



Title VI Program and Language Assistance Plan



Adopted by the TAMC Board of Directors: June 2021

Transportation Agency for Monterey County

Attn: Title VI Program

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Measure X Citizens Oversight Committee

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Executive Summary

Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d et seq., and its implementing regulations provide that no person in the United States, on the grounds of race, color or national origin, shall 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 plans, funds and delivers local and regional transportation projects. The Transportation Agency is responsible for distributing state and federal funds for public transit, rail, local street and road maintenance, highway improvements, and 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. The Transportation Agency's governing board is composed of local officials from each of the County's twelve incorporated cities and five supervisorial districts, plus ex-officio members from seven public agencies. **Table 1** below describes the members of the Transportation Agency's governing board.

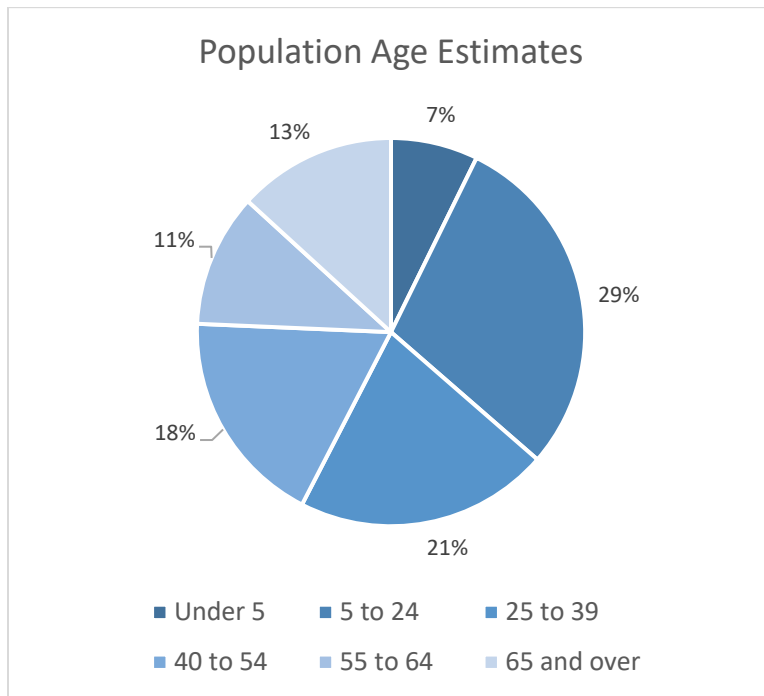
Table 1: Transportation Agency Membership

| 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 | |

TAMC Regional Population

The Transportation Agency for Monterey County serves the boundaries of Monterey County – covering a total area of 3,279.7 square miles. According to the 2019 American Community Survey (5-year estimates), Monterey County demographics estimate the total population of 433,410 to be 51 percent male and 49 percent female with a median age of 34.4 years old (**Figure 1**). The County’s population is 58.7% Hispanic or Latino, with 53.3% of the population identifying as white alone and 33% identify as “some other race,” 5.6% Asian and 2.6% black or African American (**Table 3**).

Figure 1: Monterey County Population Estimates by Sex and Age



Source: 2019 American Community Survey 5-Year Estimates (Table S0101)

Table 2: Monterey County Population Estimates by Race and Ethnicity

| Race/Ethnicity | Monterey County 2015-2019 Estimates |
|--|-------------------------------------|
| Hispanic or Latino (Any race) | 58% |
| White or Caucasian | 53% |
| Black or African-American | 2.6% |
| American Indian or Alaskan Native | 0.7% |
| Asian | 5.6% |
| Native Hawaiian and Other Pacific Islander | 0.5% |
| Some other race | 33% |
| Two or more races | 4.3% |

Source: 2019 American Community Survey 5-Year Estimates (Table DP05)

II. 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, 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.

III. 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 23, 2021, 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, Korean and Tagalog on TAMC's website: www.tamcmonterey.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 4 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.

IV. 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 *2019 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 in the planning, programming and implementation of projects. 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 (utilize the Brown Act)
5. Use media, informational materials and visualization techniques to distribute information about projects
6. Support bilingual participation
7. Respond to public comments/input
8. Post and distribute draft and final documents on the Transportation Agency's website

The Public Participation Plan includes a list of stakeholders with varying interests, which TAMC uses as a tool to reach various stakeholder groups for the various projects and programs underway at the agency. 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

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

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 sent out in news releases and 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 before the Covid-19 pandemic, were available for review at the administration office. Agendas are also distributed electronically to these public libraries: Carmel, Monterey, Salinas Steinbeck Branch, Seaside, Prunedale, King City, Hartnell College, Marina Branch Library, Monterey Peninsula College, and Cal State University Monterey Bay.

Summary of Outreach Efforts

TAMC Outreach efforts include:

- Conduct public 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), the Technical Advisory Committee (TAC), and Measure X Citizen Oversight Committee (XTOC).
- 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 and pop-up events, where appropriate.
- 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 TK & Kinder Resource Festival in Greenfield, CA.
- 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, Korean and Tagalog are the only quantifiable populations within TAMC's service area that are 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.
- Telephone interpretation is available through Language Line Solutions in over 240 languages and the document translation is available through various services.
- Key agency documents, such as the Measure X Annual Report, are available in Spanish and on TAMC's website
- TAMC's website utilizes Google Translate, providing translation in nearly 100 languages
- Vital documents, including Title VI complaint forms and notices of rights, are provided in the safe harbor languages, available on TAMC's website at tamcmonterey.org

Reaching our LEP Populations

This section includes more detailed discussion about how TAMC targeted our LEP communities during the COVID-19 pandemic, and through two specific programs.

Reaching our LEP Population during the Covid-19 Pandemic

During the COVID-19 pandemic, TAMC has shifted to remote working and remote meeting settings for the majority of Agency activities. The shift to virtual public meetings has been made possible through the passage of Executive Order N-25-20 signed by Governor Newsom on March 12, 2020. The Executive Order allows legislative bodies to hold meetings via teleconference and to make meetings accessible electronically in order to protect public health. TAMC staff have received materials and training from Language Line Services with instructions on how to connect to an interpreter through a Zoom meeting setting if a member of the public needs translation support.

