

The background features a light blue diagonal line running from the top left towards the bottom right. There are three sets of concentric blue circles of varying sizes and shades (light blue, medium blue, and dark blue) positioned in the upper right, middle right, and bottom right areas of the page.

# **California Department of Transportation Office of Civil Rights**

## **Title VI Goals & Accomplishments Report Federal Fiscal Year 2020**



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## I. Executive Summary

Caltrans must annually submit department Title VI Goals & Accomplishments to the Federal Highway Administration (FHWA) (23 CFR §200.9(b)(10)). The Office of Civil Rights (OCR) is responsible for compiling an inclusive Title VI Goals & Accomplishments Report. This Title VI Goals & Accomplishments Report includes data for Title VI compliance oversight, training, Limited English Proficiency (LEP), complaints, and reporting from the twelve Caltrans Districts and fourteen Headquarters Divisions who provide guidance to district division functions.

The Title VI Branch completed twenty-one of the scheduled twenty-five Title VI Desk Compliance Reviews. This was an increase from the zero reviews conducted in the previous FFY. All programs were identified as compliant with the Caltrans Title VI Program, and some were provided additional guidance during the review. Division of Local Assistance conducted 106 successful Title VI Desk Compliance Reviews of sub-recipients. Eight agencies were provided with technical support during the review process.

Title VI Training was provided to 79.5% of Caltrans staff and some sub-recipients. More in-depth trainings were conducted for Title VI District and Division staff. OCR plans to conduct further trainings in FFY 2021. Quarterly Title VI Meetings with Caltrans staff statewide ensured regular discussion of improvements with the Caltrans Title VI Program.

Headquarters Divisions Title VI Accomplishments included updating Policies, Procedures, and Manuals to include Title VI considerations in division specific work. Many divisions also included Title VI training and awareness in academies, all-staff meetings, and Deputy Director Memorandums. Most divisions have goals to increase Title VI considerations through additional trainings, resources, and high-level management meetings.

Districts adapted to virtual public outreach this year and accomplished Title VI notifications in a variety of ways. Title VI was discussed in staff meetings across the state. Sub-recipients such as Local Agencies and contractors were notified of their Title VI obligations and provided technical assistance. Field and public-counter staff were given Title VI and LEP resource trainings to ensure staff with possible public contact are provided with the Title VI resources they need.

Caltrans work in Title VI is continuous as we increase staff and public awareness of non-discrimination at Caltrans. Each District and Division seeks to improve the Caltrans Title VI Program to ensure a California for All. Caltrans recently established an Office of Race and Equity, and the Caltrans Alliance on Race and Equity Solutions (CARES) Team. One of the objectives of this office is to ensure there is greater engagement with impacted communities. The

refocusing of these engagements at local level where the projects have the most impact is a move away from what some may call perfunctory/obligatory meetings during project development phase. There will be an increase in utilization of diverse staff Caltrans has at local level to disseminate and gather information on benefit/burden of these projects. Many Caltrans themselves are part of the impacted community and this shift to leverage their support/ local knowledge is intended to add to the compliance.

## II. Introduction

The Office of Civil Rights (OCR) Title VI Branch work is dedicated to awareness, eliminating discrimination, and increasing inclusion of all customers in the transportation system. This Title VI Goals & Accomplishments Report documents Caltrans progress in Title VI compliance. This report highlights all of the accomplishments that Caltrans has achieved in the area of Title VI during the 2019-2020 Federal Fiscal Year, and the Goals section of the report explains what Caltrans plans to accomplish in the upcoming 2020-2021 Federal Fiscal Year in relation to the Caltrans Title VI program.

This report was prepared in accordance with 23 Code of Federal Regulations, Section 200.9(b) (10).

## III. Title VI Data Tables

### Title VI Program Area Compliance Reviews

Total Number of Program Area Compliance Reviews Conducted	21
District Title VI Desk Compliance Reviews Conducted	10
HQ Division Title VI Desk Compliance Reviews Conducted	11
Number of Planned Program Area Desk Reviews to be Conducted in 2021	26
Number of Planned Program Area On Site Reviews to be Conducted in 2021	4 <sup>1</sup>

	Program Area Reviewed	Results
1.	District 1	Compliant
2.	District 2	Compliant
3.	District 3/North Region	Compliant
4.	District 4	Compliant
5.	District 5	Compliant
6.	District 7	Compliant
7.	District 8	Compliant
8.	District 9	Compliant
9.	District 11	Compliant
10.	District 12	Compliant
11.	HQ Construction	Compliant
12.	HQ Design	Compliant

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<sup>1</sup> Travel permitting

13.	HQ Engineering Services	Compliant
14.	HQ Environmental Analysis	Compliant
15.	HQ Local Assistance	Compliant
16.	HQ Maintenance	Compliant
17.	HQ Project Management	Compliant
18.	HQ DRISI	Compliant
19.	HQ Right of Way	Compliant
20.	HQ Traffic Operations	Compliant
21.	HQ Transportation Planning	Compliant

#### Title VI Sub-Recipient Compliance Reviews

Number of Current Caltrans Recipients	600+
Number of Sub Recipient Desk Compliance Reviews Conducted	106
Number of Sub Recipient Onsite Compliance Reviews Conducted	0 <sup>2</sup>
FFY 2021 Goal for Sub Recipient Desk Compliance Reviews	20-25
FFY 2021 Goal for Sub Recipient Onsite Compliance Reviews	5-10 <sup>3</sup>

Compliance Reviews of Caltrans sub-recipient agencies included a selected list for review to represent a sample of cities, counties and special districts within each Caltrans District and is not a comprehensive review of all Caltrans subrecipient agencies.

#### *Local Agency Average Areas of Compliance*

In a review of the responses provided by each agency, as well as review of additional relevant information that is publicly available, review of agency websites and other search tools, the following percentages of all agencies reviewed were found to be compliant for specific selected criteria.

Title VI Coordinator	33%
Title VI Staff Training	16%
Title VI Implementation Plan	29%
Dissemination of Title VI Information to the Public	38%
Complaint Procedure	36%
Data Collection	20%

<sup>2</sup> Travel was not possible due to COVID-19 travel restrictions.

<sup>3</sup> Travel permitting



LEP	41%
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### *General Discussion of Findings and Trends*

The majority of the responding agencies, eighty percent (80%), indicated that a Title VI Coordinator had been appointed. Of those agencies, however, only thirty-three percent (33%) were also able to provide public notices that showed the identity and contact information for the Title VI Coordinator. Forty-seven percent (47%) of responding agencies that stated a Title VI Coordinator was appointed but did not have the identity and contact information for the Title VI Coordinator publicly available. Although other areas of noncompliance existed, the most frequent areas of deficiency and noncompliance included:

1. Lack of a formal procedure to provide Title VI training to staff. Providing training to staff regarding nondiscrimination under Title VI in programs and services offered to the public was found to be weak. Only sixteen percent (16%) of responding agencies were able to provide confirmation that staff receive training on Title VI nondiscrimination to their program participants. Forty-eight percent (48%) of agencies responded that training is provided regarding nondiscrimination in the workplace, or stated they provide training but did not include a description the curriculum to verify that training is for services to the public and not only in the workplace. Thirty-seven percent (37%) responded that there was no established training program.
2. Lack of a Title VI Implementation Plan. Only twenty-nine percent (29%) of responding agencies were able to provide a complete Title VI Implementation Plan for the agency's programs and services. An additional twenty-four percent (24%) provided a plan that was developed and written for a specific division, such as transit or housing, or had started to develop a plan that was not completed and implemented at the time of the analysis. Forty-seven percent (47%) of agencies did not have any records of a Title VI Implementation Plan.
3. Lack of dissemination of Title VI information to the public in languages other than English. While sixty-seven percent (67%) of responding agencies were able to provide examples of Title VI nondiscrimination statements, only thirty-eight percent (38%) had examples of the notices in English and languages other than English.
4. Lack of Title VI complaint procedure for program participants. Most of the responding agencies, seventy-one percent (71%), provided a complaint procedure. Of those, thirty-six percent (36%) had a detailed procedure specifically for resolving Title VI complaints filed by the public. Another

thirty-six percent (36%) provided a procedure that was incomplete or was composed for use by staff to file a workplace discrimination complaint.

5. Lack of procedures for statistical data collection. An area that is shown to need improvement is the collection of statistical data for the agency's program participants. Only twenty percent (20%) of responding agencies responded with a formal process to collect information on their program participants to help ensure that the agency's programs are effectively serving its beneficiaries without negatively affecting segments of its population.
6. Lack of a Limited English Proficiency (LEP). Forty-one percent (41%) of responding agencies had a formal Limited English Proficiency (LEP) language assistance plan based in part on a four-factor analysis needs assessment. Although fifty percent (50%) of responding agencies did not have a written LEP plan, informal procedures for providing services in languages other than English to program participants were evident. Agencies without a formal LEP plan provided employment agreements for bilingual staff positions and also offered examples of public notices translated into languages other than English.

#### *Remediating Deficiencies*

Caltrans is implementing a three-prong approach to remediating Agency deficiencies as follows:

1. Identifying District Roles & Responsibilities: The Headquarters Division of Local Assistance (HQ DLA) has drafted and is finalizing Standard Operation Procedures (SOPs) for District Local Assistance Staff Roles and Responsibilities to be released FFY 2021. These will include district support to act as liaisons between Caltrans and Local Agencies as well as a local Title VI resource for Local Agencies. Strengthening these SOPs will provide stronger oversight for Caltrans.
2. Training: Agencies with deficiencies provided Caltrans an opportunity for Title VI Training to improve and remediate components of their Title VI Programs. HQ DLA has already begun direct training with Agencies revealed to have Title VI Program deficiencies. Based on the general trends of the Title VI Desk Compliance Reviews, HQ DLA is developing training for Agencies. HQ DLA will work with OCR to provide and produce training content. This training will be hosted via a series of webinars in FFY 2021.
3. Policy Updates: HQ DLA is finalizing updates to the Caltrans Local Assistance Procedures Manual (LAPM). The LAPM updates will include more guidance and assistance that Agencies can reference regarding

Title VI regulations. The finalized LAPM will be published and sent to Agencies January 2021.

#### Title VI Training

The Title VI Branch conducted training for all staff statewide. Additional trainings were conducted to cover in-depth processes related to Title VI job duties and responsibilities. The Title VI Branch plans on scheduling more job-specific trainings for FFY 2021.

Of the total 21,332 Caltrans employees, 16,950 employees have taken the Title VI Mandated Training within the past two years<sup>4</sup> for a compliance rate of 79.5%.

	<b>Title</b>	<b>Date</b>	<b>Attendees</b>	<b>Audience</b>
1.	Title VI Mandated Training	Ongoing	11403	All Caltrans staff
2.	102131 Title VI District Liaison Training	10/08/19	65	District Title VI Liaisons and teams
3.	102146 Title VI HQ PAA Training	10/24/19	17	HQ Title VI Program Area Advisors and teams
4.	102131 Title VI District Liaison Training	11/14/19	54	District Title VI Liaisons and teams
5.	102248 Title VI Census.Gov Training	01/21/20	15	All Caltrans staff
6.	102248 Title VI Census.Gov Training	01/22/20	18	All Caltrans staff
7.	Maintenance Title VI Training	1/29/20	2200	Caltrans Maintenance
8.	102248 Title VI Census.Gov Training	08/25/20	83	All Caltrans staff

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<sup>4</sup> Caltrans Director's Policy 28 Revision 1 dictates employees must take the Title VI Training biennially.

## Title VI Planned Trainings

	<b>Title</b>	<b>Date</b>	<b>Audience</b>
1.	Title VI Mandated Training	Continuous	All Caltrans Staff
2.	102131 Title VI District Liaison Training	October 2020	District Title VI Liaisons and teams
3.	102146 Title VI HQ PAA Training	October 2020	HQ Title VI Program Area Advisors and teams
4.	102248 Title VI Census.Gov Training	November 2020 and TBD	All Caltrans Staff

## Title VI Training for Sub-Recipients

	<b>Title</b>	<b>Date</b>	<b>Attendees</b>
1.	Title VI Technical Assistance: Implementation Plan	10/03/2019 and 10/08/2019	City of Downey
2.	Title VI Technical Assistance: Demographic Data	10/11/2019	Placer County
3.	Title VI Technical Assistance: Program Plan	11/07/2019	Colusa County
4.	Title VI Technical Assistance: Data Collection, Title VI Assurances, LEP, and Complaint Process	12/19/2019, 04/15/2020, and 06/24/2020	City of Bakersfield
5.	Title VI Technical Assistance: LEP	04/29/2020	San Luis Obispo Council of Government
6.	Title VI Technical Assistance: Implementation Plan	4/30/2020	City of Pinole
7.	Title VI Technical Assistance: Goals & Accomplishments	05/13/2020 and 06/05/2020	Tulare County
8.	Title VI Technical Assistance: Implementation Plan and Goals & Accomplishments	05/27/2020	City of Dinuba

### Limited English Proficiency (LEP)

The following table depicts Caltrans LEP Data for FFY 2020.

Category	Statistic
Percentage of population that does not speak English proficiently	18.1 <sup>5</sup>
Number of languages (other than English) used by the population	62
Estimated number of translation services provided	72
Estimated number of interpretation sessions provided	253 <sup>6</sup>
Number of tele-interpreter services provided	739 <sup>7</sup>
Number of tele-interpreter sessions provided	83
Number of languages interpreted to English	3

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<sup>5</sup> 2018 American Community Survey (ACS).

<sup>6</sup> Provided by Caltrans staff

<sup>7</sup> In minutes

### Title VI Complaints: Jurisdictional

The following table depicts Title VI Complaints filed with the Caltrans Office of Civil Rights with jurisdictional findings.

Date	Complaint Number <sup>8</sup>	Recipient	Summary of Allegation	Finding	Action Taken
08/13/2020	OCR-092020	Caltrans	Complainant alleged discrimination based on race, color, and national origin in the construction process.	Forwarded Complaint to FHWA	8/25/20 - Received mailed-in complaint form with attached letters regarding discrimination 9/1/20 - Scanned and saved the complaint. Emailed and mailed acknowledgement of receipt and notice of forwarding letter to the complainant. Forwarded the complaint to Scott Carson at FHWA.

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<sup>8</sup> Complaint naming changed mid-year due to the Division name change from Office of Business and Economic Opportunity (OBEO) to Office of Civil Rights (OCR).

### Title VI Complaints: Non-jurisdictional

The following table depicts Title VI Complaints filed with the Caltrans Office of Civil Rights with non-jurisdictional findings.

Date	Complaint Number <sup>9</sup>	Recipient	Summary of Allegation	Finding	Action Taken
10/02/2019	OBEO-032019	City of Downey	Complainant alleged discrimination based on National Origin and Age due to transit services not running during the listed timetables.	Non-jurisdictional. Referred to Federal Transit Administration (FTA) – Closed.	10/02/19 - Complainant filed Title VI complaint with the City of Downey and City of Downey forwarded the complaint to Caltrans OCR for processing. 10/03/19 - Title VI Branch informed the City of Downey via phone call that, if they are not a sub-recipient of FTA funds from Caltrans, they should forward the complaint directly to FTA's D.C. address. City of Downey confirmed they would send the complaint to FTA.
10/22/2019	OBEO-042019	World Oil Corp.	Complainant alleged promotional discrimination based on race.	Non-jurisdictional. Referred to Equal Employment Opportunity Commission (EEOC) – Closed.	10/25/19 - Sent complaint form back to complainant with no jurisdiction letter. Informed complainant to inquire EEOC regarding complaint complainant filed with EEOC.

<sup>9</sup> Complaint naming changed mid-year due to the Division name change from Office of Business and Economic Opportunity (OBEO) to Office of Civil Rights (OCR).

10/30/2019	OBEO-052019	Caltrans - Division of Construction, Labor Compliance	Complainant filed complaint under the basis of retaliation, being retaliated against by the Division of Construction Labor Compliance.	Non-jurisdictional. Referred to Equal Employment Opportunity Commission (EEOC) – Closed.	10/30/19 - Sent a response to complainant stating his complaint is not a Title VI complaint (based on race, color, or national origin). Division of Construction confirmed handling the case and referring the complainant to DIR for additional labor code violations out of Caltrans jurisdiction.
11/04/2019	OBEO-062019	San Diego International Airport	Complainant alleged harassment at the San Diego Airport.	Non- Jurisdictional. Referred Complainant to the Department of Fair Employment and Housing - Closed	11/07/19 – The Title VI Branch researched and concluded that the complainant did not identify any instances of discrimination based on race, color, or national origin, and, therefore, did not fall under Title VI. Responded to the complainant informing them that the Title VI Branch did not have jurisdiction over their complaint and that they may want to contact the Department of Fair Employment and Housing regarding Hate Crimes.
11/05/2019	OBEO-072019	Caltrans	Complainant alleged corruption in District 12 practices.	Non-jurisdictional. Referred to Caltrans Independent Office of Audits and	11/07/19 - Forwarded to the Independent Office of Audits and Investigations as the



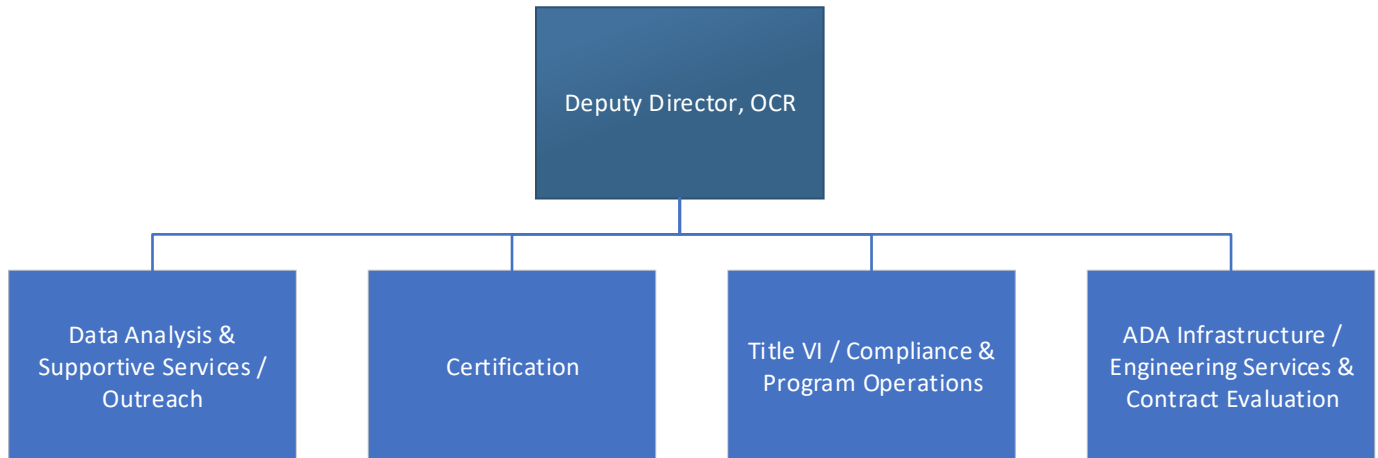
				Investigations – Closed.	complaint did not relate to race, color or national origin.
11/14/2019	OBEO-082019	Caltrans	Complainant alleged a member of a highway construction crew used profanity and was not practicing safety precautions.	Non-jurisdictional. Referred to Caltrans District 3 Office – Closed.	11/14/19 – Determined the complaint does not relate to not discrimination based on race, color, or national origin. Emailed District 3 Public Information Office (PIO) the complainant who confirmed that they would direct it to the correct office at District 3.
02/14/2020	OCR-022020	LA Metro Board	Complainant alleged harassment by the LA Metro Board.	Complainant withdrew complaint - Complaint closed.	3/9/20 - Received email from Complainant requesting to withdraw complaint. 3/12/20 - Sent close out letter via certified mail to Complainant.
02/14/2020	OCR-032020	Caltrans	Complainant alleged discrimination by prime contractors in the Architectural & Engineering Bid process.	No response – Complaint closed.	2/18/20 - Sent Complainant a Title VI complaint form. Received no response.
03/03/2020	OCR-042020	Sacramento County	Complainant alleged discrimination based on race in the contract selection process.	Referred the complainant to contact the California Attorney General and investigated - Closed.	4/22/20 - Sent an email to Complainant asking if Complainant filed a complaint with the California Attorney General's Office. Complainant responded that same day that he has not filed

					with the Attorney General but would like to and would contact Mr. Anthony Seferian, Deputy Attorney General of the Civil Rights Enforcement Section. 8/20/20 - OCR investigated this claim and issued a report with findings within one month.
07/23/2020	OCR-052020	Caltrans	Complainant alleged a construction truck displayed a political flag and was driving aggressively.	Non-jurisdictional. Referred to Caltrans District 1 Construction – Closed.	07/24/20 - Complaint did not relate to race, color, or national origin. Responded to complainant regarding Caltrans District 1 Construction handling the complaint.
7/30/2020	OCR-062020	California Department of Motor Vehicles (DMV)	Complainant alleged lack of efficiency and safety at a local DMV office.	Non-jurisdictional. Referred complainant to the DMV or CalSTA – Closed.	07/30/20 - Responded to the complainant with DMV contact information and CalSTA contact information as the complaint did not relate to race, color, or national origin. Provided Title VI Brochure and complaint form for their convenience.
08/06/2020	OCR-072020	Caltrans	Complainant alleged discrimination based on religion as part of a health and safety training.	Non-jurisdictional. Referred to Caltrans Office of Equal Employment Opportunity (EEO)– Closed.	09/01/20 – Determined the complaint was Title VII and referred to the Office of Equal Employment Opportunity (EEO) at Caltrans. EEO

					confirmed receipt of the complaint.
08/12/2020	OCR-082020	Caltrans	Complainant alleged discrimination based on lack of tree maintenance in their neighborhood.	Non-jurisdictional. Referred to Caltrans District 7 Maintenance – Closed.	8/14/20 - Received response from District 7 South Region Maintenance confirming confirmation of the complaint. Responded to complainant by providing the Title VI Brochure and complaint form if they believe they were discriminated based on race, color, or national origin. Informed the complainant that their complaint was forwarded to District 7 Maintenance.

