



# TITLE VI PROGRAM

City of Monterey  
580 Pacific Street  
Monterey, CA 93940  
831-646-3750  
[www.monterey.org](http://www.monterey.org)

**Table of Contents**

Title VI of the Civil Rights Act of 1964 ..... 1

City of Monterey Equal Opportunity and Non-Discrimination Policy ..... 1

I. Summary ..... 1

II. Introduction ..... 2

    Title VI and Related Authorities ..... 2

    Limited English Proficiency..... 2

    City Governance..... 3

III. Title VI Program..... 3

    Title VI Statement ..... 3

    Title VI Coordinator..... 3

    Title VI Requirements..... 4

        A. Notice of Rights..... 4

        B. Complaint Procedures..... 4

        C. Public Participation Plan..... 6

        D. Environmental Justice..... 8

IV. Language Assistance Plan..... 8

- Appendix A** - Notice to the Public
- Appendix B** - Complaint Form
- Appendix C** - Title VI Complaint Procedure
- Appendix D** – Tracking of Title VI Complaints
- Appendix E** - Maps of Limited English Proficiency in the City of Monterey
- Appendix F** – Language Line Identification Card
- Appendix G** – Title VI Program and Language Assistance Plan Staff Training Form

## Title VI of the Civil Rights Act of 1964

“No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.” Title VI of the Civil Rights Act of 1964; 42 U.S.C. § 2000d, et seq.

### City of Monterey Equal Opportunity and Nondiscrimination Policy

The City of Monterey is committed to providing equal opportunities to all employees, applicants, residents, customers, and persons doing business with the City and will ensure that people may participate in, enjoy the benefits of, and be free from discrimination under any program or activity it administers without regard to any protected status, including:

- Age
- Ancestry
- Color
- Gender
- Gender Expression
- Gender Identify
- Genetic Information
- Marital Status
- Medical Condition
- Mental Disability
- Military and Veteran Status
- National Origin
- Physical Disability
- Sex (includes pregnancy, childbirth, breastfeeding and/or medical conditions)
- Sexual Orientation

#### I. Summary

The City of Monterey’s mission is to excel at providing quality services for the benefit of all residents while developing, maintaining, and enhancing the resources of the area.

Title VI of the Civil Rights Act of 1964 (Title VI) is a federal law that requires no person in the United States on the grounds of race, color, or national origin, be excluded from, be denied the benefits or be subjected to discrimination under any program or activity receiving federal financial assistance. The Federal-Aid Highway Act of 1973 added the requirement that there be no discrimination on the basis of sex. Title VI applies to recipients and sub-recipients of federal financial assistance. The Civil Rights Restoration Act of 1987 makes clear that pursuant to Title VI discrimination is prohibited throughout any department of a local agency that accepts Federal financial assistance.

The City of Monterey periodically receives federal funding from the Federal Highway Administration (FHWA) and other federal program funding. As a recipient of such federal aid, the City is required to comply with Title VI and the related Department of Transportation

regulations (Title 49 CFR Part 21).

The following Title VI Program and Language Assistance Plan was developed to guide the City of Monterey in its administration and management of Title VI related activities.

## II. Introduction

### Title VI and Related Authorities

**Title VI of the Civil Rights Act of 1964** 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.”

**Section 162(a) of the Federal-Aid Highway Act of 1973** (Section 324, Title 23 U.S.C.) added the requirement that there be no discrimination on the grounds of sex.

**The Civil Rights Restoration Act of 1987**, P.L. 100-209, provides clarification of the original intent of Congress in Title VI of the 1964 Civil Rights Act, Title IX of the Educational Amendments Act of 1972, the Age Discrimination Act of 1975, and Section 504 of the Rehabilitation Act of 1973.

**Executive Order 12898** (issued February 11, 1994) addresses Environmental Justice regarding minority and low-income populations. Agencies must develop strategies to address disproportionately high and adverse human health or environmental effects of their programs on minority and low-income populations; promote nondiscrimination in federal programs substantially affecting human health and the environment; and provide minority and low income communities access to public information and an opportunity for public participation in matters relating to human health or the environment.

**Executive Order 13166** (issued August 16, 2000) improves access to services for persons with limited English proficiency. Agencies are directed to evaluate services provided and implement a system that ensures that Limited English Proficiency (LEP) persons are able to meaningfully access the services provided, consistent with, and without unduly burdening the fundamental mission of the local agency. Agencies are directed to ensure that recipients of federal financial assistance provide meaningful access to programs, services and information to their LEP applicants and beneficiaries free of charge. Language barriers have the potential of prohibiting LEP persons from:

- Obtaining services and information relating to transportation services, programs and projects.
- Taking advantage of the transit system, which could affect their jobs and social opportunities.
- Understanding the benefits to which they are entitled when their home or business is acquired through eminent domain.