In relying on electronic communication during the pandemic, TAMC has enhanced partnerships with Spanish language media outlets in order to help reach the LEP communities for input on planning projects. TAMC has also activated the network of elected officials who serve on the

Board of Directors to help us reach the LEP communities in their regions through their social media platforms.

Regional Safe Routes to Schools Program

The Regional Safe Routes to Schools program has employed a number of strategies to support engaging the LEP populations – including parents and students – at the region’s schools. The Safe Routes to Schools program is aimed at developing safer and better options than driving the majority of children to school, educating children and the surrounding community how to safely walk and bicycle, and encouraging children to use active transportation that will lead to a healthier lifestyle. The Safe Routes to Schools Program relies on listening to the experiences of children and parents as a key aspect of informing the creation of a Safe Routes to School Plan. Strategies that the Safe Routes to School Program has used to engage and support the LEP communities include:

- Attending 4-5 outreach events per year with bilingual staff to provide information about how to safety walk and bicycle to school
- Translating outreach and educational materials into Spanish and English
- Partnering with the Monterey County Health Department to lead bilingual community engagement with parents and students in culturally meaningful ways
- Conducting bike and walk education activities in both Spanish and English
- Providing easy and convenient translation options on the Safe Routes to School website

In addition to outreach and engagement activities, the Safe Routes to Schools Program focuses on pursuing grant funding in the region’s transportation disadvantaged populations, often defined through race and income levels. These communities often overlap with populations that are of Limited English Proficiency. In February 2021, TAMC applied for a planning grant to fund a Safe Routes to School Plan for the Salinas Valley cities; through this grant TAMC hopes to employ more new and innovative techniques to reach the Indigenous languages that are prominent in the Salinas Valley.

Safe Routes to School planning during COVID-19: During the COVID-19 pandemic, the Safe Routes to Schools program shifted to delivering educational activities and parent and student surveys through electronic formats. The educational activities continue to be available in both Spanish and English. The Safe Routes to Schools program has seen an increase in attendance from parents and families through the remote setting compared to when the surveys and focus groups occurred in person. This has led the Safe Routes program to consider integrating remote meeting options for parents into the Safe Routes to School planning process in future cycles after the pandemic has passed.

Rail Program – Monterey Bay Area Network Integration Study Public Survey

The Transportation Agency is developing a Monterey Bay Area Rail Network Integration Study, funded by a Transit and Intercity Rail Capital Program grant, in order to lay the groundwork for implementing the 2018 State Rail Plan. The Study will determine optimal options for rail connectivity and operations, equipment needs, governance and community benefits for rail service between Monterey County and Santa Clara County, Monterey and Santa Cruz, and the Coast Rail Corridor. As part of the study, TAMC released a survey to gauge support for passenger rail service and preferences regarding origin and destination and modes of access to the rail corridor. The survey was available in Spanish and English and open for public responses from June 2, 2020 through September 15, 2020.

When developing the survey, TAMC engaged a number of entities to get their input to inform the survey questions and ultimately their support spreading awareness about the survey to their constituents. Groups engaged included Fort Hunter Liggett; Alliance on Aging; Monterey County Vintners and Growers Association; Monterey Peninsula College; and LandWatch Monterey County.

In launching the survey, staff announced it at TAMC's Committees, sent out a News Release and posted it across social media platforms, and local media posted the website to their platforms. After the initial launch of the survey in June 2020, the project team monitored the number of responses and demographics the team was reaching. In July 2020, the project team recognized that out of 426 respondents, only 1 person had taken the survey in the Spanish language. This led to the project team revamping their targeted engagement to Monterey County's Spanish-speaking populations.

Targeting LEP Engagement: In order to reach more of Monterey County's Spanish-speaking constituents, the project team targeted a broader range of Spanish-language media platforms, including participating in an hour-long interview on Radio Bilingue about the regional rail program and to encourage participation in the survey. Additionally, the project team requested elected officials that serve the County's LEP populations to encourage participation in the survey. Targeted outreach through Spanish language media platforms and through the encouragement of elected officials led to a significant jump in the number of Spanish-language surveys received and a more diversified overall demographic in survey responses.

Membership of Non-Elected Committees and Councils

TAMC strives to appoint diverse group of community representatives to its advisory committees through engaging with Board representatives to fill vacancies and speaking with interested candidates to clarify any questions they have about the Committees. **Table 4** 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 North Monterey County Parks and Recreation District, Velo Club, and the Monterey County Department of Public Works.

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.

Measure X Citizens Oversight Committee (XTOC)

The Measure X Citizens Oversight Committee represents a diverse range of community interests was appointed by the Transportation Agency’s Board of Directors on March 22, 2017. The nineteen representatives and their alternates serve on the committee, which is known as the “eXcellent Transportation Oversight Committee.” The Measure X Citizens

Oversight Committee is responsible for ensuring that taxpayers’ safeguards in the Transportation Safety & Investment Plan are met as projects and programs are implemented. Their duties include:

- **Independent Audits:** Have full access to the Agency’s independent auditor and review the annual audits, have the authority to request and review specific financial information, and provide input on the audit to assure that funds are being expended in accordance with the requirements of this plan;
- **Plan Changes:** Review and make recommendations on any proposed changes to the plan, prior to Transportation Agency Board consideration;
- **Project Delivery and Priorities:** Review and comment on project delivery schedules as represented in the Strategic Expenditure Plan and make recommendations to the Transportation Agency on any proposals for changing project delivery priorities; and
- **Annual and Final Reports:** Prepare annual reports regarding the administration of the program, to be presented to the Transportation Agency Board of Directors and available for public review.