#### IV. Organization Structure

David DeLuz is the Deputy Director of the Caltrans Office of Civil Rights (OCR). OCR consists of the following four offices (seven branches): Data Analysis & Supportive Services and Outreach, Certification, Title VI and Compliance & Program Operations, as well as the Americans with Disabilities Act Infrastructure Program, Engineering Services and Contract Evaluation.



#### V. Title VI Accomplishments & Goals

The following comprises the Title VI Accomplishments & Goals for Caltrans HQ Divisions and all Districts.

##### Aeronautics

##### Accomplishments:

- In a regularly scheduled staff meeting, all staff was reminded to see PAA for the correct LEP assistive language statement to be placed in all documents produced by the Division.
- Ensured the California Aviation System Plan study will include Title VI language in all documents when completed.
- Reviewed all Regional Transportation Plans and Overall Work Programs for a Public Participation Plan and Title VI verbiage or a Title VI section within the document when they arrived for comment.
- Included language for Title VI in contract for the new California Airport Systems Plan. Emphasized importance during public outreach efforts.
- Discussed Title VI requirements and importance at all-staff meeting in October. Presented resources available and distributed materials. Presented Title VI required training to 24 staff members.
- In June, staff worked with Public Affairs office to start an outreach campaign for the draft California Aeronautics System Plan (CASP) in order to consider

more viewpoints and backgrounds, especially from voices in under-served communities. The draft CASP reflects the attention to impacts on these communities, while preserving the aeronautic system for the future.

#### Goals:

- Verify Division staff will comply with all Title VI requirements before, during, and after any hearings; i.e., public notices in local newspapers in English and other primary language, and report number of attendees and any requirements for interpreters, if necessary.
- Provide public hearings for the draft California Aviation System Plan (CASP) before finalizing the plan. The Title VI requirements will be followed by the consultant, as well as Division staff. Staff will ensure that the Title VI verbiage in the new CASP document, both draft and final.

#### Civil Rights

##### Accomplishments

- OCR held Title VI Quarterly Meetings in October, January, April, and July. Items discussed included: Public Participation, LEP Four-Factor Analysis, Sub-recipient monitoring, Data Collection, Title VI Compliance Reviews, and Title VI reporting.
- Translations:
  - OCR translated the Title VI Complaint Form to Chinese, Vietnamese, Korean, and Dari.

#### Goals:

- Publish Title VI Desk Manual for Caltrans internal use.
- Assemble a GIS database which identifies census tracts and block groups statewide where low income and minority populations reside overlaid on project locations.
- Present Title VI training to Caltrans upper management.
- Update/revise the mandatory Title VI Online Training to include how Title VI requirements apply to Caltrans employees.
- Update Director's Policy 28-R1, Title VI of the Civil Rights Act of 1964 and Related Nondiscrimination Statutes, and Deputy Directive 91-R1, Limited English Proficiency (LEP).
- Translate Title VI complaint forms in remaining 8 top languages used in California.

## Construction

### Accomplishments:

- Per recommendations from the Office of Civil Rights Desk Review, the Division of Construction implemented changes to the Construction Manual chapter related to Title VI. Specific changes included renaming Chapter 8-207 and revising the language to clarify the Title VI requirements and complaint process.
- Per recommendation from the Desk Review, the Division of Construction implemented changes to the Divisions' internal web resources (Intranet).
- Trainees received LanguageLine Services information at the Labor Compliance Basic Trainings, Services Contract Managers Trainings, and RE Academy presentations.
- Labor Compliance staff explained Title VI requirements during several Pre-Construction meetings.
- Translations/Interpretations:
  - 1 translation in Spanish.

### Goals:

- Division staff will receive a reminder email in the fall to complete the required Title VI training, which will be a regular occurrence each year moving forward.
- LanguageLine Translation Services information will be included in new online Labor Compliance training modules that will be developed and published during FY 2020-2021.

## Design

### Accomplishments:

- In August, a quarterly email was sent to Division of Design (DOD) staff consisting of employee Title VI awareness items.
- Posted Title VI Awareness Displays in various areas throughout the Division. A descriptive banner, which provides PAA contact information, is also posted above said posters.
- In August, PAA met with DOD manual editors to ensure Title VI requirements are included in DOD manuals.
- Maintained a Title VI "One- Stop-Shop" intranet page to serve as a DOD Title VI Employee Resource Center.
- Provided Title VI guest speaker(s) at two quarterly All Staff Meetings.
- Provided a Title VI awareness booth at public outreach for new A&E contract advertisement on 12/13/19.

#### Goals:

- At the beginning of the FFY, DOD will send out the annual Division of Design's Title VI Awareness Memo (issued by the Division Chief highlighting details of the Division's Title VI Awareness Program).
- Conduct a Title VI presentation at one of the Division of Design Quarterly All Staff meetings.
- Provide Title VI Awareness by maintaining the DOD Title VI intranet page.
- Conduct a monthly sub-recipient review to monitor Title VI compliance for new A&E contracts.

#### Engineering Services

##### Accomplishments

- Placed Title VI posters in common areas for easy access and handed out Title VI pamphlets to all new employees.

#### Goals

- Title VI information will be discussed at an all-staff meeting.

#### Environmental Analysis

##### Accomplishments

- An online Community Impact Assessment (CIA) course was added which contains a Title VI/Environmental Justice module.
- Registration information for the Title VI Data.Census.Gov Training was forwarded to the 35-member State CIA Working Group.
- Two Environmental Academies (including modules on Title VI and Environmental Justice) were held, September 2019 in San Diego and February 2020 in Irvine with approximately 35 Caltrans staff attending each academy.
- In November, a Title VI presentation was delivered at the Division's All-Staff Meeting. LanguageLine Solutions resources were distributed to management shortly thereafter.
- An Environmental presentation was given at the Transportation Planner Academy in December. The academy was held in Sacramento. The presentation included information on Title VI and Environmental Justice.

#### Goals

- A DEA Title VI team will be formed comprised of a representative from each DEA office.
- In November, a Title VI presentation will be delivered at the Division's All-Staff Meeting. A target date of January 15, 2021 will be announced for all staff to

have their certificate of completion submitted to the Division's Title VI PAA, Peter Bond.

- A one-day Community Impacts Assessment Workshop (including an Environmental Justice Module) is offered by the Division. This workshop is offered primarily to District staff and is open to HQ DEA staff if desired. When in-person training resumes two sessions of the trainings will be delivered in FY 20/21.
- An Environmental Academy is conducted by the Division. This 5-day academy includes modules on Title VI and Environmental Justice. Approximately 35 Caltrans staff attend each academy. Attendees are primarily district environmental staff but also include Caltrans HQ staff and resource agency staff. When in-person training resumes three sessions of the academy will be delivered in FY 20/21.
- An Advanced Environmental Academy is being developed and will include a Title VI/Environmental Justice module.
- Title VI posters will be displayed in the DEA office.
- Environmental presentations, which includes Title VI and EJ components, will be made at the 2020/21 Transportation Planner Academies.

#### Local Assistance

##### Accomplishments

- 1/31/20, PAA started and will continue to mentor backup staff on the technical and regulatory aspects of Civil Rights.
- On February 27, revised local agency Title VI Compliance Review Questionnaire for upcoming desk reviews.
- 4/21/20, updated DLA Title VI website to include the following updated documents: Caltrans Non-Discrimination Policy Statement and Title VI Complaint Process.
- 5/12/20, provided Title VI technical assistance to the Caltrans District 1 related to Title VI LEP (translations/translators) services in local agency advertising for bids.
- 6/23/20, sent an email to District Local Assistance Engineers (DLAEs) to review the Title VI Standard Operation Procedure (SOP) for management review. The purpose of the SOP is to provide Title VI technical assistance to the DLAEs in an effort to assist with the oversight and reporting for Title VI program compliance and nondiscrimination requirements.
- 7/31/20, submitted updates to Chapter 9 of the Local Assistance Procedures Manual (LAPM) to clarify new Title VI complaint procedures and add language when local agencies will need to implement Title VI dependent upon their Preliminary Environmental Study. Also, submitted updates for



Chapters 6,12,13,15 and 16 of the LAPM to clarify additional instances when Title VI will need to be implemented.

- Translations:
  - 10/02/2019 – Translated Spanish Complaint from the City of Downey.

## Goals

- Provide technical assistance and guidance on Title VI matters to program area to Local Public Agencies (LPAs) and Caltrans District staff (ongoing).
- Review Caltrans DLA program manuals, contracts, website, and policy documents to determine whether Title VI is appropriately addressed and implemented department-wide (ongoing).
- PAA will meet with Civil Rights Branch quarterly to discuss internal/external training needs and strategies for implementation of Title VI throughout the state.
- By 10/30/20, finalize District Local Assistance Title VI Roles and Responsibilities, Standard Operating Procedure (SOP).
- By 10/30/20, execute Title VI Consultant Contract Service to conduct LPAs desk assessments. Consultant to prepare reports that will help DLA to assess local agency risk and determine Title VI compliance.
- By 11/30/20, review and update Title VI questionnaires for subrecipient compliance reviews.
- By 1/30/21, develop schedule to conduct Title VI onsite/desk compliance reviews of subrecipients.
- By 1/30/21, update LAPM, Chapter 6, 9, 12, 13, 15, and 16 to assist with oversight and reporting for Title VI compliance for LPAs.
- By 1/30/21, update LAPM, Chapter 9, Section 9.2 Title VI and update Master Agreement boilerplate language for Exhibit 4-C to include Appendix E of the Title VI Assurances.
- By 3/30/21, conduct onsite/desk Title Compliance Reviews.
- By 3/30/21, work collaboratively with federal and state authorities in communicating Title VI program requirements in LPAs training.
- By 4/30/21, collaborate with Office of Civil Rights to develop LPA Civil Rights training.

## Maintenance

### Accomplishments:

- A Title VI training was presented to Field Maintenance employees by the Office of Civil Rights, at the 'Wednesday's Training Days' remote training sessions. One session was held on December 18, 2019 for District 10, and a second session was held for Statewide Field Maintenance Employees on 1/29/20.

## Goals:

- Monitor, track and notify the employee's supervisor of Title VI non-compliance and provide individual supervisors reports quarterly.
- Create and implement email communication recommending that the Division Chief add agenda item Title VI public outreach/public meetings Deputy Division Chief monthly meeting in order to ensure public meetings have necessary Title VI resources.
- Create and implement quarterly reminders to managers and supervisors on how to view employee training history reports in staff central in addition to program monitoring by the PAA.
- Create and implement email communication for the Program Area Advisor to share the following with all Division of Maintenance employees for awareness on a quarterly basis: 1) Assistive Services Language link and 2) Caltrans non- discrimination policies, including Director's Policy 28 (DP-28-R1) Title VI of the Civil Rights Act of 1964 and Related Statutes and Deputy Directive 91 (DD-91-R1) Limited English Proficiency (LEP) for continued awareness and in support of Office of Civil Rights.

## Procurement & Contracts

### Accomplishments

- Distributed new LanguageLine Solutions card and Title VI Brochure to new employees.
- In November, sent a memo out to DPAC staff advising of Title VI requirement for ensuring Title VI Language and assurances are included in all contracts. Distributed new LanguageLine Solutions card to new employees along with Title VI brochures.
- In June, revisions were made to include Title VI language and assurances to DPAC's Human Resources Procedures for Managers and Supervisors and the Contract Manager Handbook.
- In August, provided memo to management team identifying the Division of Procurement and Contracts' Program Area Advisor (PAA) and outlining the role of the PAA as the person for this role has changed since the last memo was issued.
- Verified Title VI brochures are available in public lobby.
- Provided Title VI brochures to transportation engineer to display while interviewing potential contractors.
- Quarter One: Reviewed 5 out of 21 contracts; confirmed Title VI language and assurances are noted in all reviewed contracts.
- Quarter Two: Reviewed 5 out of 28 contracts; confirmed Title VI language and assurances are noted in all reviewed contracts.

- Quarter Three: Reviewed 5 out of 33 contracts; confirmed Title VI language and assurances are noted in all reviewed contracts.
- Quarter Four: Reviewed 5 out of 12 contracts; confirmed Title VI language and assurances are noted in all reviewed contracts.

#### Goals

- Continue to ensure new employees are given the LanguageLine Solution cards in addition to providing the instruction of completing the Title VI required training.
- Ensure that quarterly contract reviews for Title VI language and assurances will be conducted each quarter during this new reporting period.
- Continue to ensure that the Title VI Brochure is available to the public and displayed in multiple languages.

#### Project Management

##### Accomplishments

- Created and presented a Title VI insert that includes Title VI language for Division of Project Management (DPM) desk manuals to the Division Chief and Office Chiefs. Requested they include the insert in all desk manuals.
- OCR representative presented a 20-minute presentation at our 6/15/20 all-staff meeting.
- Audited Title VI documents in the new employee packets to ensure they are up to date.

#### Goals

- Update Title VI desk manual insert with updated contact information by end of October 2020.
- Follow up with DPM Division Chief and Assistant Division Chief to confirm Title VI insert has been provided to staff creating the new desk manuals by October 2020.
- Identify and train an Analyst as a backup for Program Area Advisor duties by November 2020.
- Review District Title VI Liaison and Program Area Advisor Roles and Responsibilities by end of December 2020.
- Update DPM Title VI annual memo to include updated contact information and new Division Chief by February 2021.
- Send new Title VI annual memo to all staff by April 2021.
- Audit Title VI posters and flyers to ensure they are up to date by end of June 2021.

- Propose having and invite OCR to attend a Project Management all-staff meeting to deliver a 20-minute presentation by end of September 2021.

## Rail & Mass Transportation

### Accomplishments

- Program Management sent quarterly emails to all staff about Title VI.

### Goals

- Increase staff knowledge of Title VI and how it relates to Transit through additional training and awareness.

## Research, Innovation, & System Information

### Accomplishments

- Operations and Resource Management added a Title VI webpage to the intranet for DRISI staff.
- Planning, Policy and Program Development discussed contracting requirements, which includes Title VI with sub-recipients.

### Goals

- Continue to train Title VI awareness, policies, and procedures to DRISI management and staff through email blasts, policy updates, and other mechanisms. DRISI is working on establishing a quarterly department newsletter, which will include any Title VI news and updates. DRISI also plans to invite OCR to a future All-Staff meeting to present Title VI information that may be valuable to employees.

## Right of Way and Land Surveys

### Accomplishments

- Quality Enhancement Joint Reviews (QEJR)s are scheduled quarterly with each functional unit. A QEJR schedule has been updated on a bi-annual schedule. October and November of 2019. QEJR's for upcoming quarters have been rescheduled due to COVID19.
- Relocation Assistance QEJR performed in D12 October 2019.
- Appraisals QEJR was finalized in June 2020, conducted in April 2020 (District 6)
- QEJR's were performed in October in D7 and 8.
- QEJR's were performed in July 2019 (D2), August 2019 (D12), December 2019 (D7) and April 2020 (D5).
- Monitored and updated QEJR schedule
- Sent email blast each functional unit office chief on a monthly basis to address Title VI issues that may have arisen.

- Reached out to Districts to offer assistance for Title VI compliance.
- During Right of Way and You, as well as the Right of Way Academies A and B, Title VI information was discussed and disseminated to new agents. Agents were encouraged and instructed to take all annual Title VI training.
- Translations/Interpretations:
  - The following translations were provided at the request from Districts to translate in Spanish:
    - Appraisal Exhibit 7 EX 25 Non-Complex Appraisal Valuation
    - Acquisition Exhibit 8 EX 6 Appraisal Cost Reimbursement
    - Acquisition Exhibit 8 EX 16 Summary Related to Purchase of Real Property
    - Acquisition Exhibit 8 EX 27 Permit to Enter and Construct

#### Goals:

- Perform quarterly Quality Enhancement Joint Reviews with Districts to review ROWLS policy, procedures, and Title VI compliance.
- Monitor, Review, Guide HQ and Districts through Title VI policy and ensure each District is properly recording and meeting Title VI expectations.

#### Traffic Operations

##### Accomplishments

- On a monthly basis, solicited Traffic Operations employees who are on the Caltrans Volunteer/Certified Bilingual Listing for (LEP) Data Reporting.
- In March, added the Office of Civil Rights Complaint information and link to the new hire communication email.
- In April, conducted Public Participation Outreach Communication to Traffic Operations Office Chiefs and Executive. This communication is two-fold by gathering information of planned public participation activities, and heightening Title VI awareness.

#### Goals

- The Traffic Operations Office of Traffic Engineering is hosting the California Traffic Control Devices Committee meeting on 7/9/2020 to be held in Davis, CA. The PAA will attend to provide the Title VI materials and ensure Title VI information is available at the public meeting. The PAA will observe and determine if other Title VI opportunities are present providing advice to interested parties.

