

City of San Diego
Compliance Department

Title VI Implementation Plan

December 15, 2023

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Introduction

The City of San Diego (City) is a recipient and sub-recipient of financial assistance from federal aid programs. Recipients and sub-recipients of federal aid are required to comply with various non-discrimination laws and regulations, including Title VI of the Civil Rights Act of 1964 (Title VI). Title VI requires that “No person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.” [42 U.S.C. §2000d]

Subsequently, various other statutes added prohibitions against discrimination based on gender, age, disability, or socioeconomic status. In addition, the Civil Rights Restoration Act of 1987 defines the word “program” to make clear that discrimination is prohibited throughout an entire agency if any part of the agency receives federal financial assistance.

Federal statutes and regulations require recipients of federal aid programs to prepare and implement a program to clarify roles, responsibilities, and procedures to ensure compliance with Title VI and related statutes. This Title VI Implementation Plan describes elements of the City’s Title VI Program and provides the policy direction necessary to ensure compliance with Title VI.

Non-Discrimination Policy Statement

It is the policy of the City of San Diego (City) that no person shall, on the grounds of race, color, national origin, or other protected status, be excluded from participation in, be denied the benefits of, or be subjected to discrimination in any operation of the City as provided by Title VI of the Civil Rights Act of 1964 and related statutes.

This policy applies to all operations of the City, including its contractors and anyone who acts on behalf of the City. This policy also applies to the operations of any department or agency to which the City extends federal financial assistance. Federal financial assistance includes grants, training, use of equipment, donations of surplus property, and other assistance.

Prohibited discrimination may be intentional or unintentional. Seemingly neutral acts that have disparate impacts on individuals of a protected group and lack a substantial legitimate justification can be a form of prohibited discrimination. Harassment and retaliation are also prohibited forms of discrimination.

Examples of prohibited types of discrimination based on race, color, national origin, or other protected status include: Denial to an individual any service, financial aid, or other benefit; Distinctions in the quality, quantity, or manner in which a benefit is provided; Segregated or separate treatment; Unequal restriction in the enjoyment of any advantages, privileges, or other benefits provided; Discrimination in any activities related to highway and infrastructure or facility built or repaired; and Discrimination in employment. Title VI compliance is a condition of receipt of federal funds. The Title VI Coordinator is authorized to ensure compliance with this policy, Title VI of the Civil Rights Act of 1964, 42 U.S.C § 2000d and related statutes, and the requirements of 23 Code of Federal Regulation (CFR) pt. 200 and 49 CFR pt. 21.



Eric Dargan, Chief Operating Officer

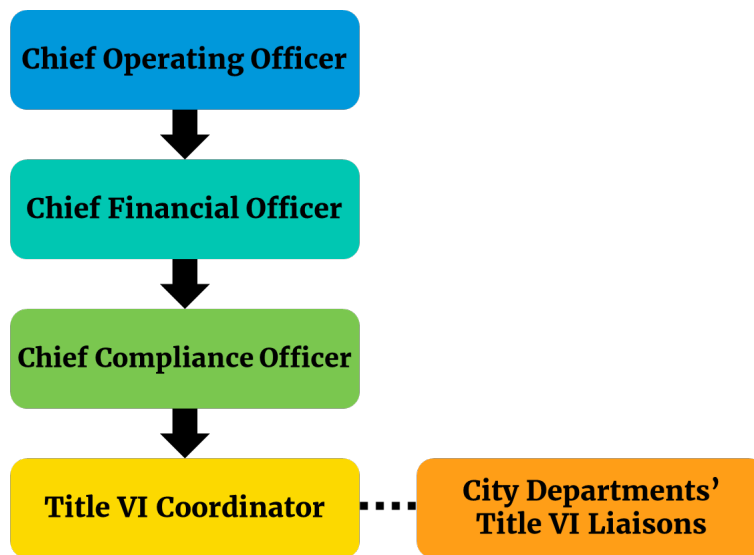
December 15, 2023

Date

Program Structure

Title VI Reporting Structure

The following chart depicts the reporting structure of relevant parties involved in the City's Title VI compliance process.



