


XX	R/W MANUAL CHANGE	RWMC- 181
	PROCEDURAL HANDBOOK (1984 Edition)	RWPH-____-____-____ TRANSMITTAL#____

TITLE: POLICY	APPROVED BY:  WAYNE HARROLD	DATE ISSUED: MAY 30 2008 <hr/> Page 1 of 2
SUBJECT AREA: CHAPTER 2 – POLICY	ISSUING UNIT: OFFICE OF PLANNING AND MANAGEMENT	

SUMMARY OF CHANGES:

- Updates Section 2.04.00.00 and its Table of Contents.
- Updates Forms RW 02-01, RW 02-02, and its Table of Contents.
- Deletes Exhibit 2-EX-1.
- Revises Exhibits 2-EX-3, 2-EX-4, and its Table of Contents.
- Holds Exhibit number 2-EX-5 for future use.
- Adds new Exhibit 2-EX-6.

PURPOSE/BACKGROUND

This manual change updates Section 2.04.00.00, updates forms, and replaces exhibits in Chapter 2 to comply with the recommendations from the Civil Rights Title VI Compliance Review. It adds a new exhibit to provide instructions on completing the annual Federal Statistical Report with copies of the forms to be used. It also updates and makes style and organizational changes.

PROCEDURES

Sections

- | | |
|------------------------------|---|
| 2.04.01.00 | Updates explanation of the Department’s Equal Opportunity policy and adds references for categories identified in the policy. |
| 2.04.01.01 and
2.04.01.02 | Changes HQ R/W designee’s title from “R/W Title VI Coordinator” to “R/W Title VI Program Area Administrator;” changes title of Region/District R/W representatives from “Affirmative Action Officers” to “R/W Title VI Liaisons;” and updates the HQ Civil Rights representative’s title to Department’s “Title VI Coordinator.” These sections also update HQ R/W and Region/District responsibilities for providing R/W’s Title VI services; make style and organizational changes; reinstitute use of Title VI Survey forms; add use of Language Identification Flashcard; and update references to forms, exhibits, and other Title VI information. |
| 2.04.03.02 | Makes style and organizational changes. Updates name of annual federal report to “Federal Statistical Report Form,” clarifies responsibility for completing two forms using the State’s fiscal year, and adds reference to forms and Federal instructions for their completion in new Exhibit 2-EX-6. |

2.04.02.00, Makes style and organizational changes.
2.04.03.01,
2.04.04.00,
2.04.04.01,
2.04.04.02, and
2.04.04.03

Forms

RW 02-01 Updates form and title to "Right of Way Title VI Survey" form.
RW 02-02 Updates form and title to "Right of Way Title VI Discrimination Complaint" form.

Exhibits

2-EX-1 Deletes exhibit that is available through and periodically updated by Human Resources.
2-EX-3 Changes exhibit's title to "Title VI of the 1964 Civil Rights Act and Related Statutes" and revises exhibit from quoting statute and regulation text to listing Title VI authorities and summarizing the categories covered by each.

2-EX-4 Replaces outdated exhibit with "Language Identification Flashcard."
2-EX-5 Hold for future use.
2-EX-6 Adds new exhibit titled "Federal Statistical Report Form," which includes Federal instructions for completing the forms and copies of the two forms used.

EFFECTIVE DATE

Immediately.

MANUAL IMPACT

- Remove the superseded pages and insert the attached pages in the Manual.
- Record the action on the Revision Record.

REVISION SUMMARY

<u>Chapter</u>	<u>Remove Old Pages</u>	<u>Insert New/Revised Pages</u>
	Remove the following in its entirety:	Replace with the following in its entirety:
2 - Sections	Table of Contents (Rev. 1/2000) 2.04.00.00 (Rev. 1/2000)	Table of Contents (REV 5/2008) 2.04.00.00 (REV 5/2008)
2 - Forms	Table of Contents RW 2-1 (10/95) RW 2-2 (10/95)	Table of Contents (REV 5/2008) RW 02-01 (REV 5/2008) RW 02-02 (REV 5/2008)
2 - Exhibits	Table of Contents 2-EX-1 – DELETE 2-EX-3 2-EX-4 ----	Table of Contents REV 5/2008 ----- 2-EX-3 (REV 5/2008) 2-EX-4 (REV 5/2008) 2-EX-6 (NEW 5/2008)

CHAPTER 2

POLICY TABLE OF CONTENTS

2.01.00.00	PURPOSE/MISSION/VISION/GOALS
01.00	Overview of the Program
01.01	Function
01.02	Organization
02.00	Purpose
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04.00	Vision
05.00	District Divisions of R/W
2.02.00.00	PROJECT DEVELOPMENT
01.00	Transportation Project Development Process
02.00	Caltrans Project Management
03.00	Hazardous Waste
04.00	Risk Taking
2.03.00.00	TRAINING AND DEVELOPMENT
01.00	Philosophy
02.00	General
03.00	Responsibility
04.00	Training Standards
2.04.00.00	RIGHT OF WAY ADMINISTRATION
01.00	Title VI of the 1964 Civil Rights Act and Related Statutes
01.01	HQ R/W Responsibilities
01.02	Region/District R/W Responsibilities
02.00	R/W Roster
03.00	Statistical Reports
03.01	Annual R/W Fact Sheet
03.02	Annual Federal Report
04.00	Forms, Records, and File Administration
04.01	Records and File Administration
04.02	Records Retention Schedule
04.03	Forms Management
2.05.00.00	DELEGATION MATRICES

