp đơn khiếu nại với Cơ Quan Giao Thông Vận Tải cho Quận Monterey (TAMC). Luật liên bang và tiểu bang yêu cầu phải nộp đơn khiếu nại trong vòng một trăm tám mươi (180) ngày theo lịch kể từ ngày xảy ra vụ việc gần đây nhất.

Để yêu cầu thêm thông tin về các nghĩa vụ không phân biệt đối xử của TAMC hoặc để gửi Khiếu nại theo Tiêu đề VI, vui lòng gửi yêu cầu của bạn tới:

Transportation Agency for Monterey County

Attn: Title VI Complaint

55-B Plaza Circle

Salinas, CA 93901-2902

Tel: 831.775.0903 Fax: 831.775.0897

Mẫu đơn khiếu nại cũng có thể lấy tại Văn phòng TAMC tại 55-B Plaza Circle, Salinas, CA hoặc trực tuyến tại www.TAMCMonterey.org

Quy trình khiếu nại

TAMC sẽ bắt đầu điều tra trong vòng mười lăm (15) ngày làm việc kể từ khi nhận được khiếu nại và sẽ liên lạc với người khiếu nại bằng văn bản chậm nhất là (30) ngày làm việc sau khi nhận được khiếu nại để biết thêm thông tin, nếu cần. Nếu người khiếu nại không cung cấp thông tin được yêu cầu kịp thời, TAMC có thể đóng đơn khiếu nại về mặt hành chính.

TAMC sẽ hoàn tất cuộc điều tra trong vòng chín mươi (90) ngày sau khi nhận được đơn khiếu nại. Nếu cần thêm thời gian để điều tra, người khiếu nại sẽ được liên lạc. Một báo cáo điều tra bằng văn bản sẽ được chuẩn bị bởi điều tra viên. Báo cáo này sẽ bao gồm một mô tả tóm tắt về sự cố, phát hiện và hành động khắc phục được khuyến nghị.

Một lá thư kết thúc sẽ được cung cấp cho người khiếu nại và bị đơn hoặc bị đơn. Các bên sẽ có năm (5) ngày làm việc kể từ khi nhận được lá thư kết thúc để kháng cáo. Nếu cả hai bên không kháng nghị, đơn khiếu nại sẽ bị đóng. Nếu được yêu cầu, báo cáo điều tra sẽ được chuyển tiếp đến cơ quan liên bang thích hợp.

Title VI 불만 사항 처리

1964 년 민권법 Title VI 은 인종, 피부색, 국적에 근거하여 미국 내 어떤 사람도 연방을 받는 프로그램이나 활동에서 배제되거나 혜택을받지 못하거나 차별을 당하지 않아야한다고 규정하고 있습니다 재정 지원. 대통령령 12898 은 소수 및 저소득 인구의 환경 정의를 다룬다. 대통령령 13166 은 영어 실력이 제한적인 개인에게 서비스를 제공합니다.

그들이 제외되었거나 혜택이 거부되었거나 차별을 당했다고 생각하는 모든 사람은 Monterey County 교통국 (TAMC)에 서면으로 이의를 제기 할 수 있습니다. 연방 및 주법에 따르면 지난 사건의 180 일 (달력 일) 이내에 불만 사항을 제기해야 합니다.

TAMC 의 차별 금지 의무에 관한 추가 정보를 요청하거나 Title VI 불만 사항을 제기하려면 다음 주소로 요청하십시오.

Transportation Agency for Monterey County

Attn: Title VI Complaint

55-B Plaza Circle

Salinas, CA 93901-2902

Tel: 831.775.0903 Fax: 831.775.0897

불만 양식은 TAMC 사무소 55B Plaza Circle, Salinas, CA 또는 www.TAMCMonterey.org 에서 온라인으로 얻을 수 있습니다.

불만 처리 절차

TAMC 는 불만 사항을 접수 한 후 근무일 기준으로 15 일 이내에 조사를 시작하고 불만 접수 후 근무일 기준으로 (30 일) 서면으로 불만 사항을 추가 정보를 위해 필요할 경우 연락을 취할 것입니다. 불만 제기자가 적시에 요청한 정보를 제공하지 못하면 TAMC 는 불만을 관리적으로 종결시킬 수 있습니다.

TAMC 는 불만 접수로부터 90 일 이내에 조사를 완료합니다. 조사를 위해 추가 시간이 필요할 경우, 이의 제기자가 연락을 취할 것입니다. 서면 조사 보고서는 조사관이 준비합니다. 이 보고서에는 사고에 대한 요약 설명, 결과 및 권장되는 시정 조치가 포함되어야 합니다.

고소인과 피청구인 또는 피청구인에게 마감 서한이 제공됩니다. 당사자는 항소 서한을 접수 한 날로부터 근무일 기준 5 일 이내에 항소합니다. 어느 당사자도 이의 제기를하지 않으면 불만 사항이 종료됩니다. 필요한 경우 조사 보고서는 해당 연방 기관에 전달됩니다.

