



2024 Title VI Program and Language Assistance Plan



Adopted by the TAMC Board of Directors: December 2024

Transportation Agency for Monterey County

Attn: Title VI Program

55-B Plaza Circle

Salinas, CA 93901-2902

(831) 775-0903

info@tamcmonterey.org | www.TAMCMonterey.org

Acknowledgements

The following individuals assisted with the preparation of this Title VI Program and Language Assistance Plan:

Transportation Agency for Monterey County:

Aaron Hernandez, Transportation Planner

Ariana Green, Principal Transportation Planner

Theresa Wright, Community Outreach Coordinator

Christina Watson, Director of Planning

Todd Muck, Executive Director

Monterey-Salinas Transit:

Deanna Smith, Civil Rights Officer/Title VI Coordinator

Michelle Overmeyer, Director of Planning and Innovation

Association of Monterey Bay Area Governments

Regina Valentine, Senior Planner

Heather Adamson, Director of Planning

The following Committees assisted with the preparation of this Title VI Program and Language Assistance Plan:

Monterey-Salinas Transit Mobility Advisory Committee

TAMC Bicycle and Pedestrian Facilities Advisory Committee

TAMC Technical Advisory Committee

Measure X Citizens Oversight Committee

Contents

Acknowledgements.....	2
Executive Summary.....	4
I. Introduction	4
Title VI and Limited English Proficiency	4
Background	5
Transportation Agency Governance	5
TAMC Regional Population	6
II. Title VI Policy Statement	8
III. Title VI Program	8
Title VI Program Statement	8
General Reporting Requirements	9
Title VI Facilities Equity Analysis	11
IV. Public Participation Plan	12
Outreach Requirements and Activities	12
Summary of Outreach Efforts	13
Outreach Methods to Engage Minority and LEP Populations	14
Reaching LEP Populations	14
Membership of Non-Elected Committees and Councils.....	15
V. Language Assistance Plan	17
Plan Purpose	17
Translation of Vital Documents and Safe Harbor Provision.....	18
Four Factor Analysis.....	19
Language Assistance Plan Implementation	26
Identifying the Need for Language Assistance.....	26
Monitoring and Updating the Language Assistance Plan	26
Providing Language Assistance to LEP Persons.....	26
Staff Training.....	27
Appendix A – Notice to the Public	27
Appendix B – Title VI Complaint Process	30
Appendix C – Title VI Complaint Forms.....	33
Appendix D – Title VI Complaints to-Date	39
Appendix E – Maps of Limited English Proficiency in Monterey County	40
Appendix F – Language Line Identification Card.....	46
Appendix G – Title VI Program and Language Assistance Plan Staff Training Form	47

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 or the Transportation Agency) 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 the California Department of Transportation (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 Transportation 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.

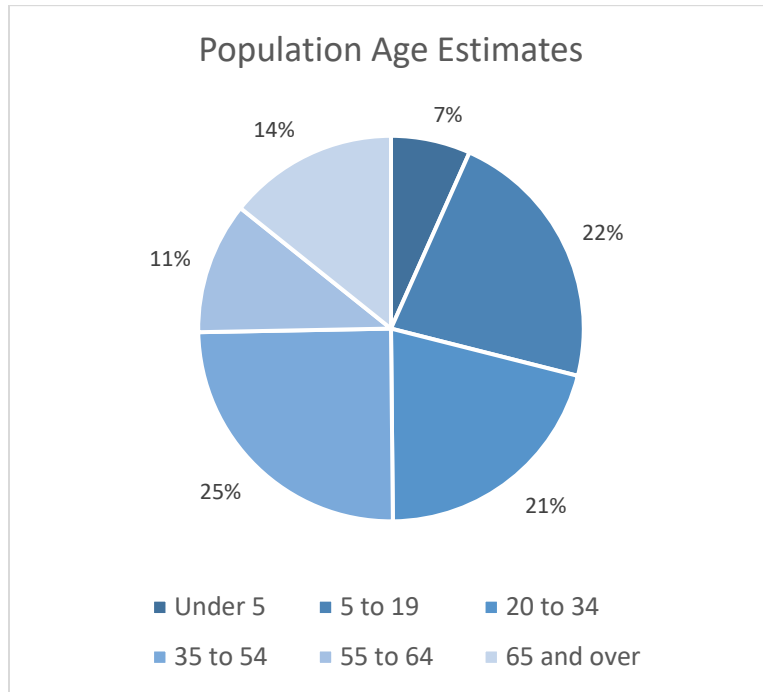
Table 1: Transportation Agency Membership

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 Air Resources 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 2022 American Community Survey (5-year estimates), Monterey County demographics estimate the total population of 437,609 to be 51 percent male and 49 percent female with a median age of 35.1 years old (**Figure 1**). The County’s population is 59.9% Hispanic or Latino, with 49.8% of the population identifying as white alone and 39.9% identify as “some other race,” 5.9% Asian and 2.2% black or African American (**Table 2**).