#### Transportation Planning

##### Accomplishments

- The Division of Transportation Planning (DOTP) updated both the Title VI [intranet](#) site and Title VI [internet](#), websites to bring awareness of the various Title VI activities within the Division for staff and the general public.
- The Division of Transportation Planning (DOTP) developed an all staff memorandum to address Title VI issues, the importance of documenting the work that is done within planning and highlight changes to our intranet website for staff.
- DOTP held a Title VI presentation in March 2020. The Office of Civil Rights (OCR) and DOTP developed a presentation tailored for the needs of DOTP staff. A follow-up email was provided with Title VI resources.
- Freight Planning held two California Freight Advisory Committee (CFAC) meetings for the discussion of freight-related topics.
  - 1/9/20 – 38 participants, San Bernardino, District 8
  - 7/15/20 – 112 participants, Webex Virtual Workshop
- Regional Planning updated the Sustainable Transportation Planning Grant Program Application Guide, which includes State funding for Sustainable Communities and federal funding for Strategic Partnerships. The updated process included two public virtual workshops and a formal comment period to ensure the Grant Program meets their needs.
  - 4/23/20 – 86 participants, Webex Virtual Workshop
  - 4/24/20 – 72 participants, Webex Virtual Workshop
- Held four webinars for external partners (cities, counties, regional agencies, climate change advocates, environmental consultants, transportation consultants, attorneys, FHWA contacts, state agency staff, and some Caltrans staff) to discuss guidance documents and SB 743 implementation. Webinars are contained at the following website, [SB 743 Webinars](#).
  - 11/8/19 – 300 to 450 participants, Webex Virtual Workshop
  - 3/24/20 – 300 to 450 participants, Webex Virtual Workshop
  - 5/11/20 – 300 to 450 participants, Webex Virtual Workshop
  - 5/15/20 – 300 to 450 participants, Webex Virtual Workshop
- State Planning staff organized, provided staff services to, and coordinated Caltrans Native American Advisory Committee (NAAC) meetings. The NAAC is a key forum for promoting coordination between tribes and Caltrans.
  - 11/6/19 – 43 participants
  - 3/4/20 – 42 participants
  - 6/10/20 – 60 participants, Webex Virtual Workshop
  - 8/26/20, Webex Virtual Workshop
- Freight Planning developed a monthly newsletter to keep internal/external parties apprised of freight planning activities.
  - [October 2019](#)

- [November 2019](#)
- [December 2019](#)
- [January 2020](#)
- [March 2020](#)
- [April 2020](#)
- [May 2020](#)
- [June 2020](#)
- July 2020
- August 2020
- September 2020
- The Caltrans Virtual Public Involvement (VPI) Team, which began under the auspices of the FHWA Every Day Counts (EDC 5) program, promoted the use of electronic tools and other virtual methods and strategies to supplement traditional methods and broaden and expand public participation. In its monthly meetings, a consistent focus of the team is on social justice and inclusive, equitable participation for all communities, including those with limited English proficiency. The team has grown to include staff from Transportation Planning, Public Affairs / Public Information Offices, Environmental Analysis, and about half of the Caltrans 12 districts. In April, in coordination with FHWA, the VPI Team conducted a four-hour, virtual VPI Workshop by videoconference, which included presentations from transportation agencies in North Carolina, Iowa, San Francisco, and Caltrans, with participation by about 100 Caltrans and MPO staff. In his opening remarks, Caltrans Director Toks Omishakin reminded workshop participants of the “equity challenge” associated with VPI and that not everyone has equal access to the Internet or virtual tools.
- Regional Planning finalized the fifth iteration of the Public Engagement Contract (PPEC). PPEC 5 is mainly focused on capacity-building and “strategic” use of consultant services – i.e., helping programs and districts with outreach and engagement mainly through guidance, mentoring, development of adaptable and transferable products, and training. Social equity and proactive outreach to disadvantaged communities is an important part of all activities.
- Staff completed Transportation Scenario Development, Economic and Transportation Modeling, Technical Reviews for the California Transportation Plan (CTP). Held multiple policy action committee, technical advisory committee, and economic technical advisory team meetings for input and buyoff on CTP development, including policies, strategies, recommendations, travel demand modeling, and economic forecasts.

- Developed COVID-19 sections in CTP and integrated short-term policies, strategies, and recommendations including virtual outreach methodology.
- Translations:
  - Translated the Caltrans Active Transportation Plan Survey to Spanish.

## Goals

- Avoid disproportionately high or adverse impacts on communities through the updating of forecasting tools used by the organization. The office also provides economic impact analysis for transportation segments and provides a consistent set of long-term socio-economic forecasts annually for each county. Completion of training modules are expected in fall of 2021.
- The Statewide Truck Parking Study will begin this summer of 2020. This study will have public engagement components expected in FFY 2021. There will be meaningful outreach conducted at places where truck drivers will be able to provide input. This outreach will also be targeted to historically underrepresented drivers such as independent owner/operators, female, and minority drivers. Depending on data analysis, there may be targeted outreach to neighborhoods we find are disproportionately impacted by parked trucks for feedback and solutions on how to address impacts. Completion of the study is expected in Spring of 2022.
- The Marine Highway 580 (M-580) Corridor Multi-Modal Freight Network Optimization Study will have public engagement components expected in FFY 2021 as the draft plan will be presented for public feedback. Outreach to communities and neighborhoods disproportionately impacted by freight in the study area will occur, such as neighborhoods near the ports of Oakland and Stockton. Completion is expected in Spring of 2021.
- Hold two or three California Freight Advisory Committee (CFAC) meetings in FFY 2021. These meetings are open to the public.
- Create a public outreach approach for the CFMP 2025 that engages multiple communities throughout the state and is inclusive of a diverse set of viewpoints. Outreach specifically to disadvantaged communities will be planned for.
- Create a freight factbook that will provide quick access to facts related to freight. The factbook will specifically have an equity section and provide facts on how freight affects disadvantaged communities.
- Creating a freight curriculum that will propose courses for freight planners throughout the state. The curriculum will contain an equity module of courses so freight planners will be aware of equity issues as they conduct their duties.
- Conducting an Agricultural Goods Movement Preliminary Investigation (PI) that will look at best practices of how Agricultural Goods Movement is



planned for across the country. This PI will include equity in Agricultural Goods Movement planning, which we will incorporate into future Ag Goods Movement planning efforts and outreach.

- Complete a comprehensive review of work activities and future plans to ensure that equity is incorporated into all work and meaningful outreach is conducted to any potentially affected parties—with a focus on those communities that have been disproportionately affected by transportation and freight impacts.
- Anticipate holding stakeholder session(s) for the Interregional Transportation Strategic Plan (ITSP), and public outreach session(s) for the Draft 2021 ITSP in winter 2020/2021.
- Develop guidance for Public Participation in Project Initiation Document (PID) Phase (K-phase – The Project Initiation phase ("K" phase) is the first formal project phase in developing a solution for a specific identified transportation deficiency) with consideration of Title VI policy expected to be completed by 9/30/21.
- Update Project Initiation Report Template to document public engagement efforts in PID Phase expected to be completed by 9/30/21.
- Look for tools and strategies that would support increased input from the public and specifically traditionally disadvantaged communities.
- Look for ways to develop VPI training over the next 8 to 12 months. The focus of the training is on five planning priorities, one of which is public participation. The Caltrans-FHWA collaboration will ensure that equity, non-discrimination, and diversity are central tenants in the training.
- The Planning Public Engagement Contract (PPEC), will continue to support District/Divisions that need professional support for public outreach and engagement efforts related to a wide variety of Caltrans transportation plans, programs, and conceptual projects.
- Continue to support and implement equity strategies outlined in Toward an Active California, the State Bicycle and Pedestrian Plan. One of the planning activities to implement these strategies will be the development of district-led, equity focused, active transportation plans that identify disadvantaged communities to conduct outreach in the form of partnerships. Equity strategies are expected by September 30, 2021.
- Analyze outcomes of the Adaptation Planning grant program ending in 2020 by 9/30/21. Caltrans will have a better understanding of adaptation planning funding for/within disadvantaged communities at the conclusion of the grant program.

- Conduct statewide climate adaptation workshops in each of the 12 Districts. These workshops will lead to the identification of the assets at highest risk of climate impact. Workshops are expected to be concluded by 9/30/21.
- OSP is in the process of developing the California Transportation Plan CTP 2050, which has worked with stakeholders and partners to look at ways in achieving the state's GHG and VMT reduction goals to be adopted and approved by December 2020. Staff anticipates developing a CTP Implementation Plan for the CTP, expected completion is February 2021. Staff anticipates developing a public online survey/questionnaire, develop CTP 2050 informational video and post online, conduct virtual public workshops for CTP 2050 Public Draft comment period.
- Hold four (4) quarterly Native American Advisory Committee meetings in FY 2020-2021.

## North Region

### Accomplishments:

- During Construction pre-job meetings, Labor Compliance staff reviewed Title VI requirements with the contractor.
- In February, LanguageLine Solutions' Quick Reference Guide Cards were distributed to all Environmental employees in Districts 1, 2 and 3.
- Right of Way educated staff on the availability and use of LanguageLine app for smart phones during Safety All hands Meeting.
- 10/1/19, an open house public meeting was hosted in Smith River, CA regarding the Dr. Fine Bridge Replacement Project (01-43640). 7 attendees.
- 10/1/19, a follow up meeting was held at the Gualala Community Center to obtain community consensus on project scope regarding the Gualala Downtown Enhancements Project (01-0C720). Approximately 150 attendees.
- 10/8/19, a meeting regarding the Coon Conservation project (03-1H530) was held at the Coon Creek Mitigation Parcel in Lincoln, CA to discuss the ESA. 3 attendees.
- 10/22/19, a partnership meeting was held at the United Auburn Indian (UAIC) Cultural Office of the Auburn Rancheria in Auburn, CA. Various projects, DNAL and HQ were discussed. 8 attendees.
- 10/28/19, a quarterly meeting was held with the Lake County Tribes at the Habematolel Pomo of Upper Lake Tribal Office to discuss Lake County Projects Update.
- 11/8/19, a Native American outreach meeting to discuss Yocha Dehe concerns with District 1 and was held at the Yocha Dehe HQ in Brooks, CA. 5 attendees.

- 11/13/19, District 1 Tribal Summit (North) was held at the Sequoia Conference Center in Eureka, CA. Various projects were discussed. 40+ attendees.
- 11/14/19, Caltrans District 1 Planning held a walking audit of Blosser Lane as part of the District Wide Curve Warning Signs (01-0G050). Sherwood Valley Tribal reps in attendance as well as NR Environmental staff. 6 attendees.
- 11/19/19, District 1 Tribal Summit was held in Ukiah, CA. Various projects were discussed. 40+ attendees.
- 11/21/19, an open house meeting to discuss the YOL 80 Bus/Carpool Lanes (03-3H900) was held in Davis, CA. Approximately 80 attendees
- 12/6/19, a meeting was held at the Yocha Dehe HQ in Brooks, CA to discuss Yocha Dehe concerns with utility relocation and project updates regarding various Yocha Dehe Wintun Nation projects. 8 attendees.
- 12/10/19, District 1 reviewed Traffic Management Plan with the Tolowa Dee-Ni' Transportation Program for the Diminie Creek Fish Passage Project (01-0F310). 5 attendees.
- 12/11/19, District 1 reviewed HUM 96-169 5 Bridges Rail Upgrade (01-0G140) with Karuk Tribe and Yurok Tribe THPO Reps. 8 attendees.
- 12/13/19, District 1 met with reps from the Yurok Tribe to review potential disposal site for environmental revalidation for the Pectah Wall project (01-0F080). 8 attendees.
- 1/8/20, a site update meeting following Most Likely Descendant (MLD) status regarding Knight's Landing Erosion Control project (03-0J850) in Knight's Landing, CA. 6 attendees.
- 1/27/20, the Quarterly Lake County updates meeting for various projects was held at the Habematolel Tribal Office in Upper Lake, CA. 20+ attendees.
- 1/28/20, the Mendocino County Tribes quarterly update meeting for various projects was held at the Redwood Valley Rancheria Tribal Office. 20+ attendees.
- 2/5/20, a meeting to discuss the treatment protocol for human remains was held in Marysville, CA. This is in regard to the Knight's Landing Erosion Control project (03-0J850). 4 attendees.
- 2/6/20, the Quarterly meeting to discuss partner relationship and project updates for various projects was held at the United Auburn Indian Community of the Auburn Rancheria Cultural Office in Auburn, CA. 9 attendees.
- 2/10/20, District 1 held a quarterly meeting with the Yurok Tribe at the Yurok Tribal Office to review of Projects within Yurok Tribal Lands. 9 attendees.
- 2/14/20, Quarterly meeting with Mooretown Rancheria THPO to discuss partner relationships and Caltrans processes was held at the D3 District Office in Marysville, CA. 5 attendees.

- 2/19/20, a meeting was held with members of the Pit River Tribe to establish early coordination and encourage collaboration regarding the Burney CAPM (02-1H570) project. 4 attendees.
- 2/19/20, a public meeting was held to discuss the Yreka rehab project. PIO was involved. Project Management, environmental and the contractor engaged the public. 50 attendees.
- 2/27/20, an open house was held between District 1 and the Round Valley Indian tribes to discuss the South Eel River Bridge project (01-0A131) at the Round Valley Indian Tribes THPO Office. 4 attendees.
- 3/2/20, a Quarterly meeting was held at the Yocha Dehe Tribal Office in Brooks, CA. 7 attendees.
- 3/9/20 — A Quarterly meeting was held at the Shingle Springs Tribal Office in Shingle Springs, CA. 8 attendees.
- Interpretations:
  - 4 Interpretations to Spanish.

#### Goals:

- Environmental will distribute LanguageLine Solutions cards to all new staff in the division and continue to educate staff on the services provided, and how to use the services when needed. Environmental will introduce the LanguageLine app that can be used on both State and personal cell phones.
- Utilize virtual public involvement tools to enhance and broaden the reach of public engagement efforts by making participation more convenient, affordable, and enjoyable for greater numbers of people.
- Identify Caltrans projects that will occur near, or within tribal/reservation lands, and coordinate with the Public Information Office to ensure that open house and public hearing notifications are published through existing tribal newsletters and tribal administrative updates (both in print and/or digitally).
- Construction will discuss and provide Title VI Brochures at Pre-Job Meetings.

#### District 1

##### Accomplishments:

- Field Maintenance has placed the LEP language access resource brochures in all trucks in order to follow Title VI requirements while out on the road.
- In March, new updates to our Title VI procedures were discussed at a staff meeting.
- Local Assistance had the Title VI Liaison give an overview of the title VI program to local officials at a meeting in November 2019.
- Title VI was discussed at Maintenance/Traffic Operations staff meetings.

- Administration held Diversity and Inclusion Awareness training in January 2019.
- Planning and Local Assistance had the Title VI liaison speak at a Caltrans/RTPA meeting in November 2019.
- Virtual Public Open House – James Creek West Safety Project (01-0H450) – 7/7/20. Notices were placed in two local papers. Meeting materials were posted to Facebook, YouTube, and the District Projects Page for viewing. 3 attendees.
- Virtual Public Open House – Pudding Creek Bridge Widening and Bridge Rail Upgrade Project (01-43480) – 7/16/20. Notices were placed in two local papers. Meeting materials were posted to Facebook, YouTube, and the District Projects Page for viewing.
- Public Open House – Dr. Fine Bridge Project (01-43640) – 10/16/19. Notices were placed in the local paper and notices to property owners along the project limits were mailed. Translation services were available via telephone, and Title VI pamphlets and surveys were at the meeting in various languages. Approximately 25 attendees.
- Public Open House – Last Chance Grade (01-0F280) – 1/8/20. Partner Agencies attended, but Caltrans was the lead and the presenter. Notices were placed in the local paper (Crescent City) and over the radio, emails were sent to people on the project email list, a notice was posted on the Last Chance Grade project website and the event was posted to the Caltrans District 1 Facebook page. Translation services were available via telephone, and Title VI pamphlets and surveys were at the meeting in various languages. 15 people signed the sign-in sheet. Staff estimates 20-25 attendees were there.

#### Goals:

- PIO staff plan to create a graphic post on social media in Spanish once a month. We plan on recreating the graphic based off on the same graphic that is posted on social media in English.
- PIO staff will be trained on using government census data to improve outreach on August 25th, 2020.
- By January 2021, The Language Identification Guide will be placed in the field bags for all staff in Planning and Local Assistance in the event that they are approached by an LEP person while in the field.
- Currently planning a “Virtual” (Webex) Tribal Summit in the winter of 2020 to continue Planning’s goal of annual Tribal Summits by December 2020.
- Planning a “Virtual” all hands meeting for Planning and Local Assistance and having the Title VI Liaison as a key speaker by March 2021.

- Provide all Planning and Local Assistance staff with Title VI and LEP Resources for their home offices to use while teleworking by May 2021.
- Identify staff with Multi-lingual capabilities by November 2021.
- Provide training/tools to use when faced with a situation in which interpretation is needed to communicate.
- By 9/30/21, District 1 Program Project Management will hold 3 outreach events (virtual or in-person) to inform, and get input from, the public on high-level projects.
- All in-person public open houses, hosted by District 1 Project Management, will have the most current Title VI pamphlets and Language Solutions information (in various languages) available to the public.
- A PowerPoint slide, or graphic, will be developed to provide the most current Title VI information to the public during all virtual public meetings hosted by District 1 Program Project Management. This graphic will be developed by the end of October 2020.

## District 2

### Accomplishments:

- Title VI was discussed in Maintenance Safety and Tailgate meetings.
- Provided Chain Control Operations with LanguageLine Solutions resources for interactions with the public.
- Title VI and LEP was discussed at Right of Way All-Staff Meetings.
- PIO and Program Project Management co-hosted an Open House in Los Molinos on 10/2/19 for the Champlin Slough Bridge Replacement. Title VI Brochures and LEP information was available. There were 10 people in attendance.
- 10/23,10/24/19 in Redding, Hosted North Region Meet the Primes Construction and A & E Networking Event for Primes and Subs. Title VI brochures were at the event.
- 12/03/19 Attended a call in for the DGS SB/DVBE advocate workshop. Title VI brochures are placed on the tables.
- 12/04/19 Safety Officer went to discuss EEO Policy & Title VI Q & A with the Seiad Valley Maintenance crew.
- 12/17/2019 Safety Officer went to discuss EEO Policy & Title VI Q & A with the Mt. Shasta Maintenance crew.
- New Hire Orientations were held, and Safety Officers discussed LEP information and provided new employees with the LEP cards to carry in their name badge container.