### Limited English Proficiency (LEP)

Limited English Proficient 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.

LEP person 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.

## City Governance

The City is governed by an elected Council of five members. The City is a full service city with over 400 employees and ten departments.

## III. Title VI Program

### Title VI Statement

The City of Monterey, under Title VI of the Civil Rights Act of 1964, is committed to operating its programs, activities, and services in such a way that no person shall be excluded from the equal distribution of its services and amenities based on their race, color, national origin, sex, disability, or age. The City has developed a notice to the public informing them of their rights under Title VI. Appendix A includes the Title VI Notice to the Public. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the City of Monterey, Caltrans and/or Federal Highway Administration. The City's complaint process and complaint forms are included in Appendix B.

The City's objective is to:

- Ensure that the level of quality of programs, projects and services are provided without regard to race, color, national origin, sex, disability or age;
- Promote the full and fair participation of all affected populations in 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 City is committed to complying with Title VI requirements for all programs and services delivered to the public. The Title VI Program (Program) serves as a guide and reflection of the City's commitment to preserving the civil rights for all individual and group benefactors of City programs and services.

### Title VI Coordinator

The City's one primary Title VI Coordinator, the Assistant City Manager, is responsible for the overall Title VI Program. The Title VI Coordinator provides guidance and technical assistance on Title VI matters and has overall program responsibility for preparing reports and developing program procedures. Additional assistance is provided by the Human Resources Director (e.g., personnel and job applicant issues) and Public Works Director (e.g., transportation and infrastructure projects). The Title VI Coordinator responsibilities include:

- a. Promptly processing and resolving Title VI complaints;
- b. Collecting demographic data (race, color, national origin) of participants in and beneficiaries of the City's Federal-aid programs, activities, and services;
- c. Promptly resolving areas of deficiency;

- d. Conducting periodic Title VI audits;
- e. Ensuring that Title VI requirements are included in policy directives and that the procedures used have built-in safeguards to prevent discrimination;
- f. Coordinating the development and implementation of staff training regarding the City's Title VI program; and
- g. Developing and coordinating Title VI information for public dissemination, including where appropriate in languages other than English.

## Title VI Requirements

To meet the general requirements of Title VI, the City utilizes the following procedures:

- a. Posting Title VI notifications at public counters, Internet, etc.
- b. Publishing brochures
- c. Address and filing Title VI discrimination complaints
- d. Training staff on Title VI law and requirements
- e. Providing access to LEP populations
- f. Providing information and outreach to ensure Disadvantaged Business Enterprise (DBE) involvement
- g. Providing contract opportunities to minority businesses
- h. Meeting environmental justice regulations
- i. Adhering to service standards
- j. Including FHWA Form 1273 in all Federal Aid Contracts

### A. Notice of Rights

City of Monterey will display the "Notice of Rights" (Appendix A) for public view at various City facilities with customer service counters and on the public website. The notice states that the City will comply with Title VI and ensures that no person on the grounds of color, race national origin, sex, disability or age will be excluded from the participation in, be denied the benefits of, or be otherwise subjected to discrimination under any of our programs, activities, or services. The Notice is provided in English and Spanish.

### B. Complaint Procedures

Any person who believes she or he has been discriminated against on the basis of race, color, national origin, sex, disability or age by the City of Monterey (hereinafter referred to as "the City") may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form. The City investigates complaints received no more than 180 days after the alleged incident. The City will process complaints that are complete.

Once the complaint is received, the City will review it to determine if our City has jurisdiction. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by the City.

The City has 14 days to investigate the complaint. If more information is needed to resolve the case, the City may contact the complainant. The complainant has 10 business days from the date of the letter to send requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within 10 business days, the City can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

After the investigator reviews the complaint, she/he will issue one of two letters to the complainant: a closure letter or a letter of finding (LOF). A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed. An LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member, or other action will occur. If the complainant wishes to appeal the decision, she/he has 15 days after the date of the letter or the LOF to do so.

A person may also file a complaint directly with the Federal Highway Administration.