Appendix C – Title VI Complaint Forms

English Complaint Form

Section I:				
Name:				
Address:				
Telephone (Home/Cell):			Telephone (Work):	
Email:				
Do you require an accessible format?	Large Print		Audio Tape	
	TTY/TDD		Other	
Section II:				
Are you filing this complaint on your own behalf? *			Yes	No
*If you answered "yes" to this question, go to Section III.				
If not, please supply the name and relationship of the person for whom you are filing:				
Have you obtained permission from this person?			Yes	No
Please explain why you are filing for this person:				
Section III:				
I believe the discrimination I experienced was based on (check all that apply): <input type="checkbox"/> Race <input type="checkbox"/> Color <input type="checkbox"/> National Origin				
Date of Alleged Discrimination (Month, Day, Year): _____				
Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the 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.				

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Section IV		
Have you previously filed a Title VI complaint with TAMC?	Yes	No
Contact name: _____	Telephone number: _____	
Section V		
Have you filed this complaint with any other federal, state, or local agency, or with any federal or state court?		
<input type="checkbox"/> Yes <input type="checkbox"/> No		
If yes, check all that apply:		
<input type="checkbox"/> Federal Agency: _____	<input type="checkbox"/> Federal Court: _____	
<input type="checkbox"/> State Agency: _____	<input type="checkbox"/> State Court: _____	
<input type="checkbox"/> Local Agency: _____	<input type="checkbox"/> Local Court: _____	
Please provide contact information for the person you spoke to at the above agency:		
Name: _____	Title: _____	
Agency: _____		
Address: _____		
Telephone: _____		

You may attach any written materials or other information that you think is relevant to your complaint. Your signature and date are required below:

Signature _____ Date _____

Transportation Agency for Monterey County (TAMC) operates without regard to race, color, or national origin.

If you need assistance completing this form, contact TAMC at:
831-775-0903 • Email info@tamcmonterey.org

Please submit this form in person or by mail to:

Transportation Agency for Monterey County
Attn: Compliance Analyst/Title VI Coordinator
55-b Plaza Circle
Salinas, CA 93901

Formulario de Queja Titulo VI en Español

Sección I:				
Nombre:				
Dirección:				
Teléfono (Casa/Celular):			Teléfono (Trabajo):	
Email:				
Necesita un formato más accesible?	Letras Grandes		Cinta de Audio	
	TTY/TDD		Otro	
Sección II:				
Llenas esta queja de parte tuya? *			Si	No
*Si la respuesta es "Si" para esta pregunta, ve a la Sección III.				
Si es no, por favor provee el nombre y tu relación con la persona:				
Has obtenido permiso por parte de esta persona?			Si	No
Por favor explique porque hablas por esta persona :				
Sección III:				
Yo creo que la discriminación que yo experimente fue basada en (marque todo lo que aplique):				
<input type="checkbox"/> Raza <input type="checkbox"/> Color <input type="checkbox"/> Origen Nacional				
Fecha de la discriminación alegada (Mes, Día, Año): _____				
Explique lo más claro posible lo ocurrido y porque cree que fue discriminado(a). Si es posible describa las personas, incluye nombres y datos de las personas que discriminaron en su contra y también nombres y datos de algunos testigos (si los hay). Si necesita más espacio por favor use el reverso de esta página.				

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Sección IV		
Alguna vez usted a llenado la queja Titulo VI con TAMC?	Si	No
Nombre: _____	Numero de teléfono: _____	
Sección V		
Alguna vez ha llenado este queja con alguna otra agencia federal, estatal o local, o con alguna corte federal o estatal?		
<input type="checkbox"/> Si <input type="checkbox"/> No		
Si es si, marque lo que aplique:		
<input type="checkbox"/> Agencia Federal: _____	<input type="checkbox"/> Corte Federal: _____	
<input type="checkbox"/> Agencia Estatal: _____	<input type="checkbox"/> Del estado _____	
<input type="checkbox"/> Agencia Local: _____	<input type="checkbox"/> Corte Local: _____	
Por favor escriba los datos de las personas con las que usted hablo en la agencia de arriba:		
Nombre: _____	Posición: _____	
Agencia: _____		
Dirección: _____		
Teléfono: _____		

Puedes incluir cualquier otro material de información que tu creas que es importante para tu queja. Tu firma y la fecha son requeridos aquí:

Firma
Fecha

Transportation Agency for Monterey County (TAMC) opera sin fijarse en raza, color o lugar de origen.

Si necesitas ayuda para llenar este formulario, llame a TAMC al:

831-775-0903 email info@tamcmonterey.org

Por favor entregue este formulario en persona, o por correo a:

Transportation Agency for Monterey County
Attn: Title VI Coordinator
55-b Plaza Circle
Salinas, CA 93901