Chief Operating Officer (COO)

The Chief Operating Officer reports directly to the Mayor—who serves as the head of the executive branch of City government—and is responsible for managing the City's daily operations and implementing initiatives and objectives. The COO is ultimately responsible for the City's efforts to ensure full compliance with the provisions of Title VI of the Civil Rights Act of 1964 and related statutes and has directed that non-discrimination is required of all City employees, contractors, and agents pursuant to 23 CFR Part 200 and 49 CFR Part 21.

Chief Financial Officer (CFO)

The Chief Financial Officer is responsible for the City's accounting and financial reporting functions, debt issuance, risk management, treasury and investments, and establishment of internal controls over financial reporting. The CFO oversees the development and implementation of internal control policies and procedures in all City departments.

Chief Compliance Officer (CCO)

The Chief Compliance Officer oversees a team that provides compliance and enforcement support for both internal and external stakeholders in the following areas: City wage laws and labor standards, the occupational safety and health of City

employees, City responses to internal and external audits, and compliance with external agency regulations. The Compliance Department also houses the Administrative Appeals program that provides appeals services to City departments.

Title VI Coordinator

The Title VI Coordinator is responsible for implementing the City's Title VI Program and coordinating the City's compliance with Title VI and related statutes, regulations, and directives. Located within the Compliance Department, the Title VI Coordinator has direct access to the CCO. General responsibilities of the Title VI Coordinator include but are not limited to the following:

- Submitting a Title VI plan and annual reports on the City's behalf;
- Developing procedures for the prompt processing and disposition of complaints of discrimination based on race, color, national origin, or other protected status (i.e., Title VI complaints);
- Responding to, leading investigations of, and documenting resolutions for all Title VI complaints pursuant to the complaint procedures described in this plan. Maintaining a complaint log and reporting complaints received to state and federal agencies as appropriate and per the complaint procedures described in this plan;
- Participating in the design, development, and dissemination of Title VI information to the public;
- Coordinating Title VI program development with department directors and Title VI Liaisons;
- Supporting the development and implementation of Title VI training for City managers, supervisors, and staff; and
- Assisting program personnel to correct Title VI problems or discriminatory practices or policies found through self-monitoring and review activities.

Title VI Liaisons

Each City department shall designate a Title VI Liaison to serve as its lead for Title VI compliance. Title VI Liaisons will include but not be limited to the following:

- Day-to-day operations of the Title VI program in their respective departments;
- Serving as the point of contact between the Title VI Coordinator and the department on all relevant Title VI issues, trainings, and complaints;
- Receiving and logging complaints on behalf of the department, assisting with investigations as needed, and coordinating complaint disposition with the Title VI Coordinator;

- Preparing relevant department data and performing program area review for the Annual Title VI Accomplishments and Goals Report;
- Ensuring recommendations related to Title VI compliance are implemented;
- Assisting in their department's compliance efforts, including the tracking of Limited English Proficiency encounters, and/or otherwise assessing and remediating language access needs; and
- Participating in all required Title VI trainings and relaying information as needed to department staff to ensure compliance.

Dissemination of Program Information to the Public

To ensure that information about Title VI and related statutes is readily available to the public, the City publishes informational materials, including a notice to the public, which is available in Appendix A of this plan. These materials are intended to communicate information about the public's rights under Title VI. These materials are available in English, Spanish, Chinese (including Mandarin and Cantonese), Vietnamese, Tagalog, and in other languages and formats upon request. The Title VI Coordinator will ensure that copies of the public notice are posted in highly visible and accessible locations within all City facilities that provide services to the public, which include but are not limited to facilities such as libraries, recreation centers, police stations, permit and payment locations, customer service counters, and in the lobby of the City Administration Building. Title VI materials are also available on the City's website: www.sandiego.gov/TitleVI.

Standard Assurances in Contract Documents and Agreements

The City will ensure that contract documents and agreements for federally funded projects include the necessary Title VI assurances. These include the standard Title VI assurances and non-discrimination provisions required by the U.S. Department of Transportation (USDOT) for all federal aid contracts funded by the Federal Highway Administration (FHWA). These are also known as Appendices A through E and are attached to this plan in Appendix D for reference. The standard assurances are subject to change by any new implementation of policy by coordinating agencies (i.e., USDOT, FHWA, Caltrans etc.).

Training

At least every two years, the City will provide Title VI training for its managers, supervisors, and staff. The training will be developed by the City's Title VI Coordinator and made available online to all City employees. The Title VI training will cover at least the following areas:

- Review of the City's Title VI Implementation Plan and other relevant documents;
- Language assistance services and "I Speak Cards" offered for public use;
- How to handle potential complaints; and
- Where to seek assistance for Title VI questions and concerns.