2.04.00.00 - RIGHT OF WAY ADMINISTRATION

2.04.01.00 **Title VI of the 1964 Civil Rights Act and Related Statutes**

The Department's policy is to provide equal opportunity and full access to its programs, services, and information to all persons without regard to race, color, national origin, sex, disability, age, or income status. R/W assures that all services and benefits to be derived from any right of way activity will be administered in accordance with this policy, and as required in Title VI and related statutes, including but not limited to the following:

Title VI of the 1964 Civil Rights Act, 42 U.S.C. 2000, provides in Section 601 that:

“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.” (PROHIBITS DISCRIMINATION IN IMPACTS, SERVICES, AND BENEFITS OF, ACCESS TO, PARTICIPATION IN, AND TREATMENT UNDER A FEDERAL-AID RECIPIENT'S PROGRAMS OR ACTIVITIES.)

The Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970, 42 U.S.C. 4601, provides:

“For the fair and equitable treatment of persons displaced as direct result of programs or projects undertaken by a Federal agency or with Federal financial assistance.” (PROVIDES FOR FAIR TREATMENT OF PERSONS DISPLACED BY FEDERAL AND FEDERAL-AID PROGRAMS AND PROJECTS.)

The Uniform Relocation Act Amendments of 1987, P.L. 101-246, provides:

“For fair, uniform, and equitable treatment of all affected persons; ...(and) minimizing the adverse impact of displacement...(to maintain)...the economic and social well-being of communities; and...to establish a lead agency and allow for State certification and implementation.” (UPDATED THE 1970 ACT AND CLARIFIED THE INTENT OF CONGRESS IN PROGRAMS AND PROJECTS WHICH CAUSE DISPLACEMENT.)

Title VIII of the 1968 Civil Rights Act, 42 U.S.C. 3601, provides that:

“(I) It shall be unlawful...to refuse to sell or rent after the making of a bona fide offer, or to refuse to negotiate for the sale or rental of, or otherwise make unavailable or deny a dwelling to any person because of race, color, religion or national origin.” (PROHIBITS DISCRIMINATION IN THE SALE OR RENTAL OF HOUSING – U.S. Department of Housing and Urban Development (HUD) is the primary interest agency, but FHWA and States under Title VI are responsible for preventing discrimination in the function of Right-of-Way.)

Presidential Executive Order 12898 addresses Environmental Justice regarding minority and low-income populations.

Presidential Executive Order 13166 improves access to services for persons with limited English proficiency (LEP).

For more information on Title VI and related statutes, refer to R/W Exhibit 2-EX-3 or visit the Department's Civil Rights Web site at http://www.dot.ca.gov/hq/bep/title_vi/t6_resource_dir.htm.

2.04.01.01 HQ R/W Responsibilities

R/W will designate an HQ R/W Title VI Program Area Administrator (PAA) whose primary responsibilities are to:

- Refer all Title VI discrimination complaints to the Department's Equal Employment Opportunity, Discrimination Complaint Investigation Unit (DCIU) with a copy to the Title VI Coordinator in HQ Civil Rights. The Division will follow the Civil Rights, Equal Employment Opportunity Discrimination Complaint Investigation process available at http://www.dot.ca.gov/hq/bep/title_vi/t6_violated.htm
- Ensure Title VI requirements are included in policy directives, contracts, and program manuals, and that the procedures used have built-in safeguards to prevent discrimination.
- Advise the Department's Title VI Coordinator in HQ Civil Rights.
- Serve as liaison between the R/W Title VI Liaisons in the Regions/Districts and the Department's Title VI Coordinator in HQ Civil Rights.
- Ensure the collection and analysis of the Right of Way Title VI Survey form, RW 02-01, is done by the Region/District R/W Title VI Liaisons.
- Evaluate Region/District R/W performance for compliance with Title VI laws and regulations, delivery of the Title VI survey, and maintenance of Title VI records.
- Assist the Department's Title VI Coordinator in HQ Civil Rights in coordinating and conducting compliance reviews in HQ R/W.
- Review and recommend needed changes in policy.
- Provide the Department's Title VI Coordinator in HQ Civil Rights with an annual report of the HQ R/W's Title VI related accomplishments and goals for inclusion in the Title VI Annual Report to FHWA.
- Provide information related to right of way activities in languages other than English.

2.04.01.02 Region/District R/W Responsibilities

Each Region/District Chief for R/W shall appoint a Region/District R/W Title VI Liaison, who will collect and provide accurate information in a timely manner upon request.