Table 3 Minority representation in TAMC’s non-elected advisory committees

| | BPC | TAC | MAC | XTOC |
|---|-----|-----|-----|------|
| African-American | | | 1 | 1 |
| American Indian or Alaska Native | 1 | | | |
| Asian | 1 | | 2 | 1 |
| Hispanic or Latino/a | 2 | 2 | 3 | 3 |
| White | 4 | 9 | 5 | 16 |
| Two or More Races | 1 | 1 | 1 | |
| Other/No Response | 12 | 25 | | 17 |
| Total Membership | 22 | 33 | 12 | 38 |

BPC – Bicycle and Pedestrian Facilities Advisory Committee

TAC – Technical Advisory Committee

MAC – Mobility Advisory Committee (serves as Social Services Transportation Advisory Committee)

XTOC – Measure X Citizens Oversight Committee

V. 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 433,410 is 21,670. As demonstrated in **Table 7**, Spanish is one of the languages that falls outside of the Safe Harbor Provision of over 5% of the population, Tagalog and Korean also 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
- Distributing news releases to Spanish language media
- Advertising public hearings, meetings, projects and programs in the Spanish language print, radio and television media
- Providing 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 and Korean)
- Public notices related to public meetings, hearings and projects, based on project location
- Agency Annual Report and Measure X Audit Report
- Certain program and project document flyers, based on project location

TAMC will continue to translate the vital documents listed above into Spanish. Other meeting notices and materials will be translated into Tagalog and Korean based on the geographic location of projects. For example, most Tagalog and Korean 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 5** and **Table 6** displays the total number of persons by jurisdiction and language group in Monterey County on 2015-2019 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 7** displays the languages of LEP persons for Monterey County. Similarly, **Table 8** displays the LEP language population estimates by Monterey County jurisdictions.

Limited English Proficiency Persons for the Population 5 Years and Over (updated)

Table 4: Limited English Proficiency persons for Populations 5 Years and Over, Speak English “Less than Very Well”

| Jurisdiction | Spanish | French, Haitian, Cajun | German ¹ | Russian, Polish or Slavic | Other Indo-European | Korean | Chinese ² | Vietnamese | Tagalog ³ | Other Asian & Pacific Islander | Arabic | Other |
|------------------------|---------------|------------------------|---------------------|---------------------------|---------------------|--------------|----------------------|------------|----------------------|--------------------------------|------------|------------|
| Carmel-by-the-Sea | 60 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Del Rey Oaks | 6 | 4 | 3 | 7 | 5 | 3 | 11 | 0 | 0 | 3 | 0 | 0 |
| Gonzales | 2,668 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 38 | 24 | 0 | 0 |
| Greenfield | 7,222 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 6 | 138 |
| King City | 6,312 | 0 | 0 | 0 | 126 | 24 | 0 | 0 | 0 | 0 | 0 | 20 |
| Marina | 1,697 | 29 | 0 | 19 | 86 | 480 | 61 | 411 | 372 | 188 | 57 | 0 |
| Monterey | 974 | 8 | 15 | 98 | 397 | 133 | 62 | 0 | 64 | 85 | 62 | 47 |
| Pacific Grove | 170 | 7 | 0 | 62 | 53 | 119 | 50 | 0 | 19 | 54 | 29 | 5 |
| Salinas | 51,375 | 13 | 44 | 34 | 170 | 239 | 230 | 245 | 1,112 | 388 | 146 | 76 |
| Sand City | 36 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Seaside | 5,325 | 0 | 27 | 76 | 201 | 14 | 166 | 101 | 369 | 328 | 57 | 0 |
| Soledad | 6,482 | 24 | 0 | 0 | 0 | 7 | 9 | 25 | 8 | 69 | 117 | 0 |
| Monterey County | 99,722 | 163 | 208 | 402 | 1,526 | 1,157 | 813 | 794 | 2,237 | 1,445 | 505 | 653 |

Source: U.S. Census American Community Survey, Table C16001, 2019 ACS 5-Year Estimates.

¹ Includes West Germanic languages

² Includes Mandarin & Cantonese

³ Includes Filipino

Table 5: Limited English Proficiency Calculations

| Jurisdiction | Total LEP Population | Total Population 5 years and over | % of LEP Population 5 years and over |
|-------------------|----------------------|-----------------------------------|--------------------------------------|
| Carmel-by-the-Sea | 60 | 3,775 | 1.59% |
| Del Rey Oaks | 42 | 1,438 | 2.92% |
| Gonzales | 2,730 | 7,672 | 35.58% |
| Greenfield | 7,366 | 15,416 | 47.78% |
| King City | 6,482 | 12,568 | 51.58% |
| Marina | 3,400 | 20,267 | 16.78% |
| Monterey | 1,945 | 26,994 | 7.21% |
| Pacific Grove | 568 | 14,975 | 3.79% |
| Salinas | 54,072 | 142,988 | 37.82% |
| Sand City | 38 | 289 | 13.15% |
| Seaside | 6,664 | 31,082 | 21.44% |
| Soledad | 6,741 | 24,087 | 27.99% |
| Monterey County | 109,625 | 401,907 | 27.28% |

Source: U.S. Census American Community Survey, Table C16001, 2019 ACS 5-Year Estimates

Of the total population in Monterey County aged five years and over who speaks a language other than English, 109,625 individuals speak English less than very well. This number represents TAMC’s LEP population and is 25.3% of the total population of 433,410.

Safe Harbor Threshold

The most prevalent non-English language spoken in Monterey County is Spanish (99,722 LEP persons), and these LEP speakers account for 23% of the total population. Tagalog LEP speakers (2,237 LEP persons) account for 0.5% of TAMC’s total population. Korean (1,157 LEP persons) is an additional language that meets the threshold of FTA’s Safe Harbor provision, accounting for 0.2% of the county’s population. These three language groups represent TAMC's Safe Harbor languages. It is possible that in the next Language Assistance Plan update, Arabic, Vietnamese and Chinese might qualify as Safe Harbor Languages. **Table 7** and **Table 8** demonstrate languages of Limited English Proficiency and Safe Harbor Languages for Monterey County.