Figure 1: Monterey County Population Estimates by Sex and Age



Source: 2022 American Community Survey 5-Year Estimates (Table DP05)

Table 2: Monterey County Population Estimates by Race and Ethnicity

Race/Ethnicity	Monterey County 2018-2022 Estimates
Hispanic or Latino (Any race)	59.9%
White or Caucasian	49.8%
Black or African-American	2.2%
American Indian or Alaskan Native	0.8%
Asian	5.9%
Native Hawaiian and Other Pacific Islander	0.5%
Some other race	39.9%
Two or more races	10.9%

Source: 2022 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, and Tagalog. 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 the Transportation 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 Transportation 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 United States Department of Transportation (US 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 the US 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 Caltrans.

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 Caltrans. The effective date will be December 4, 2024 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, 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 US 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, US 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 3 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 US 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 twenty-two years. TAMC is currently evaluating the relocation of the current operations location due to the pending expiration of the lease at the current premises. A location that is geographically centralized in Monterey County is an evaluator that TAMC is considering to provide the most access for the Board of Directors, Committees, and the public.

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 AMBAG to prepare the *2023 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; and
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 Transportation 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, 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 are available for review at the office. Agendas are 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, at the TAMC office, as well as on its website.
- Conduct year-round outreach 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 the 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.
- TAMC holds project and planning related 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 Blue Zones Project events.
- 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 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 exceed the required Safe Harbor Provision, 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 document translation is available through various services.
- Key Transportation Agency documents, such as the Measure X Annual Report, are available in Spanish and on TAMC's website.
- Tagalog translation and interpretation is offered with notice for the above outreach methods.
- 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 www.TAMCMonterey.org.

Reaching LEP Populations

This section includes more detailed discussion about how TAMC targets LEP communities via projects and programs.

Reaching LEP Population via hybrid meetings

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. All of TAMC's Brown Act meetings are held in a hybrid format, offering both in-person participation and Zoom for videoconferencing.

Reaching LEP Population via project outreach

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 staff bilingual in English and Spanish to provide information about how to safely walk and bicycle to school;
- Providing outreach and educational materials in 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; and
- 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 2024, TAMC completed the Participatory Budgeting phase of the Safe Routes to School Plan for the Salinas Valley cities, holding meetings primarily in Spanish with English interpretation in a hybrid format. Through the Safe Routes to School Program, TAMC continues to seek new and innovative techniques to reach the Indigenous population that speak Mixteco and Triqui that are prominent in the Salinas Valley and in North Monterey County.

Membership of Non-Elected Committees and Councils

TAMC strives to appoint a 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 persons with disabilities, 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; and
- Consolidated transportation service agency provider.

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 Monterey-Salinas Transit.

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 as 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 also 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 Transportation 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.
- **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			
American Indian or Alaska Native				
Asian-American			1	
Hispanic or Latino/a	2	2	1	3
White	4	5	1	6
Two or More Races				
Other/No Response	17	26	9	26
Total Membership	24	33	12	35

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 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 US 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 US 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 5 years and older of 408,407 is 20,420. As demonstrated in **Table 6**, Spanish is one of the languages that falls outside of the Safe Harbor Provision of over 5% of the population. Tagalog and 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 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; and
- Offer translation services online: the Google Translator widget is operational on all Transportation Agency websites.

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);
- Public notices related to public meetings, hearings and projects, based on project location;
- TAMC Annual Report and Measure X Audit Report; and
- 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 based on the geographic location of projects. For example, most Tagalog communities are in Salinas, Marina, and Seaside. Translation and interpretation in Tagalog will also be provided upon request with notice.