### C. Public Participation Plan

The City is committed to ensuring that projects, programs, and services delivered by the City are sensitive to the various demographic backgrounds within the City. The City Public Participation Plan (PPP) is for use by the City to promote public involvement in the planning and decision-making process of projects, programs, and services.

As a recipient of Federal funding, the City is required to adhere to Title VI of the Civil Rights Act of 1964 and to integrate the PPP into its Title VI Program. This plan provides guidelines for involving the public to ensure that all groups are represented and their needs considered. The City is committed to ensuring it serves the residents and businesses of the City fairly, consistently, and in the most cost-efficient and appropriate manner within available resources.

#### Goals and Objectives

The goal of the City's PPP is to offer a variety of opportunities for the public to engage in planning and decision-making activities. To meet this goal, the objectives of the PPP are as follows:

- To determine what non-English languages and/or other barriers may exist to public participation within the City service area.
- To provide a general notification of meetings for public input, in a manner that is understandable to all populations in the service area.
- To hold meetings in locations that are accessible and reasonably welcoming to all area residents, including, but not limited to minority, Limited English Proficiency (LEP), and low-income members of the public.
- To utilize a variety of communication methods to capture public input from populations that are not likely to attend or engage in public meetings.

#### Stakeholders

##### Limited English Proficiency Populations

A LEP individual is someone with limited ability to read, write, speak, or comprehend English. Reasonable efforts will be made to engage LEP populations utilizing techniques, such as the development of public notices in appropriate non-English Languages that will provide contact information where individuals can be informed of the affected project or services to provide input and comments. In addition, non-profit organizations and other advocacy groups can be utilized to disseminate and provide insight into the needs of LEP populations.

##### Low-Income Populations

The City will identify low-income populations within the service area. The low-income threshold will be defined as households with a per capita income of 80 percent or less of the national average. Low-income populations in the City will be given reasonable opportunity to provide input on plans and programs to avoid disproportionate harm or lack of benefit.

#### Public Comment Process Offered by the City Council

The public has a right to express their opinion during the regular Council meetings held the first and third Tuesday of every month at 4 p.m. The meetings are held in the Council chambers at 580 Pacific Street, Monterey. Information about City Council is available on the City website at:

[www.monterey.org/City-Hall/City-Council](http://www.monterey.org/City-Hall/City-Council)

#### Outreach Efforts

Engaging minority and LEP populations can be challenging and the City will use multiple techniques to actively solicit policy input in the planning process for a project. The City will engage the community through the City's website, social media, and brochures placed at the library, community centers, public parks, and recreation areas within the communities. The City staff and/or a contracted non-English language interpreter are available upon request to attend community meetings to inform residents of the City's services and provide them an opportunity to express their input in a language they are comfortable communicating in upon request.

Appropriate techniques among the following will be used to inform, educate, and gain input from the public about the City's projects, services, or activities:

- Surveys or questionnaires - mail-in, online, telephone, personal interview
- Articles or press releases in the appropriate publications
- Timely consultation with advisory committees
- Distribution of informal reports, flyers, or brochures
- Informal presentations at community forums
- Information about meetings, public hearings, and special events on the City's website
- Direct mailings to those expressing interest in or commenting about certain topics
- General mailings with posters and flyers to area post offices and appropriate agencies, offices, and organizations for distribution to citizens

#### D. Environmental Justice

In accordance with Executive Order 12898 (Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations), the City will identify and address the environmental effects of programs, policies, and activities on minority and low-income populations. The City will consider demographic data into their project design and involve the public in the planning and development process to assess the environmental impacts of projects on the community. The public's input and data analysis enable the City to develop measures to mitigate any potential adverse effects on minority and low-income populations. The City is not required to conduct environmental justice analyses of projects where NEPA documentation is not required.

## IV. Language Assistance Plan

### Plan Purpose

The purpose of this Language Assistance Plan is to identify reasonable steps to provide language assistance for Limited English Proficiency (LEP) persons who seek meaningful access to City 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. The City of Monterey will ensure that individuals have meaningful access to its programs, activities, and services by developing and carrying out the Language Assistance Plan herein.

### Demographics

Monterey's population is approximately 27,810 persons. Of the total population in the City aged five years and older and who speaks a language other than English, 2,067 individuals speak English less than very well. This number represents Monterey's LEP population and represents slightly less than 8% of the total population.

#### **City of Monterey Limited English Proficiency Persons for the Population 5 Years and Over**

Languages	Persons
Spanish	1,136
Other – Indo European	460
Asian and Pacific Island	373
Other	98
Total LEP Population	2,067
Total Population 5 years and over	26,819
% of LEP Population	7.71%

Source: U.S. Census American Community Survey, Table S16101, 2012-2016 Estimates

Spanish is the most prevalent non-English language spoken in the City of Monterey.