Table 6: 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 C16001 | 433,410 | 109,625 | 25.3% | |
| Spanish or Spanish Creole | | 99,722 | 23.0% | 91% |
| Tagalog (incl. Filipino) | | 2,237 | 0.5% | 2.0% |
| Korean | | 1,157 | 0.3% | 1.1% |
| Chinese | | 813 | 0.2% | 0.7% |
| Vietnamese | | 794 | 0.2% | 0.7% |
| Arabic | | 505 | 0.1% | 0.5% |
| Russian, Polish or Slavic | | 402 | 0.1% | 0.4% |
| German (Includes West Germanic languages) | | 208 | 0.05% | 0.2% |
| French, Haitian, Cajun | | 163 | 0.04% | 0.1% |
| Other Asian & Pacific Islander languages* | | 1,445 | 0.3% | 1.3% |
| Other Indo-European languages* | | 1,526 | 0.4% | 1.4% |
| Other | | 653 | 0.2% | 0.6% |
| Total | | 109,625 | 25.3% | 100% |

Source: U.S. Census American Community Survey Table C16001, 2019 ACS 5-Year Estimates

*Note that as of 2020, the Census Bureau has suspended the publishing of table B16001 for privacy protections, which displayed a more thorough analysis of languages now reflected in the “Other” categories. In place of table B16001, a detailed analysis by the Association of Monterey Bay Area Government’s demographer and Census Table C16001 was used. While the sum of the total for Other Asian & Pacific Islander languages and Other Indo-European languages is over 1,000 persons, no one individual language within the category is assumed to meet the safe harbor threshold. For detailed information on the languages included in each of those grouped categories, see this link: <https://www.census.gov/topics/population/language-use/about.html>

Table 7: Safe Harbor Languages by Monterey County Jurisdiction

| Geography | Spanish | Tagalog | Korean | Total LEP Population |
|---|---------------|--------------|--------------|----------------------|
| Carmel-by-the-Sea | 60 | 0 | 0 | 60 |
| Del Rey Oaks | 6 | 0 | 3 | 42 |
| Gonzales | 2,668 | 38 | 0 | 2,730 |
| Greenfield | 7,222 | 0 | 0 | 7,366 |
| King City | 6,312 | 0 | 24 | 6,482 |
| Marina | 1,697 | 372 | 480 | 3,400 |
| Monterey | 974 | 64 | 133 | 1,945 |
| Pacific Grove | 170 | 19 | 119 | 568 |
| Salinas | 51,375 | 1,112 | 239 | 54,072 |
| Sand City | 36 | 0 | 0 | 38 |
| Seaside | 5,325 | 369 | 14 | 6,664 |
| Soledad | 6,482 | 8 | 7 | 6,741 |
| Total Monterey County (including unincorporated) | 99,722 | 2,237 | 1,157 | 109,625 |

Source: U.S. Census American Community Survey Table C16001, 2019 ACS 5-Year 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 2019-20 school year, 34% of the student population are English learners (**Table 9**).

Table 8: Monterey County English Language Learner Populations

| Category | Figure |
|--|------------|
| Total Monterey County School Population | 77,387 |
| Total English Learner Population | 26,518 |
| Total Number of Languages Spoken | 43 |
| Percentage of English Language Learners in Monterey County Student Population | 34% |

Source: California Department of Education, English Learners by Age and Language 2019-20

TAMC also reviewed the 2019-20 CDE enrollment data, which breaks down the total number of English learner students by their primary language (**Table 10**). 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 9: Languages Spoken by English Learners

| Language | Figure |
|--------------------------------|--------|
| Spanish | 24,790 |
| Mixteco | 559 |
| Other non-English languages | 476 |
| Arabic | 181 |
| Filipino (Pilipino or Tagalog) | 70 |
| Vietnamese | 43 |
| Pashto | 35 |
| All Other Languages | 364 |

Source: California Department of Education, *English Learners by Age and Language 2019-20*

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. The majority of interactions with LEP persons comes in the format of people visiting the TAMC office or submitting written materials. Detailed explanation on how TAMC has engaged LEP communities is programs such as the Safe Routes to Schools Program is included in earlier discussion entitled “[Reaching our LEP Populations.](#)”

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.

TAMC has access to on-call interpretation services through an agreement with Monterey-Salinas Transit and Language Line Services. When needed or requested, 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);
- Monterey County Active Transportation 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. 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 includes a Google widget that allows 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 Language Line 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 2021 Title VI Program timeframe (2021-2024), 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 Language Line 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

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 유두중증 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 kontakin 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

Title VI 불만 사항 처리

1964 년 민권법 Title VI 은 인종, 피부색, 국적에 근거하여 미국 내 어떤 사람도 연방을받는 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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Transportation Agency for Monterey County
Title VI Program and Language Assistance Plan: 2021-2024

| | | |
|---|--------------------------|----|
| 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? | | |
| [] Yes [] No | | |
| If yes, check all that apply: | | |
| [] Federal Agency: _____ | [] Federal Court: _____ | |
| [] State Agency: _____ | [] State Court: _____ | |
| [] Local Agency: _____ | [] 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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Transportation Agency for Monterey County
Title VI Program and Language Assistance Plan: 2021-2024

| | | |
|--|---|----|
| 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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Transportation Agency for Monterey County
Title VI Program and Language Assistance Plan: 2021-2024

| | | |
|--|-----------------------------|-------|
| 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

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. | | | | |
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|--|-------|-----|
| 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 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 | None | | | |
| Lawsuits | None | | | |
| Complaints | None | | | |