Additionally, links to Title VI resources from Caltrans, FHWA, and other relevant agencies will be posted on the program's website: www.sandiego.gov/TitleVI.

Complaint Procedures

Any person who believes they were subjected to discrimination by the City's programs or activities because of their race, color, or national origin may file a written Title VI complaint with the City of San Diego's Title VI Coordinator within 180 days of the alleged discriminatory act(s).

A [complaint form](#) is available in Appendix B of this plan and online at www.sandiego.gov/TitleVI. Complaints should be signed and submitted in writing using one of the contact methods provided below. If a complaint is submitted via phone, City staff will make best efforts to transcribe the allegation on a complaint form and provide it to the complainant for confirmation or revision and signature before processing. If submitted via email, the email should include the signed and dated complaint as an attachment. Any person requiring a reasonable accommodation may contact the Title VI Coordinator to obtain assistance in filing a complaint.

Complaints may be submitted to the City's Title VI Coordinator using one of the following contact methods:

U.S. Mail: Title VI Coordinator
202 C Street, MS 8A
San Diego, CA 92101

Email: titlevi@sandiego.gov

Fax: 619-533-3320

Phone: 619-629-9073

The City's Title VI Coordinator will process complaints received within 180 days of the alleged discriminatory act(s). The Title VI Coordinator will only process complaints that are complete, which include, at a minimum, the following:

- Complainant's contact information;
- Date(s) of the alleged discriminatory act(s);
- Details of the alleged discrimination;
- Identification of the respondent (e.g., the City department responsible for the alleged discrimination);
- Basis for the complaint (e.g., race, color, or national origin); and
- Signature of the complainant or complainant's representative.

After receiving a complaint, the Title VI Coordinator will record it in a complaint log and forward it to the Caltrans Office of Civil Rights (OCR). After receiving the complaint, OCR will determine which federal administering agency has jurisdiction to investigate/process the complaint as outlined below.

Title VI Complaints Processed Under the Federal Highway Administration (FHWA)

Per the FHWA Guidance Memorandum, *Processing of Title VI Complaints*, dated June 13, 2018, all Title VI complaints received by a sub-recipient (e.g., the City of San Diego) are to be forwarded to Caltrans to be submitted to the FHWA California Division Office. If FHWA's Headquarters Office of Civil Rights (HCR) determines a Title VI complaint against a sub-recipient can be investigated by Caltrans, HCR may delegate the task of investigating the complaint to Caltrans.

Title VI Complaints Processed Under the Federal Transit Administration (FTA)

Title VI complaints filed with Caltrans against a sub-recipient will be investigated by Caltrans. If the complaint is filed with the sub-recipient, the sub-recipient is responsible for investigating the complaint in accordance with FTA Circular 4702.1B. FTA recommends, but does not require, that individuals first file a complaint directly with their transit provider to give the provider an opportunity to resolve the situation. FTA grantees are required to have local complaint procedures.

Caltrans Office of Civil Rights (OCR) Investigation Process

If OCR is delegated the responsibility of performing an investigation, OCR has 90 days to investigate the complaint. If additional time is needed, OCR will call the complainant and inform them.

If more information is needed to resolve the case, the OCR investigator may contact the complainant. The complainant has ten business days from the date of the letter to send the requested information to the investigator assigned to the case.

If the investigator is not contacted by the complainant or does not receive the additional information within ten business days, OCR can administratively close the case. A case can also be administratively closed if the complainant no longer wishes to pursue their case.

OCR will consult with HCR regarding the disposition of the complaint. HCR will undertake disposition of the complaint through either (1) *informal resolution* or (2) *issuance of a Letter of Finding of compliance or noncompliance with Title VI*. A copy of the Letter of Finding will be sent to all parties via the FHWA California Division Office.