Four Factor Analysis

As required by the US 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 be 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 4** and **Table 5** display the total number of persons by jurisdiction and language group in Monterey County on 2018-2022 ACS data, and **Appendix E** demonstrates the geographic location of LEP persons. **Table 6** displays the languages of LEP persons for Monterey County. Similarly, **Table 7** displays the Safe Harbor Threshold LEP language population estimates by Monterey County jurisdictions.

Limited English Proficiency Persons for the Population 5 Years and Over

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	32	0	0	13	0	0	0	0	0	0	0	0
Del Rey Oaks	4	0	5	4	7	7	12	0	6	2	0	0
Gonzales	2,493	0	0	0	10	0	0	0	31	0	0	0
Greenfield	6,957	0	0	0	0	10	0	0	0	0	22	252
King City	5,286	0	0	0	67	0	0	0	96	0	14	41
Marina	1,611	21	12	47	190	334	59	232	326	139	0	0
Monterey	1222	0	0	153	452	31	121	11	45	51	122	0
Pacific Grove	121	6	0	0	142	38	5	17	24	26	50	4
Salinas	50,169	0	44	89	213	130	310	99	928	490	133	94
Sand City	40	0	0	0	0	0	0	0	0	0	0	0
Seaside	5,059	61	9	24	188	47	83	107	480	279	11	0
Soledad	6,897	0	0	0	9	4	64	50	16	32	0	0
Monterey County	94,789	108	80	402	1,581	710	821	525	2,217	1,358	445	578

Source: U.S. Census American Community Survey, Table C16001, 2022 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	45	3,185	1.41%
Del Rey Oaks	47	1,543	3.05%
Gonzales	2,534	7,852	32.27%
Greenfield	7,241	16,899	42.85%
King City	5,504	11,954	46.04%
Marina	2,971	20,979	14.16%
Monterey	2,208	28,369	7.78%
Pacific Grove	433	14,553	2.98%
Salinas	52,699	149,517	35.25%
Sand City	40	305	13.11%
Seaside	6,348	30,462	20.84%
Soledad	7,072	23,762	29.76%
Monterey County	103,614	408,407	25.37%

Source: U.S. Census American Community Survey, Table C16001, 2022 ACS 5-Year Estimates

Of the total population in Monterey County aged five years and over who speaks a language other than English, 103,614 individuals speak English less than very well. This number represents TAMC’s LEP population and is 25.4% of the total population of 5 years and older, 408,407.

Safe Harbor Threshold

The most prevalent non-English language spoken in Monterey County is Spanish (94,789 LEP persons), and these LEP speakers account for 23.2% of the total population. Tagalog LEP speakers (2,237 LEP persons) account for 0.5% of TAMC’s total population. These two language groups represent TAMC’s Safe Harbor languages. It is possible that in the next Language Assistance Plan update, Chinese, Korean, or Vietnamese might qualify as Safe Harbor Languages. **Table 6** and **Table 7** 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	408,407	103,614	25.4%	
Spanish or Spanish Creole		94,789	23.2%	91.5%
Tagalog (incl. Filipino)		2,217	0.5%	2.1%
Chinese		821	0.2%	0.8%
Korean		710	0.2%	0.7%
Vietnamese		525	0.1%	0.5%
Arabic		445	0.1%	0.4%
Russian, Polish or Slavic		402	0.1%	0.4%
French, Haitian, Cajun		108	0.03%	0.1%
German		80	0.02%	0.1%
Other Asian & Pacific Islander languages*		1,358	0.3%	1.3%
Other Indo-European languages*		1,581	0.4%	1.5%
Other		578	0.1%	0.6%
Total		103,614	25.4%	100%

Source: U.S. Census American Community Survey Table C16001, 2022 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	Total LEP Population
Carmel-by-the-Sea	32	0	60
Del Rey Oaks	4	6	42
Gonzales	2,493	31	2,730
Greenfield	6,957	0	7,366
King City	5,286	96	6,482
Marina	1,611	326	3,400
Monterey	1222	45	1,945
Pacific Grove	121	24	568
Salinas	50,169	928	54,072
Sand City	40	0	38
Seaside	5,059	480	6,664
Soledad	6,897	16	6,741
Total Monterey County (including unincorporated)	94,789	2,217	103,614

Source: U.S. Census American Community Survey Table C16001, 2022 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 2023-24 school year, 34.94% of the student population are English learners (**Table 9**).