During the first contact, each Region/District R/W Agent providing services to the public must deliver to property owners, tenants, and relocatees the following Title VI information:

- Title VI booklet
- Title VI of the 1964 Civil Rights Act and Related Statutes, Exhibit 2-EX-3
- The U.S. Department of Commerce of the Census, Language Identification Flashcard, Exhibit 2-EX-4, when the R/W Agent needs to identify a language while conducting right of way related activities.
- Right of Way Title VI Survey form, RW 02-01
- Right of Way Title VI Discrimination Complaint form, RW 02-02

Additionally, Agents shall document delivery of the Title VI information and the use of the Language Identification Flashcard with an appropriate diary entry.

The Region/District R/W Title VI Liaison shall collect and date stamp all voluntary Title VI Survey forms received, maintain records identified by project Expenditure Authorization (EA) number only, and assure that no personal information related to Title VI is held in any individual parcel file to protect the client's privacy.

The Region/District R/W Title VI Liaison will make Title VI survey information available to any appropriate HQ R/W or other reviewer for audit purposes.

The Region/District R/W Title VI Liaison shall provide to the local District Title VI PAA an annual report of the R/W's Region/District related accomplishments and goals upon request. The information will be compiled and conveyed by the District's Title VI PAA to the Department's Title VI Coordinator in HQ Civil Rights for their analysis and inclusion in the Title VI Annual Report to FHWA.

2.04.02.00 R/W Roster

The R/W Roster Coordinator initiates, assembles, and distributes the R/W Roster, which serves as a resource for information on personnel in R/W classifications statewide. Publication is not less than twice a year in January and July.

The Roster is divided into the following three sections:

- Personnel (classifications, hires, retirements)
- Organization Charts
- Telephone Lists

Each Region/District Division Chief for R/W shall appoint a Region/District Roster Coordinator, who will provide accurate information in a timely manner upon request.

2.04.03.00 Statistical Reports

2.04.03.01 Annual R/W Fact Sheet

Each year, HQ R/W prepares the Annual R/W Fact Sheet, which compiles production statistics and provides an overview of R/W activities during the preceding fiscal years. The report is an internal document intended primarily for R/W's use.

HQ R/W has overall responsibility for initiating, assembling, and finalizing the report. The various branches within HQ R/W and Region/District R/W are required to supply certain data upon request. Information should be provided as quickly and accurately as possible following receipt of the request.

HQ R/W must maintain a well-documented file while the report is being prepared and ensure the information is available for current and future review.

2.04.03.02 **Annual Federal Report**

“The Agency shall submit a report of its real property acquisition and displacement activities under this part if required by the Federal agency funding the project.” [Ref. 49 CFR 24.9(c)]

The federal report provides statistical information pertaining to those activities subject to provisions of the Uniform Relocation Assistance and Real Property Acquisitions Policies Act of 1970 as amended, where federal funds are involved in any phase of a project. This includes projects under the Combined Road Plan, State/Local Cooperative Agreements, and where there is sales tax initiative funding.

Each Region/District prepares two Federal Statistical Report Forms for the 12-month period ending June 30 of each State fiscal year. One form is completed for state-funded and/or state/federal-funded relocation and real property acquisitions. The other form is completed for local-funded and/or local/federal-funded relocation and real property acquisitions. The reports are submitted to HQ P&M no later than October 1. Refer to Exhibit 2-EX-6 for copies of the forms and the Federal instructions for their completion.

2.04.04.00 **Forms, Records, and File Administration**

HQ R/W Office Chiefs and Region/District Division Chiefs for R/W are responsible for maintaining R/W's record systems and for assuring adherence to policies and procedures set forth in the Department's Records Management and Forms Management Programs for their respective offices in coordination with their assigned Records Officers and the Forms Officers for R/W.

2.04.04.01 **Records and File Administration**

The Records Officers for R/W in HQ and Region/District offices manage the records program to include the following responsibilities:

- Control access to public records.
- Assure confidentiality of personal information.
- Assure application of appropriate technology to all records and file management-related activities.
- Approve requests for filing and storage equipment.
- Collect and prepare input for Annual Records Inventory, upon request.
- Consult with and advise managers in all matters pertaining to records and file management.

HQ Records Officer's additional statewide responsibilities include:

- Maintain and revise the statewide R/W Records Retention Schedule.
- Act as liaison between HQ and Region/District R/W for matters pertaining to R/W records.

2.04.04.02 **Records Retention Schedule**

Departmental policy states that a Records Retention Schedule Approval Request, STD. 72, shall be established for all record series under each Program's functional control and shall include records held in HQ, Region/District offices, and storage. A complete revision is required every five years, but should be updated as retention requirements change.

The HQ Records Officer shall maintain and distribute the schedule to Region/District R/W Records Officers and P&M offices as changes are made.