Title VI Complaint Form sa Tagalog

Seksyon I:				
Pangalan:				
Address:				
Telepono (Sa Bahay/Cell):			Telephono (Sa Trabaho):	
Email:				
Kailangan mo ba ng accessible na format?	Malaking Print		Audio Tape	
	TTY/TDD		Iba pa	
Seksyon II:				
Sinasampa mo ba ang reklamong ito sa ngalan mo? *			Oo	Hindi
*Kung "oo" ang sinagot mo sa tanong na ito, pumunta sa Seksyon III.				
Kung hindi, mangyaring pakibigay ang pangalan at relasyon ng tao kung para kanino ka nagsasampa:				
Kumuha ka ba ng pahintulot mula sa taong ito?			Oo	Hindi
Pakipaliwanag kung bakit mo isinasampa ito para sa taong ito:				
Seksyon III:				
Naniniwala ako na ang diskriminasyong naranasan ko ay batay sa (tsekan lahat na naaangkop):				
<input type="checkbox"/> Lahi <input type="checkbox"/> Kulay <input type="checkbox"/> Bansang Pinagmulan				
Petsa ng Paratang na Diskriminasyon (Buwan, Araw, Taon): _____				
Ipaliwanag nang malinaw hangga't maaari kung ano ang nangyari at bakit sa paniwala mong ikaw ay nadiskrimina. Isalarawan lahat ng mga taong kaugnay. Isama ang pangalan at impormasyon sa pakikipag-ugnay ng (mga) tao na nagdiskrimina sa iyo (kung kilala) pati na ang mga pangalan at impormasyon sa pakikipag-ugnay ng sinumang saksi. Kung kailangan pa ng espasyo, pakigamit ang likod ng form na ito.				

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Seksyon IV		
Dati ka na bang nakapagsampa ng reklamong Title VI sa TAMC?	Oo	Hindi
Pangalan ng kontak:	Numero ng telepono:	
Seksyon V		
Naisampa mo na ba ang reklamong ito sa anumang ibang pederal, estado o lokal na ahensiya, o sa anumang pederal o estadong korte?		
[] Oo [] Hindi		
Kung oo, tsekan lahat na naaangkop:		
[] Pederal na Ahensiya: _____	[] Pederal na Korte: _____	
[] Ahensiya ng Estado: _____	[] Korte ng Estado: _____	
[] Lokal na Ahensiya: _____	[] Lokal na Korte: _____	
Mangyaring magbigay ng impormasyon sa pakikipag-ugnay para sa taong nakausap mo sa ahensiya sa itaas:		
Pangalan:	Titulo:	
Ahensiya:		
Address:		
Telepono:		

Maaari kang maglakip ng anumang nakasulat na materyales o ibang impormasyon na sa palagay mo ay makabuluhan sa reklamo mo. Kailangan ang lagda mo at ang petsa sa ibaba:

Lagda

Petsa

Gumagana ang Transportation Agency for Monterey County (TAMC) nang walang pagsasaalang-alang sa lahi, kulay o bansang pinagmulan.

Kung kailangan mo ng tulong sa pagkumpleto ng form na ito, makipag-ugnay sa TAMC sa:

831-775-0903 • email info@tamcmonterey.org

Pakisumite nang personal ang form na ito o i-mail sa:

Transportation Agency for Monterey County

Attn: Title VI Coordinator

55-b Plaza Circle

Salinas, CA 93901

Mẫu đơn khiếu nại tiếng Việt

Mục I:				
Họ Tên:				
Địa Chỉ:				
Điện thoại (Nhà riêng/Di động):			Điện thoại (Nơi làm việc):	
Email:				
Quý vị có cần một định dạng riêng để sử dụng?	Bản in chữ lớn		Bảng âm thanh	
	Dịch vụ TTY/TDD		Khác	
Mục II:				
Quý vị tự viết đơn khiếu nại này cho mình hoặc thay mặt cho người khác? *			Có	Không
*Nếu quý vị trả lời "có" đối với câu hỏi này, hãy sang Mục III.				
Nếu không, vui lòng cung cấp tên và mối quan hệ với người quý vị viết đơn thay cho họ:				
Quý vị có được người này cho phép thay mặt họ để viết đơn hay không?			Có	Không
Xin vui lòng giải thích lý do quý vị nộp đơn thay cho người này:				
Mục III:				
Tôi tin rằng sự kỳ thị tôi đã gặp phải là vì (đánh dấu tất cả các lựa chọn thích hợp):				
<input type="checkbox"/> Chủng tộc <input type="checkbox"/> Màu da <input type="checkbox"/> Nguồn gốc quốc tịch				
Ngày Xảy ra Cáo buộc Kỳ thị (Tháng, Ngày, Năm): _____				
Xin vui lòng mô tả thật rõ sự việc đã xảy ra và lý do quý vị tin rằng mình đã bị kỳ thị. Hãy mô tả tất cả những người có liên quan. Hãy kể tên và thông tin liên lạc của (những) người đã kỳ thị quý vị (nếu biết) cũng như tên và thông tin liên lạc của bất cứ nhân chứng nào. Nếu quý vị cần thêm chỗ để viết, vui lòng dùng mặt sau của mẫu đơn này.				