### Analysis

To prepare the LEP Plan the City referenced the U.S. Department of Transportation's four-factor LEP analysis, which considers the following factors:

1. Number/proportion of LEP persons served or encountered in the eligible service population.

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 the City of Monterey, five percent of the general population is 1,390 persons. As demonstrated in the Table, all languages fall outside of the 5% threshold. Spanish speaking persons are the only group exceeding 1,000 persons.

2. The frequency with which LEP persons come into contact with City programs, activities and services.

The City's experience with LEP individuals has been primarily Spanish language speakers and very few people have requested translation services. Currently, there are multiple full time City employees that are compensated to provide bilingual services on an as-needed basis. They are available throughout the day during business hours. Upon request, the City will also provide these translation services at nighttime meetings and workshops. If City staff is not available to provide translation, the City also contracts with Language Line for instant translation services in multiple languages. The City's experience with requests for language services has been minimal.

### 3. Nature and importance of the program, activity, or service provided by City to LEP persons.

The City of Monterey receives Federal Aid for projects that enhance safety for motorists, pedestrians and bicyclists. The City of Monterey is a member jurisdiction of the Transportation Agency of Monterey County (TAMC). As such, TAMC prepares the following documents:

- Regional Transportation Plan
- Overall Work Program
- Bicycle and Pedestrian Master Plan
- Public Participation Plan

TAMC has a broad outreach effort including underserved and underrepresented community groups.

The City is also a member jurisdiction of the Association of Monterey Bay Area Governments (AMBAG) that serves as the Metropolitan Planning Organization (MPO). AMBAG has a comprehensive Title VI Program available. AMBAG is charged with developing and periodically updating a federal long range transportation plan and transportation improvement program for the region, as well as developing an annual Overall Work Program (OWP). These statutory requirements are satisfied throughout the development process of updating the Metropolitan Transportation Plan and Sustainable Communities Strategy (MTP/SCS), the Metropolitan Transportation Improvement Program (MTIP).

### 4. Resources available for LEP outreach

Bilingual City staff provides basic translation and interpretation. The City also contracts for language interpretive services as needed. The City also publishes some media notices in Spanish. The costs for marketing materials and translation of documents have not been quantified.

#### Identifying the Need for Language Assistance

The City will continue to monitor the language needs of the community. The City will do the following:

- Continue to monitor the languages and English proficiency encountered by staff
- Use Cal EnviroScreen's Linguistic Isolation maps to identify the 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 person's preferred language using the Language Line Language Identification Flashcard

## Training

The City will provide Title VI training to appropriate Staff. These trainings are offered at minimum every two years. Trainings will be offered online or through an instructor-led class. Additional resources are provided on the City's website to enhance the learning objectives. The following components will be covered to ensure compliance:

- Understanding the Title VI Policy and LEP responsibilities
- Language assistance that the City 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 Public

#### **Title VI Notice of Rights City of Monterey**

The City of Monterey operates its programs and services without regard to race, color, national origin, sex, disability, or age in accordance with Title VI of the Civil Rights Act of 1964. If you believe you have been subjected to discrimination as prohibited by Title VI, you may file a written complaint with the City or with Caltrans or the Federal Highway Administration. For more information or to obtain a copy of the City's Title VI complaint procedures and complaint form contact:

City of Monterey  
Attn: Title VI Coordinator  
580 Pacific Street, Monterey, CA 93940  
831-646-3750  
[www.monterey.org](http://www.monterey.org)

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

If information is needed in another language or an alternative format, please call 831-646-3935.

- Spanish: Si necesita servicios de traducción para otro lenguaje, aparte de Ingles, por favor llamar al 831-646-3935 para asistencia.

## Appendix A – Notice to the Public

### **Notificación Al Público De Los Derechos Bajo El Título VI Cuidad de Monterey**

Cuidad de Monterey opera sus programas y servicios sin distinción de raza, color, origen nacional, sexo, discapacidad, o edad 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 Cuidad de Monterey, Caltrans o a la Administración Federal de Carreteras (Federal Highway Administration). Para obtener más información o para obtener un formulario y el proceso de queja del Título VI comuníquese con Cuidad de Monterey:

City of Monterey  
Attn: Title VI Coordinator  
580 Pacific Street, Monterey, CA 93940  
831-646-3750  
[www.monterey.org](http://www.monterey.org)

Si la persona no puede llenar su queja, un representante puede hacerlo en su nombre, o un empleado de Cuidad de Monterey le puede ofrecer asistencia. Las quejas deben ser entregadas a no más tardar de 180 días del hecho que se alega. Si se necesita información en otro idioma, contacte al 831-646-3935.