### Goals:

- District Title VI Liaison will review Title VI responsibilities and District/Division accomplishments with each Division District Deputy Director and Division Liaison each quarter.
- Public Information Office will translate all social media inquiries and questions received and will provide Title VI brochures and Language Reference Guide at all public outreach events.
- Ensure Federal regulations on local agency projects and programs financed with federal-aid funds, District Local Assistance will continue to review for accuracy and/or completeness of Title VI assurances in the Project, Specifications and Estimate (PS&E) Checklist.
- Partner with local agencies to promote and heighten Title VI awareness to the general public by 1) ensuring agency is providing brochures or Title VI information at public meetings and outreach events, and 2) verifying Title VI resources when attending public meetings or outreach events.
- Assist HQ DLA with Title VI compliance reviews/training for local agencies.
- The Maintenance Division Title VI Liaison will provide the updated LanguageLine Solutions Quick Reference Guide to all Maintenance personnel.
- The Maintenance Division Title VI Liaison will attend Trimester Title VI Division Liaison Meetings to ensure we are capturing activities pertinent to the division and are Title VI compliant.
- The Maintenance Division Title VI Liaison will ensure updated Title VI information is available at all maintenance yards.
- Title VI will be discussed at All-Staff meetings by making sure that all Right of Way Agents carry a laminated LanguageLine Solutions card on them when they go out to meet grantors and that interpretations are documented.
- Discuss Title VI quarterly at Traffic Operations staff meetings.
- Provide the LanguageLine Solutions Quick Reference Guide to all Traffic Ops staff.
- Title VI Liaison will discuss Title VI at the PPM all-staff meetings at least quarterly. Liaison will cover the importance of discussing Title VI at the 60% PID meetings, adding Title VI to PDT agendas and reminding staff to schedule all public meetings/open houses on the PM calendar.
- Become more familiar with the Office of Civil Rights intranet page. Utilize the resources there to bring forward to our PPM staff meetings.
- Provide the LanguageLine Solutions Quick Reference Guide to all Planning.
- Attend the Trimester Title VI Division Liaison Meetings (Planning Division Title VI).
- Discuss Title VI biannually at Planning Staff Meetings.
- Attend training on Updated Environmental Justice Guidance.

## District 3

### Accomplishments

- District Region Offices were provided Non-Discrimination Policy Statements posters.
- The Public Information Office provided Title VI materials to the public at a 12/10/19 hearing discussing the PLA 193 highway relinquishment to the City of Lincoln.
- All Maintenance staff were provided LanguageLine Solution cards and detailed information on how to contact an interpreter when needed during public encounters.
- The Title VI liaison within PPM reminded Project Managers at periodic PPM staff meetings regarding Title VI issues, including environmental justice and having interpreters present at public meetings. LanguageLine Solution cards were also provided to all Project Management Staff.
- 4/4/20, The Small Business Program held a Contractors Bootcamp, in which Title VI brochures in all 11 languages and LanguageLine Solutions cards were onsite and available.
- Title VI Brochures and LEP Resources were provided at all Program/Project Management hosted meetings. In-person meetings were held in accessible buildings within 1 mile or less of public transportation.
- 11/19/19, Public meeting, 50 attendees, Project ID 0318000085. Notices were sent via a News Release on Social Media on 11/12/19.
- 12/12/19, Public Open House, 5 attendees, Project ID 0318000102. Notices were disseminated in English in the following formats: emailed out to 6 zip code areas, as well as a social media post on Twitter on 12/3/19, and newspaper notices occurred on 12/3/19 in the Appeal Democrat, Chico Enterprise Record, Territorial Dispatch, and Oroville Mercury Register, Chico Radio and TV, and Oroville Live.
- 12/19, Public Open House, 100 attendees, Project ID 0319000070. Notices were disseminated in English in the following formats: social media post using Facebook and Twitter on 12/12/19, and newspaper notice occurred on 12/4/19 in the Appeal Democrat. Accommodations were initiated by a person with disability and were provided by Caltrans.
- 2/10/20, Environmental Open House, 20 attendees, Project ID 0319000021. Notices were disseminated in the following formats: 50 flyers were mailed on 1/24/20 to various community members in Nevada County; 150 emails were sent to community organizations on 1/31/20; social media posts using Facebook and Twitter on 1/24/20; newspaper notice occurred on 2/1/20 in The Union.



- 2/27/20, Public Meeting, 50+ attendees, Project ID 0318000085. Notices were disseminated in the following formats: social media post using Facebook and Twitter on 2/20/20, and newspaper notice occurred on 2/14/20 in the Davis Enterprise.
- 3/19/20, Public Meeting for Project ID 0315000082 was cancelled. Caltrans District 3 produced a 14-minute video presentation highlighting the project that was posted to the District 3 YouTube Channel on 3/19/20 at <https://bit.ly/2wX4Rfl>. Collaboration with the Project Manager, Graphics, Public Information Officer, and Design team made this a success. As of 4/9/20, 648 people have viewed the YouTube video. Notices were disseminated in the following formats: social media post using Facebook, Twitter, and YouTube on 3/19/20, and newspaper notice was originally posted on 3/12/20 and re-posted on 3/19/20 in the Appeal Democrat.
- 5/20, a Virtual Open House for Project ID 0318000186 was posted to YouTube and Caltrans District 3 Facebook pages. Caltrans District 3 produced a 22-minute series of five videos highlighting the process for the Continuous Passing Lane Project on State Route 70. This series of presentations were posted to the District 3 YouTube Channel on 5/2/20 at <https://bit.ly/2wX4Rfl>. Collaboration with the Project Manager, Graphics, Public Information Officer, and Project Development Team made this a success. As of 6/8/20, 697 people have viewed this YouTube video series. Notices were disseminated in the following formats: social media posts using YouTube and Facebook on 5/2/20. The public was provided a comment period to respond to the documents detailed in this video series. The comment period, through written correspondence or via Webex, was originally due on 5/15/20, later extended to 6/5/20.
- 6/20, Virtual City Council Meeting, number of attendees is unknown, for Project ID 0313000047. Notices were disseminated in the following formats: City's website on 5/9/20, and newspaper notice occurred on 5/23/20 in The Union. The meeting was held in an accessible building within 1 mile or less of public transportation. This meeting was held to present the relinquishment to the citizens, Caltrans only involvement was to issue the public notice in The Union newspaper.
- Translations/Interpretations:
  - Maintenance used a Spanish interpreter on 10/7/19, for an Adopt-A-highway Safety Orientation. The interpreter used was maintenance lead worker Javier Silva.
  - Javier Silva of the Northgate Maintenance crew was used as an interpreter on 12/16/19 to conduct an Adopt-A-Highway (AAH) safety orientation with a Spanish speaking AAH crew leader.

## Goals:

- Each Project Manager, Public Information Officer and North Region and District 3 Divisions will receive a packet will include How to file a Title VI complaint, LanguageLine Solutions cards, and detailed information on how to get an interpreter, the District's Bilingual List, and Language Identifications Card, Non-Discrimination Policy Statement in English and Spanish and LEP Data Reporting forms.
- Verify that Maintenance and Construction vehicles have the Language Identification pamphlets.
- Translate Chain Control flyers into Punjabi.
- Using the Annual Compliance Action Plan assure that all requirements are met throughout the Fiscal Year 2021.
- Meet with Division Liaisons and Division Chiefs to clarify their Title VI division responsibilities.
- Coordinate meetings with District and Title VI representatives from Office of Civil Rights for better understanding of the Program and how it effects their Divisions.
- Title VI Liaison will attend Public Participation meetings to attain understanding of the functions and diversity of the public attending these meetings.
- Once a year the District 3 Native American Liaison will provide an outreach letter to the 12 Federally Recognized Tribes to invite them to Coordination Meetings with the District Director, followed up with quarterly outreach to reiterate the invitation to meet and to update Tribal contact information.
- Hold coordination meetings or focused meetings for 100% of requests by Tribal partners.
- Once a year improve the size and accuracy of the District's database of community-based organizations for outreach on future planning and project development.

## District 4

### Accomplishments

- During the reporting period, District 4 Division of Construction conducted 4 pre-construction meetings (where Title VI was discussed) with contractors and subcontractors on federally funded Construction projects. Labor Compliance staff attended Quarterly Senior Meetings and Annual Resident Engineer Meetings to conduct Title VI presentations and provide consultations.

- Right of Way audited files for compliance using checklists that include making sure local agency files have documentation that they are communicating Title VI information to Grantors.
- External Affairs worked closely with the maintenance and construction field staff to provide in-person Title VI training to those employees with no computer access. Ensure training is accessible to field employees and Toll Services employees through scheduled time at tailgate safety meetings and on special requested arrangements.
- Maintenance ensured that all signage posted at unauthorized encampments for unsheltered residents were posted in English and Spanish.
- Bridge Seismic Restoration Project (EA 4J850) A public meeting was held on 11/20/19, from 6:00-8:00 PM at the La Entrada Middle School Library at 2200 Sharon Rd, Menlo Park, CA 94025. The public comment period ended 10/10/19. The meeting was attended by 8 members of the public. Title VI pamphlets were available. The public meeting was in an open house format; therefore, no formal presentation was made on the project. Caltrans PDT spent the duration of the public meeting discussing the project scope, potential impacts, and project schedule with the public. Five display boards and two physical copies of the Draft Environmental Document (DED) were made available to provide information on the project scope and other project details. At the meeting, comment cards were available for leaving comments in person. No comments were received in person during the meeting.
  - The public was also notified at the public meeting, in mail notices, and newspaper ads of the option to submit comments by mail or email. Elected officials' letters were mailed out 11/12/19.
  - Newspaper ads were run in print on 11/16 and 11/18/19 in the San Mateo Daily Journal. Electronic or physical copies of the DED were made available at the following locations: Caltrans District 4 website, Caltrans District 4 Office San Bruno Library, Menlo Park Library, Portola Valley Library.
- Hopper Slough Bridge Replacement Project (EA 4J830) A Formal Scoping Meeting was held on 12/5/19 from 5:30 – 7:30 PM at the St. Helena Library at 1492 Library Lane in St. Helena, CA 94574. The public comment period was from 11/24/19 to 12/30/19. The meeting was attended by a local resident and the City Historian. Title VI pamphlets were available. The public was notified in advance of the Formal Scoping Meeting through newspaper advertisements, postings on the City of St. Helena's website and social media page, and postings on the Napa County website and social media page. Newspaper advertisements were run in the Napa Valley Register and the St. Helena Star on November 24, 2019 and December 1, 2019 and

contained information regarding the proposed project, project location, where the public could review project information, details on the time and place of the Formal Scoping Meeting, the comment period and who to contact for questions, comments or more information. Additionally, flyers for the upcoming Formal Scoping Meeting were sent via the U.S. Postal Service to all residents in the Town of Rutherford and the City of St. Helena.

- El Camino Real Roadway Renewal Project (EA 1G020) A Public Education Meeting was held on January 28, 2020 from 6:00 – 8:00 PM at the Burlingame Recreation Center at 850 Burlingame Avenue in Burlingame, CA 94010. Eblasts were sent via Burlingame Newsletter on January 16 and January 23 to 6,000+ residents in Burlingame and the surrounding area. 6x11 postcard mailers were mailed to ~12,000 residents within a 5-block radius surrounding the project area. Email to all the local elected officials, including State Senator Jerry Hill, Assembly Mullin, Assembly Berman, all San Mateo County supervisors, as well as mayors and city councils of Burlingame, San Mateo, and Millbrae. Caltrans Media Advisory was distributed 1/23/20 to the District 4 Core Media list (total of 41 media outlets). Nextdoor: We learned through attendees at the meeting that this event was advertised on Nextdoor networks in the project area. Handouts/Takeaways: 4-page Fact Sheet, Exhibit map, Comment Card (with mail-in option). Presentations: Opening Remarks: Doanh Nguyen, Deputy District Director-Program/Project Manager at Caltrans and Emily Beach, Mayor of Burlingame. Poster Exhibit: 18 informational posters regarding the project history, current conditions of the roadway, possible improvements, and the Caltrans project delivery process. Looping Power Point: 12 slides outlining in story-like fashion, the evolution of trees as a part of SR-82's landscape and how the change in both (trees and roadway) cause current conditions. Attendees: Members of Public: ~175 (not everyone signed in). Elected Officials Represented: ~5 (+ premeeting Millbrae city officials) Total Cards: 45 received during meeting; comments continue to come in via mail. Stakeholder Outreach Conducted Prior to Public Education Meeting:
  - 11/20/19: Three separate stakeholder meetings were held in Burlingame at City Hall, with the following groups: (1) Citizens Environmental Council, (2) Burlingame City Commissioners (3) Burlingame educational leaders. Caltrans staff presented a series of slides that outlined the concepts to be presented at the January 28, 2020 Public Education Meeting, and stakeholders provided valuable feedback that guided the finalizing of the concepts to be presented to the public. All cities known at the time to be within the project area were invited to attend these stakeholder meetings (Burlingame, San

Mateo, Hillsborough). Only the city of San Mateo sent a representative.

- 1/9/20: Caltrans staff held two separate stakeholder meetings at the Burlingame Library with the following groups: (1) Burlingame elected officials and employees; (2) El Camino Real Task Force. The purpose of these meetings was to provide a preview of all meeting materials to stakeholders and receive feedback. Meeting materials were printed in reduced-scale, full-color format, and were displayed to provide a simulation of the Public Education Meeting. Attendees were invited to mark-up/comment on the meeting materials and this feedback was considered as meeting materials were finalized for print.
- 1/28/20: The Public Education Meeting was scheduled to open at 6:00 pm. Approximately one week prior to the public meeting, Caltrans received a comment from the Vice Mayor of Millbrae expressing disappointment that she and her colleagues would not be able to attend as this public meeting was in direct conflict with their city council meeting. To give Millbrae City Officials an opportunity to participate, Caltrans offered to schedule a private viewing at 4pm, two hours before opening the doors to the public. Millbrae's Vice Mayor and a few other Millbrae city officials participated in this private viewing.
- Marin State Route 1 Capital Preventive Maintenance (CAPM) Project (EA 1J960) A community outreach meeting was held on 3/11/20 from 6:00–7:30 PM at West Marin School at 11550 State Route 1, Point Reyes Station, CA 94956. The West Marin School was wheelchair accessible. The meeting was attended by 17 members of the public. The meeting included a slideshow with information regarding the project followed by an open house format, with presentation boards available for review. The presentation boards showed the project areas, proposed project components, and project schedule. At the meeting, comment cards were available for leaving comments in person. Comment cards included contact information on how to submit comments following the meeting and the project's community outreach website address. Concerns raised by the commenters included extending the comment period, the proposed railing design in front of the Grandi Company Building in Point Reyes Station, and retaining the rural appearance of the community. Elected official's letters, other stakeholder letters, and notice of availability flyers were mailed out between 2/21 and 3/10/20. Newspaper ads were run in print on February 23, 2020 in the Marin Independent Journal, and on 2/27/20 in the Point Reyes Light newspaper. The public was notified at the community outreach meeting, in mail notices,

and newspaper ads of the option to submit comments by mail or email and where to access the project outreach website. Electronic copies of the community outreach meeting materials were made available at the Marin State Route 1 Capital Preventive Maintenance Project (CAPM) website: <https://dot.ca.gov/caltrans-near-me/district-4/d4-projects/sr1-marin-capital-preventive-maintenance>.

- SM 82 El Camino Real Roadway Renewal Project (EA1G900&0K810) Public scoping for this project is taking place from 5/6/20 to 7/6/20. On 5/22/20, due to the shelter-in-place orders that are in effect in the Bay Area as a result of the novel coronavirus (COVID-19), Caltrans requested that the public comment period be extended from 30 days to 45 days. The newspaper notice in the San Mateo Daily Journal advertised the comment period deadline of 7/6/20. Caltrans sent out approximately 15,000 postcard invitations to the public and stakeholders with the potential to be affected by the proposed project to participate in the public comment scoping period. The OPR approved the comment period extension to 45 days on 5/27/20. Due to shelter-in-place orders that are in effect in the Bay Area as a result of the novel coronavirus (COVID-19), an on-line virtual format was considered the safest way to seek public and agency comment in place of Caltrans' practice of providing an on-site public meeting. A scoping website has been hosted at [www.ECRscoping.com](http://www.ECRscoping.com). This website contains project background, a video presentation narrated by project team members, a poster gallery, a frequently asked questions page, and up to four ways to submit questions or comments on the project, including mailing comments, submitting comments through the website, question portal for each poster, and email. Caltrans ran a public notice in the San Mateo Daily Journal on 5/26/20. Caltrans also posted a notice of the public scoping period on its project webpage at [www.ElCaminoRealProject.com](http://www.ElCaminoRealProject.com) or District 4 website. In addition, Caltrans considered potential digital-access gaps among the public by making materials available upon request to Alejandro Lopez, Caltrans Public Information Officer. All of the materials available on the website can be printed out, put on CD, or DVD and mailed out. Alejandro Lopez's phone number is provided on the postcard to request project informational materials. The [www.ecrscoping.com](http://www.ecrscoping.com) website provides ADA-accessible documents. The project's public outreach team chose to provide an option for scoping materials to be translated into multiple languages instead of proactively translating all materials. San Mateo County, where the project occurs, is a diverse county with several dozen languages and dialects spoken commonly. The website can be translated into multiple languages with an imbedded Google Translator. In addition, materials can

be translated into several different languages upon request. Caltrans Public Affairs will notify the Project Manager and staff that can help field translation requests so they can be quickly processed. Caltrans followed the practice of the San Mateo County Transportation Authority by focusing on English, Chinese, and Spanish as key languages in which to provide public notice. The postcard invitation and public notice provide instructions in Chinese and Spanish to request translated materials by contacting the Caltrans Public Information Officer at the project's email account or by phone. Emily Beach, the City of Burlingame's Mayor, also participated in a video message to spread the word to the public who may prefer information in alternate formats and/or languages. The project website is also being included in the City of Burlingame's weekly newsletter to residents.

- U.S. 101 Alemany Project-Public Information Meetings, MLK Middle School, Willie Brown Jr. Middle School, Bernal Heights Neighborhood Center (San Francisco, County) – 2/19/20 and 2/22/20. Caltrans scheduled (3) Public Information Meetings in the City of San Francisco to share information with the public on the upcoming U.S. 101 (101) Alemany Deck Replacement Project. The meetings are part of a major Caltrans Public Affairs outreach strategy. At the meetings, Caltrans staff provided the neighborhood business owners and residents with an opportunity to express opinions and also hear important details about the deck replacement work that will be performed in their community. The project will demolish and rebuild an elevated section of 101 near the Alemany Circle exit in San Francisco. The project will require the closure of at least 3 of 4 lanes on 101 for approximately 3 weeks. Major delays and detours are anticipated. Tentative Project Duration: 7/6 – 7/20/20.
- SR 37 Congestion Relief Project: Caltrans Division of Environmental Analysis held a meeting for the State Route 37 Congestion Relief Project on 7/22/20 via Zoom from 6:00 to 7:30 pm. It was advertised in 4 newspapers: The Marin Independent Journal, the Santa Rosa Press Democrat, the Napa Valley Register, and the Vallejo Times Herald. Post cards also went out to a mailing list of over 2,000 people composed of elected officials, stakeholders, interested parties, and area residents. Instructions in Spanish were included in the advertisement for people to call (510) 286-1204 should translation, written materials, materials in a different format be requested. Zoom also allows for auditory participation. The meeting was also advertised on the project website. Comments on the Notice of Preparation can be emailed until 8/24/20 to StateRoute37@dot.ca.gov. The meeting began with a 30-minute presentation about the corridor and the proposed project. The rest of the time, the public was invited to submit questions via chat during a live

Q&A session. The questions were read aloud and answered among a 4-6-person panel. There were 69 questions submitted. All but 10 of the questions were answered live owing to meeting time limits. There were 135 people at the peak of attendance during the meeting. The meeting was recorded and has been posted on the website. The questions included topics such as complete streets/bicycle access, project funding, alternatives, tolling, future meetings, Planning and Environmental Linkages, and others.