Table 8: Monterey County English Language Learner Populations

Category	Figure
Total Monterey County School Population	72,872
Total English Learner Population	25,461
Total Number of Languages Spoken	55
Percentage of English Language Learners in Monterey County Student Population	34.94%

Source: California Department of Education, English Learners by Age and Grade 2023-24

TAMC also reviewed the 2023-24 CDE enrollment data, which breaks down the total number of English learner students by their primary language (**Table 9**). Although Mixteco, other non-English languages (presumably Triqui), and Arabic are identified

among the top six English learner languages, none 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	23,767
Mixteco	732
Other non-English languages	379
Arabic	155
Filipino (Pilipino or Tagalog)	89
Vietnamese	45
Korean	28
All Other Languages	266

Source: California Department of Education, *English Learners by Age and Grade 2023-24*

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 experience with LEP individuals has been primarily with Spanish language speakers.

TAMC has assessed the frequency in which staff has had, 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 with agency staff engaging directly with community members in their neighborhoods, which often includes hosting those engagements in Spanish, which is the dominant language in the community. Any written materials produced for those engagements are printed in Spanish and English. Other methods of outreach include using the network of our Board members and their engagement platforms which include planned events, newsletters, and their social media accounts. Interactions with LEP persons also occur when people visit the TAMC office, make phone calls, visit the website, engage via social media, or submit 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 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.

When needed or requested, an interpreter is used at various public meetings in which a large group of LEP persons are anticipated. These interpretation services are generally provided by Language Line Services on a contract basis, Services are provided by the Monterey County Health Department and other translation services when they are partnered with the Transportation Agency on a particular project.

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 with 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 LEP populations. 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 the 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**); and
- 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 2024 Title VI Program timeframe (2024-2027), 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 utilizes 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; and
- 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

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

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.				

Transportation Agency for Monterey County
Title VI Program and Language Assistance Plan: 2024-2027

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.				

Transportation Agency for Monterey County
Title VI Program and Language Assistance Plan: 2024-2027

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.				

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

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.

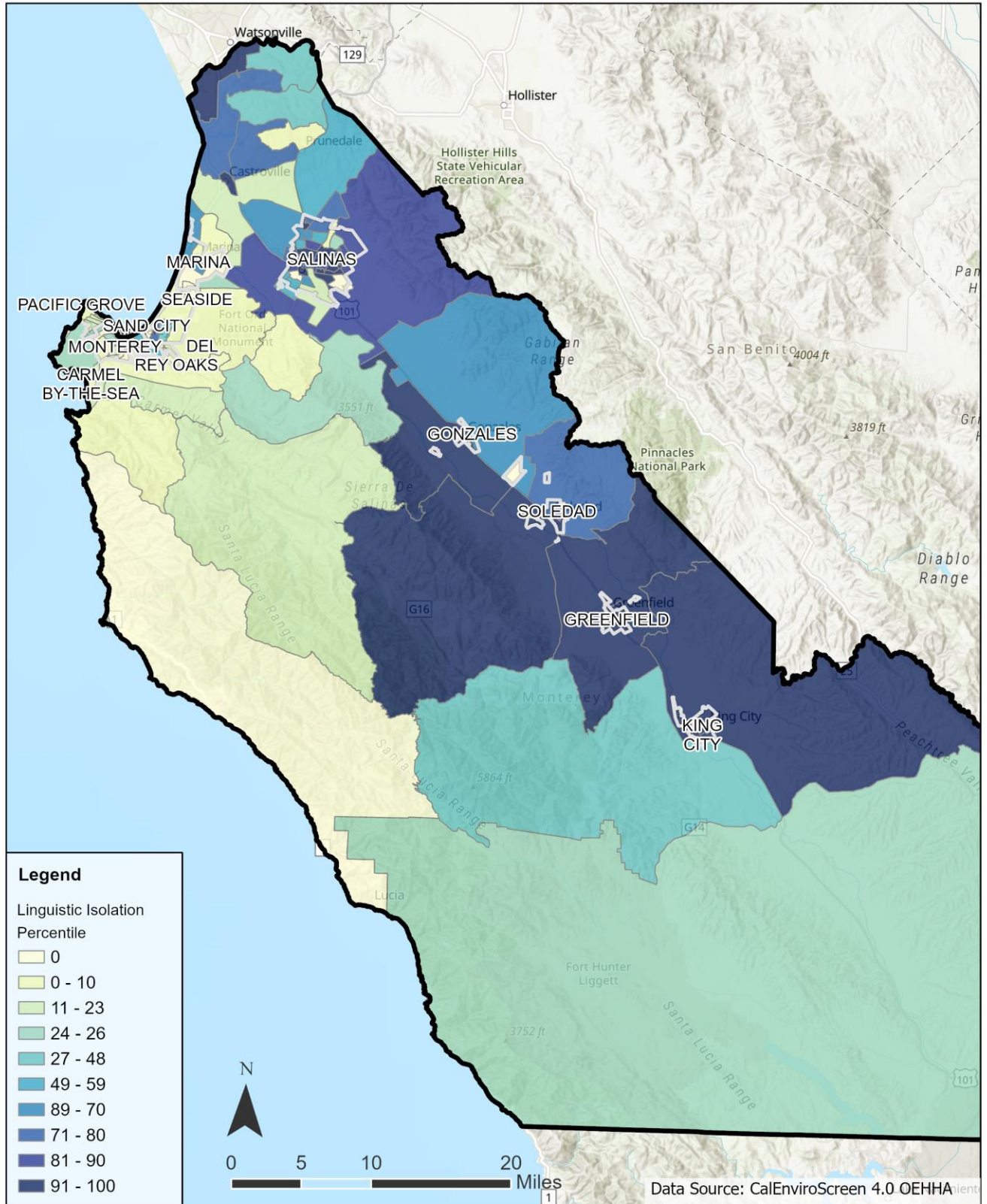
Appendix E – Maps of Limited English Proficiency in Monterey County