2.04.04.03 Forms Management

The Forms Officers for R/W keep the Division in compliance with applicable laws and regulations of the Department's Forms Management Program to include the following responsibilities:

- Review forms for compliance with the Information Practices Act.
- Enforce provisions of the Information Practices Act to assure confidentiality of all personal information gathered.
- Prepare statewide input for the annual Information Practices Act report.
- Approve all requests to design and revise forms.
- Take advantage of opportunities for use of new technologies.

Region/District R/W Forms Officers shall submit any issues on functionality or use of individual forms to the HQ R/W Office Chief responsible for the related function.

The Forms Officer for HQ R/W shall act as liaison between HQ R/W Office Chiefs and HQ Forms Management on issues pertaining to forms management.

NOTES:

CHAPTER 2

Policy Table of Contents

FORMS

<u>Form No.</u>	<u>Title</u>
RW 02-01	Right of Way Title VI Survey
RW 02-02	Right of Way Title VI Discrimination Complaint

RIGHT OF WAY TITLE VI SURVEY

RW 02-01 (REV 5/2008)

PERSONAL INFORMATION NOTICE

Pursuant to the Federal Privacy Act (P.L. 93-579) and the Information Practices Act of 1977 (Civil Code Sections 1798, et seq.), notice is hereby given for the request of personal information by this form. The requested personal information is voluntary. The principal purpose of the voluntary information is to facilitate the processing of this form. The failure to provide all or any part of the requested information may delay processing of this form. No disclosure of personal information will be made unless permissible under Article 6, Section 1798.24 of the IPA of 1977. Each individual has the right upon request and proper identification, to inspect all personal information in any record maintained on the individual by an identifying particular. Direct any inquiries on information maintenance to your IPA Officer.

Expenditure Authorization (EA)

NON-DISCRIMINATION

All persons affected by State transportation projects are requested to provide information with regard to race, color, national origin, sex, disability, age or income status. Please check the items below which best describe you and return this form in the enclosed envelope.

The furnishing of this information is voluntary.

Head of household: Male Female

Age: Under 40 41-65 Over 65

Race/Ethnicity: White American Tribe
 Black Pacific Islander
 Hispanic Other _____
 Asian Specify: _____

Language spoken, if other than English: _____

Are you or any member of your household suffering any physical disability or medical condition? Yes No

Are you a low-income family? Yes No

Enclosure

RIGHT OF WAY TITLE VI DISCRIMINATION COMPLAINT

RW 02-02 (REV 5/2008)

PERSONAL INFORMATION NOTICE

Pursuant to the Federal Privacy Act (P.L. 93-579) and the Information Practices Act of 1977 (Civil Code Sections 1798, et seq.), notice is hereby given for the request of personal information by this form. The requested personal information is voluntary. The principal purpose of the voluntary information is to facilitate the processing of this form. The failure to provide all or any part of the requested information may delay processing of this form. No disclosure of personal information will be made unless permissible under Article 6, Section 1798.24 of the IPA of 1977. Each individual has the right upon request and proper identification, to inspect all personal information in any record maintained on the individual by an identifying particular. Direct any inquiries on information maintenance to your IPA Officer.

District County Route Post Expenditure Authorization (EA)

Name of Complainant Home Telephone Work Telephone

Mailing Address

BASIS OF DISCRIMINATION

Race Color National Origin Sex Disability Low-Income Non-English Speaker

Provide date(s) and place of alleged discrimination.

Describe the nature of the action, decision, or conditions of the alleged discrimination (attach extra page, if necessary).

Name the individuals (if known) responsible for the action, decision or condition of alleged discrimination.

Provide supporting information known to complainant in support of his/her allegation.

Identify possible witnesses whom the complainant believes can provide factual information about this allegation.

State the action requested by complainant.

Signature of Complainant Date Filed

NOTE: The use of the Right of Way Title VI Discrimination Complaint form is not mandatory. You may submit your complaint in any form that contains your signature.

CHAPTER 2

Policy Table of Contents

EXHIBITS

<u>Exhibit No.</u>	<u>Title</u>
2-EX-1	Hold for Future Use
2-EX-2	Orientation to Right of Way Functions
2-EX-3	Title VI of the 1964 Civil Rights Act and Related Statutes
2-EX-4	Language Identification Flashcard
2-EX-5	Hold for Future Use
2-EX-6	Federal Statistical Report Form

NONDISCRIMINATION STATUTES

- **Title VI of the 1964 Civil Rights Act**, 42 U.S.C. 2000, provides in Section 601 that:

“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.” (PROHIBITS DISCRIMINATION IN IMPACTS, SERVICES, AND BENEFITS OF, ACCESS TO, PARTICIPATION IN, AND TREATMENT UNDER A FEDERAL-AID RECIPIENT’S PROGRAMS OR ACTIVITIES)

- **The Age Discrimination Act of 1975**, as amended 42 U.S.C. 6101, provides:

“No person in the United States shall, on the basis of 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.” (PROHIBITS DISCRIMINATION BASED ON AGE)

- **The Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970**, 42 U.S.C. 4601, provides:

“For the fair and equitable treatment of persons displaced as direct result of programs or projects undertaken by a Federal agency or with Federal financial assistance.” (PROVIDES FOR FAIR TREATMENT OF PERSONS DISPLACED BY FEDERAL AND FEDERAL-AID PROGRAMS AND PROJECTS)

- **The Federal-aid Highway Act**, 49 U.S.C. 306

Outlines the responsibilities of the U.S. Department of Transportation and, at (c) outlines the Secretary’s authority to decide whether a recipient has not complied with applicable Civil Rights statutes or regulations, requires the Secretary to provide notice of the violation, and requires necessary action to ensure compliance.