- Retrofit Scour Critical Bridges by Reinforcing with Rock Slope Protection (RSP). (EA 2J790): 2J790 is a higher-level environmental document with an Initial Study CEQA and Mitigated Negative Declaration NEPA determination. Both the environmental document and public meeting flyers were made ADA and PAC 3 compliant on 7/7/20. Letters to elected and non-elected officials were signed by the District 4 director, Tony Tavares and Analysis Branch Chief and sent out on 7/9/20. Additionally, the Notice of Completion and the Draft IS/MND were published to the State Clearing House and District 4 websites on 7/9/20. The newspaper ad for the public meeting was published in the San Mateo Daily Journal on 7/10/20. The public flyer is posted on the District 4 website. Online public meeting was held for EA 2J790 on 7/27/20 from 6:00-7:00PM via Zoom. The presentation played for about 30 minutes, and then the floor opened up for participants to submit their questions via Q&A feature. The meeting concluded at 7:30PM. TTY users were informed that they could request copies of the environmental document in alternate formats through the California Relay Service 1 (800) 735-2929 (TTY to Voice), 1 (800) 735-2922 (Voice to TTY), 1 (800) 855-3000 (Spanish TTY to Voice and Voice to TTY), 1-800-854-7784 (Spanish and English Speech-to-Speech) or 711. The public meeting video can be found on the District 4 Website.
- Maintained the availability and utilization of Title VI brochures at all outreach events and public hearings. Provide in both English and Spanish translations. Ensure the other languages for the Bay Area demographics were available upon request. Maintained interpretive services at outreach events.

#### Goals:

- Use US Census data to better reach and communicate to all residents in all areas.
- Construction will evaluate accomplishment of previous goals and improve methods and procedures as appropriate.
- Work to find better methods and ways to engage staff and the public at public meetings during the pandemic.



- By 9/30/21, Right of Way will draft a desktop reference guide specific to the Title VI tasks and goals to guide the District Right of Way Liaison and successors. This reference guide will include how Title VI is implemented in the various branches and tools required for compliance.
- By 9/30/21, Right of Way Title VI Liaison will meet to discuss Title VI requirements with Appraisal, Acquisition and Relocation Services Staff.
- Add a link to the public facing [CTrip website](#) for people who need assistance in a language other than English. The CTrip site shows the maps for the State's right of way.

## Central Region

### Accomplishments

- Construction Resident Engineers randomly reviewed subcontracts to ensure the Title VI provisions was included.
- Title VI information was disseminated to Construction supervisors and staff by email, printed material, and presented at meetings.
- Periodic emails were sent out to educate Environmental staff about the Limited English Proficiency (LEP) Plan, discuss Four Factor Analysis to help staff determine translation needs for public meetings, and Title VI awareness for public participation.
- 10/4/19, an email was sent to Project Development Division Chiefs & staff with LanguageLine App for State cell phones.
- Program Project Management sent out all Title VI blasts/memos to staff on 10/1/19, 11/1/19 and 12/2/19.
- Title VI informational and data gathering emails were sent out to Right of Way staff by Title VI Division Contact monthly.
- 12/6/19, an email to Central Region Right of Way staff, providing staff with LanguageLine Solutions information, was sent to all staff. 5/21/20 an email sent to all staff included the process on translations.
- ROW conducted several All Hands Meetings to discuss the importance of documenting translations and informing staff of LanguageLine Solutions information. Meetings were held in: District 10 on 11/18/19, District 5 on 12/17/19, District 6 on /11/19.
- 11/25/19, LanguageLine Solutions poster and the Title VI brochures were sent to all Field Construction office for display. LanguageLine Solutions materials were distributed to all field office staff.
- In October, Environmental created and maintained two "Go-Packs" of necessary Title VI items to be included at all public meetings.
- In November, finished adding LanguageLine Solutions dashboard stickers to the District 6 Environmental auto pool that currently did not have them.

- Distributed LanguageLine Solutions Wallet Cards to Environmental staff during staff meetings.
- In May, disbursement of LanguageLine Solutions Quick Reference cards and stickers to Design staff.
- Placed Title VI brochures (in multiple languages based on demographics for the area serviced) in identifiable envelopes for field staff.
- 2/13/20, LEP/LanguageLine Quick Reference cards and phone stickers disbursed to Design Offices I, II, III, IV, V & VI.
- Central Region Program Project Management dispersed the LanguageLine Solutions cards to Rank and File and Supervisors/Managers/Specialists.
- "Scenic Route 68 Corridor improvements Project" (Project ID 0518000061) on 10/3/19 from 5:00 PM – 7:00 PM at the Monterey-Salinas Transit Board Meeting Room. Caltrans in cooperation with Transportation Agency for Monterey County (TAMC) held one Public Information/Scoping meeting in Monterey for the purposes of public outreach and to gather input from the local population. Public Outreach Methods: Public Notice newspaper ad in Monterey Herald. Press releases issued by PIO resulting in news article in the local paper. Project information Webpage posted meeting information online. Postcard mailings to responsible agencies, local/regional stakeholders, native American groups, and property owners/occupants within 300 feet of project area. A total of over 600 postcards were mailed. Postcards were delivered by the US Postal Service between 11/19-11/22/2019. The Project Development Team used the LEP Four Factor Analysis in the local area, and determined that translation of advertising, handout materials and interpreter services were not necessary for this meeting. Tele-interpreting was available if needed. Title VI brochures were made available at the meeting in all available 11 languages. Approximately 88 attendees.
- "El Dorado to Clinton Rehabilitation Project on State Route 99" (Project ID 0617000306) on 10/10/19 from 6:00 PM – 8:00 PM at the Verdi Club. Caltrans held one Public Information/Scoping meeting in Fresno for the purposes of public outreach and to gather input from the local population. Public Outreach Methods: Public Notice newspaper ads in English/Spanish language publications. Press releases issued by PIO resulting in news articles in the local papers. Project information Webpage posted meeting information online. Postcard mailings. The Project Development Team used the LEP Four Factor Analysis in the local area, and determined that translation of advertising, handout materials and interpreter services was necessary for this meeting: Public Notices (English/Spanish), Project Information Sheet handout (English/Spanish), Comment Card handout (English/Spanish), Spanish language Interpreters were on hand, a Court reporter was available

to assist those with literacy, writing, visual or language issues (via interpreter or LanguageLine Solutions), Community Surveys (English/Spanish) Title VI brochures were made available at the meeting in all 11 available languages. Approximately 35 attendees.

- “Operational Improvements on State Route 65, State Route 198, and State Route 245 near Lindsey and Exeter, in Tulare County” (Project ID 0600000426) on 12/5/19 from 5:30 PM – 7:30 PM at the Lindsay Wellness Center. Caltrans held one Public Information/Scoping meeting in Lindsay for the purposes of public outreach and to gather input from the local population. Public Outreach Methods: Public Notice newspaper ads in English/Spanish language publications. Project information Webpage posted meeting information online. Direct mailings. Translation/Interpretation: The Project Development Team used the LEP Four Factor Analysis in the local area, and determined that translation of advertising, handout materials and interpreter services was necessary for this meeting: Public Notices (English/Spanish), Project Information Sheet handout (English/Spanish), Comment Card handout (English/Spanish), Spanish language Interpreters were on hand, a Court reporter was available to assist those with literacy, writing, visual or language issues (via interpreter or LanguageLine Solutions). Title VI brochures were made available at the meeting in all the 11 available languages. Approximately 19 attendees.
- Translations/Interpretations:
  - 3 Right of Way documents translated to Spanish and 14 Spanish interpretations.

## Goals

- Central Region will provide Title VI information with each pre-construction meeting packets.
- By 12/1/20, Construction will apply approx. 300 New LanguageLine Solutions labels to employee's phones and badges, as well as provide 300 new LanguageLine Solutions Cards for field employees.
- By 12/1/20, Construction will distribute these cards to all of the Central Region Construction districts for distribution to the employees.
- • Implement online advertising for all future public scoping/public hearing meetings using project information websites by 11/1/20 and include a Title VI information section.
- Verify all Environmental Auto Pool vehicles have a LanguageLine Solutions sticker on the dashboard in clear view by October 2020.
- Capture LEP Data for all Public Notices deemed necessary for translation, in addition to Public Notices for Public Meetings by 10/1/20.

- Distribute LanguageLine Solutions information to new Environmental by 3/1/21.
- Work with IT to create a fillable online Public Comment form to increase available methods for people to give input on projects by 7/1/21.
- Send out several email blasts focusing on Title VI LEP Four Factor Analysis, LEP Reporting and general awareness of Title VI throughout the year as needed by 9/1/21.
- Annual review of Central Region PJD/Design Title VI Go Bags for updated forms or additional materials needed by 1/1/21.
- Annual review of Central Region PJD/Design web pages on internet and intranet for Title VI web link by 2/1/21.
- Annual email/dissemination of LanguageLine Solutions Quick Reference information to all Central Region PJD/Design staff by 5/1/21.
- Email Design Chief's and Senior's with LanguageLine InSight App information to add to State issued cell phones by 10/1/20.
- By 1/1/21, PPM will disperse LanguageLine Solutions cards to all PPM staff.
- By the end of the 2021 FFY, all Central Region Right of Way vehicles will have a LanguageLine Solutions Quick Reference Card.

## District 5

### Accomplishments

- The Title VI Liaison verified the appropriate Title VI materials were posted at the D5 Maintenance yards.
- To increase awareness of Title VI, The District EEO Officer sent an email to District management on 7/20/20 and relayed that the Caltrans Non-Discrimination Policy Statement should be shared via chat during all future public engagement virtual meetings.
- District 5 has provided Webex based Title VI training for employees unable to access the Department's Online training. A total of four sessions were provided in May and June and two additional classes were held in August and September.
- Small Business Outreach Program ensured that Title VI language has been added to all Webex meetings and outreach events.
- Planning & Local Assistance communicated regularly with management and employees with frequent public contact to address Title VI questions and provide technical assistance and training.
- 1-SR 25 Curve Realignment 05-1H810 outreach event on 7/14/20. Information was shared via emails, website, flyers. Spanish translated PowerPoint for virtual meeting, Spanish interpreter was available at the virtual meeting, and

flyers advertising virtual meeting translated in Spanish. Title VI information was disseminated to the public in the PowerPoint presentation. 26 attendees.

- Translations/Interpretations:
  - Spanish translated PowerPoint for virtual meeting, Spanish interpreter at virtual meeting, and flyers advertising virtual meeting translated in Spanish.

## Goals

- All public outreach events will ensure the use of LEP Data Reporting for documentation of services.
- Update D5 Intranet and Internet pages to include a notification of the availability of assistive services relating to Limited English proficiency, similar to that in the Caltrans Assistive Services Language.
- All documents going out for publication at public meeting include the Caltrans Non-Discrimination Policy Statement.
- Local Assistance will ensure Title VI brochures are at all the public meetings and hearings. This would include information to any contractors or vendors used for public involvement via project-specific Public Outreach and Public Involvement Plans.
- Maintenance will coordinate with the District Title VI coordinator to ensure all required Title VI materials are available at public counters.
- Maintenance will increase the use of Webex based training provided by the District Training Officer to ensure maintenance staff are up to date with the Title VI training.
- Traffic Operations will coordinate with the District Title VI coordinator to ensure printed materials are available to staff and at any public meetings.
- Ensure Title VI brochures are at all the public meetings and hearings. This would include information to any contractors or vendors used for public involvement via project-specific Public Outreach and Public Involvement Plans.
- Planning will work with the District Title VI office to provide hard copies of the Title VI brochures division- wide to staff, consultants/contractors, and to the public at all of Planning Division's public meetings and hearings.

## District 6

### Accomplishments

- The Title VI Liaison conducted monthly email audits of Title VI Division Contacts to ensure Title VI compliance in their Divisions, as well as to review the data that is collected within their Divisions pertaining to Title VI.

- Title VI Liaison informed Divisions on the importance of Title VI at All-Staff Meetings.
- 11/14/19, Title VI Liaison sent out an all staff email to District 6 discussing the importance of Title VI and Limited English Proficiency.
- 12/16/19, Title VI Liaison conducted a Title VI and LanguageLine Training for the Health and Safety Office, ensuring Safety Officers know how to access LanguageLine Support while in the field.
- Incorporated LanguageLine Solutions reference material in daily communication as needed and using LanguageLine Identification Guides when needed.
- Multiple social media posts are distributed each month on District 6 social media sites in both English and Spanish. The number of Spanish translated social media posts increased to include additional topics.
- LanguageLine Solutions application was installed on Public Information Officers' state-issued iPhones and they were trained in how to use it.
- Maintenance posted the updated Non-Discrimination Policy Statement in the Maintenance North and South Region office lobby.
- 2/27/20, assembled 50 go-packs to be placed in each Maintenance field supervisors Caltrans vehicle. Each go-packs consist of the "Non-Discrimination Policy Statement" (English & Spanish), the Title VI Brochures (11 languages), the "Language Identification Guide", and the Quick Reference Guide to access interpreting services.
- 10/30/19 City of Arvin hosted the Complete Streets and Safe Routes to School Community Draft Plan Workshop. Flyers were provided in both English and Spanish, as this community has a large majority of Spanish speakers. Caltrans helped disseminate the flyer/information.
- 12/4/19, 2/12/20, 5/13/20, Planning staff attended the Sierra National Forest Tribal Forum. At this forum, the tribes discussed their needs and challenges. Caltrans advised them of the SR 9 Corridor Plan which we are requesting tribal input.
- Translations/Interpretations:
  - PIO provided Spanish interpretation to five individuals.
  - 4/15/20 Maintenance conducted 1 Spanish interpretation.

## Goals

- By 2/1/21, Title VI liaison will train all District 6 security guards posted in front desk lobby on LanguageLine Solutions process and Title VI policy responsibilities to ensure they can effectively support staff and assist the public.

- By 1/1/21, will verify all links and documents on District 6 EEO/Title VI intranet page to ensure most current and up to date information is provided to staff.
- By 11/1/20, will begin recruitment efforts for Volunteer bilingual interpretation staff by sending out an all staff email and provide recognition to the current volunteers on District 6 interpreters list.
- Title VI liaison will work closely with the Division of Human Resources to ensure incoming new employees are provided information on Title VI policies and LanguageLine Solutions process.
- Throughout the 2021 FFY, will continue to hold Title VI meetings with Title VI division contacts on a quarterly basis, reviewing updates and reporting barriers within the district.
- By 12/1/20, increase the number of Spanish translated social media posts to include additional topics. Also, increase the number of translated social media posts to included additional languages such as Hmong & Chinese.
- Verify that the "Caltrans & You" Title VI brochures in all languages are available at all workshops attended by our District Small Business Liaison and career fairs attended by our Recruitment representative.
- By 12/1/20, verify public counters remain adequately stocked with Title VI and LEP resources.
- By 1/1/21, will have 100 Go-Packs assembled and ready for distribution to Maintenance Field vehicles.
- By 2/1/21, ensure that the LLS App is installed on government iPhones assigned to Maintenance staff and provide training material, such as a user guide to each user.
- By 3/1/21, will ensure that updated interpretive services are made available in the North and South Region Office.
- District 6 Maintenance teams will post the Notice to Vacate Illegal Campsite in English and Spanish (applicable languages) 72-hours before each scheduled cleanup.
- Throughout the 2021 FFY, Native American Liaison will participate in Tribal Forums and share information with Branch Chief of Transportation Planning-South Branch. Planning will work to conduct outreach among tribal governments, tribal communities, and Environmental Justice/Disadvantaged communities.
- Planning will continue to monitor Sustainable Communities Grants until completion in FFY 2021.
- Grant managers will ensure grants are monitored for the following: assessment of ethnicity groups within the grant study area, interpreters are available at all meetings, multi-language public notices, posting of Title VI

information is posted at meeting rooms, buses and transit stations, update Transit Website with Title VI policies.

## District 7

### Accomplishments

- Media Affairs had the web contractor add 3 Title VI links to the my51a website: Title VI Complaint form, Non-Discrimination Policy- English, Non-Discrimination Policy- Spanish.
- Title VI Brochures in English and Spanish were posted to the unsheltered encampments. Trespassing signs and abatement dates were posted in both English and Spanish.
- Traffic Operations staff were trained in providing interpretation services via volunteer list or LanguageLine Solutions and Title VI complaints.
- The Division of Construction Liaison sent periodic email blasts to construction staff about training requirements, Title VI policy, and new employees are trained on Title VI.
- Title VI was discussed at Design quarterly meetings to promote awareness and provide updates.
- Title VI discussed at quarterly safety meetings as well as a Title VI presentation on the use of volunteer bilingual list and LanguageLine Solutions.
- Director's Policy-28 was discussed at a minimum quarterly at mandated Maintenance safety meetings.
- Construction participated in approximately 100 Pre-Con meetings. Title VI information, including the Title VI brochure and poster is provided during the pre-construction meetings to the contractors.
- External Affairs brought Title VI brochures in various languages to Caltrans-hosted public events.
- Administration provided LEP resources to Security Desk Guard.
- Construction Staff was reminded and provided with information on the LEP Program. The links to the LanguageLine Solutions Quick Guide, LEP Cards and the Caltrans Volunteer / Certified Bilingual List was emailed to staff. In the interim, Title VI Liaison recommended that the information be printed, and a copy be placed on their desk and in state vehicle glove compartment and that the App be downloaded to their state provided iPad or state phone.
- I-105 ExpressLanes Project (EA 31450) Public Outreach Efforts: Spanish and English notices detailing information on completion of the draft Environmental document as well as upcoming meetings were mailed to roughly 28,000 individuals residing near the proposed project. These same Spanish and English notices were also mailed to elected officials with jurisdictions within the proposed project limits. On 6/11/20 Metro and Caltrans



held a live presentation and Q&A online which featured project updates, details on the Draft EIR/EA and supporting documents as well as responses to a variety of questions submitted by public participants. This presentation was made available in English and Spanish. Recorded versions of these presentations were made available online for those unable to stream the live presentation. These recordings include the option for closed captions allowing hearing impaired patrons to access this material. On 7/15/20 a virtual public hearing was held to offer an additional opportunity for the public to comment on the Draft Environmental Document. This presentation was available in Spanish and English and recordings of each version were made available online for those unable to stream the live presentation. These recordings include the option for closed captions allowing hearing impaired patrons to access this material. A Title VI Brochure was made available on the project website.

- I-210 San Gabriel River Bridge Hinge Replacement Project (EA 32520) Web Presence. An ADA accessible webpage was created to offer additional project information regarding the I-210 San Gabriel River Hinge Replacement Project. This webpage will be referenced in upcoming public notices which will be mailed to residents of the surrounding area as well as elected officials with jurisdictions within the project area.
- Caltrans and LA Metro hosted a Native American museum exhibit October 2019 including Four tribal communities: Barbareno/Ventureno Band of Mission Indians, Gabrieleno Band of Mission Indians-Kizh Nation, Fernandeno Tataviam Band of Mission Indians, San Manuel Band of Mission Indians. Outreach included email flyers, social media, and word of mouth (Tribes).
- Translations/Interpretations:
  - The Executive Support unit assisted 107 Spanish speaking callers in reporting period.
  - 20 LEP customers were assisted in Spanish when they submitted a Customer Service Request (CSR).
  - Division of Construction Labor Compliance Unit provided interpretation services to contractor and subcontractor workers in Spanish on about 5 different occasions.
  - Right of Way conducted 17 Spanish and 3 Chinese Interpretations.
  - Administration conducted 15 Spanish translations.

## Goals

- Train facilities staff of the LEP procedures to assist Security by 10/30/20.
- Train security guards on LanguageLine Solutions to better serve our customers by 10/30/20.