The maps on the following pages show the location of LEP populations by Census Tracts in Monterey County using Census American Community Survey 2015-2019 data, analyzed by the CalEnviroScreen 4.0 Linguistic Isolation maps:

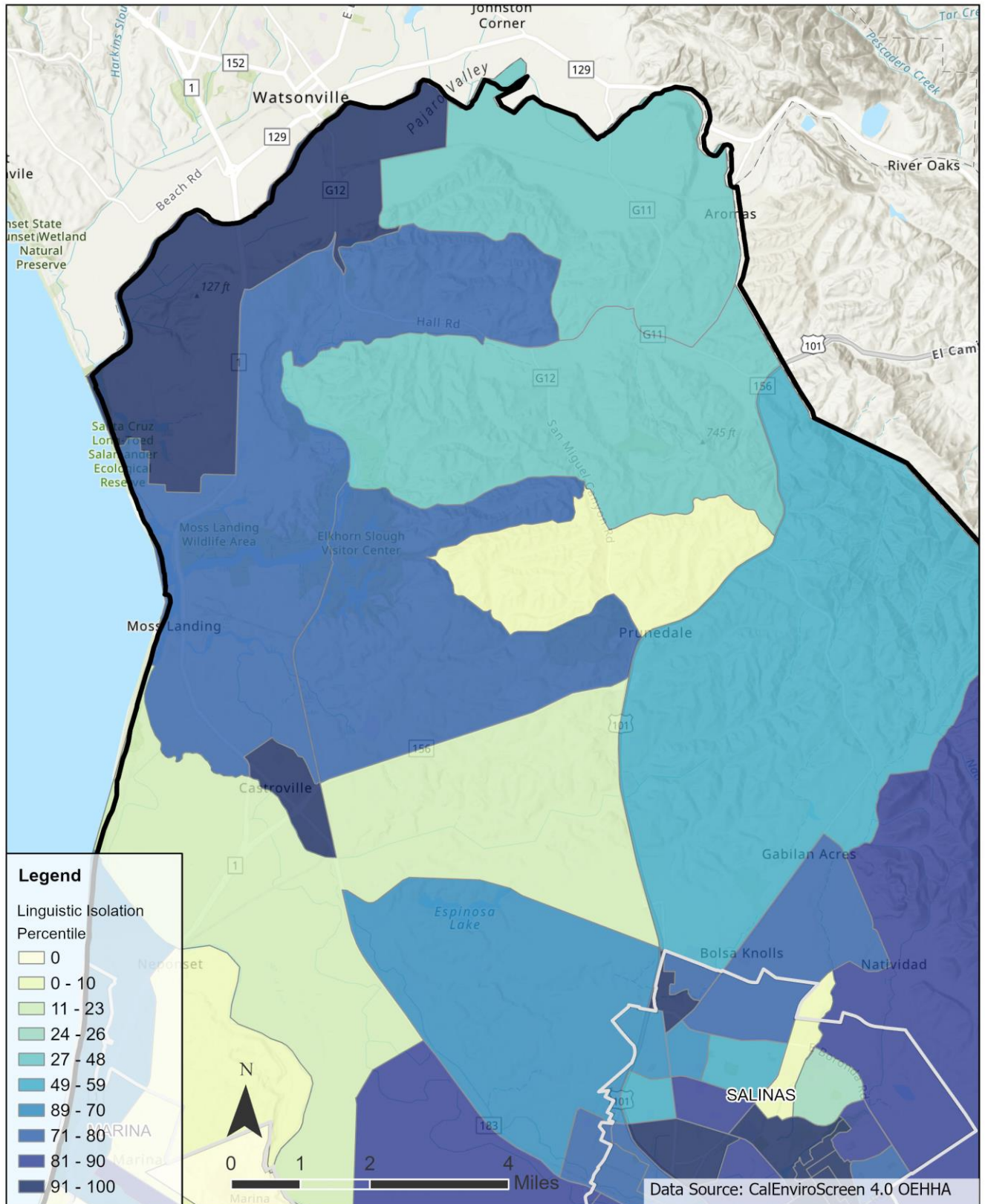
<https://oehha.ca.gov/calenviroscreen/indicator/linguistic-isolation>