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

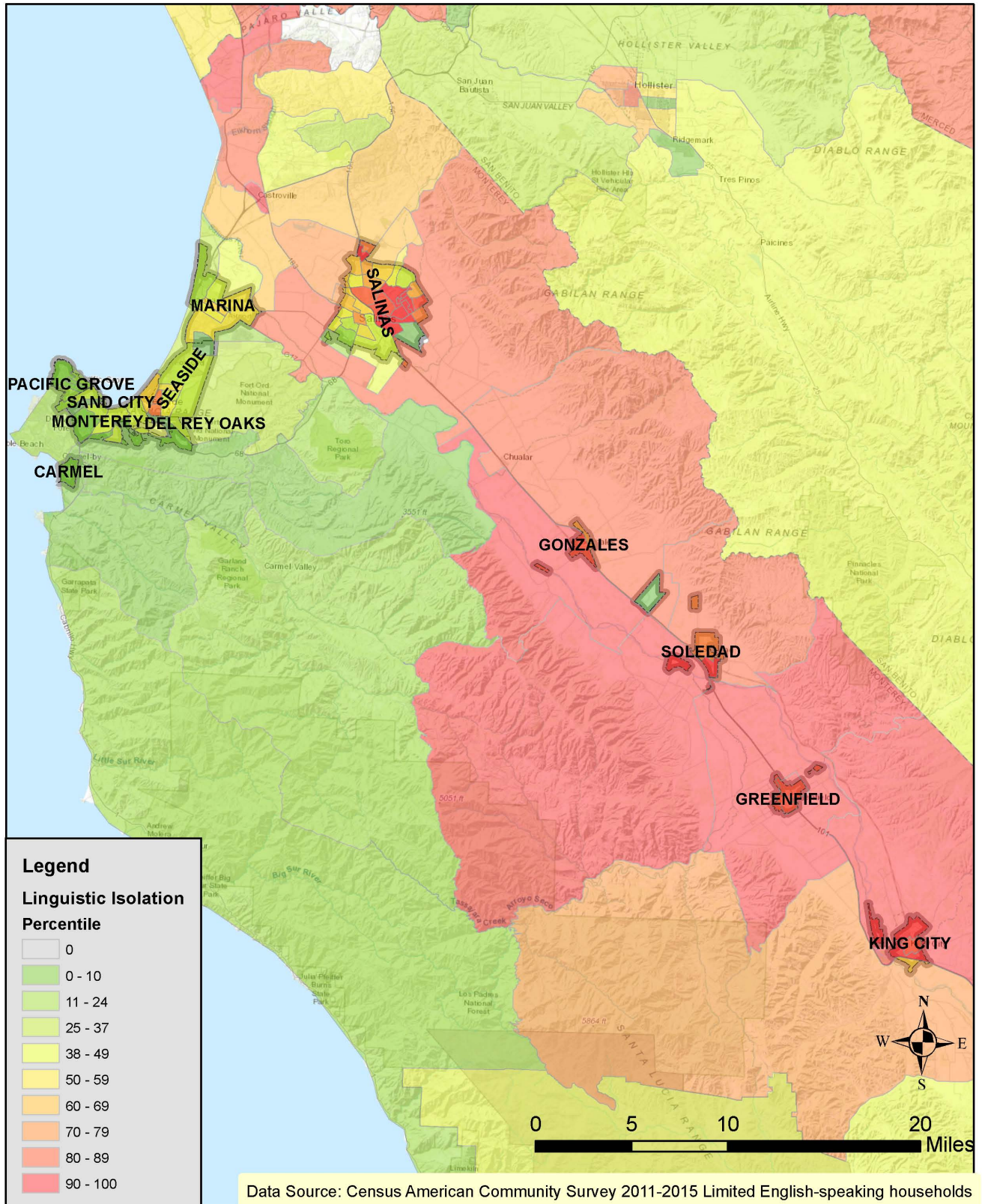
The maps on the following pages show the location of LEP populations by Census Tracts in Monterey County using Census American Community Survey 2011-2015 data, analyzed by the CalEnviroScreen 3.0 Linguistic Isolation maps:

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

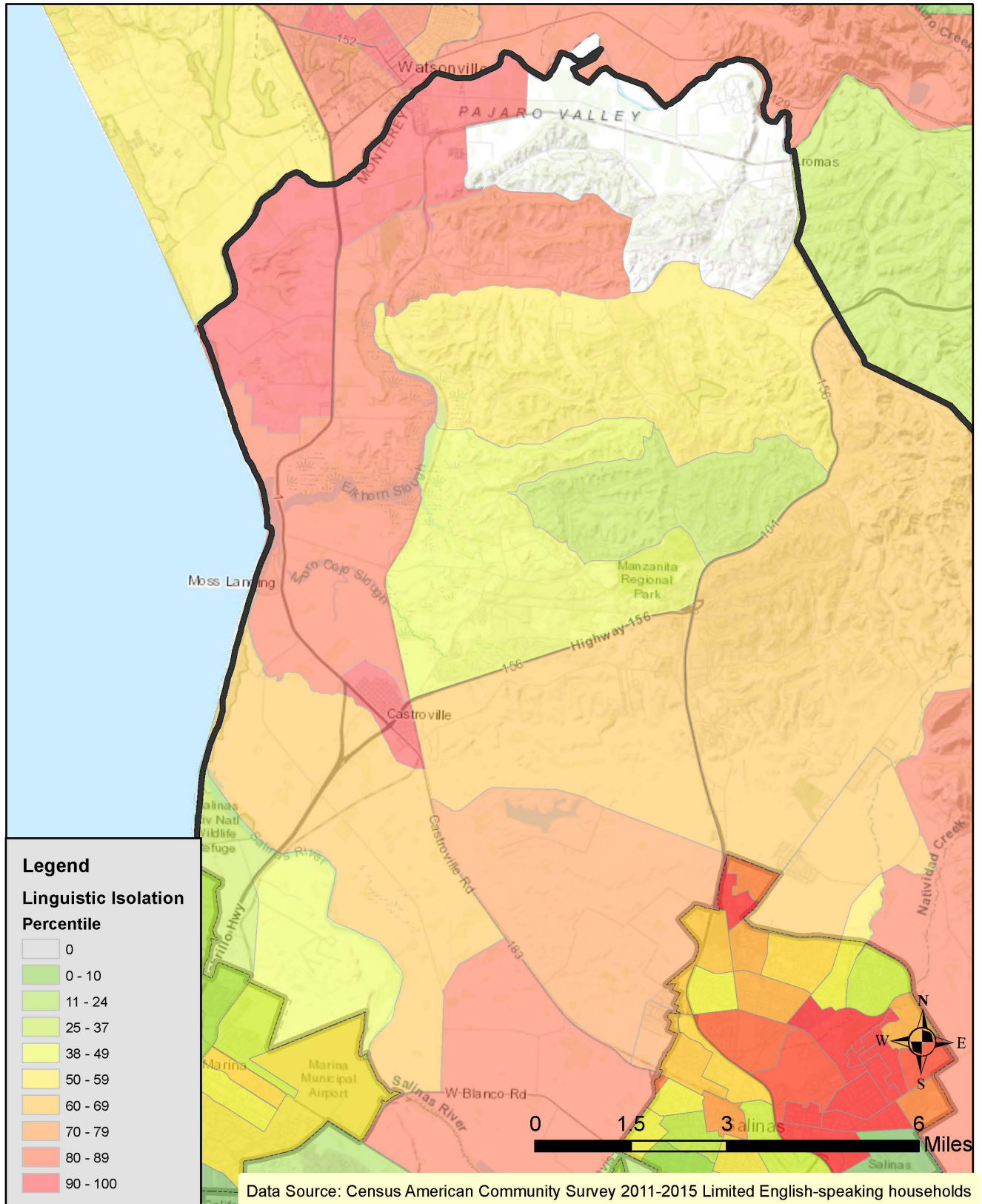
Since the 2018 Title VI Plan, there have been no updates to the Cal Enviro Screen tool. These maps will be updated during the next Title VI Plan update, when a revised Cal Enviro Screen tool is expected to be available.

