

# Frequently Asked Questions

## What does nondiscrimination mean?

Caltrans cannot, on the basis of race, color, sex, national origin, age, disability, or income status, either directly or through contractual means, do any of the following:

- Deny program services, aids, or benefits.
- Provide a different service, aid, or benefit, or provide them in a manner different from what is provided to others.
- Segregate or separately treat individuals in any matter related to the receipt of any service, aid, or benefit.
- Deny an opportunity to participate as a member of a planning, advisory, or similar body that is an integral part of the program.

## How is Title VI enforced?

- Conducting internal and external compliance reviews.
- Conducting Title VI Program Implementation training.
- Developing Title VI compliance information for internal and external dissemination.
- Processing the disposition of Title VI complaints received by Caltrans.

## What happens to the data after it is entered into the system?

After the data has been entered, the forms will be destroyed to maintain confidentiality.

If there are other questions regarding the survey, please contact the Office of Civil Rights at 916-324-8379 or by email at [Title.VI@dot.ca.gov](mailto:Title.VI@dot.ca.gov).