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

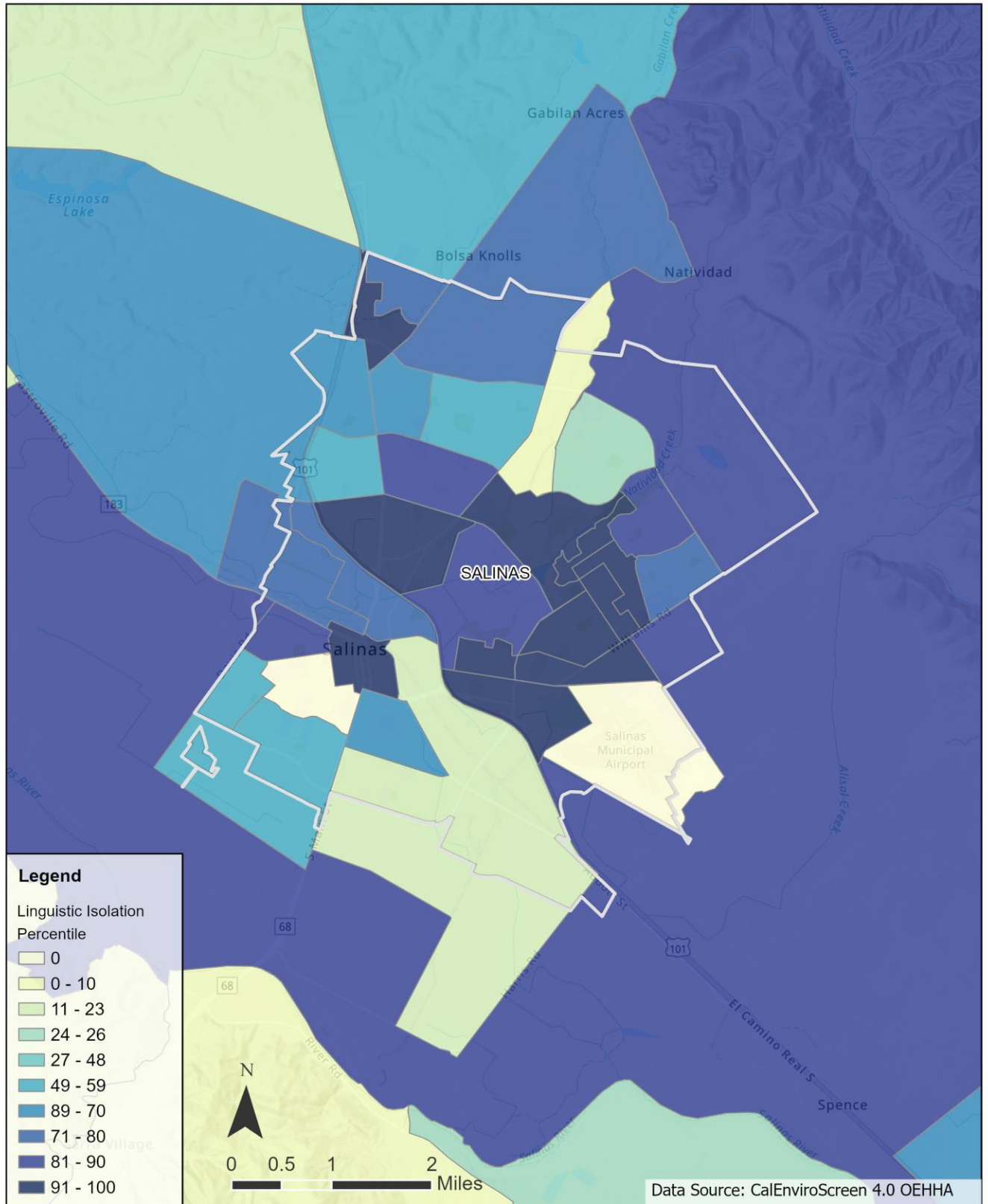
Monterey County: Linguistic Isolation by Census Tract