**Appendix B- Complaint Forms**

English Complaint Form

<b>Section I</b>				
Name:				
Address:				
Telephone (Home/Cell):		Telephone (Work):		
Email:				
Do you require an accessible format?	Large Print		Audio Tape	
	TTY/TDD		Other	
<b>Section II</b>				
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?				
Please explain why you are filing for this person:				
<b>Section III</b>				
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 <input type="checkbox"/> sex <input type="checkbox"/> disability <input type="checkbox"/> age _____				
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.				
<b>Section IV</b>				
Have you previously filed a Title VI complaint with the City of Monterey?			Yes	No
Contact name:				
Telephone number:				
<b>Section V</b>				
Have you filed this complaint with any other federal, state or local agency or with any federal or state court?				
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

City of Monterey operates without regard to race, color or national origin.

If you need assistance completing this form, contact the City of Monterey at:  
646-3760 Email: \_\_\_\_\_

Please submit this form in person or by mail to:

City of Monterey  
Title VI Coordinator, Assistant City Manager  
580 Pacific Street  
Monterey, CA 93940

## Apéndice B

### Formulario de Queja Título 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 por tu parte?		Si	No	
Si la respuesta es "Si" para esta pregunta, ve a la Sección III.				
Si es "No", por favor escriba su nombre y su relación con la persona:				
Has obtenido permiso por parte de esta persona?		Si	No	
Por favor explique por qué habla por esta persona:				
Sección III				
Yo creo que la discriminación que yo experimenté fue basada en (marque todo lo que aplique): ( ) raza ( ) color ( ) origen nacional ( ) sexo ( ) incapacidad ( ) edad ( ) otro _____				
Fecha de la discriminación (mes, día, año):				
Explique lo más claro posible lo que ocurrió y por qué cree que usted fue discriminado (a). Si es posible, describa las personas, incluyendo nombres y datos de las personas que discriminaron en su contra y también nombres y datos de algunos testigos (si los hay).				
Sección IV				
¿Alguna vez usted ha llenado la queja Título VI con la Ciudad de Monterey?		Si	No	
Nombre:				
Numero de teléfono:				
Sección V				
¿Alguna vez ha llenado esta queja con alguna otra agencia federal, estatal o local o con alguna corte federal o estatal?				
Si es sí, marque lo que aplique:				
( ) Agencia Federal:		( ) Corte Federal:		
( ) Agencia Estatal:		( ) Corte del Estado:		
( ) Agencia Local:		( ) Corte Local:		
Por favor escriba los datos de las personas con las que usted habló en la agencia de arriba:				
Nombre:		Posición:		
Agencia:				
Dirección:				
Teléfono:				

Puede incluir cualquier otro material de información que usted crea que es importante para su queja. Su firma y fecha son requeridas aquí:

Firma

Fecha

Ciudad de Monterey opera sin fijarse en raza, color, lugar de origen, sexo, incapacidad, o edad.

Si necesita ayuda para llenar este formulario, llame a la Ciudad de Monterey al:  
646-3760 Email: \_\_\_\_\_

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

City of Monterey  
Title VI Coordinator, Assistant City Manager  
580 Pacific Street  
Monterey, CA 93940

## **Appendix C – Title VI Complaint Procedures**

Any person who believes she or he has been discriminated against on the basis of race, color, national origin, sex, disability or age by the City of Monterey (hereinafter referred to as “the City”) may file a Title VI complaint by completing and submitting the agency’s Title VI Complaint Form. The City investigates complaints received no more than 180 days after the alleged incident. The City will process complaints that are complete.

Once the complaint is received, the City will review it to determine if our City has jurisdiction. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by our City.

The City has 14 days to investigate the complaint. If more information is needed to resolve the case, the City may contact the complainant. The complainant has 10 business days from the date of the letter to send requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within 10 business days, the City can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

After the investigator reviews the complaint, she/he will issue one of two letters to the complainant: a closure letter or a letter of finding (LOF). A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed. An LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member, or other action will occur. If the complainant wishes to appeal the decision, she/he has 15 days after the date of the letter or the LOF to do so.