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

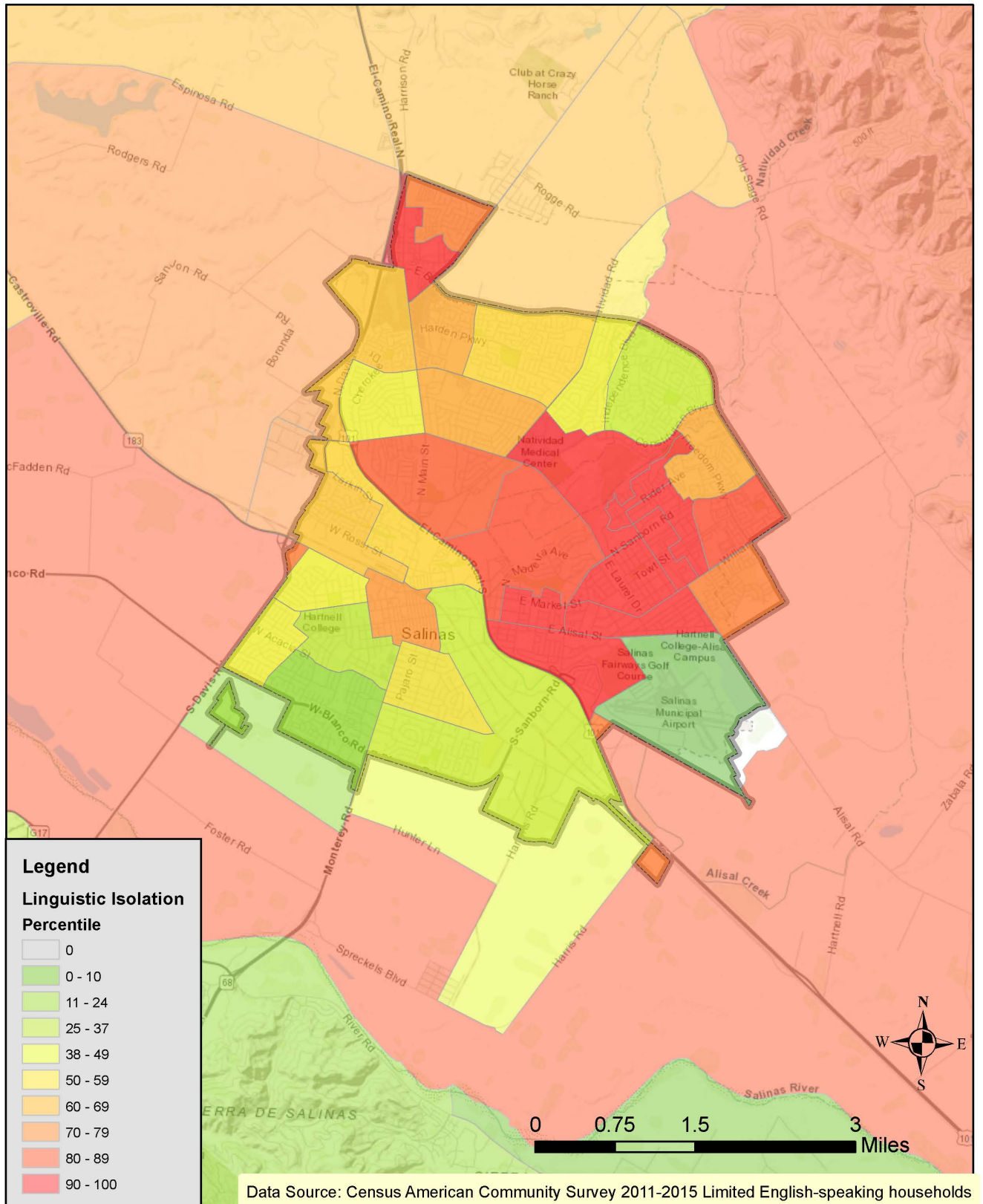
Monterey County: Linguistic Isolation by Census Tract