- Conduct a Title VI PowerPoint presentation to all Admin staff meeting by 12/30/20.
- Visit the public counters in admin Security Desk and Cashiers counters to display Title VI brochures in all languages 2/28/21.
- Include Title VI Complaint Process directly in the D7 Construction Internet and Intranet Website, the LEP Link and the OCR Title VI link by 12/31/2020.
- Conduct a Title VI presentation at the Annual Resident Engineer Meeting in 2021 via Webex.
- Distribute Title VI Brochures, Posters, LanguageLine Solutions Quick Guide and LEP cards to all construction field offices electronically by 12/31/2020.
- Ensure Title VI Brochures and Title VI posters are displayed in all field construction offices by 12/31/2020.
- Encourage construction staff to take a proactive role in conducting employee interviews.
- Develop a new system to monitor Title VI.
- Set up Webex meeting to train incoming Title VI Design Liaison understand duties associated with this assignment as previous Title VI liaison is on another project/temporary assignment.
- The new Environmental Division Title VI liaison will review the Title VI Liaison Resources.
- Utilize LEP Online Form in tracking LEP call in or translation services.
- Update or include Title Complaint Form and Non-Discrimination statements in languages consistent with the demographics.
- Have EEO Title VI Liaison train all past and present employees who interact with customers or take calls at the Executive level reception area.
- Increase the number of information meetings in low-income and minority communities on highway and mass transit projects to twice yearly.
- Coordinate with individuals, institutions, and organizations in various communities once a year to educate the public and to enhance public participation in the planning and design of transportation projects.
- Participation in SCAG's monthly transportation committee and Regional Council meetings.
- Improve the level of contact and assistance with communities within the District to improve pedestrian access and safety.
- Provide contacts at least once a year between minority communities adjacent to port facilities on possible goods movement projects.
- Once a year improve the size and accuracy of the District's database of community-based organizations for outreach on future planning and project development.

- Communicate via phone and e-mail with the regional Maintenance training coordinators to ensure that both district and field employees needing Title VI training complete their training by end of 2020.
- Maintain a log of language assistance to LEP callers for Title VI data collection.
- Provide the Customer service request (CSR) form to the public to report freeway/highway issues such as unsheltered encampments, litter/debris, potholes, graffiti, etc. in the languages that serve the district population.
- Set a Webex meeting with EEO, External Affairs, Public Information and Environmental to discuss inter lapping Title VI duties when attending public meetings as they fall out of the scope of what PPM addresses at public meetings.
- Right of Way will train the new Title VI ROW Liaison on Title VI reporting requirements.
- Traffic Ops will set up Webex quarterly safety meetings to be held and documented by Office Chiefs to their respective staff. In addition to the Title VI mandated training the Division will implement and discuss Title VI programs, services, and activities in our internal safety meetings every quarter.
- Track public counter interaction activities with the Office of Permits on issues pertaining to programs, activities/services.
- Traffic Ops goals will be measured quarterly by each office and documenting participant sign in sheet and notes from Title VI awareness material.

## District 8

### Accomplishments

- The District Title VI Liaison attends pre-construction meetings and provides contractors and sub-contractors with all Department Title VI Policies and related Deputy Directives, Title VI brochures (English and Spanish) and provides education on Title VI requirements.
- Title VI Liaison attends pre-construction meetings and provides Title VI packets and provides information on Title VI compliance to contractors and sub-contractors.
- 11/19/19 – Autobahn Construction
- 11/20/19 – Alfaro Communications Const. Inc
- 11/21/19 – Pavement Presentation Specialties
- 12/10/19 – Autobahn Construction
- 12/28/19 – Peterson-Chase General Eng. Const. Inc
- 1/13/20 – Sturgeon Electric California LLC

- 1/15/20 – Coffman Specialties, Inc.
- 1/30/20 – Granite Construction
- 2/11/20 – Genuine Engineering Inc.
- 2/13/20 – OHL USA, Inc.
- 3/17/20 – Jabre Contracting Inc.
- 3/18/20 – PTM General Engineering Services
- 6/12/20 – Jazzar Construction Group
- 6/25/20 – Granite Construction Company; All American Asphalt
- 7/7/20 – Peterson-Chase; Pave Tech
- 7/10/20 – Truesdell Corporation of California, Inc.
- 7/13/20 – Granite Construction Company; Calmex Engineering
- 7/15/20 – Granite Construction Company
- 7/22/20 – Beador Construction Company, Inc.
- 8/3/20 – Sully-Miller Contraction Company
- 8/5/20 – Kanaan Construction Company
- 8/24/20 – Beader Construction Company, Inc.
- Design Administration was provided cards with LanguageLine Solutions Interpreting resources. These are attached to the back of their badges for use at any time.
- Design posted the Title VI Poster and Title VI intranet link for staff awareness.
- LanguageLine Solutions quick reference stickers were provided to all project managers.
- The Record Maps counter in RW Engineering division Title VI brochures were made available to the public. In the immediate Record Maps, Interpreting Services were advertised with the colorful and very noticeable posters. A Quick Reference Guide by LanguageLine Solutions were posted at the Record Maps counter.
- LanguageLine Solutions Quick Reference Guides were placed in all Traffic Operations vehicles for field staff.
- At the monthly construction seniors' meetings, including structures and surveys, the construction deputy briefed staff about Title VI.
- Design Title VI contact sent out information for FHWA's Virtual Public Involvement Page and Video Series. Design Admin participated and watched training videos.
- Environmental unit meetings were held throughout the Division, and the importance of Title VI was reminded to be included in all projects.
- 3/3/20: Telephone Conference Call/Consultation with San Manuel Band of Mission Indians regarding Sediment Discharge from Tribal Lands on to SR 210.

- 3/4/20: Attended 1st Quarterly Native American Advisory Committee (NAAC) Meeting with Tribal Representatives from North, Central, and South Regions of CA.
- 3/26/20: Telephone Conference call/Consultation with Morongo Band of Missions Indians and Outdoor Advertising (ODA) staff to remove ODA Billboards, not in compliance with CT standards near Tribal Lands.
- 4/24/20: Telephone Conference Call/Consultation with Cahuilla Band of Indians leadership, Resident Engineer, and Contractor on disposal of pavement millings to Tribe's roadway site on the Reservation. The agreement being prepared through CT Legal.
- 4/21/20: Telephone call/consultation with Chemehuevi Tribal Leadership regarding a grant for ferryboat funding handled through Local Assistance.
- Title VI information updates and reminders were sent to managers within the Maintenance Division at various times throughout the year.
- Division Title VI representative visited project managers at their workstations during a three weeks (February 10-28, 2020) to expand upon Title VI, provide awareness/discussion in relation to what role they play when/if attending Public Meetings.
- Program Project Management Title VI representative disseminated information to the Division regarding FHWA training videos on providing Public participation meetings/outreach remotely during Covid-19.
- The importance of Title VI and its available resources was discussed at a Senior Staff Meeting on 2/3/20.
- Traffic Ops began, including Title VI Brochures in Encroachment Permit Application Packages.
- The District Small Business Liaison provided Title VI brochures (English and Spanish) to the National Black Contractors Association Community Outreach Event on 12/12/19.
- District 8 Public Affairs staff distributed the Title VI brochures at all Caltrans hosted public project meetings and outreach events.
- Public Affairs provides Title VI brochures at all public meetings:
- 10/29/19 - Idyllwild Community Meeting: Update on State Route 74 and 243. Stakeholders: Idyllwild Fire, Riverside EMD, CHP, Riverside Sheriff Department, US Forest Service, Supervisor Chuck Washington and Staff, Senator Jeff Stone's Staff, Idyllwild Mountain Disaster Preparedness, Hemet Unified School District, Caltrans Public Affairs, Caltrans Construction. Approximately 200 in attendance.
- 10/31/19 – Trunk or Treat Event with San Geronio California Highway Patrol. Approximately 1500 kids and their guardians were in attendance.

- 11/7/19 – Frenchy Valley Parkway Phase 2 Project Kick-off Celebration with the City of Temecula. Elected officials, local dignitaries, and partners. Approximately 75 in attendance.
- 11/21/19 – Projects 0F030 and 0Q75U hosted a “60 SWARM” Emergency Responders working lunch to go over the progress of the “60 SWARM”, what worked, what needs improvement and how Caltrans can help better coordinate with Emergency Responders, California Highway Patrol, Utilities and the public. Approximately 50 in attendance.
- 12/11/19 – CHiPs for Kids Toy Drive with California Highway Patrol.
- 10/8/19, & 12/10/19- Public and Specialized Transportation Advisory and Coordinated Council (PASTACC). This advisory body to the SBCTA (RTPA) addresses public transit and specialized transportation needs, issues, and opportunities.
- 10/29/19 – 11/1/19 - California Association for Coordinated Transportation (CALACT)- Fall Conference in Santa Barbara.
- January 23, 2020 – Cherry Valley Acres and Neighbors – Provide information regarding the I-10 Tune-Up (Pavement Rehabilitation) Project (1C38U4). Stakeholders: Caltrans, Public Affairs, residents. 40 in attendance.
- 2/4/20 – City of Beaumont City Council Meeting - Provide information regarding the I-10 Tune-Up (Pavement Rehabilitation) Project (1C38U4). Stakeholders: City of Beaumont City Council, Caltrans, Public Affairs, residents. 25 in attendance.
- 2/12/20 - I-10 Tune-Up (Pavement Rehabilitation) Project (1C38U4) Launch Meeting - Provide information regarding the I-10 Tune-Up (Pavement Rehabilitation) Project (1C38U4). Stakeholders: Caltrans, Public Affairs, Caltrans, Construction, Coffman Specialties Inc., City of Beaumont, City of Banning, California Highway Patrol, representatives from the Morongo Band of Mission Indians, local media, residents. 20 in attendance.
- 2/25/20 – City of Banning City Council Meeting - Provide information regarding the I-10 Tune-Up (Pavement Rehabilitation) Project (1C38U4). Stakeholders: City of Banning City Council, Caltrans, Public Affairs, residents. 25 in attendance.
- 2/26/20 – Lakeland Village Municipal Advisory Council (MAC) – Provide information regarding I-15 Slab Replacement Project near Lake Elsinore (1F1424). Stakeholders: Lakeland Village MAC members, representative from Supervisor Kevin Jeffries' office, Riverside County Sheriff, Riverside County Code Enforcement, Eastern Municipal Water District, Riverside County Transportation Commission, Caltrans, Public Affairs, Caltrans, Legislative and Governmental Affairs Liaison, residents. 30 in attendance.

- 3/23/20 – Lake Arrowhead Chamber of Commerce Government Review Meeting – Provide information regarding projects in the San Bernardino Mountains. Stakeholders: Caltrans, Governmental and Legislative Affairs, Cal Fire, San Bernardino County Sheriff, United States Forest Service, San Bernardino County Fire, Rim of the World School District, Running Springs Chamber of Commerce, Lake Arrowhead Chamber of Commerce, residents. 20 in attendance.
- 3/4/20 – San Bernardino County Transportation Authority (SBCTA) Open House – Interstate 210 Widening Project - Provide information regarding the I-210 Widening Project (0C70U4). Stakeholders: City of Highland Staff, SBCTA Staff, SBCTA Staff, City of Redlands Staff, Caltrans, Public Affairs, residents. 10 in attendance.
- 3/9/20 – Morongo Basin Municipal Advisory Council (MAC) Meeting - Provide information regarding projects in the Morongo Basin. Stakeholders: Caltrans, Governmental and Legislative Affairs, San Bernardino County Sheriff, San Bernardino County Fire, San Bernardino County Supervisor Dawn Rowe, residents. 15 in attendance.
- 3/11/20 – Anza Valley Municipal Advisory Council (MAC) Meeting - Provide information regarding projects in the Anza Valley. Stakeholders: California Highway Patrol, Riverside County Supervisor Chuck Washington, Caltrans, Governmental and Legislative Affairs, residents. 35 in attendance.
- EA 0J082. I-15 Express Lanes, Southern Extension.
- Summary reports and comments are available online via the RCTC website.
- EA 0M590. SR-60 Interchange Improvements. Public Hearing
- EA 1G670. Riverside 79 Construct Shoulders and Rumble Strips near Temecula. Widen pavement to provide 8' shoulder. Public Hearing
- EA 1H200. Riverside 10 Replace Existing Rock Slope Protection.
- 2/14/20: Meeting held at District 8 office with Santa Rosa Band of Cahuilla Indians, regarding the construction of a gas station on reservation land off SR 74, with IGR Planning Staff and other D8 Engineering staff discussed the permit process.
- Translations/Interpretations:
  - 4/30, 5/15, 5/18, 5/29, 6/12, 6/18, 7/9, the construction alert for 08-1F1414, I-15 Pavement Project near Temecula, was translated into Spanish.
  - Public Affairs performed interpretation services for a Spanish caller on 6/24/20.

## Goals:

- The District Title VI Liaison will meet quarterly with the District Title VI District team.
- The District Title VI Liaison will work with the Headquarters' Title VI team to develop an updated all staff Title VI online training for the Department.
- The District Title VI Liaison will update the District 8 Title VI intranet and internet webpages by 1/30/21.
- Increase attendance at Pre-Construction meetings from 80% to 100% via Webex, in-person, (when cleared to do so), or by phone by 9/30/21.
- Confirm that Title VI posters are updated in all areas of the District with the most recent publications by 3/1/21.
- Increase the percentage of press releases translated to alternate languages (as needed by the community) to 30%.
- Provide Title VI training at half of Public Affairs staff meetings.
- Construction Division staff will download and install the LanguageLine Solutions application on all Division State cell phones and electronic devices by 11/30/20.
- Construction Division will provide electronic links to Title VI information to contractors and subcontractors for all pre-construction meetings and attend (in person or by phone).
- Include Title VI resource links in all Design Administration email signatures to provide a wider range of assistance by 1/30/21.
- Provide a Webex presentation on Title VI resources, links, and principles for the public and staff by 1/30/21.
- Display and send reminders of Title VI significance to the Environmental Planning Unit with visual updates and established practices by 12/31/20.
- Ensure Maintenance management and staff to remain Title VI Training compliant and new hires take Title VI training within 60 days of hire.
- Maintenance Division representative to email Title VI information updates and reminders to Maintenance staff at least quarterly.
- Maintenance Managers to discuss Title VI awareness during manager and staff meetings at least quarterly.
- Ensure 90% of state-issued cell phones within the Division of Maintenance have the LanguageLine Solutions, the LanguageLine InSight application downloaded.
- Verify LanguageLine Solutions cards remain available in 85% of Maintenance vehicles.
- Identify five documents for which it may be useful to translate into languages other than English by 12/1/20.



- Create an informational PowerPoint on Title VI for new Traffic Ops employees as an additional Title VI training by 1/1/21.
- System Planning – host virtual public outreach workshops with partner agencies and gather public input virtually, for plan development.
- Complete Caltrans Active Transportation Plan.
- Active Transportation Program - Cycle 5 Application. Gather public input through Caltrans website currently being developed by 8/1/21.
- Native American Liaison is a review team participant for the 1st California Strategic Growth Council: Tribal Government Planning Grant Program. Will assist tribes in California to develop climate change and adaptation and sustainability planning for their communities.
- Update the Tribal Transportation Assessment tool for the tribes in District 8 data collection tool by 12/1/20.
- Encourage and engage Tribal participation in the Planning phase of projects near tribal lands and projects that will impact the Native American community by 6/1/21.
- The division Title VI representative will provide additional Title VI training/awareness to new and transiting staff in PPM Division and conduct Title VI discussion/awareness at quarterly “All Staff” meetings by 3/1/21 and 9/1/21.
- LanguageLine Solutions: Provide staff with the Installation Guide, assist with the download of the LanguageLine InSight application, and provide training/guidance on using the application within 30 days being issued a state cell phone.
- Survey all PPM staff regarding bilingual skills, document skill for interpreting purposes, identify volunteers, provide Master List to Division secretary as well as the District Title VI Liaison by 12/1/20.
- Right of Way staff will cultivate preventative measures that strive to ensure excellent, nondiscriminatory services to all individuals encountered throughout the Right of Way process and instruct staff on how to comply with Title VI.
- Discuss the significance of Title VI at the next All Hands Staff Meeting to ensure Right of Way staff are aware of how they play a significant part in contributing to the Department's ability to comply with the Federal guidelines regarding Title VI by 1/31/21.

## District 9

### Accomplishments

- Right of Way verified that all vehicles have LEP interpreting resource information.

- Provided information regarding LanguageLine and Title VI at annual Traffic Management Team meeting held 11/5/2019.
- 5/21/20, Public Meeting was held via Zoom regarding Meadowfarms ADA project ID: 0916000021, Project EA: 09-36680. Because it was a web-based meeting and some participants called in were unable to collect public participation survey data at this meeting. Representatives from several divisions were available to answer questions and address concerns including: PIO, Environmental, Project Delivery, Design, Right of Way and Title VI. Based on the LEP Four Factor Analysis, the public notice regarding the report and public meeting was translated into Spanish and advertisements for this meeting were placed in the local Spanish newspaper (El Sol). A Spanish language translator was also available at the public meeting. Public Outreach: Ads were placed in The Inyo Register on 5/16/20, 5/19/20, 5/21/20. We placed one ad in El Sol. A press release was sent to 25 news outlets by email, and 1800 flyers were sent by direct mail to every mailbox along the project's corridor. We also advertised the meeting on Facebook and Twitter. It is estimated that approximately 25 members of the public joined the public meeting.
- Lone Pine Visioning Public Input Public Engagement Project: 0000001493. The public meeting was postponed due to COVID-19. A survey has gone out to the public. It was advertised on Facebook, in the local pager, through the Chambers of Commerce and direct email. The information was in both English and Spanish. There will be future in-person public outreach meetings when it is permissible.
- Translations/Interpretations:
  - Notice of Intent to Adopt a Mitigated Negative Declaration Study Results Available Changes Proposed for U.S. 395 translated into Spanish and was be submitted to El Sol (Spanish Language Newspaper in Inyo County)
  - Notice of Public Hearing regarding the Meadowfarms Project was translated into Spanish and submitted to El Sol.

## Goals

- The District 9 Title VI Liaison will attend at least 50% of the public meetings held in District 9 and assure that Title VI information is available at all public meeting held in District 9.
- District 9 will translate one (1) public document to Spanish.
- District 9 will send out two (2) email communication blasts to District 9 employees providing education regarding Title VI and/ or Language Line use and survey a sample of employees on knowledge of LEP.

- District 9 will write and submit helpful articles to the District 9 newsletter to educate employees regarding Title VI issues.
- Will provide Title VI information at the Annual Safety Stand-down in Spring, 2021.

## District 10

### Accomplishments

- Staff within the Traffic Operations were issued a Language Identification Guide in the event Staff encounter an LEP customer.
- Administration assembled, explained, and provided full Title VI information to employees before they attended public meetings.
- 1/21/20, Division of Administration PIO focused on Title VI and LEP during a staff meeting and included an LEP presentation (based on available census data).
- Discussion of Title VI was conducted during a D10 Senior Staff Meeting.
- Title VI information was discussed twice a year with all Maintenance Field Staff during crew's tailgate safety meetings.
- Maintenance verified LanguageLine Solutions materials were provided to Field staff to ensure interpreter services should they encounter public contacts who speak another language while in the field.
- Title VI was presented at the following Traffic Operations quarterly Safety Meetings: Freeway & Highway Safety Meeting on 2/11/2020 and 6/25/2020, Intelligent Transportation Systems Safety Meeting on 2/20/2020 and 6/23/2020, Traffic Management Safety Meeting on 3/19/2020 and 6/23/2020, Traffic Engineering Safety Meeting on 3/11/2020 and 4/29/2020, Encroachment Permit Safety Meeting on 4/17/2020, Traffic Safety Branch Safety Meeting on 5/18/2020.
- 12/3/19, District 10 hosted a small business event "Computer Lab- Finding Opportunities" providing the public with brochures and information regarding their rights under Title VI.
- 12/2019, District 10 Administration created a Title VI kiosk in the public area of the main lobby of the administration building, where all public visitors are obligated to sign in if they are visiting the district offices. This kiosk included Title VI pamphlets in each language, information on how Caltrans builds projects, laminated language identification cards, documentation that lists the district's obligations to provide information to all residents, regardless of their primary language, and related information.
- System Planning developed mapping products to delineate disadvantaged communities and transportation needs for the District ATP, DSMP, and the SR 99 Corridor Study. System Planning identified possible complete streets

solutions in proposed projects to address EJ/Disadvantaged community needs.