A person may also file a complaint directly with:

Federal Highway Administration
U.S. Department of Transportation
Office of Civil Rights
1200 New Jersey Avenue, SE
8th Floor E81-105
Washington, DC 20590

Federal Transit Administration
Civil Rights Division
Attention: Complaint Team
East Building, 5th Floor – TCR
1200 New Jersey Avenue, SE
Washington, DC 20590

Data Collection and Analysis

City staff may collect and analyze statistical demographic data of participants/beneficiaries of the City's federally-funded activities and programs.³ This data comes from governmental sources responsible for collecting and vetting the information for consistency and accuracy, including the U.S. Bureau of Labor Statics, U.S. Census Bureau, U.S. Bureau of Economic Analysis, California Department of Finance, California Department of Labor, California Employment Development Department, and the San Diego Association of Governments, among others.

Additionally, City staff may collect project-specific demographic data through the course of conducting public outreach for City programs, activities, services, and projects. This outreach may include communications to the public such as community surveys, door hangers, posters, emails, social media releases, press

³ Examples of demographic data include race, color, national origin, gender, age, income, etc.

releases, public meetings, virtual meetings, and public comment through websites generated for projects.

Collecting and analyzing this data helps the City determine the characteristics of the communities that are affected by its activities, programs, and services. This, in turn, helps the City provide better, more equitable services. For example, analyzing data from the U.S. Census Bureau's American Community Survey helps the City determine the languages spoken by the population served. This helps the City align its translation services with the needs of the public to ensure all have access to critical information and services.

Each City department maintains data for the programs and activities under its purview.⁴ Some examples of the analysis that may be derived from this data include:

- Summary of demographic characteristics of the population served;
- Distribution of benefits (dollars, facilities, systems, projects) to groups and communities;
- Projected population increases versus planned facilities and types of facilities;
- Language needs assessments; and
- Specific project impacts on different populations, such as air quality and noise impacts.

Limited English Proficiency (LEP) and Language Access

Individuals who do not speak English as their primary language and have a limited ability to read, speak, write, or understand English are considered to have Limited English Proficiency (LEP) and are entitled to language assistance under Title VI.⁵ Moreover, Executive Order 13166, "Improving Access to Services for Persons with Limited English Proficiency," requires agencies that receive federal funding to:

- Examine their federally-funded services and develop and implement processes and guidance that will allow LEP persons to meaningfully access those services;
- Prepare a plan to overcome language barriers in federally-funded programs and activities; and
- Ensure that stakeholders have adequate opportunity to provide input.

⁴ Departments are responsible for regularly reviewing their data-gathering and analysis procedures to ensure outreach methods are effective in meeting the objectives of the Title VI program (e.g., that no group is intentionally excluded in the decision-making process and all are given the opportunity to voice their opinions or concerns).

⁵ The City must ensure that the programs and activities normally provided in English are accessible to LEP persons and thus do not discriminate on the basis of national origin.

Language Access Policy Directive

It is the City’s policy to provide meaningful access for LEP persons to all City programs and activities. All City employees shall make free language assistance services available to LEP individuals whom they encounter and/or whenever an LEP person requests language assistance services. This approach is essential to the success of the [City’s Strategic Plan](#) by advancing two key operating principles:

1. Customer Service: we value our residents, customers, and employees by designing solutions and services that put people first.
2. Equity and Inclusion: we value equity and inclusion by taking intentional action to create equal access to opportunity and resources.

LEP Data

LEP data helps the City identify the need for language translation services and ensure information is widely available based on need. According to the 2021 U.S. Census Bureau’s American Community Survey, about 14 percent of the City’s population self-reported speaking English “less than ‘very well’.” Table 1 highlights part of this population (only languages spoken by at least one percent of the City’s overall population are shown).

Table 1 – A portion of the City’s population speaks English “less than ‘very well’”

Language	Individuals who Speak English “less than ‘very well’”	% of City’s Total Population
Spanish	94,429	7.21%
Chinese (incl. Mandarin, Cantonese)	16,386	1.25%
Vietnamese	15,949	1.22%
Tagalog (incl. Filipino)	15,160	1.16%
Total	141,924	10.83%

Source: U.S. Census Bureau, 2021 American Community Survey 1-Year Estimates

Note: This table highlights languages spoken by at least one percent of the City’s population. A breakdown of all languages spoken across the City’s population is available online at: <https://data.census.gov/table?q=Language+Spoken+at+Home&g=1600000US0666000&tid=ACSDT1Y2021.B16001>.