- **The 1973 Federal-aid Highway Act**, 23 U.S.C. 324, provides:

“No person shall on the ground of sex be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal assistance under this Title or carried on under this title.” (PROHIBITS DISCRIMINATION ON THE BASIS 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 Education Amendments of 1972, the Age Discrimination Act of 1975, and Section 504 of the Rehabilitation Act of 1973. (RESTORES THE BROAD, INSTITUTION-WIDE SCOPE AND COVERAGE OF THE NON-DISCRIMINATION STATUTES TO INCLUDE ALL PROGRAMS AND ACTIVITIES OF FEDERAL-AID RECIPIENTS, SUB-RECIPIENTS AND CONTRACTORS, WHETHER SUCH PROGRAMS AND ACTIVITIES ARE FEDERALLY ASSISTED OR NOT)

- **The Uniform Relocation Act Amendments of 1987**, P.L. 101-246, provides:

“For fair, uniform, and equitable treatment of all affected persons; ... (and) minimizing the adverse impact of displacement... (to maintain)... the economic and social well-being of communities; and... to establish a lead agency and allow for State certification and implementation.” (UPDATED THE 1970 ACT AND CLARIFIED THE INTENT OF CONGRESS IN PROGRAMS AND PROJECTS WHICH CAUSE DISPLACEMENT)

**TITLE VI OF THE 1964 CIVIL RIGHTS ACT AND
RELATED STATUTES (Cont.)**

(Form #)

EXHIBIT
2-EX-3 (REV 5/2008)
Page 2 of 2

- **The Americans with Disabilities Act**, P.L. 101-336, provides:

“No qualified individual with a disability shall, by reason of such disability, be excluded from the participation in, be denied benefits of, or be subjected to discrimination by a department, agency, special purpose district, or other instrumentality of a State or a local government.” (PROVIDED ENFORCEABLE STANDARDS TO ADDRESS DISCRIMINATION AGAINST PEOPLE WITH DISABILITIES)

- **The Civil Rights Act of 1991**, in part, amended Section 1981 of 42 U.S.C. by adding two new sections that provided:

“(b) For the purposes of this section, the term ‘make and enforce contracts’ includes the making, performance, modification, and termination of contracts and the enjoyment of all benefits, privileges, terms, and conditions of the contractual relationship.

(c) The rights protected by this section are protected against impairment by non-governmental discrimination and impairment under color of State law.”

- **Title VIII of the 1968 Civil Rights Act**, 42 U.S.C. 3601, provides that:

“(I) It shall be unlawful...to refuse to sell or rent after the making of a bona fide offer, or to refuse to negotiate for the sale or rental of, or otherwise make unavailable or deny a dwelling to any person because of race, color, religion or national origin.” (PROHIBITS DISCRIMINATION IN THE SALE OR RENTAL OF HOUSING – HUD is the primary interest agency, but FHWA and States under Title VI are responsible for preventing discrimination in the function of Right-of-Way)

- **The National Environmental Policy Act of 1969**, 42 U.S.C. 4321

Requires the consideration of alternatives, including the “no-build” alternative, consideration of social, environmental and economic impacts, public involvement, and use of a systematic interdisciplinary approach at each decisionmaking stage of Federal-aid project development.

- **Title IX of the Education Amendments of 1972**

Makes financial assistance available to institutions of higher education to: (1) strengthen, improve and, where necessary, expand the quality of graduate and professional programs leading to an advanced degree; (2) establish, strengthen, and improve programs designed to prepare graduate and professional students for public service; and (3) assist in strengthening undergraduate programs of instruction in certain instances.

- **Section 504 of the Rehabilitation Act of 1973**, 29 U.S.C. 790, provides that:

“(N)o qualified handicapped person shall, solely by reason of his handicap, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity that receives or benefits from Federal financial assistance.” (PROHIBITS DISCRIMINATION BASED ON PHYSICAL OR MENTAL HANDICAP)

Source: U.S. Department of Transportation
Federal Highway Administration Title VI Handbook
Title VI Nondiscrimination in the Federal-Aid Highway Program
FHWA Publication No. FHWA-HCR-06-006

LANGUAGE IDENTIFICATION FLASHCARD

(Form #)

This Language Identification Flashcard is available in Adobe Acrobat format from the Federal Interagency Working Group on Limited English Proficiency (www.lep.gov) at: <http://www.lep.gov/ISpeakCards2004.pdf>

or see the following three pages.