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Mục IV		
Quý vị trước đây có từng nộp đơn khiếu nại vi phạm Đề mục VI đến TAMC hay không?	Có	Không
Tên người liên lạc:	Số điện thoại người liên lạc:	
Mục V		
Quý vị đã nộp đơn khiếu nại này cho bất cứ cơ quan liên bang, tiểu bang hoặc cơ quan địa phương nào, hoặc cho bất cứ tòa án liên bang hoặc tiểu bang nào hay chưa?		
[] Có [] Không		
Nếu có, hãy chọn tất cả các lựa chọn thích hợp:		
[] Cơ quan Liên bang: _____ [] Tòa án Liên bang: _____		
[] Cơ quan Tiểu bang: _____ [] Tòa án Tiểu bang: _____		
[] Cơ quan Địa phương: _____ [] Tòa án Địa phương: _____		
Xin vui lòng cung cấp thông tin liên lạc của người quý vị đã nói chuyện ở cơ quan đề cập ở trên:		
Họ Tên:	Chức vụ:	
Cơ quan:		
Địa Chỉ:		
Điện thoại:		

Quý vị có thể đính kèm tài liệu viết tay hoặc thông tin bất kỳ khác mà quý vị nghĩ rằng có liên quan đến khiếu nại của quý vị. Quý vị vui lòng ký tên và ghi ngày dưới đây:

Ký tên

Ngày

Transportation Agency for Monterey County (TAMC) chủ trương phục vụ bất kể chủng tộc, màu da hoặc nguồn gốc quốc tịch.

Nếu quý vị cần hỗ trợ điền mẫu đơn này, vui lòng liên lạc TAMC qua:
831-775-0903 • email info@tamcmonterey.org

Xin quý vị vui lòng đích thân đến nộp mẫu đơn này hoặc gửi qua bưu điện đến:

Transportation Agency for Monterey County
Attn: Title VI Coordinator
55-b Plaza Circle
Salinas, CA 93901

타이틀 VI 신청서 양식

섹션 I:				
이름:				
주소:				
전화 (집/휴대폰):			전화 (직장):	
이메일:				
이해하기 쉬운 형식이 필요합니까?	큰 글씨체		오디오 테이프	
	텔레타이프라이터(TTY)/ 청각 장애인을 위한 통신 기기(TDD)		기타	
섹션 II:				
본인을 위해 민원을 제기하고 있습니까?			예	아니오
*이 질문에 "예"라고 답한 경우 섹션 III 으로 이동하십시오.				
'아니오'인 경우, 귀하가 민원을 대신해서 제기해주는 사람의 이름과 관계를 알려주십시오.				
이 사람의 허락을 얻었습니까?			예	아니오
귀하가 왜 이 사람을 위해 민원을 제기하는지 설명하십시오.				
섹션 III:				
내가 경험한 차별이 다음에 근거한다고 생각합니다 (해당 사항을 모두 체크하십시오).				
<input type="checkbox"/> 인종 <input type="checkbox"/> 피부색 <input type="checkbox"/> 출신 국가				
차별을 당한 날짜 (월, 일, 년): _____				
가능한 분명하게 발생한 사건과 왜 차별을 당했다고 생각하는지를 설명하십시오. 관련된 사람들을 모두 기재하십시오. 귀하를 차별한 사람의 이름과 연락처 정보(알고있는 경우)와 증인의 이름과 연락처 정보를 포함하십시오. 공간이 더 필요하다면, 본 서식의 뒷면을 사용하십시오.				

섹션 IV:		
이전에 TAMC 에 제 6 편 민원을 제기한 적이 있습니까?	예	아니오
연락처 이름:	전화번호:	
섹션 V:		
이 민원을 다른 연방, 주, 또는 지방의 정부기관이나 연방 또는 주 법원에 제기한 적이 있습니까? <div style="text-align: center;">[] 예 [] 아니오</div> '예'인 경우 해당 사항을 모두 체크하십시오. <input type="checkbox"/> 연방 정부기관: _____ <input type="checkbox"/> 연방 법원: _____ <input type="checkbox"/> 주 정부기관: _____ <input type="checkbox"/> 주 법원: _____ <input type="checkbox"/> 지방 정부기관: _____ <input type="checkbox"/> 지방 법원: _____		
귀하가 연락한 위 기관 소속 직원의 연락처 정보를 알려주십시오.		
이름:	직책:	
기관:		
주소:		
전화:		

귀하의 민원과 관련이 있다고 생각하는 서면 자료 또는 기타 정보를 첨부할 수 있습니다. 귀하의 서명과 날짜를 아래에 기재하십시오.

서명 _____

날짜 _____

Transportation Agency for Monterey County (TAMC) 은 인종, 피부색, 출신 국가에 상관없이 운영됩니다.

이 서식을 작성하는 데 도움이 필요하면 아래와 같이 TAMC 로 연락하십시오:

831-775-0903 • 전달 또는 [이메일 info@tamcmonterey.org](mailto:info@tamcmonterey.org)

이 서식을 아래 주소로 직접 제출하거나 우편으로 보내주십시오.

Transportation Agency for Monterey County
Attn: Title VI Coordinator
55-b Plaza Circle
Salinas, CA 93901

Appendix D – Title VI Complaints to Date

Per FTA Circular 4702.1B, “all recipients are required to prepare and maintain a list of any of the following that allege discrimination on the basis of race, color, or national origin”:

- Active investigations conducted by FTA and entities other than FTA
- Lawsuits; and
- Complaints naming the recipient

Below is the list that will be used for tracking these incidents:

Investigations, Lawsuits and Complaints

	Date (Month, Day, Year)	Summary (Include basis of complaint: race, color, or national origin)	Status	Action(s) Taken
Investigations	N/A			
Lawsuits	N/A			
Complaints	N/A			

To date, the Transportation Agency for Monterey County has not been involved in any Title VI investigations, complaints, or lawsuits.