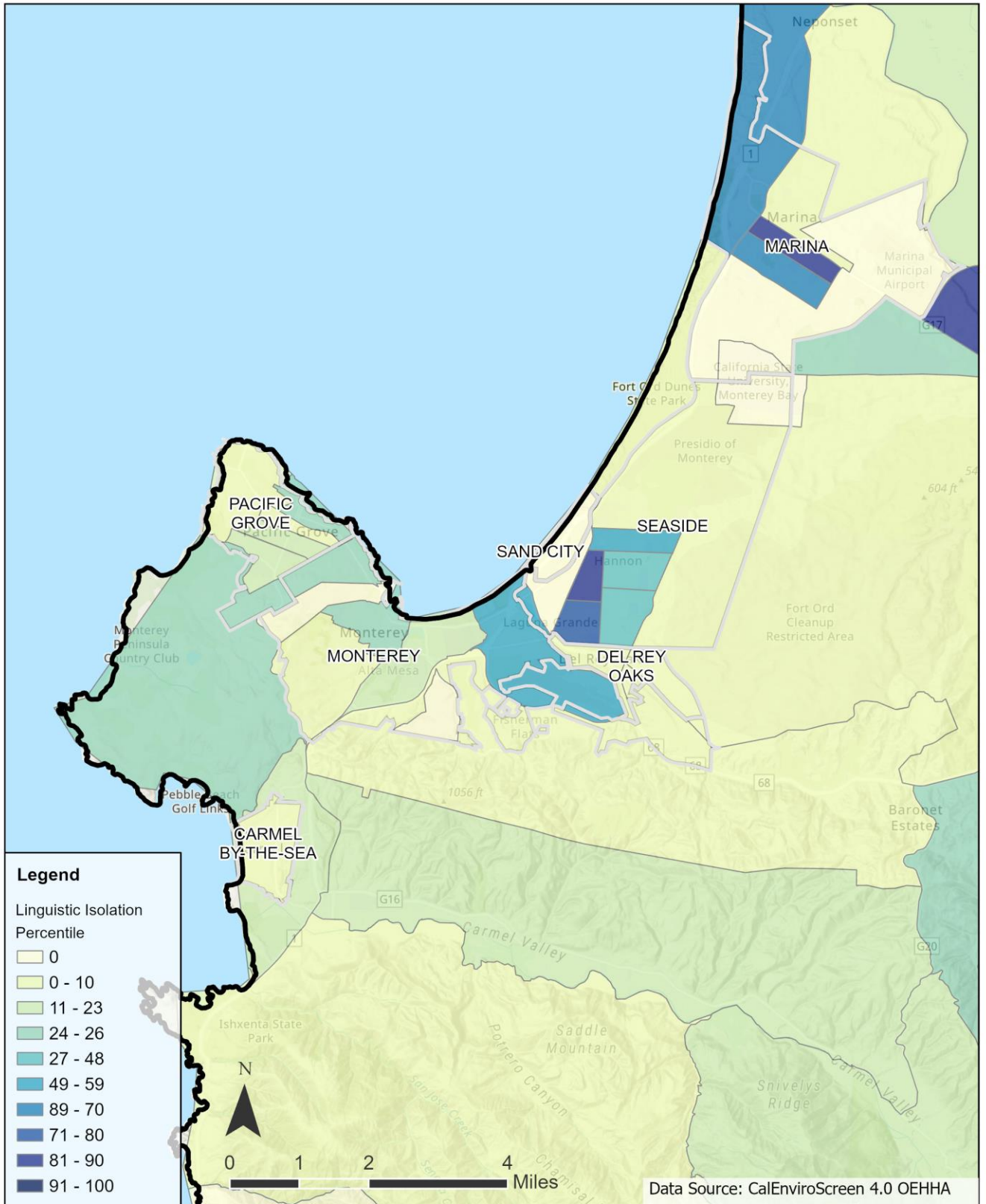
North Monterey County: Linguistic Isolation by Census Tract



