

MONITORING AND REPORTING TITLE VI DATA

For the Division of Aeronautics

The Title VI Coordinator for the Division of Aeronautics should conduct regular oversight of the Language Assistance Programs to ensure that Limited English Proficiency (LEP) persons can meaningfully access the division's programs and activities. It is also important that the Coordinator regularly monitors the division's Language Assistance Program by assessing the following:

- Current LEP demographics of the population that is affected by the Division's programs and activities; **this would include airport managers, airport personnel and occasionally employees of planning organizations and consultants.**
- Current communication needs of LEP communities; **this would include airport managers and airport personnel and occasionally employees of planning organizations.**
- Whether the Division's plan is adequately supported so that it has a realistic chance of success; **The Division has never once had an LEP incident or Title VI issue. However, techniques are in place to handle this scenario should an incident occur.**
- Whether existing assistance is meeting the needs of LEP persons; **currently, there are no LEP persons in the aviation environment that the staff is conducting business with.**
- Whether the Coordinator is knowledgeable about policies and procedures and how to implement them; **The Coordinator for the Division of Aeronautics is Carol Glatfelter, Associate Aviation Planner; (916) 654-5253. She has attended all training sessions and all quarterly meetings; she has completed every annual Element Report and has completed a Title VI/LEP audit putting in place additional assistance techniques should the division encounter any issues in the future.**
- Whether sources of, and arrangements for, assistance are still current and viable; **Sources and arrangements for assistance are still current and viable.**
- Whether the plan is periodically evaluated and revised, as necessary. **The plan was put into place by the Coordinator on November 3, 2015 and will be evaluated each year for accuracy and updates.**

- Note that division is required to modify their plans and programs of service if they prove to be unsuccessful after a legitimate trial; **The Coordinator has determined that a “once-a-year” review of the plan is adequate for this Division.**
- Number and type of grievances and complaints received by the division or against the division by Dept. of Justice (DOJ), or the Department of Transportation (DOT), alleging lack of provision of services due to Limited English Proficiency. **To date, the Division of Aeronautics has not ever received a grievance or complaint for Title VI violations or for lack of LEP assistance. This will be verified each year and modified accordingly.**

One way to evaluate the Language Assistance Program is to seek and obtain feedback from the Airport Safety Officers (pilots) that serve each airport in the state of California. The Division believes that compliance with the Title VI language assistance obligation (although never needed in the division, as of yet) should be monitored on a regular basis and modifications made where necessary, including meeting public participation requirements under other initiatives such as environmental justice.

Additionally, the Division’s Title VI Coordinator completes an annual staff training presentation during a regularly scheduled staff meeting in either March or April of each year. This presentation describes Title VI key points, pamphlet handouts, contacts for complaints and information on assistance for LEP.