A person may also file a complaint directly with the Federal Highway Administration.

## Apéndice C – Procedimiento para quejas de Título VI

Cualquier persona que crea que él o ella ha sido discriminada en base a su raza, color, origen nacional, sexo, incapacidad, o edad por la Ciudad de Monterey (Ciudad) puede quejarse por medio de completar y presentar un formulario de queja de Título VI de la agencia. La Ciudad investiga las quejas que recibe dentro de 180 días a partir de la fecha del supuesto incidente. La Ciudad procesará los formularios de quejas que están completos.

Al recibir una queja, la Ciudad la revisará para determinar si la Ciudad puede actuar. El demandante recibirá una carta informándole si es que la queja será investigada por la Ciudad.

La Ciudad tiene 14 días para investigar la queja. En caso de que sea necesario solicitar información adicional, la Ciudad se comunicará con el demandante. El demandante tendrá 10 días hábiles a partir de la fecha de la carta para enviar la información solicitada al investigador. Si el investigador no es contactado por el demandante o no recibe la información adicional dentro de los 10 días hábiles, la Ciudad puede cerrar la investigación de forma administrativa. Una investigación también puede ser cerrada de forma administrativa si es que el demandante no desea continuar la investigación.

Después de que el investigador revise la queja, éste enviará una de dos cartas al demandante: una carta de clausura o una carta de descubrimientos (CDD). La carta de clausura resume las alegaciones y declara que no hubo una violación del Título VI y que la investigación se clausurará. Una CDD resume las alegaciones y las entrevistas acerca del supuesto incidente, y explica si acción disciplinaria, entrenamiento adicional para el empleado, u otra acción ocurrirá. Si el demandante desea apelar su decisión, éste tendrá 15 días después de la fecha de la carta o CDD para hacerlo.

Una persona también puede enviar una queja directamente a la Administración Federal de Autopistas.

## Appendix D – Tracking of Title VI Complaints

The City is required to prepare and maintain a list of any of the following that allege discrimination on the basis of race, color, national origin, sex, disability or age:

- Active investigations
- Lawsuits
- Complaints naming the City of Monterey

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

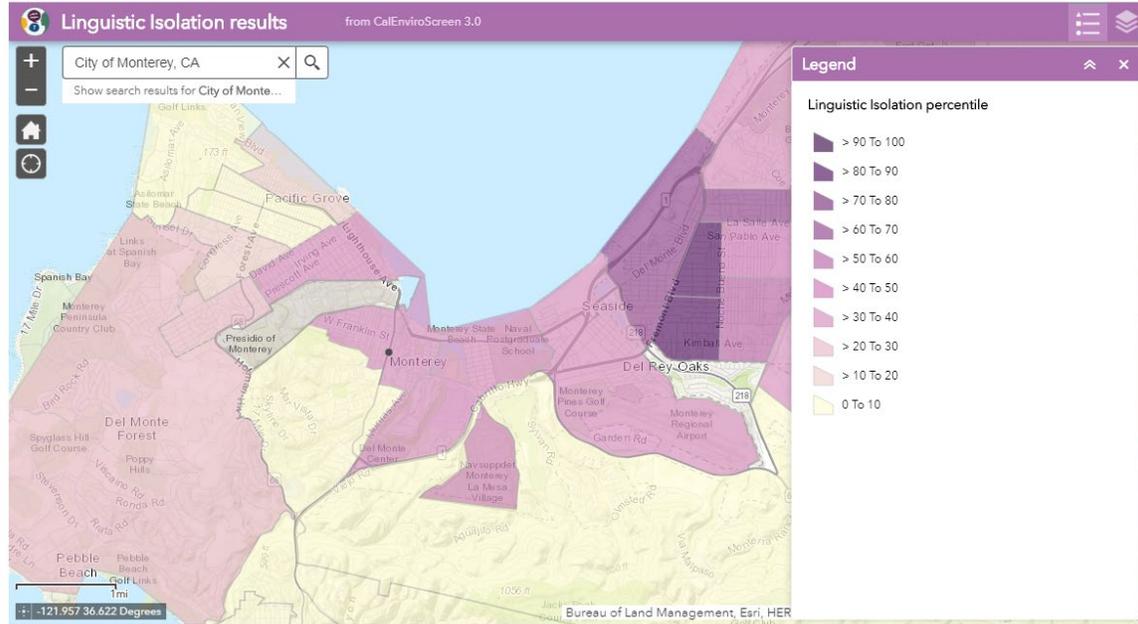
### Investigations, Lawsuits and Complaints

	<b>Date (Month, Day, Year)</b>	<b>Summary (Include basis of complaint: race, color, national origin)</b>	<b>Status</b>	<b>Actions Taken</b>
Complaints				
Investigations				
Lawsuits				

# Appendix E - Maps of Limited English Proficiency in the City of Monterey

## CalEnviroScreen 3.0 Linguistic Isolation Map

Click to open in a new window



# Appendix F – Language Line Identification Card

Language Line provides translation services in more than 240 languages and American Sign Language. The Language Identification Card will be made available at public meetings hosted by the City of Monterey.