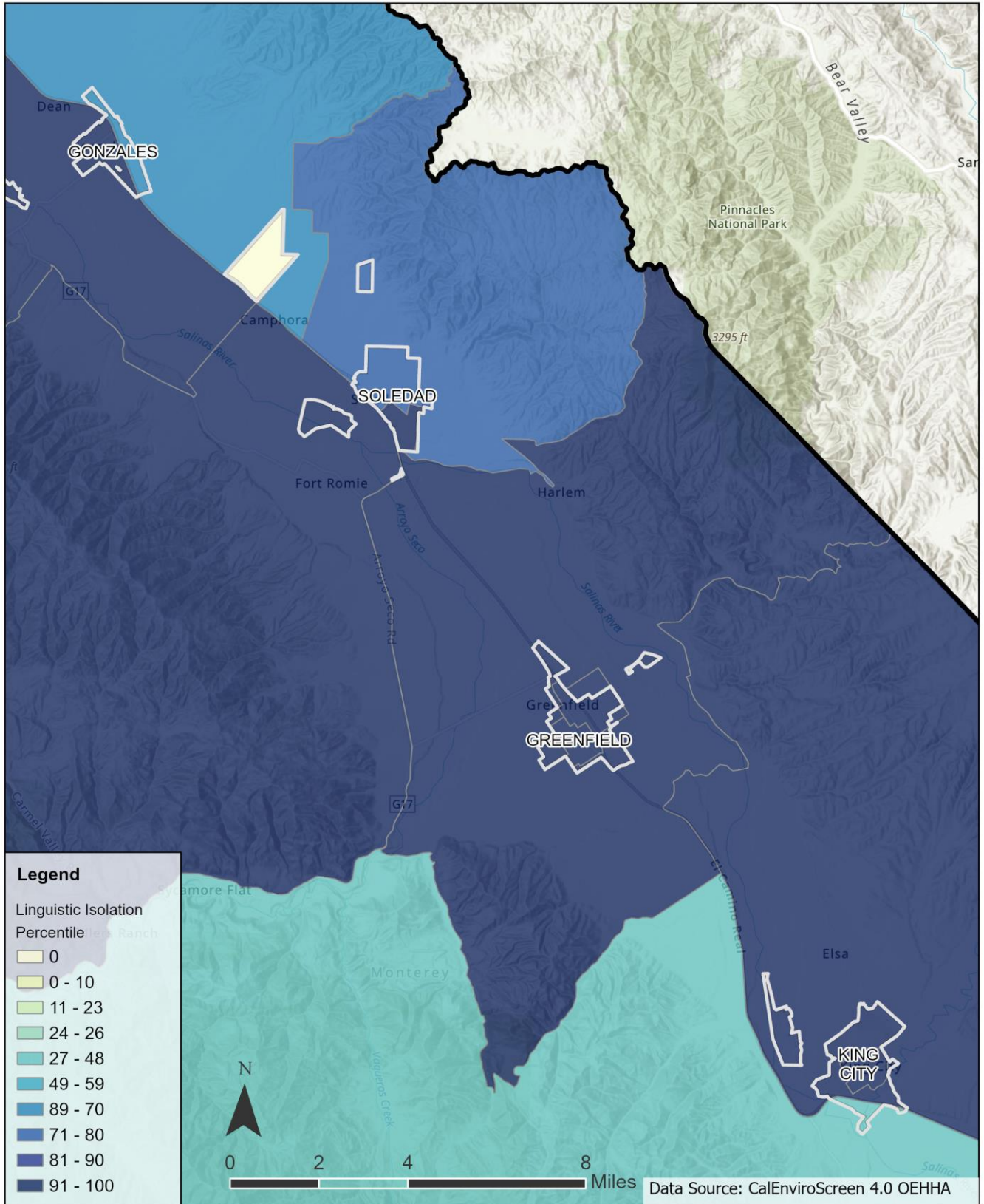
Salinas Area: Linguistic Isolation by Census Tract



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. Public 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