**INSTRUCTIONS ON HOW TO USE THE LANGUAGE IDENTIFICATION FLASHCARD
(I SPEAK CARD):**

- Deliver Title VI information to property owners, tenants and relocatees during your first contact.
 - Show your client the Language Identification Flashcard (I Speak Card), if he/she has difficulty communicating or understanding you.
 - Encourage your client to identify the language of his/her preference.
 - Enter the use of the I Speak Card in the diary.
 - Offer your client translation/interpretation services under the limited English proficiency (LEP) program.
 - Provide a translator/interpreter at your next appointment, or inform your client he/she could be assisted by an adult of his/her preference.
 - Enter any translation/interpretation services provided in the diary.
-

2004
Census

United States
Census
2010

LANGUAGE IDENTIFICATION FLASHCARD

- | | | |
|--------------------------|--|------------------------|
| <input type="checkbox"/> | ضع علامة في هذا المربع إذا كنت تقرأ أو تتحدث العربية. | 1. Arabic |
| <input type="checkbox"/> | Խոսողո՞ւմ ե՞սք նշո՞ւմ կատարե՞ք այս քանակուսում, եթե խոսում կամ կարդում եք հայերեն: | 2. Armenian |
| <input type="checkbox"/> | যদি আপনি বাংলা পড়েন বা বলেন তা হলে এই বাক্সে দাগ দিন। | 3. Bengali |
| <input type="checkbox"/> | ល្អបញ្ជាក់ក្នុងប្រអប់នេះ បើអ្នកអាន ឬនិយាយភាសា ខ្មែរ ។ | 4. Cambodian |
| <input type="checkbox"/> | Motka i kahhon ya yangin ûntûngnu' manaitai pat ûntûngnu' kumentos Chamorro. | 5. Chamorro |
| <input type="checkbox"/> | 如果你能读中文或讲中文，请选择此框。 | 6. Simplified Chinese |
| <input type="checkbox"/> | 如果你能讀中文或講中文，請選擇此框。 | 7. Traditional Chinese |
| <input type="checkbox"/> | Označite ovaj kvadratić ako čitate ili govorite hrvatski jezik. | 8. Croatian |
| <input type="checkbox"/> | Zaškrtněte tuto kolonku, pokud čtete a hovoříte česky. | 9. Czech |
| <input type="checkbox"/> | Kruis dit vakje aan als u Nederlands kunt lezen of spreken. | 10. Dutch |
| <input type="checkbox"/> | Mark this box if you read or speak English. | 11. English |
| <input type="checkbox"/> | اگر خواندن و نوشتن فارسی بلد هستید، این مربع را علامت بنید. | 12. Farsi |

<input type="checkbox"/>	Cocher ici si vous lisez ou parlez le français.	13. French
<input type="checkbox"/>	Kreuzen Sie dieses Kästchen an, wenn Sie Deutsch lesen oder sprechen.	14. German
<input type="checkbox"/>	Σημειώστε αυτό το πλαίσιο αν διαβάζετε ή μιλάτε Ελληνικά.	15. Greek
<input type="checkbox"/>	Make kazye sa a si ou li oswa ou pale kreyòl ayisyen.	16. Haitian Creole
<input type="checkbox"/>	अगर आप हिन्दी बोलते या पढ़ सकते हैं तो इस बक्स पर चिह्न लगाएँ।	17. Hindi
<input type="checkbox"/>	Kos lub voj no yog koj paub twm thiab hais lus Hmoob.	18. Hmong
<input type="checkbox"/>	Jelölje meg ezt a kockát, ha megérte vagy beszéli a magyar nyelvet.	19. Hungarian
<input type="checkbox"/>	Markaam daytoy nga kahon no makabasa wenno makasaoka iti Ilocano.	20. Ilocano
<input type="checkbox"/>	Marchi questa casella se legge o parla italiano.	21. Italian
<input type="checkbox"/>	日本語を読んだり、話せる場合はここに印を付けてください。	22. Japanese
<input type="checkbox"/>	한국어를 읽거나 말할 수 있으면 이 칸에 표시하십시오.	23. Korean
<input type="checkbox"/>	ໃຫ້ໝາຍໃສ່ຊ່ອງນີ້ ຖ້າທ່ານອ່ານຫຼືປາກພາສາລາວ.	24. Laotian
<input type="checkbox"/>	Prosimy o zaznaczenie tego kwadratu, jeżeli posługuje się Pan/Pani językiem polskim.	25. Polish