Four Factor Analysis

The City is required to ensure programs and activities normally provided in English are accessible to LEP persons. Assessing this involves conducting a "four-factor" analysis that examines:

1. The number or proportion of LEP persons eligible to be served or likely to be encountered;
2. The frequency of LEP contacts;
3. The nature and importance of the programs, services, or activities provided; and
4. The resources available for LEP persons.

This analysis helps the City determine whether any elements of its programs and activities should be changed to ensure meaningful access by LEP persons. For example, this analysis helps determine which materials should be translated to any specific additional languages. The Four Factor Analysis will be employed on a project-level basis; these assessments culminate in the development of a language access plan.

Language Access Plan

The Compliance Department is working with other City departments to develop a Language Access Plan for the City. Goals for this effort include:

- Expanding language access to ensure meaningful access for under-reached populations and that services are user-friendly and culturally responsive;
- Assessing current policies and practices and identifying additional language needs;
- Creating guides in multiple languages and various media—including print, mobile applications, and/or tech-enabled kiosks—to increase awareness and make services more accessible;
- Increasing language availability for frontline services and developing or consolidating language access practices across key programs and activities;
- Incentivizing City employees to complete language and cultural responsiveness courses as part of their professional development and increasing the hiring of multilingual staff in frontline services;
- Working with county, State, and federal offices to help expand services available to immigrants and refugees in the region (including but not limited to healthcare, mental health services, transportation, housing, legal defense, and immigration services);

- Promoting affordable housing guidance and renter rights in targeted languages and ensuring a stronger immigrant voice on housing and community development strategic planning processes; and
- Building partnerships with the community focused on inclusivity and working with partners to create programs and events that are most beneficial to the immigrant community.

Current Solutions for Engaging and Assisting LEP Persons

In addition, the City currently provides a range of free language assistance options for LEP persons. These include, but are not limited to, the following:

- “I Speak” cards to help staff identify the LEP person’s language preference;
- Language Line (instant, over-the-phone interpretation);
- Written language services (document translation);
- Website translation via integrated Google Translate drop down menu feature at the top of every page;
- Access to qualified and trained interpreters for live and virtual events;
- Qualified bilingual and multilingual staff;
- Translation of documents or interpretation services at public meetings or workshops; and
- Connections to community-based organizations and volunteers.

Examples of some of the City’s language translation materials are attached in Appendix C for reference.

Annual Reporting

The Title VI Coordinator will establish, monitor, and report on program goals and accomplishments on an annual basis. The Annual Title VI Goals and Accomplishments Report will be made available to the public on the program’s website: www.sandiego.gov/TitleVI.

Your Rights Under Title VI and Related Statutes



What is Title VI?

Title VI is a statute provision of the Civil Rights Act of 1964. Title VI requires that “No person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.” [42 U.S.C. §2000d]

What does Title VI mean?

The City of San Diego strives to ensure that access to and use of all programs, services, or benefits derived from any City activity will be administered without regard to race, color, national origin, sex, age, disability, or other protected status.

The City will not tolerate discrimination by a City employee or recipients of federal funds from the City, such as other agencies, contractors, consultants, suppliers, vendors, etc. The City prohibits all discriminatory practices that may result in:

- Denial to any individual of any service, financial aid, or benefit provided under the program to which they may be otherwise entitled;
- Different standards or requirements for participation;
- Segregation or separate treatment in any part of the program;
- Distinction in quality, quantity, or manner in which the benefit is provided;
- Discrimination in any activities conducted in a facility built in whole or part with federal funds.

Who is responsible for Title VI?

All City employees and programs are responsible for complying with Title VI. The City’s Compliance Department provides continuous leadership, guidance, and technical assistance to ensure ongoing compliance with Title VI.

How does the City enforce Title VI?

To ensure compliance with Title VI, related statutes, and the Presidential Executive Order on Environmental Justice, the City will:

- Avoid or reduce harmful human health and environmental effects on minority and low-income populations.
- Ensure the full and fair participation by all communities, including low-income and minority populations, in the transportation decision making process on federally funded projects.
- Prevent the denial of, reduction in, or significant delay in the receipt of benefits by minority and low-income populations on federally funded projects.

In addition, any recipient—including but not limited to Metropolitan Planning Organizations and local cities and counties—who receives federal financial aid bears a responsibility to administer its program and activities without regard to race, color, national origin, sex, age, disability or other protected status.

Are your rights being violated?