- Regional Planning provided information to external agencies as sub-recipients of federal grant funds on external agency compliance with Title VI as directed by the Regional Planning Handbook.
- The D10 Planning offices introduced and distributed Title VI brochures at: one MPO/RTPA hosted executive board meetings (elected officials), and one TAC meeting (agency staff) for each MPO/RTPA in District 10.
- The D10 Planning offices reviewed 50+ MPO/RTPA and/or local agency hosted planning meeting agendas for Title VI compliance. Suggestions were made to agencies that did not have appropriate Title VI language.
- The D10 Planning offices made more than 4 written recommendations to local agencies to improve planning meeting agendas regarding Title VI compliance.
- Public Outreach in Stanislaus County on 10/4/19. District 10 conducted public outreach and provided Title VI material to the public during the Stanislaus Homeless Alliance Learning Retreat in Modesto. Information was provided in English and Spanish.
- Public Outreach in Stanislaus County on 10/18/19. District 10 conducted public outreach and provided Title VI material to the public during the Modesto groundbreaking for the State Route 132 West Project. The event drew a large crowd from the surrounding neighborhoods, which have significant Hispanic populations. Information was provided in English and Spanish.
- Public Outreach in Amador County on 10/23/19. District 10 conducted public outreach and provided Title VI material to the public and our local partners during a visit to the town of Jackson for a Traffic Incident Management Meeting. It was an opportunity to distribute bilingual information to the region's Hispanic community, as well as to discuss Title VI expectations and requirements with our local partners who are working in Amador County and the Sierra foothills.
- Public Outreach in Stanislaus County on 10/28/19. District 10 conducted public outreach and provided Title VI material to the public during a community meeting to discuss the State Route 108/North County Corridor.
- Public Outreach in Tuolumne County on 10/13/19. District 10 conducted public outreach and provided Title VI material to the public and our local partners during a visit to Yosemite National Park for a Traffic Incident Management Meeting. It was an opportunity to distribute bilingual information to the region's Hispanic community, as well as to discuss Title VI

expectations and requirements with local partners in Tuolumne and the Sierra foothills.

- Public Outreach in Stanislaus County on 11/7/19. District 10 conducted public outreach and provided Title VI material to the public during a State Route 132 West construction meeting in Modesto attended by our local partners, private contractors, and the public. Information was provided in English and Spanish.
- Public Outreach in Stanislaus County on 11/19/19. District 10 conducted public outreach and provided Title VI material to the public during our public meeting for the North County Corridor in Modesto. Information was provided in English and Spanish.
- Public Outreach in Merced County on 12/6/19. District 10 Administration conducted public outreach and provided Title VI material to the public during a traffic incident meeting in Merced. Information was provided in English and Spanish.
- Public Outreach in Stanislaus County on 12/12/19. District 10 Administration conducted public outreach and provided Title VI material to the public during a traffic incident meeting in Modesto. Information was provided in English and Spanish.
- Public Outreach in Stanislaus County on 1/15/20. District 10 Administration conducted public outreach and provided Title VI material to the public during a Community Impact Assessment study related to the State Route 132 Dakota Avenue to Gates Road that is set to break ground in approximately 2025. We both provided Spanish-language material, as well as provided access to interpreters where that was requested.
- Public Outreach in Stanislaus County on 1/15/20. District 10 Administration conducted public outreach and provided Title VI material to the public during an extended public outreach effort in the communities of Oakdale and Riverbank, related to the State Route 108 Riverbank Slope Project. We provided bilingual news releases and flyers to the residents, businesses, government agencies and local partners. We both provided Spanish-language material, as well as provided access to interpreters where that was requested.
- Public Outreach in San Joaquin County on 1/15/20. District 10 Administration conducted public outreach and provided Title VI material to the public during an extended public outreach effort in the community of Escalon, related to the State Route 108 Riverbank Slope Project. We provided bilingual news releases and flyers to the residents, businesses, government agencies and local partners. We both provided Spanish-language material, as well as provided access to interpreters where that was requested.

- Public Outreach in Stanislaus County on 1/22/20. District 10 Administration conducted public outreach and provided Title VI material to the public during a visit to Modesto to talk to business owners regarding the State Route 108 Riverbank Slope Project. We provided bilingual news releases and flyers to the attendees at the meeting, which included Spanish-speaking business owners and employees. We both provided Spanish-language material, as well as provided access to interpreters where that was requested.
- Public Outreach in Mariposa County on 1/28/20. District 10 Administration conducted public outreach and provided Title VI material to the public during a public outreach meeting in the communities of El Portal, related to the state highway projects that are scheduled to be performed in the near future. We provided bilingual flyers to the residents, businesses, government agencies and local partners. We both provided Spanish-language material, as well as provided access to interpreters where that was requested.
- Public Outreach in Merced County on 1/31/20. District 10 Administration conducted public outreach and provided Title VI material to the public during a Ribbon Cutting/Groundbreaking for the Merced Campus Parkway Project in southern Merced. We provided Title VI material to residents, businesses, government agencies and local partners. We both provided Spanish-language material, as well as provided access to interpreters where that was requested.
- Public Outreach in Amador County on 2/10/20. District 10 conducted public outreach and provided Title VI material to the public and our local partners during a visit to the town of Pioneer for an Amador State Route 88 Community Council Meeting. It was an opportunity to distribute bilingual information to the region's Hispanic community, as well as to discuss Title VI expectations and requirements with our local partners who are working in Amador County and the Sierra foothills.
- Public Outreach in San Joaquin County on 2/15/20. District 10 conducted public outreach and provided Title VI material to the public during the Stockton Heat Safety Night at the downtown Stockton Arena. Information was provided in English and Spanish.
- Public Outreach in San Joaquin County on 2/20/20. District 10 conducted public outreach and provided Title VI material to the public during the Caltrans D10 Vendor Day at the Stockton Office. Information was provided in English and Spanish.
- Public Outreach in Merced County on 3/2/20. District 10 conducted public outreach and provided Title VI material to the public during a Caltrans D10 homeless encampment cleanup in Merced County. Information was provided in English and Spanish.

- Maintenance (Region/Field) posted English and Spanish notices to vacate.
- Native American Heritage Month Celebration Event was held at the Caltrans District 10 office 11/14/19. This event was hosted by Caltrans District 10 Planning. Flyers and emails were sent out to staff and the public to make notice of the event. Tribal members attended the event and shared cultural information with district staff in attendance. District staff and tribal members participated in knowledge exchange. No translators or interpreters were needed or requested. Title VI information was shared with all 30 attendees.
- Translations/Interpretations:
  - District 10 produced and distributed a Spanish and English questionnaire for the State Route 132 Dakota Avenue to Gates Road community survey for distribution to residents and property owners in the project region.
  - District 10 produced and distributed a Spanish and English news release and neighborhood outreach flyer related to the State Route 108 Riverbank Slope Project (Stanislaus County).
  - District 10 produced and distributed a Spanish and English project outreach flyer related to upcoming state highway projects in Mariposa County.
  - 10/1/19 a Spanish Certified Translator assisted the Public Information Office translating a letter regarding information concerning SR132 through Empire.
  - District 10 (D10) provided 12 Spanish interpretation services and 1 Chinese interpretation service to limited English proficient beneficiaries.
  - The Division of Administration provided Spanish interpretation services to LEP beneficiaries on nine occasions.
  - The Maintenance (Region/Field) Branch provided one Chinese interpretation.

#### Goals:

- By 12/31/20, Administration will work toward producing additional written material available in Spanish, as well as English, to reflect the needs of our community and our customers. This includes web pages maintained on our government web site. This information will be available to the community, as well as on the District's web pages.
- By 7/31/21, Administration will inquire about bilingual security guards operating the front desk of our administration building. Given the significant Latino population and the large number of residents who use Spanish as their

primary – or their only – language, this would also make the Caltrans site a better neighbor.

- Administration will revise the Division Title VI Liaison's Duty Statement to include Title VI roles and responsibilities.
- Environmental Office of Local Assistance Division expects to complete two draft Environmental Assessments under NEPA, which includes studies that assess impacts to communities.
- Environmental Branch will revise the Division Title VI Liaison's Duty Statement to include Title VI roles and responsibilities.
- Local Assistance will verify Title VI assurances are included in construction contracts for District 10 Local Agencies.
- Local Assistance will make sure FHWA 1273 Exhibits are physically part of the construction contracts through email notifications and 12-D.
- Local Assistance will revise the Division Title VI Liaison's Duty Statement to include Title VI roles and responsibilities
- Division of Maintenance will revise the Division Title VI Liaison's Duty Statement to include Title VI roles and responsibilities.
- Maintenance (Region/Field) will provide ongoing Title VI training. LanguageLine Solutions Quick reference cards will be placed in Caltrans Vehicles and provided to field staff.
- Program Project Management will provide LanguageLine Solutions Quick Reference guides to all staff.
- Program Project Management will revise the Division Title VI Liaison's Duty Statement to include Title VI roles and responsibilities.
- Traffic Operations Branches that deal with the public will have an on-going tally sheet available at the counter to monitor any interpretation services provided to limited English proficient beneficiaries.
- Traffic Operations Permits Branch will be including Title VI brochures in all Encroachment Permit Application Packages.
- Traffic Operations will revise the Division Title VI Liaison's Duty Statement to include Title VI roles and responsibilities.
- Transportation Planning Branch will plan outreach activities for corridor study and ATP projects to reach out to all Native American, low-income, and Limited English Proficient communities.
- Transportation Planning Branch will develop and market accessible, interactive webpage to promote documents and encourage planning participation from underrepresented groups.
- Transportation Planning Branch will revise the Division Title VI Liaison's Duty Statement to include Title VI roles and responsibilities.



## District 11

### Accomplishments

- Prior to the pre-construction meeting with the contractor, Labor Compliance Unit staff review the contract standard provisions to verify the FHWA 1273 is included in the provisions.
- Updated Title VI materials were posted for public viewing in the District Office and Maintenance Field Offices.
- Title VI Division Liaisons were trained by the Title VI District Liaison on Language Line Solutions.
- 10/13/19, Construction staff provided information and Title VI posters and brochures to be displayed at each Construction Field Office, at the quarterly Field Office Support/District Administrative Meeting.
- PIO displayed Title VI pamphlets in 11 languages and had language identification sheets available at the following public events: 11/26/19 - State Route 163/Friars Road Project Ribbon Cutting Event, 12/18/19 - Imperial I-8 Update Project Completion Celebration (1115000139), 2/27/20 - California Highway Patrol Industry Day community event in Calexico, 7/20/20 - I-8 Imperial Avenue Project Bridge Demolition (EA 11-41040, PID1112000095)
- Maintenance crews posted clean-up and COVID-19 signs in Spanish and English.
- Traffic Operations provided Title VI pamphlets in 11 languages, at the District Office Permit Counter and at the Transportation Management Center (TMC) to educate the public of their Title VI rights.
- PIO staff members were reminded during weekly staff meetings and event planning meetings to include Title VI elements in PIO transactions.
- District 11 (D11) Local Assistance (LA) staff provided District Local Assistance Engineer (DLAE) updates at regional meetings with representatives from local agencies including the Imperial County Transportation Commission (ICTC), the Southern California Association of Governments (SCAG), and the San Diego Association of Governments (SANDAG). These meetings were open to the public, and written DLAE updates with Title VI reminders appeared in agenda packages posted on SANDAG's or ICTC's websites respectively. Caltrans D11 included a reminder statement to follow Title VI requirements on LA projects at these meetings:
  - October 2019 (three meetings) - ICTC, Management Committee and Technical Advisory Committee (TAC) of ICTC.
  - November 2019 (four meetings) - Management Committee and TAC of ICTC, as well as the Cities/County Transportation Advisory

- Committee (CTAC of SANDAG) and the San Diego Regional Traffic Engineers Advisory Council (SANTEC).
- January 2020 (four meetings) - ICTC, Management Committee and TAC of ICTC, as well as CTAC.
  - February 2020 (four meetings) - Management Committee and TAC of ICTC, as well as CTAC and SANTEC.
  - March 2020 (two meetings) - Management Committee of ICTC and CTAC.
  - April 2020 (online meeting) - TAC of ICTC.
  - May, June 2020 (online meetings) - ICTC Management Committee and TAC.
  - July, August, September 2020 (online meetings) - ICTC Management Committee and TAC, as well as CTAC and SANTEC.
- 1/17/20, Planning staff met with representatives from the Jamul Indian Village of California and SANDAG to discuss a planning grant and provide guidance in the process of selecting a consultant.
  - 1/15/20, I-8 Imperial Avenue Project Open House (EA 11-41040, PID1112000095): Partners: Caltrans, City of El Centro, Imperial County Transportation Commission, County of Imperial, El Centro Regional Medical Center. Public Notification Methods: 1/7/20 – News Release and Open House Invitation in English/Spanish. Sent to Media and E-blast to Stakeholders. 1/13/20 – Media Event held announcing the project and public Open House. Translation/Interpretation: English/Spanish Open House Poster, Latest News Release in English/Spanish, Comment Sheets English/Spanish. Spanish Language Speaking staff available. PIO displayed Title VI pamphlets in 11 languages and language identification sheets. Approximately 60 attendees.
  - A virtual public scoping meeting for the San Diego – Coronado Bay Bridge Suicide Deterrent Project was held on Thursday, 6/25/20 from 5:00 p.m. – 7:00 p.m. PST. The meeting was recorded and was made available for the public to view between 3-5 business days following the event. A Notice of Preparation of a joint Environmental Impact Report/Environmental Assessment and Public Scoping Meeting was advertised in English and Spanish editions of the San Diego Union Tribune newspaper on 6/11/20 and Saturday, 6/13/20, respectively. Caltrans District 11 PIO used our Social Media Accounts to remind the public of the upcoming Virtual Scoping Meeting and Comment Period. A Notice of Preparation of a joint Environmental Impact Report/Environmental Assessment and Public Scoping Meeting was advertised online at Caltrans District 11 website links in both English and in Spanish, made accessible on 6/23/20 and 6/13/20,

respectively. Alt text describes pictures and maps shown on the website. All advertisements included guidance on how to request special accommodations, including interpretation and documentation in alternative formats for the upcoming meeting. A Spanish-speaking Representative from the Public Information Office was introduced in the meeting as the point of contact available for the duration of the meeting to provide support, and to respond to incoming questions and comments in Spanish via live web chat. A recording of the meeting was made available on the Caltrans YouTube Channel for the public to view. The recording was available with auto-generated closed captions (CC) in English. The auto-generated CC could then be translated to various languages on the YouTube platform. Transcript in English and Spanish was available upon request. Recording was uploaded to the CaltransDistrict11 YouTube Channel. There were 47 attendees.

- 10/8/19, 11/12/19, 12/10/19, 1/14/20, 2/11/20, 3/10/20 - Traffic attended the "Border Transportation Council (BTC) General Meeting" and contributed to the meeting on behalf of Caltrans. The meeting was conducted in Spanish and English.
- 2/11/20, The Traffic Title VI Division Liaison created a Title VI "Go Bag" for future outreach events.
- 5/26/20—Traffic Operations attended "California-Baja California 2021 Border Master Plan Technical Working Group". Meeting co-hosted by San Diego Association of Governments (SANDAG) in conjunction with D11 Caltrans Planning Division. The meeting invitation is in Spanish and English. Spanish interpretation available for attendees by phone.
- June 2020, D11 Surveys discussed the Title VI responsibilities at the weekly Senior Staff meeting.
- Translations/Interpretations:
  - 3/23/20, Spanish translation for a notice to agencies and a notice for the newspaper about the preparation of the EIR/EA for the I-5/SR-75 San Diego – Coronado Bay Bridge Suicide Deterrent Project.
  - September/October 2019, State Route 111 Niland Geyser Mitigation October: Spanish Language Web Impressions, September: Stakeholder E-blast and Web Page postings in Spanish, October: Spanish Language Newspaper Ad
  - Two State Route 11/Otay Mesa East Port of Entry Construction Alert email to stakeholders in English and Spanish Language.
  - I-8 Imperial Avenue Project Translated Materials: News Release and Open House Invite in Spanish, Spanish Invite Poster, Comment Sheets in Spanish, Stakeholder Updates in Spanish, Project Fact Sheet Spanish

- and Spanish materials were updated on Project web page, Spanish Media Event transcript, Spanish detour maps, Print Ad in Adelante Valle, Power 98/98.3 radio ad, and Spanish mailers.
- SR-11/Otay East Port of Entry Project: Eleven Construction Alerts in Spanish language posted on KeepSanDiegoMoving.com website and distributed to stakeholders, Five Social Media Postings in Spanish, and One Spanish postcard.
  - Six Interstate 805 South Express Lanes Construction Alert in Spanish posted on KeepSanDiegoMoving.com website and distributed to stakeholders.
  - One Spanish translation on 1/4/20.
  - A Notice of Preparation of a Joint EIR/EA and Public Scoping Meeting for the San Diego-Coronado Bay Bridge Suicide Deterrent Project was translated in Spanish.
  - Spanish translation and interpretation provided during virtual Public Scoping Meeting on 6/25/20.
  - 11/20/19, Maintenance staff provided a Spanish interpretation.
  - 12/11/19, Maintenance staff provided a Spanish interpretation.
  - 1/10/20, Maintenance Spanish speaking staff assisted an LEP customer.
  - 2/4, 2/14, 2/20/20, Maintenance Spanish speaking staff assisted an LEP customer.
  - 10/30/19, topographic map (MicroStation) of the Calexico East/Mexicali East Border translated in Spanish.
  - South County and Trade Corridors provided Spanish email communications on 7 occasions.
  - South County and Trade Corridors provided Spanish letter communications on 2 occasions.
  - 10/25/19, a Spanish email invitation was sent to the Mexican Government Customs and Transport Secretariat.
  - 10/30/19, translated the Trade Corridor's monthly Otay Mesa East Project agenda to Spanish.
  - 12/19/19, translated to Spanish regarding the schedule options for the State Route 11 Otay Mesa East Port of Entry Project.
  - 1/15/20, translated the agenda for an Otay Mesa East Binational Technical Team workshop to Spanish.
  - 3/25/20, translated two documents to Spanish.
  - State Route 111 Niland Geyser Mitigation Project outreach Spanish radio interpretations.