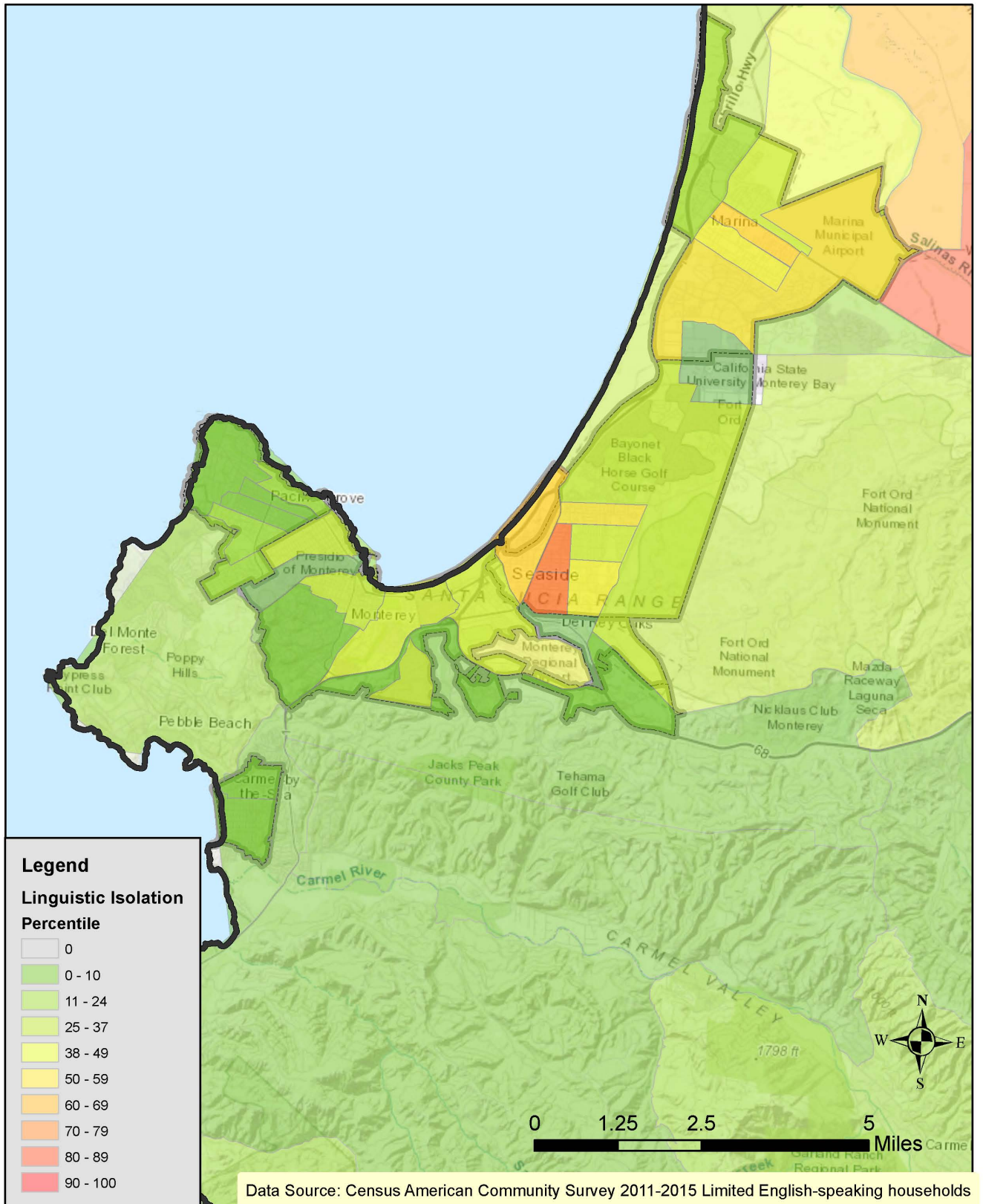
North Monterey County: Linguistic Isolation by Census Tract



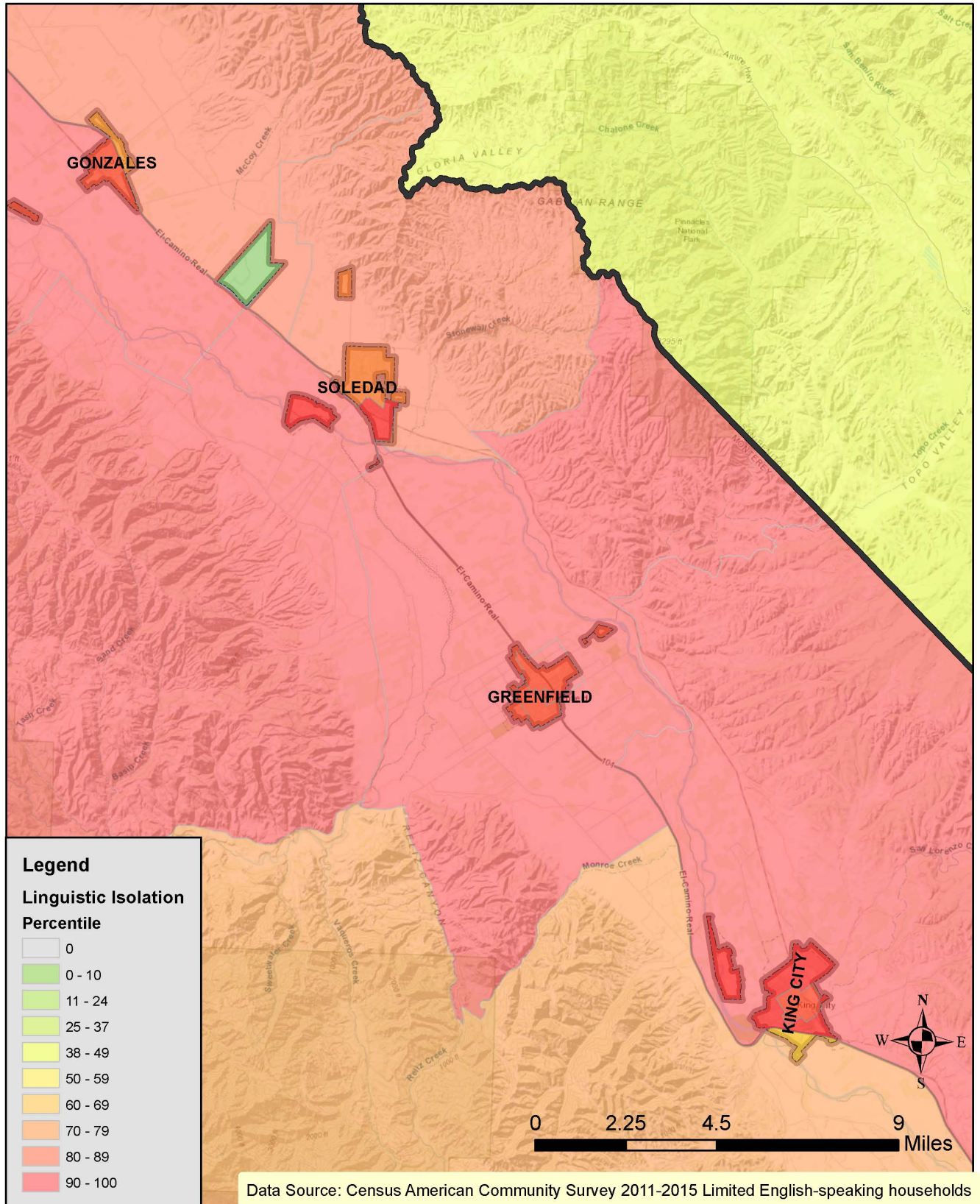
Salinas Area: Linguistic Isolation by Census Tract



Monterey Peninsula: Linguistic Isolation by Census Tract




South County: Linguistic Isolation by Census Tract



Appendix F – Language Line Identification Card

LanguageLine provides translation services in more than 240 languages, and American Sign Language. The Language Identification Guide presented here does not show all 240 languages. However, TAMC staff maintain the full Language Identification Guide at the TAMC offices and has these made available at public meetings hosted by TAMC.