## Telephone Interpreting Service Language Identification Card

Show the person the languages listed. The message underneath each language says:

English English  
Point to your language.  
An Interpreter will be called.

### EUROPE

<b>Albanian</b> Tregoni me gisht gjuhën që flitni. Do të gjejmë një përkthyes për ju.	Shqip
<b>Armenian</b> Ցոյց ստեղծ ո՞ր լեզուի լեզունը ևր խօսուք՝ ըրպէսզի թարգմանիչը մը կարգել տուիր.	Հայերեն
<b>Basque</b> Zeure izkuntza atzamarrazaz erakutzi. Fuzkeratzaiz bateri deituko deutasagu.	Euzkera
<b>Bulgarian</b> Посочете Вашия език. Ние ще извикаме преводач за Вас.	Български език
<b>Catalan</b> Assenyali amb el dit el seu idioma. Es trucarà a un intèrpret.	Català
<b>Croatian</b> Molim Vas, pokažite nam Vaš jezik. Zvat ćemo tumača za Vas.	Hrvatski
<b>Czech</b> Ukažte, který je váš jazyk. Zavoláme tlumočnicka.	Česky
<b>Danish</b> Peg på dit sprog. En tolk vil blive tilkaldt.	Dansk
<b>Dutch</b> Wijs uw taal aan. Wij zullen u een tolk geven.	Nederlands
<b>Estonian</b> Näidake oma emakeelele. Me muretseme teile tõlgi.	Eesti Keel
<b>Finnish</b> Osoittakaa teidän kieltenne. Tuukki kutsutaan auttamaan teitä.	Suomi
<b>French</b> Montrez-nous quelle langue vous parlez. Nous vous fournirons un/e interprète.	Français
<b>German</b> Zeigen Sie auf Ihre Sprache. Wir rufen einen Dolmetscher an.	Deutsch
<b>Greek</b> Δείξτε ποιά γλώσσα μιλάτε και θα ελθούμε ένας διερμηνέας.	Ελληνικά
<b>Hungarian</b> Válassza ki az ön által beszélt nyelvet. Kapcsoljuk a tolmácsot.	Magyar

### EUROPE

<b>Icelandic</b> Bentu á þitt tungumál. Það verður hringt í túlk.	Íslenska
<b>Italian</b> Faccia vedere qual è la sua lingua. Un interprete sarà chiamato.	Italiano
<b>Lithuanian</b> Parodyk tavo kalbamą kalbą. Vertėjas bus pakviestas.	Lietuvių Kalba
<b>Macedonian</b> Pосочете молим Ваš jezik. Ke vikame prevodilac Vas da doide.	Makedonski
<b>Norwegian</b> Pek på ditt språk. En tolk vil bli tilkalt.	Norsk
<b>Polish</b> Proszę wskazać na swój język ojczysty. Tłumacz zostanie poproszony do telefonu.	Polski
<b>Portuguese</b> Aponte seu idioma. Providenciaremos um intérprete.	Português
<b>Romanian</b> Indicați limba pe care o vorbiți. Veți fi pus în legătură cu un interpret.	Românește
<b>Russian</b> Укажи́те, на каком языке Вы говорите. Сейчас Вам вызовут переводчика.	Русский Язык
<b>Serbian</b> Молим Вас, покажите нам Ваш jezik. Зваћемо тумача за Вас.	Српски
<b>Slovak</b> Ukážte na vašu reč. Zavoláme tlumočnicka.	Slovensky
<b>Spanish</b> Señale su idioma. Se llamará a un intérprete.	Español
<b>Swedish</b> Peka ut Ert språk. En tolk kommer att tillkallas.	Svenska
<b>Ukrainian</b> Покажіть, якою мовою ви говорите. Зараз викличуть вам перекладача.	Українська Мова
<b>Yiddish</b> פּוּנען אָן אַ קוואַן אַרײַנצווייזן אַן אַרײַבערײַכער.	ייִדיש