- 10/9/19, PIO provided a Spanish Language interview to Univision about Senate Bill 656 introduced by Senator Ben Hueso.
- 10/11-10/12/19, PIO provided Spanish interpretations about the State Route 52/Kearny Villa Road Off-ramp 56-hour closure. October 2019, SR-163 Friars Road Project. PIO provided Spanish interpretations about the closures of Friars Road between Ulric Street and Frazee Road.
- 10/30/19, PIO interpreted for a customer in Spanish to file a Customer Service Request.
- 11/26/19, State Route 163/Friars Road Project Ribbon Cutting Event provided media interviews in Spanish.
- 12/18/19, Imperial I-8 Update Project Completion Celebration provided Spanish interpretations.
- 12/30/19, District 11 provided on-camera interviews in Spanish to announce free transit service on New Year's Eve.
- 1/13/20, I-8 Imperial Avenue Project Media Event Staff provided Spanish interviews.
- 1/10/20, PIO provided a Spanish interview regarding freeway flooding to KBNT-CD.
- 1/28/20, (District 11) provided Spanish interviews to mark the halfway point of Build North Coast Corridor (Build NCC) construction of the San Elijo Lagoon Highway Bridge and an upcoming traffic shift.
- January 2020, PIO provided three Spanish Customer Interpretation Services.
- April 2020, PIO provided a Spanish customer assistance by phone.
- May 2020 provided two Spanish customer assistances by phone.
- June 2020, PIO provided a Spanish customer assistance by phone.
- 6/1/20, Fossil Discovery at State Route 11/Otay Mesa East Construction Zone Media Event – Spanish interpretation provided.
- 6/16/20, Caltrans Litter Day Event – Spanish interpretation provided
- 6/25/20: San Diego-Coronado Bridge Suicide Prevention Virtual Scoping Meeting. A Spanish language ad was placed in the San Diego Union Tribune Spanish edition 6/13-6/19/20. Spanish interpretations were provided at the meeting.
- The Labor Compliance Manager provided assistance in Spanish to limited English proficient (LEP) public contract workers on five occasions.
- Environmental provided Spanish interpretation via web chat during Public Scoping Meeting for the San 6/25/20.

- 12/5/19, 12/19/19, 2/12/20 Mario Orso participated in Spanish phone conferences with the Secretary of Communications and Transportation (SCT).
- 2/12/20, Mario Orso had a Spanish phone conference with the Consul for Political and Economic Affairs of the Consulate General of Mexico.
- 2/13/20, The South County and Trade Corridor and SANDAG team held an all-day Investment Grade Traffic and Revenue Workshop to meet with the industries. One-hour of the workshop was in Spanish.
- 3/6/20, Mario Orso had a Spanish phone conference with Secretary Luis Genaro Ruíz Hernández regarding the Baja Sur MOU.
- 3/12/20, Mario Orso attended a meeting with the three California's to discuss the drafting of a workplan for the ComCal agreement. This event was held from 10 a.m. to 4 p.m. Interpreters provided dual translation.
- A representative from Traffic Operations Division attended and provided oral interpretation in Spanish at the San Ysidro Chamber of Commerce monthly meetings.

## Goals

- EEO staff plan to verify Title VI brochures in eleven languages are accessible in the District 11 lobby.
- EEO staff plan to post the Title VI Poster and Title VI brochures at all District 11 Construction and Maintenance field offices, in the lobby of District 11, and all common area bulletin boards.
- EEO staff plan to provide continued training to Title VI Division Liaisons and the guards in the lobby of District 11 on Limited English Proficiency (LEP) Services by September 30, 2021.
- PIO staff plan to include Spanish language staff at all public outreach meetings as needed to provide information and ensure the Spanish Language staff (and other languages as needed) are available to provide timely and accurate information to local media to ensure all customers know about Caltrans projects.
- PIO staff plan to retweet in all languages during local emergencies that affect the State Highway System to ensure all customers receive the most updated traffic information.
- By 1/30/21, meet and discuss Title VI involvement and opportunities with the Resident Engineer for contract 11-2888U4 (11-SD-11, 125, and 905 Freeways) on this \$100 million-dollar project near the Mexican/United States border.

- By 1/30/21, meet and discuss with the Imperial Field Office staff to discuss Title VI involvement and opportunities on related construction projects in the heavily bilingual (Spanish/English) speaking community.
- By 12/31/20, distribute Title VI brochures and posters to all construction field offices.
- Land Surveys plans to provide LanguageLine materials in all State-Owned Vehicles operated by District 11 Surveys.
- Land Surveys plans to provide Title VI pamphlets, at the District Office Survey Counter to educate the public of their rights and responsibilities and the mandated policies by Title VI.
- Land Surveys plans to discuss the Title VI responsibilities at the weekly Senior Staff meeting.
- Consultation with native tribal nations and Bureau of Indian Affairs coordination will take place as needed about current and future funding opportunities in calls for projects including the Highway Safety Improvement Program (HSIP) and Active Transportation Program (ATP).
- Monthly during FFY 2021, District 11 Local Assistance (LA) will provide District Local Assistance Engineer (DLAE) item updates at regional meetings with representatives from Local Agencies, Imperial County Transportation Commission (ICTC), Southern California Association of Governments (SCAG), and San Diego Association of Governments (SANDAG). Caltrans will include written reminder statements to follow Title VI requirements on these projects.
- DLAE will assist LPAs with Title VI compliance such as Title VI Outreach, Non-discrimination policy notifications, and Title VI technical assistance.
- Maintenance Division staff plan to provide Title VI language brochures at the Santee and Kearny Mesa Maintenance Region Offices.
- Maintenance Division staff plan to place Title VI language Line/Language Identification Guides and Quick Reference Guides in Maintenance State vehicles.
- Planning staff will make Planning products accessible in other languages as needed.
- Traffic Division's goal is to add one new language translator to the current Caltrans Volunteer/Certified Bilingual list.
- Traffic Operations staff will provide the Caltrans Non-Discrimination Policy at all virtual meetings/ outreach materials when the public is invited.

## District 12

### Accomplishments

- Title VI Posters in English and Spanish were displayed in conference rooms at the District office where the public meetings are held.

- The Title VI Liaison periodically audited each Division's events to ensure Title VI information was provided to the public.
- On 7/7/2020 and 7/8/2020, District 12 hosted a Webex meeting with HQ Title VI Team and District 12 Division Title VI Liaisons (COS, Environmental Analysis, Planning and Local Assistance, Administration, Maintenance) to discuss Title VI best practices and public participation.
- Small Business and PIO displayed Title VI brochures in 11 languages and Title VI Poster in both English and Spanish at all outreach events. Survey form, complaint form, Language identification guide card and any other materials related to Title VI was also brought to all public events.
- Design provided reminders to the Orange County Transportation Authority (OCTA) to have Title VI information on all flyers and brochures going out to the public.
- Project management provided Title VI brochures in 11 languages and interpreter information at project meetings and ensure visibility and accessibility.
- Project Management also periodically audited the Orange County Transportation Authority's website to ensure Title VI policies and procedures are present.
- Local Assistance reminded local agencies of Title VI Requirements for their projects at OCTA's monthly Technical Advisory Committee (TAC) and Technical Steering Committee (TSC) meetings.
- Administration prepared a ready package for each Division with survey form, public meeting tracker, 11 language brochures, LEP, language identification guide card, LanguageLine Solution contact, Title VI Poster, and Compliant Form (English and Spanish).
- The Title VI Liaison created an online public participation survey using Survey Monkey and encouraged all Divisions to copy and paste this link in their chatroom via virtual or Webex meeting.
- EEO posted new Title VI posters (English and Spanish) in all field offices in Orange County.
- During the year of 2019-2020, Labor Compliance verified that Prime Contractors posted the required Labor Compliance Posters in English and Spanish. Provided Prime Contractors with the required posters at each Pre-construction meeting. Shared Title VI resources online.
- The Title VI Liaison distributed LanguageLine Solutions cards to district and field staff in case they need to assist LEP members of the public.
- In January 2020, opened four Title VI Live Training for field staff employees who have limited or no access to computer.



- Right of Way conducted ongoing reviews to ensure that local agencies/partners are providing Title VI information and that parcel diaries document what information is provided.
- On 11/20/19 (Mission Viejo) and 12/4/19 (Dana Point), Caltrans District 12 hosted two public scoping meetings as part of the environmental phase for the South County Traffic Relief Effort (SCTRE). The purpose of these meetings was to get public and stakeholder input on the ten proposed alternatives to improve mobility in South Orange County.
- 10/5/2019 Senator Bates & Assembly member Brough hosted Veteran's Resource Fair. There were total of 100 attendees. Staff provided Title VI information.
- 10/23/2019 District 12 hosted the Calmentor event. were total of 70 attendees. Staff provided Title VI information.
- 10/24/2019 National Association of Women Business hosted their Annual Procurement Event. There were total of 500 attendees. Staff provided Title VI information.
- 10/30/2019 District 11 hosted their Annual Procurement & Resource Fair. There were total of 524 attendees. Staff provided Title VI information.
- 1/14/2020 Construction Management Association of America's (CMAA) Southern Chapter hosted the CMAA's Owners' Night. There were total of 280 attendees. Staff provided Title VI information.
- 01/28/2020 the Construction Network hosted its Owners' Outlook Event. There were total of 260 attendees. Staff provided Title VI information.
- 01/30/2020 District 12 hosted the IOAI Equity Task Force Meeting. Attended this event. There were total of 25 attendees. Staff provided Title VI information.
- 02/22/2020 Invited and attended the Black History Month Future Leaders hosted by Black Chamber of Commerce. There were total of 300 attendees. Staff provided Title VI information.
- 5/28/2020 Attended the "D12 - Mandatory Pre-Bid: Interstate 5 Segment 3". This webinar was hosted by Caltrans. There were total of 36 attendees. Mentioned Title VI and encouraged people to log online and view Title VI contents and information posted on the internet.
- On 11/20/2019 Caltrans, the Transportation Corridor Agencies (TCA), and OCTA hosted the SCTRE Public Hearing. PIO used Media, Press Release, and Email Blast to notify the public of this event. There were total of 215 attendees. All Title VI Pamphlets in 11 languages were on display to the public on the sign in table.
- On 12/4/2019 Caltrans, TCA, OCTA hosted the SCTRE Public Hearing. PIO used Media, Press Release, Email Blast to notify the public of this event. There

were total of 150 attendees. All Title VI Pamphlets in 11 languages were on display to the public on the sign in table.

- On 12/4/2019 the City of Laguna Beach hosted the State Route (SR)-133 Laguna Beach public meeting. They invited Caltrans via email. 50 people attended this event. Staff Brought Title VI material to the meeting.
- On 10/16/2019, OCTA hosted the EA 0K720 project outreach meeting. 76 people attended this event. A station was staffed by public outreach team who had interpretation service available. Title VI Surveys were administered anonymously on a voluntary basis compiled by OCTA to gather socioeconomic and demographic information.
- On 12/14/2019 at the Planning Commission Concept Review Hearing, a table displayed all the Title VI brochures and information.
- On 01/28/2020, Caltrans hosted the Construction Workshop. 260 people attended this event. Title VI brochures and information was displayed and employees from District 12 were available for questions.
- On 11/8/2019, Environmental attended the SR-55 Improvement Project (I-5 to SR91) project outreach. Total number of attendees was 61 people. Displayed Title VI brochures in 11 languages on table. Community survey forms were provided. Had translation phone number from Language Solution Line available if needed. Public Notices via postcard mailers, flyers, press releases, Publication Newspapers (OC Register, Excelsior, Anaheim Bulletin, and the Irvine World News), digital eblasts, social media, and through the Caltrans and OCTA project webpage.
- Maintenance Field Offices posted illegal encampment notices in English & Spanish.
- An Architectural & Engineering Outreach event was held on July 10, 2020 for the SR-91 EA0R311, 0R312, 0R313, 0R314, 0R315 On Call Design Services Contract. There were 67 attendees via Webex consisting of Prime and Sub consultants. Title VI disclaimer were indicated in the invite.
- Interpretations:
  - On 10/24/2019 during the public outreach, Small Business liaison assisted 5 Small Business Owners in Spanish regarding how to do business with Caltrans.
  - At a 10/16/2019 outreach event, a Spanish interpreter was provided to one of the attendees.

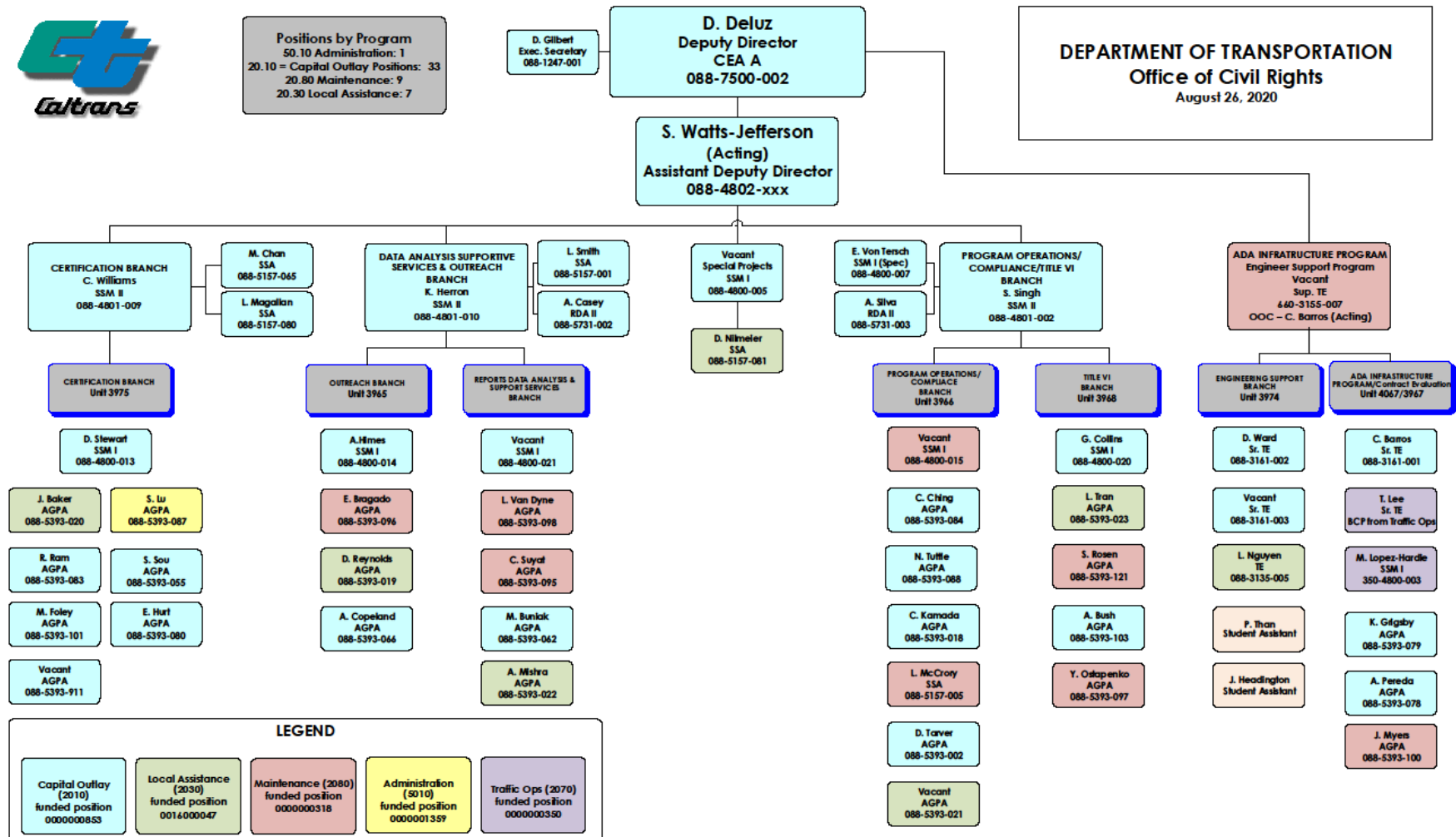
#### Goals:

- Title VI Liaison will order and distribute LanguageLine Solutions Cards to all District 12 Division Title VI Liaisons.

- Title VI Liaison will coordinate one Title VI Refresher Training with OCR for District 12 Division Title VI Liaisons.
- Small Business will provide Title VI brochure using online resources.
- Small Business will increase and encourage public members to take the public participation survey using the link provided by District Title VI Liaison.
- Based on the community and individual needs, the PIO team will look for ways to incorporate the Public Participation Online survey in all appropriate public meetings via Webex during the FFY 2020 by pasting the link in the chat room and encourage all attendees to participate.
- The PIO Chief and/or a member of the team will participate in Title VI Webex meetings to discuss progress and challenges with meeting Title VI goals and to explore opportunities to further expand Title VI participation.
- Resident engineers, contract managers, and other delegated Caltrans staff will verify that Prime Contractors are posting required labor compliance posters.
- Design will provide Title VI brochures at future meetings hosted by Caltrans partners.
- Provide Title VI brochures at Public Hearings or meetings attended by Design staff.
- The Design Liaison will encourage staff to copy and paste public participation survey link in chat room whenever they are attending public meeting via Webex or any virtual setting.
- Issue LanguageLine Solutions cards to all Design Seniors.
- PPM will ensure Title VI disclaimer is posted in the webinar invite and Title VI Brochures are shared during events.
- Provide Title VI brochure and complaint information for all ROW transactions in appraisal, acquisition, and relocation functions.
- Corridor PM will review the Title VI program guidelines and Director's Policy 28 – Revision 1 and Limited English Proficiency guidelines during monthly staff meeting.
- Corridor PM will encourage staff to copy and paste public participation survey link in chat room whenever they are attending public meeting via Webex or any virtual setting.
- Enhance knowledge of Traffic Operations leaders on Title VI components, policies, and procedures; handling Title VI complaints, use of LanguageLine Solutions, Limited English Proficiency program (LEP), through inclusion in regular meeting agenda and other discussions.
- Include Title VI links on Traffic Operations intranet and internet webpages.
- Post Title VI poster for public view at District Office Lobby near Encroachment Permits drop off desk for permits applications.

- Post Title VI poster at Transportation Management Center (TMC) conference rooms and TMC lobby for visitors and public view.
- Maintenance will issue LanguageLine Solutions cards to all staff members.

## VI. Office of Civil Rights Organizational Chart



"Provide a safe, sustainable, integrated and efficient transportation system to enhance California's economy and livability"

## VII. Caltrans Non-Discrimination Policy Statement

STATE OF CALIFORNIA—CALIFORNIA STATE TRANSPORTATION AGENCY

Gavin Newsom, Governor

### DEPARTMENT OF TRANSPORTATION

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Making Conservation  
a California Way of Life.

August 2020

### NON-DISCRIMINATION POLICY STATEMENT

The California Department of Transportation, under Title VI of the Civil Rights Act of 1964, ensures *"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."*

Caltrans will make every effort to ensure nondiscrimination in all of its services, programs and activities, whether they are federally funded or not, and that services and benefits are fairly distributed to all people, regardless of race, color, or national origin. In addition, Caltrans will facilitate meaningful participation in the transportation planning process in a nondiscriminatory manner.

Related federal statutes, remedies, and state law further those protections to include sex, disability, religion, sexual orientation, and age.

For information or guidance on how to file a complaint, or obtain more information regarding Title VI, please contact the Title VI Branch Manager at (916) 324-8379 or visit the following web page:  
<https://dot.ca.gov/programs/civil-rights/title-vi>.

To obtain this information in an alternate format such as Braille or in a language other than English, please contact the California Department of Transportation, Office of Civil Rights, at 1823 14<sup>th</sup> Street, MS-79, Sacramento, CA 95811; (916) 324-8379 (TTY 711); or at [<Title.VI@dot.ca.gov>](mailto:Title.VI@dot.ca.gov).

*Original signed by*  
Toks Omishakin  
Director

*"Provide a safe, sustainable, integrated and efficient transportation system to enhance California's economy and livability"*