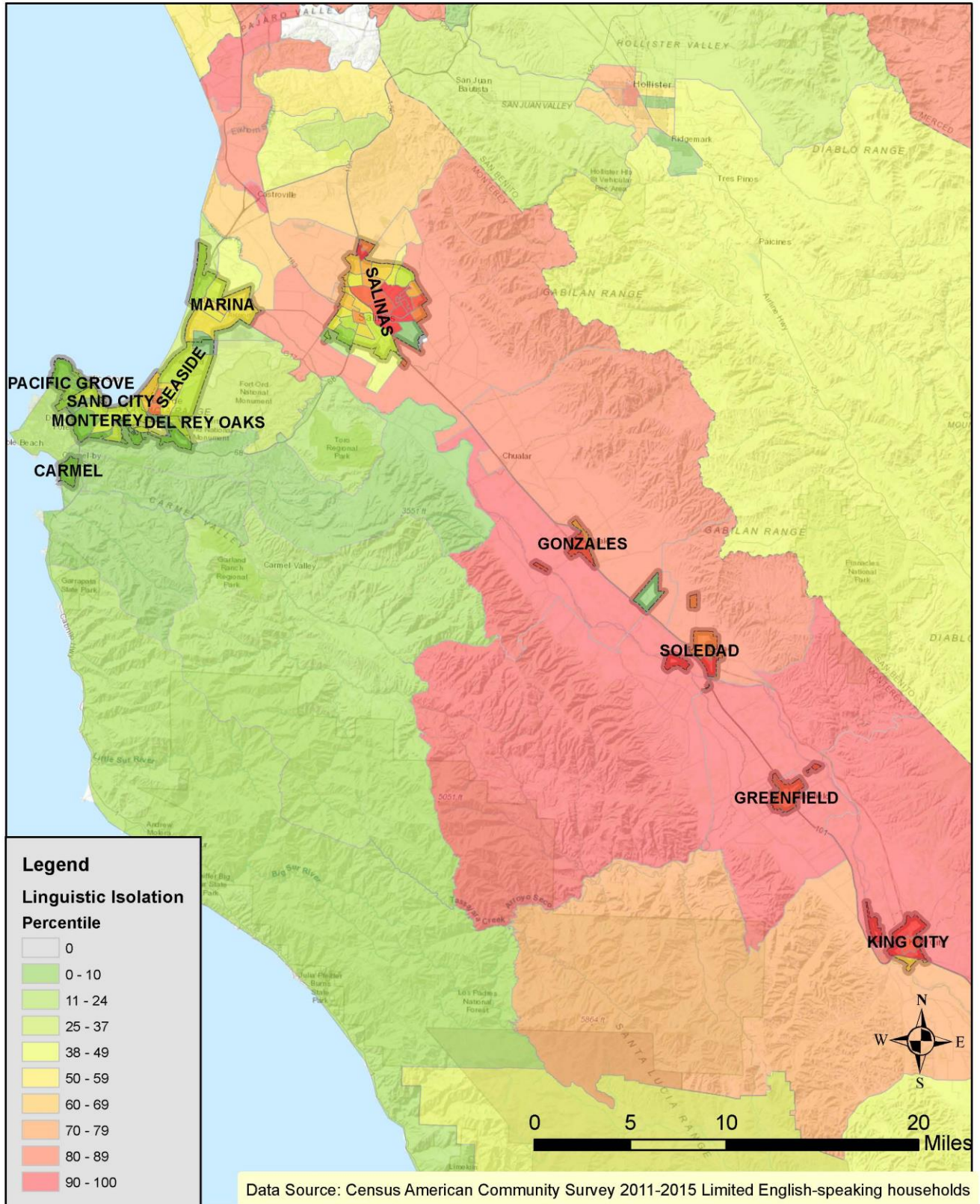
Appendix E – Maps of Limited English Proficiency in Monterey County

The following maps show LEP populations by Census Tracts in Monterey County using Census American Community Survey 2011-2015 data, analyzed by the CalEnviroScreen Linguistic Isolation maps:

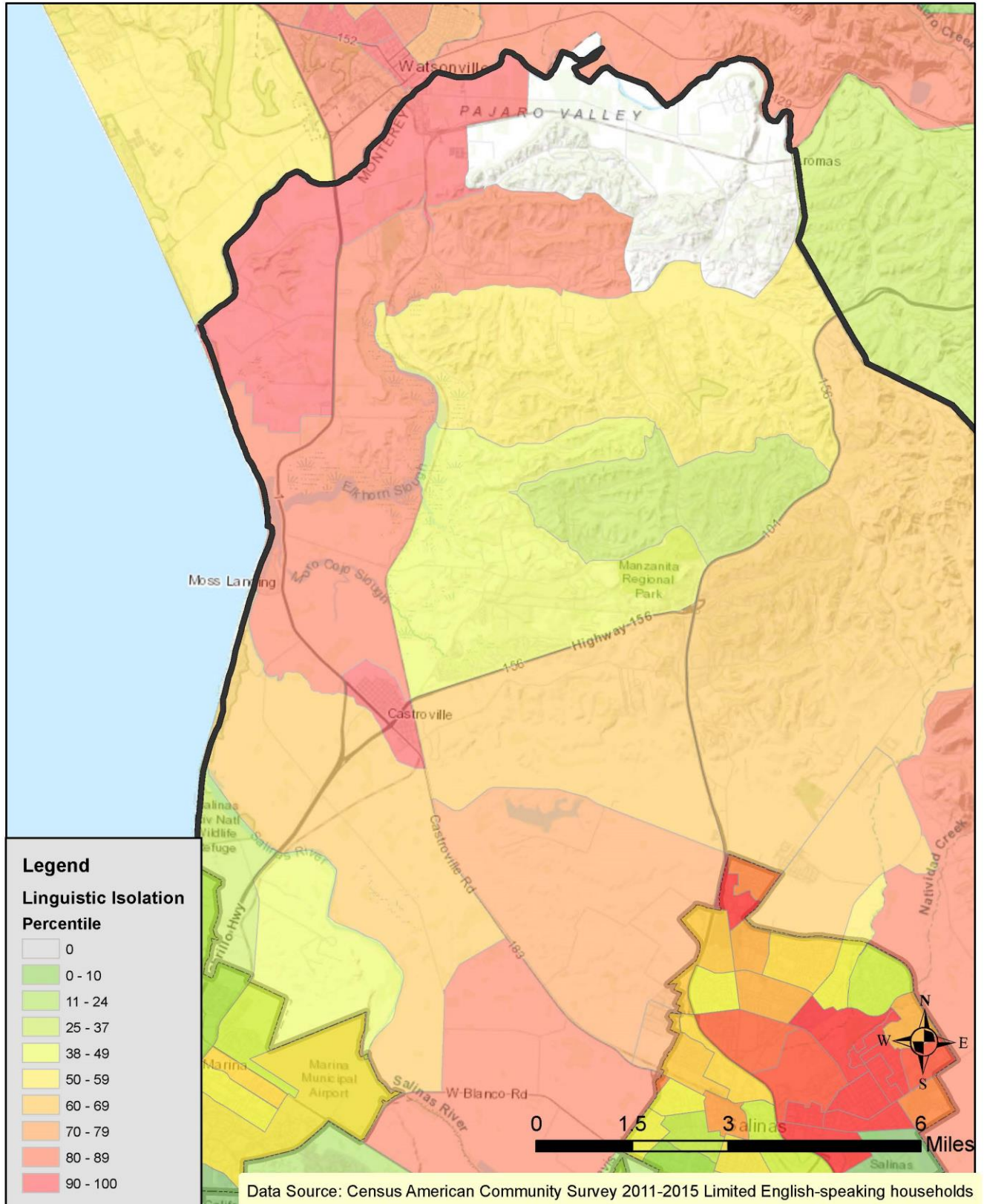
<https://oehha.ca.gov/calenviroscreen/indicator/linguistic-isolation>

The online CalEnviroScreen Linguistic Isolation maps also show the languages spoken in those Census tracts, which is analyzed in this Language Assistance Plan.

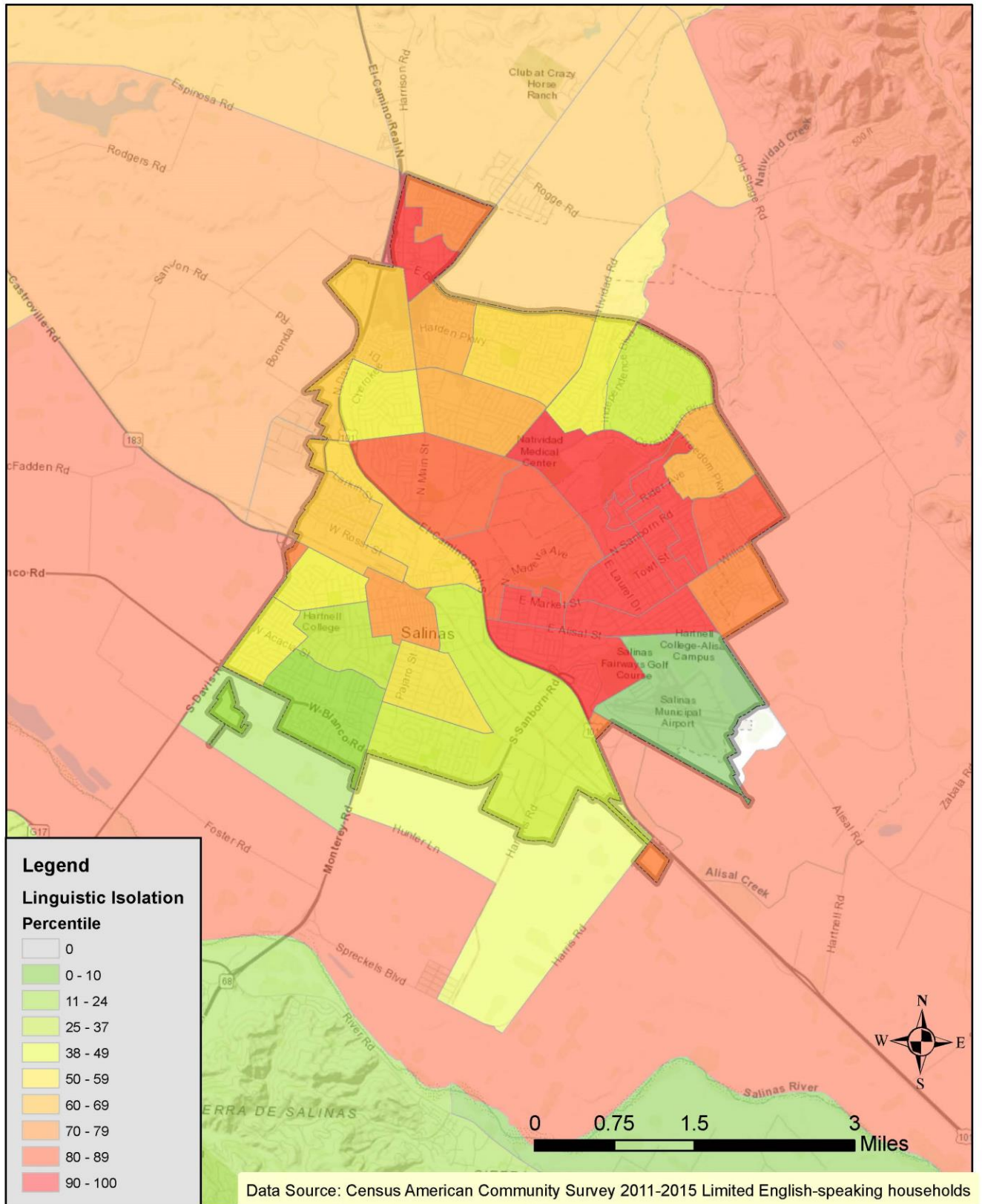
Monterey County: Linguistic Isolation by Census Tract