Language Identification Guide

LanguageLine Solutions' Interpreters are available in more than 240 languages and American Sign Language, 24 hours a day, seven days a week to communicate with limited English proficient or Deaf or Hard-of-Hearing individuals.


- Present this guide to determine which language to request.
- Languages are listed by geographic location.
- The individual can point to their preferred language.
- Each statement is translated to read:

| | |
|---|----------------|
| English | English |
| Point to your language. An interpreter will be called. The interpreter is provided at no cost to you. | |

Visit www.LanguageLine.com or call 1-800-752-6096 for more information on all our language access solutions:

- Phone, video, and onsite interpreting
- Translation and Localization
- Bilingual staff and interpreter testing and training

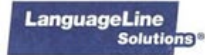
CustomerCare@LanguageLine.com
1-800-752-6096



| Middle East | |
|--------------------|--|
| Arabic | عربي أشر إلى لغتك. وسنم الاتصال بمترجم فوري. كما سيتم إحضار المترجم الفوري مجاناً. |
| Armenian | Հայերեն Նշեք, թե որ լեզվով եք խոսում: Քարգանակը կկոչվեն: Քարգանակի ծառայությունները տրամադրվում են անվճար: |
| Azerbaijani | Azərbaycan dili Danışdığınız dili bildirin. Sizin üçün tərcüməçi dəvət olunacaq. Tərcümə xidməti üçün ödəniş tələb olunmur. |
| Dari | دري زبان مورد نظر را نشانی کنید. یک ترجمان فراخوانده خواهد شد. این برای شما کدام هزینه در پی نخواهد داشت. |
| Farsi | فارسی زبان مورد نظر خود را مشخص کنید. یک مترجم برای شما درخواست خواهد شد. مترجم بصورت رایگان در اختیار شما قرار می گیرد. |
| Hebrew | עברית הצבע לעבר השפה שלך, ואנחנו נתקשר למתורגמן. שירותו של המתורגמן ניתן ללא תשלום. |
| Kurdish | کوردی نماژە بە زمانەکەتان. وەرگیرێک بانگ دەکەیت. بۆ نامەکردنی وەرگیر هێج پارەیک لە تۆ وەرناگیردریت. |
| Pashto | پښتو خپلې ژبې ته اشاره وكړئ. يو ژباړونكې به راولېل شي. ستاسو له پاره د ژباړونكي انتظام په وړيا توگه كېږي. |
| Turkish | Türkçe Konuştuğunuz dili gösterin. Sizin için bir çevirmen aranacaktır. Bu çevirmen size ücretsiz sağlanır. |

| Asia | |
|-------------------|------------------------|
| China | 請指認您的語言，以便為您提供免費的口譯服務。 |
| Cantonese | 廣東話 广东话 |
| Chaochow | 潮州話 潮州话 |
| Fukienese | 福建話 福建话 |
| Mandarin | 國語 普通话 |
| Shanghai | 上海話 上海话 |
| Taiwanese | 台灣話 台湾话 |
| Toishanese | 台山話 台山话 |

| Asia- continued | |
|--------------------------|--|
| Burmese | မြန်မာ သင့်ဘာသာစကားကို ညွှန်ပြပါ စကားကို မိမိသိမ်းပါမိမိ။ သင့်ဘာသာစကားကို သတိပြု၍ သတိ ပေးပါမိမိ။ |
| Hmong | Hmoob Taw rau koj hom lus. Yuav hu rau ib tug neeg txhais lus. Yuav muaj neeg txhais lus yam uas koj tsis tau them dab tsi. |
| Indonesian | Bahasa Indonesia Tunjukkan bahasa Anda. Penerjemah akan dihubungi. Penerjemah disediakan gratis tanpa dikenakan biaya. |
| Japanese | 日本語 あなたの話す言語を指してください。 無料で通訳サービスを提供します。 |
| Karen | ကရင်စကား နွံလိၤဆူနွံကွၢ်တၢ်ကတိၤနွံကွၢ်သတိၤ. တၢ်ကတိၤနွံကွၢ်သတိၤလၢတၢ်ဆူနွံကွၢ်ဆူနွံကွၢ်. |
| Khmer (Cambodian) | ខ្មែរ (កម្ពុជា) សូមបង្ហាញភាសា។ យើងនឹងទូរស័ព្ទសួរអ្នកបន្ត។ អ្នកបន្តប្រាកដនឹងជួយអ្នកដោយឥតគិតថ្លៃ។ |
| Korean | 한국어 귀하께서 사용하는 언어를 지정하시면 해당 언어 통역 서비스를 무료로 제공해 드립니다. |
| Laotian | ພາສາລາວ ສົບອາໄສພາສາທີ່ເຈົ້າເຮົາໄດ້ ພວກເຮົາຈະຕິດຕໍ່ນາຍພາສາໄທ. ທ່ານບໍ່ຕ້ອງເສຍເງິນຕາແປໃຫ້ແກ່ນາຍພາສາ. |
| Malay | Bahasa Melayu Tunjukkan bahasa anda. Jurubahasa akan dihubungi. Jurubahasa akan disediakan tanpa anda dikenakan bayaran. |
| Mien | Mein Nuqy longc meih nyei waac fngx. Ninh mbuo porv waac mieh oix zuq heuc daaih lox meih. Ninh mbuo porv waac mieh tengx nyei jiauv louc yaac baec; thenx malv zuq; cuotv zinh nyaanh faan-liuc. |
| Mongolian | Монгол Танай хэлээ заа. Орчуулагч дуудагдана. Орчуулагчийн тусламж танд үнэгүй байх болно. |
| Thai | ไทย ช่วยชี้ภาษาที่ท่านพูด แล้วเราจะจัดหาคนให้ท่าน การใช้สามไมคองเสียบคำใช้จาม |
| Vietnamese | Tiếng Việt Hãy chỉ vào ngôn ngữ của quý vị. Một thông dịch viên sẽ được gọi đến, quý vị sẽ không phải trả tiền cho thông dịch viên. |



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