### PACIFIC ISLANDS

<b>Akran</b> Ituro mo ro atong hambae. Magtawag kami et mag-interprete.	Akranon
<b>Fijian</b> Dusia na nomu vosa. Ena qai kacivi edua mi vakavaka dewa.	Kaiviti
<b>Ilocano</b> Itudom iti saom. Umayab kam iti interprete.	Ilokano
<b>Indonesian</b> Tunjukkan bahasamu. Jurubahasa akan disediakan.	Bahasa Indonesia
<b>Malay</b> Tunjukkan yang mana bahasa anda. Scorang jurubahasa akan diberitahu.	Bahasa Malaysia
<b>Samoa</b> Tusi lou 'a'ao i lau gagana. O le a vala'auina se tasi e fa'amatala 'upu mo 'oe.	Gagana Samoa
<b>Tagalog</b> Pakituro mo nga ang iyong wika. Magpapatawag ako ng interprete.	Tagalog
<b>Tongan</b> Tuhu kihe lea 'oku ke lea 'aki. 'E fetu'utaki kihe fakatonulea.	Tonga

### INDIA, PAKISTAN AND SOUTHWEST ASIA

<b>Bengali/Sylheti</b> জাপনি কোন ভাষায় কথা বলেন - জানান। জাপনার বোকার ছাড়া একজন অনুবাদক আসবে।	বাংলা
<b>Bhojpuri</b> किसके भाषा जानें? बताइए। किसके भाषा बताइए। एक हीतर अनुवादक आयेगा।	भोजपुरी
<b>Gujarati</b> તમારી ભાષા ઓળખાવી શકાવો. તમારા મુઠિ આખાંતર કરનાર પોલાવી અપાશે.	ગુજરાતી
<b>Hindi</b> अपनी भाषा इन्हो से दिखाइये। एकके लिए दुभाषिया बुलाया जायेगा।	हिन्दी
<b>Malayalam</b> നിങ്ങളുടെ മലയാളം എന്താണ്? ഒരു മലയാളം അനുഭാഷകനെ അയക്കാം.	മലയാളം
<b>Nepali</b> आफ्नो भाषा विचारनु होस्। सहाईको भाषा बोल्ने व्यक्ति कोलाई छ।	नेपाली
<b>Punjabi</b> ਆਪਣੀ ਭਾਸ਼ੀ ਦਿਖਾਓ ਠੀਕ ਦਿਖੋ। ਤੁਹਾਡੇ ਭਾਸ਼ੀ ਪੰਜਾਬੀ ਵਿੱਚ ਚਾਹੀ ਚੁੱਕਣ ਵਾਲਾ ਦੁਬਾਸ਼ੀਆਂ ਜਾਏਗਾ।	ਪੰਜਾਬੀ
<b>Sinhalese</b> ඔබේ භාෂාව පෙන්වන්න. ඔබේ භාෂාවට අනුරූපව පරිවර්තකයෙක් එවනු ඇත.	සිංහල
<b>Tamil</b> உங்கள் மொழியைக் காட்டுவதற்கு ஒரு தமிழகம் பேசும் மொழியாளரை அனுப்புவோம்.	தமிழ்
<b>Urdu</b> آپ کون سی زبان میں بات کرنا پسند کریں گی؟ آپ کی مدد کرنے کے لیے ہمیں کسی ترجمان کو بلا دیا جائے گا.	اُردو

For more information contact:  
LanguageLine Solutions  
25TH FLOOR, 40 BANK STREET  
CANARY WHARF • LONDON E14 5NR  
Telephone: 0800 169 2879  
Fax: 0800 783 2443  
Email: enquiries@languageline.co.uk  
Web: www.languageline.co.uk

PLEASE NOTE: We can not guarantee the availability of interpreters in all the languages listed on this card. LanguageLine Solutions interprets from English into more than 200 languages. We monitor our language requests continuously, adding or deleting languages based on customer needs.

©LanguageLine Solutions 2013





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

No person shall, on the grounds of race, color, national origin, sex, disability, or age be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.

Employees of the City of Monterey are expected to consider, respect, and observe this policy. Citizen questions or complaints shall be directed to the City of Monterey Title VI Coordinator.

I hereby acknowledge receipt of City of Monterey'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 of services delivered by the City of Monterey on the basis of race, color, or national origin, as protected by Title VI.

---

Signature

---

Print Name

---

Date