<input type="checkbox"/>	Assinale este quadrado se você lê ou fala português.	26. Portuguese
<input type="checkbox"/>	Însemnați această casuță dacă citiți sau vorbiți românește.	27. Romanian
<input type="checkbox"/>	Пометьте этот квадратик, если вы читаете или говорите по-русски.	28. Russian
<input type="checkbox"/>	Обележите овај квадратик уколико читате или говорите српски језик.	29. Serbian
<input type="checkbox"/>	Označte tento štvorček, ak viete čítať alebo hovoriť po slovensky.	30. Slovak
<input type="checkbox"/>	Marque esta casilla si lee o habla español.	31. Spanish
<input type="checkbox"/>	Markahan itong kuwadrado kung kayo ay marunong magbasa o magsalita ng Tagalog.	32. Tagalog
<input type="checkbox"/>	ให้กาเครื่องหมายลงใน	33. Thai
<input type="checkbox"/>	Maaka 'i he puha ni kapau 'oku ke lau pe lea fakatonga.	34. Tongan
<input type="checkbox"/>	Відмітьте цю клітинку, якщо ви читаете або говорите українською мовою.	35. Ukrainian
<input type="checkbox"/>	اگر آپ اردو پڑھتے یا بولتے ہیں تو اس خانے میں نشان لگائیں۔	36. Urdu
<input type="checkbox"/>	Xin đánh dấu vào ô này nếu quý vị biết đọc và nói được Việt Ngữ.	37. Vietnamese
<input type="checkbox"/>	באצייכנט דעם קעסטל אויב איר לייענט אדער רעדט אידיש.	38. Yiddish

FEDERAL STATISTICAL REPORT FORM

(Form #)

Here are the instructions from e-CFR for completing the Federal Statistical Report Form. The Department has two forms: one for “State” on page 2 and the other for “Local” on page 3.

Exception to instructions: Federal Highway Administration (FHWA) has authorized the Department to use the State fiscal year, i.e., July 1 through June 30, in place of the Federal fiscal year shown for “2. Report period” in the CFR instructions below.

Appendix B to Part 24—Statistical Report Form

This Appendix sets forth the statistical information collected from Agencies in accordance with §24.9(c).

General

1. *Report coverage.* This report covers all relocation and real property acquisition activities under a Federal or a federally-assisted project or program subject to the provisions of the Uniform Act. If the exact numbers are not easily available, an Agency may provide what it believes to be a reasonable estimate.
2. *Report period.* Activities shall be reported on a Federal fiscal year basis, i.e., October 1 through September 30.
3. *Where and when to submit report.* Submit a copy of this report to the lead Agency as soon as possible after September 30, but NOT LATER THAN NOVEMBER 15. Lead Agency address: Federal Highway Administration, Office of Real Estate Services (HEPR), Room 3221, 400 7th Street SW., Washington, DC 20590.
4. *How to report relocation payments.* The full amount of a relocation payment shall be reported as if disbursed in the year during which the claim was approved, regardless of whether the payment is to be paid in installments.
5. *How to report dollar amounts.* Round off all money entries in Parts of this section A, B and C to the nearest dollar.
6. *Regulatory references.* The references in Parts A, B, C and D of this section indicate the subpart of the regulations pertaining to the requested information.

Part A. Real property acquisition under The Uniform Act

Line 1. Report all parcels acquired during the report year where title or possession was vested in the Agency during the reporting period. The parcel count reported should relate to ownerships and not to the number of parcels of different property interests (such as fee, perpetual easement, temporary easement, etc.) that may have been part of an acquisition from one owner. For example, an acquisition from a property that includes a fee simple parcel, a perpetual easement parcel, and a temporary easement parcel should be reported as 1 parcel not 3 parcels. (Include parcels acquired without Federal financial assistance, if there was or will be Federal financial assistance in other phases of the project or program.)

Line 2. Report the number of parcels reported on Line 1 that were acquired by condemnation. Include those parcels where compensation for the property was paid, deposited in court, or otherwise made available to a property owner pursuant to applicable law in order to vest title or possession in the Agency through condemnation authority.

Line 3. Report the number of parcels in Line 1 acquired through administrative settlement where the purchase price for the property exceeded the amount offered as just compensation and efforts to negotiate an agreement at that amount have failed.

Line 4. Report the total of the amounts paid, deposited in court, or otherwise made available to a property owner pursuant to applicable law in order to vest title or possession in the Agency in Line 1.

Part B. Residential Relocation Under the Uniform Act

Line 5. Report the number of households who were permanently displaced during the fiscal year by project or program activities and moved to their replacement dwelling. The term “households” includes all families and individuals. A family shall be reported as “one” household, *not* by the number of people in the family unit.

Line 6. Report the total amount paid for residential moving expenses (actual expense and fixed payment).

Line 7. Report the total amount paid for residential replacement housing payments including payments for replacement housing of last resort provided pursuant to §24.404 of this part.

Line 8. Report the number of households in Line 5 who were permanently displaced during the fiscal year by project or program activities and moved to their replacement dwelling as part of last resort housing assistance.

Line 9. Report the number of tenant households in Line 5 who were permanently displaced during the fiscal year by project or program activities, and who purchased and moved to their replacement dwelling using a downpayment assistance payment under this part.

Line 10. Report the total sum costs of residential relocation expenses and payments (excluding Agency administrative expenses) in Lines 6 and 7.