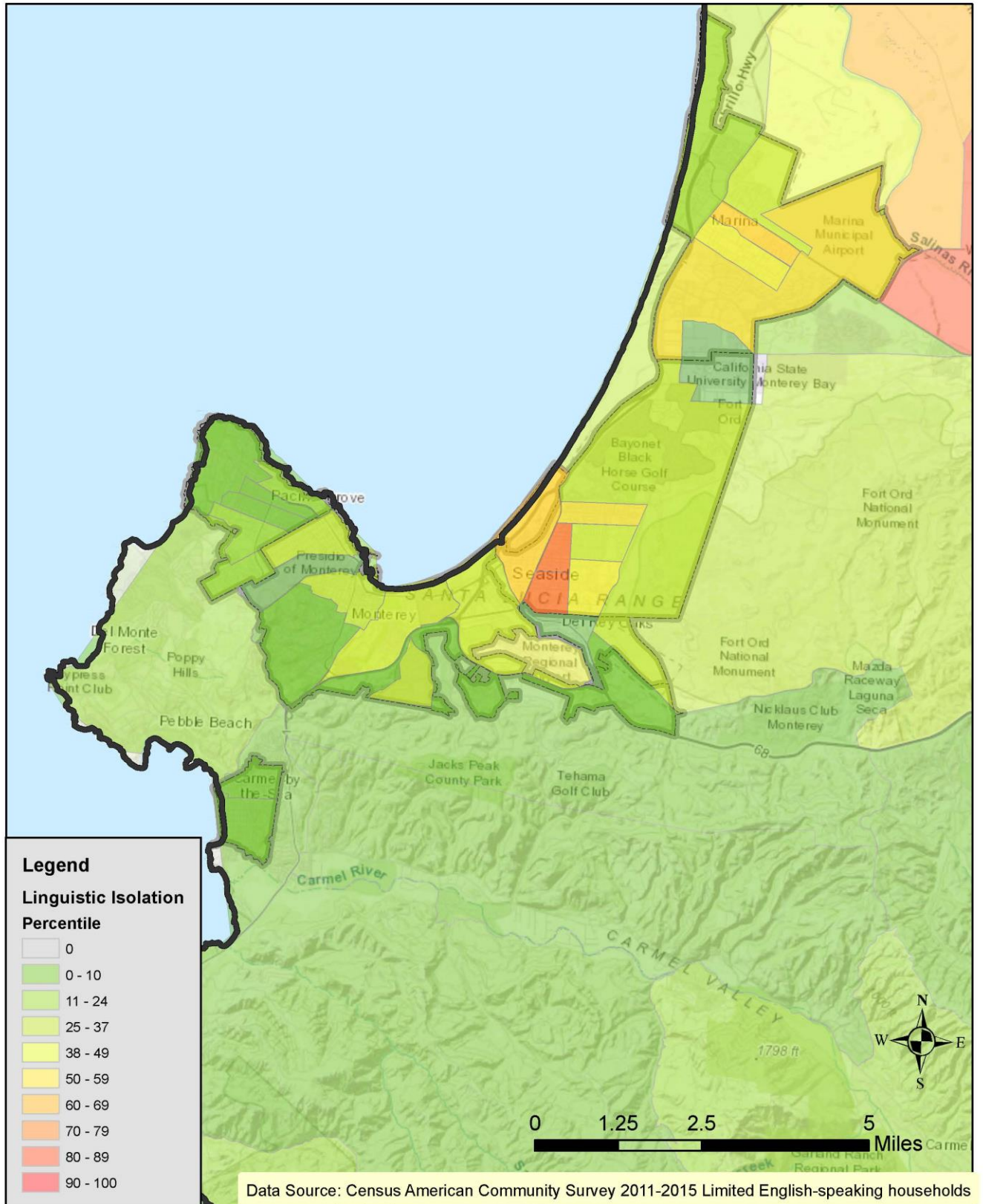
North Monterey County: Linguistic Isolation by Census Tract