If you believe you have been discriminated against because of your race, color, or national origin, you may file a written Title VI complaint with the City of San Diego’s Title VI Coordinator within 180 days of the alleged discrimination. A complaint form is available online at <https://www.sandiego.gov/titlevi>. You may submit a complaint via email to titlevi@sandiego.gov or via U.S. mail to:

Title VI Coordinator
202 C Street, MS 8A
San Diego, CA 92101

Title VI complaints are investigated and responded to as quickly as possible.

Rev. June 2023

Title VI Complaint Form



Title VI is a statute provision of the Civil Rights Act of 1964. Title VI requires that “No person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.” [42 U.S.C. §2000d]

If you believe you have been discriminated against because of your race, color, or national origin, you may file a written Title VI complaint within 180 days of the alleged discriminatory act(s). To do so, you may complete this form (attach additional pages, if necessary) and submit it to the Title VI Coordinator using one of the contact methods that appear at the end of this form. **Note:** The use of this complaint form is not mandatory. You may submit your written complaint in any form that includes your signature. Any person requiring a reasonable accommodation may contact the Title VI Coordinator to obtain assistance in filing a complaint. Contact information is provided at the end of this form and online at www.sandiego.gov/titlevi. In addition, procedures that describe how the City of San Diego handles formal Title VI complaints are available on the same webpage.

Complainant Information

Name:

Mailing Address:

Telephone:

Email Address:

What is the most convenient method and time for us to contact you about this complaint?

Attorney Information

If you have an attorney representing you, please provide their contact information below.

Name:

Firm Name:

Mailing Address:

Telephone:

Email Address:

Basis of Discriminatory Action(s)

Check the box(es) for the type(s) of discrimination you allege to have experienced.

Race Color National Origin

Appendix B: Title VI Complaint Form

Date and location of alleged discriminatory action(s)

Please include the earliest and the most recent date of the alleged discrimination.

Date	Location

How were you discriminated against? Note: Please attach additional pages, if necessary.

Describe the nature of the action, decision, or conditions of the alleged discrimination.

Explain, as clearly as possible, what happened and why you believe your protected status (basis) was a factor in the discrimination.

Include how other persons were treated differently from you.

Name(s) and title(s) of individual(s) who you believe are responsible for the discriminatory action(s):

Names of individuals (i.e., witnesses, fellow employees, supervisors, or others) that we may contact for additional information to support or clarify your complaint (please include their contact information):

The laws prohibit retaliation against anyone because they have taken action, or participated in an action, to secure rights protected by these laws. If you feel you have been retaliated against (separate from the discrimination alleged above), please explain the circumstances below. Please explain what actions you took that you believe were the basis for the allegation.

What remedy, or action, are you seeking for the alleged discrimination?

Appendix B: Title VI Complaint Form

Have you filed, or do you intend to file, a charge or complaint regarding the matters raised in this complaint with any federal agency, State agency, federal court, or State court?

Yes No If yes, check all that apply and specify:

_____ Federal agency: _____

_____ State agency: _____

_____ Federal court: _____

_____ State court: _____

Please attach additional pages, if necessary.

If you have already filed a charge or complaint, please provide the following information:

Agency/Court:	_____	Attorney Name:	_____
Address:	_____	Firm Name:	_____
Date Filed:	_____	Address:	_____
Case Number:	_____	Telephone:	_____
Date of Trial/Hearing:	_____	Status of Case:	_____

Please provide any additional information that you believe would assist in the investigation.

Please sign and date the complaint form below. If you need additional space to provide information about this complaint, please attach the additional information to this form.

_____ _____

Signature of Complainant Date

Please submit completed form and any attachments to the Title VI Coordinator. Contact information is provided below and online at www.sandiego.gov/titlevi.

U.S. Mail: Title VI Coordinator Email: titlevi@sandiego.gov
202 C Street, MS 8A Fax: 619-533-3320
San Diego, CA 92101 Phone: 619-629-9073



We Speak Your Language!

¡Hablamos Tu Idioma!

*Kami ay Nagsasalita
ng Iyong Wika!*

*Chúng tôi nói bằng
ngôn ngữ của quý vị!*

我们说您的语言!

نحن نتحدث بلغتك!



Hello!
Hola!
Bonjour!
Kumusta na!
Xin chào!
Ciao!

**Translation Services
Available**



If you need an interpreter, please point to your language.