Part C. Nonresidential Relocation Under the Uniform Act

Line 11. Report the number of businesses, nonprofit organizations, and farms who were permanently displaced during the fiscal year by project or program activities and moved to their replacement location. This includes businesses, nonprofit organizations, and farms, that upon displacement, discontinued operations.

Line 12. Report the total amount paid for nonresidential moving expenses (actual expense and fixed payment).

Line 13. Report the total amount paid for nonresidential reestablishment expenses.

Line 14. Report the total sum costs of nonresidential relocation expenses and payments (excluding Agency administrative expenses) in Lines 12 and 13.

Part D. Relocation Appeals

Line 15. Report the total number of relocation appeals filed during the fiscal year by aggrieved persons (residential and nonresidential).

The above instructions are also available at e-CFR (Electronic Code of Federal Regulations):

<http://ecfr.gpoaccess.gov/cgi/t/text/text-idx?c=ecfr&sid=4b130c71709cf33dd27a942ac4e391be&rgn=div5&view=text&node=49:1.0.1.1.17&idno=49#49:1.0.1.1.17.16.4.12>

FEDERAL STATISTICAL REPORT FORM (Cont.)
 (Form #)

Below is the Federal Statistical Report Form used to report activities paid by State and/or State/Federal funds.

FISCAL YEAR ENDING JUNE 30, 20 _____
 REPORTING AGENCY: California Department of Transportation
 STATE: California
 CITY/COUNTY (For Local Government Agencies): State
 FEDERAL FUNDING AGENCY: FHWA

PART A. REAL PROPERTY ACQUISITION UNDER THE UNIFORM ACT	
1) Total Number of Parcels Acquired (Ownerships)	
2) Number of Parcels in Line 1 Acquired by Condemnation	
3) Number of Parcels in Line 1 Acquired by Administrative Settlement (Above initial offer - see 24.102(i))	
4) Compensation - Total Costs (Including 24.106; Excluding appraisal costs, negotiator fees and other administrative expenses)	
PART B. RESIDENTIAL RELOCATION UNDER THE UNIFORM ACT	
5) Total Number of Residential Displacements (Households)	
6) Residential Moving Payments - Total Costs	
7) Replacement Housing Payments - Total Costs	
8) Number of Last Resort Housing Displacements in Line 5 (Households)	
9) Number of Tenants converted to Homeowners in Line 5 (Households using 24.402(c))	
10) Total Costs for Residential Relocation Expenses and Payments (Sum of lines 6 and 7; excluding Agency Administrative Costs)	
PART C. NONRESIDENTIAL RELOCATION UNDER THE UNIFORM ACT	
11) Total Number of NonResidential Displacements	
12) NonResidential Moving Payments - Total Costs (Including 24.305)	
13) NonResidential Reestablishment Payments - Total Costs	
14) Total Costs for NonResidential Relocation Expenses and Payments (Sum of lines 12 and 13; excluding Agency Administrative Costs)	
PART D. RELOCATION APPEALS UNDER THE UNIFORM ACT	
15) Total Number of Relocation Appeals (Residential & NonResidential)	

FEDERAL STATISTICAL REPORT FORM (Cont.)
 (Form #)

Below is the Federal Statistical Report Form used to report activities paid by Local and/or Local/Federal funds.

FISCAL YEAR ENDING JUNE 30, 20 _____
 REPORTING AGENCY: California Department of Transportation
 STATE: California
 CITY/COUNTY (For Local Government Agencies): Local
 FEDERAL FUNDING AGENCY: FHWA

PART A. REAL PROPERTY ACQUISITION UNDER THE UNIFORM ACT	
1) Total Number of Parcels Acquired (Ownerships)	
2) Number of Parcels in Line 1 Acquired by Condemnation	
3) Number of Parcels in Line 1 Acquired by Administrative Settlement (Above initial offer - see 24.102(I))	
4) Compensation - Total Costs (Including 24.106; Excluding appraisal costs, negotiator fees and other administrative expenses)	
PART B. RESIDENTIAL RELOCATION UNDER THE UNIFORM ACT	
5) Total Number of Residential Displacements (Households)	
6) Residential Moving Payments - Total Costs	
7) Replacement Housing Payments - Total Costs	
8) Number of Last Resort Housing Displacements in Line 5 (Households)	
9) Number of Tenants converted to Homeowners in Line 5 (Households using 24.402(C))	
10) Total Costs for Residential Relocation Expenses and Payments (Sum of lines 6 and 7; excluding Agency Administrative Costs)	
PART C. NONRESIDENTIAL RELOCATION UNDER THE UNIFORM ACT	
11) Total Number of NonResidential Displacements	
12) NonResidential Moving Payments - Total Costs (Including 24.305)	
13) NonResidential Reestablishment Payments - Total Costs	
14) Total Costs for NonResidential Relocation Expenses and Payments (Sum of lines 12 and 13; excluding Agency Administrative Costs)	
PART D. RELOCATION APPEALS UNDER THE UNIFORM ACT	
15) Total Number of Relocation Appeals (Residential & NonResidential)	