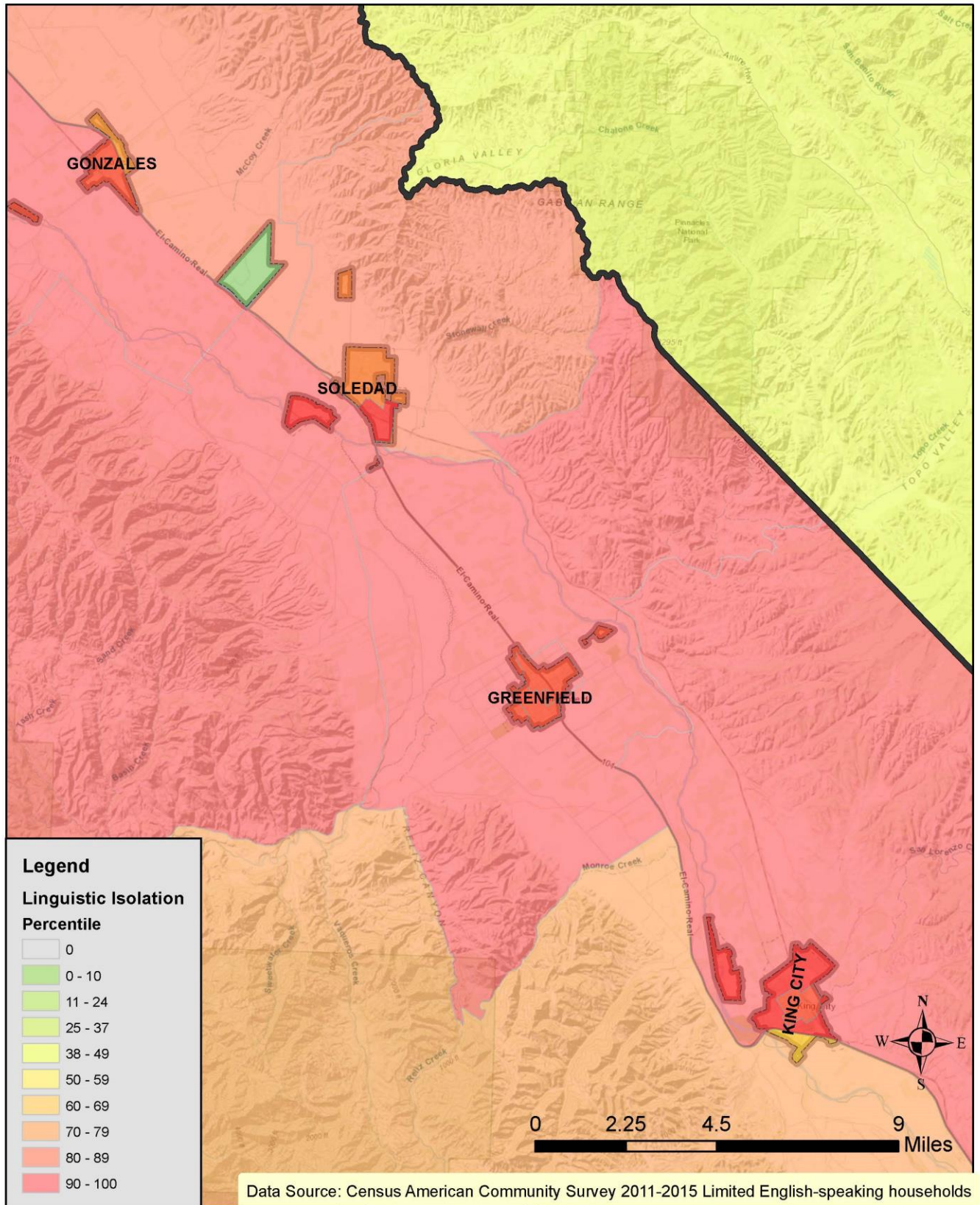
Salinas Area: Linguistic Isolation by Census Tract



Monterey Peninsula: Linguistic Isolation by Census Tract



South County: Linguistic Isolation by Census Tract



Appendix G – Title VI Program and Language Assistance Plan Staff Training Form

No person shall, on the grounds 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.

All employees of the Transportation Agency for Monterey County (TAMC) are expected to consider, respect, and observe this policy. Citizen questions or complaints shall be directed to TAMC's Title VI Coordinator.

I hereby acknowledge receipt of TAMC's Title VI Program and Language Assistance Plan. I have read the plan and am committed to ensuring that no person is excluded from participation in, or denied the benefits or services delivered by TAMC on the basis of race, color, or national origin, as protected by Title VI.

Your signature

Print your name

Date