American Sign Language (ASL):
Available upon request in advance.

<p>Arabic: عربي إذا كنت في حاجة إلى مترجم، أشر إلى اللغة المطلوبة</p>	<p>Korean: 한국어 통역서비스가 필요한 언어를 선택하십시오.</p>
<p>Bengali: বাংলা আপনার যদি একজন দোভাষীর প্রয়োজন হয়, সেক্ষেত্রে অনুগ্রহ করে আপনার ভাষা উল্লেখ করুন</p>	<p>Mandarin: 普通话 (Simplified) 國語 (Traditional)</p>
<p>Burmese: မြန်မာ စကားပြန်လိုရင် သင့်ဘာသာစကားကို လက်ညှိုးထိုးပြပါ။</p>	<p>Nepali: नेपाली यदि तपाईंलाई दोभाषे आवश्यक परेमा, कृपया आफ्नो भाषामा संकेत गर्नुहोस्</p>
<p>Cantonese: 粵語 (Simplified) 粵語 (Traditional)</p>	<p>Polish: Polski Jeśli potrzebują Państwo tłumacza, proszę wskazać na swój język.</p>
<p>Farsi: فارسی اگر به مترجم احتیاج دارید لطفا با انگشت زبان خود را نشان دهید.</p>	<p>Portuguese: Português Se precisa de um intérprete aponte para o nome da língua que fala.</p>
<p>French: Français Si vous avez besoin d'un interprète, indiquez votre langue.</p>	<p>Punjabi: ਪੰਜਾਬੀ ਜੇ ਤੁਹਾਨੂੰ ਇੱ ਦੁਭਾਸ਼ੀਏ ਦੀ ਲੋੜ ਹੈ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਆਪਣੀ ਭਾਸ਼ਾ ਵਲ ਸੰਕੇਤ ਕਰੋ।</p>
<p>Haitian Creole: Kreyòl Ayisyen Si w bezwen yon entèprèt, montre ki lang ou pale.</p>	<p>Russian: Русский Если Вам нужен переводчик, укажите свой язык.</p>
<p>Italian: Italiano Se avete bisogno di un interprete, puntate alla vostra lingua.</p>	<p>Somali: Soomaali Hadaad u baahan tahay qof kuu turjuma, tilmaamo luqadaada</p>
<p>Japanese: 日本語 通訳をお捜しの場合、必要な言語を指し示してください。</p>	<p>Spanish: Español Si necesita un intérprete, señale su idioma.</p>
<p>Karen: ကညီ နမ့်လိန်ဘဉ် ပှၤကတိၤကျိၣ်ထံတၢ်အယိၣ်, ဝံသးစ့ၤန့ၣ်ယီၤဆူန့ၣ်အိၣ်အလီၤ</p>	<p>Vietnamese: Tiếng Việt Nếu cần thông dịch viên xin hãy chỉ vào ngôn ngữ của quý vị.</p>

How to say, “One Moment Please” in common languages



Language:	Written in Language:	Phonetic Pronunciation:
Albanian:	Nje minutë ju lutem.	nee-yeh mee-noo-teh you loo-tem
Arabic:	دقيقة من فضلك	dakika meen fahdlock (masculine) dakika meen fahdlick (feminine)
Chinese:	请稍候	ching show hoe
French:	Un moment s'il vous plaît.	uhn moe-mon seal-voo-play
German:	Einen Moment bitte.	eye-nen moment bee-teh
Gujarati:	મેહરબાની કરીને એક પળ થોભશો.	meherbani kariné ek pul thobso
Haitian Creole:	Tanpri tann yon ti moman.	tan-pree tan yaw tee moe-maw
Hindi:	कृपया एक पल प्रतीक्षा करें	kreepya ek pal prateeksha karen
Italian:	Un momento per favore.	oon moe-mento pair fah-vore-ay
Japanese:	少々お待ちください。	shosho omachi kudasai
Korean:	잠깐 기다리세요	jam-kan ki-da-ri-se-yo
Polish:	Moment, proszę.	moment prosheh
Portuguese:	Um momento, por favor.	um moe-mento, poor fah-vor
Russian:	Подождите, пожалуйста.	padazhdite, pazhalusta
Spanish:	Un momento por favor.	oon moe-mento poor fah-vor
Swahili:	Subiri kidogo	soo-bee-re key-dough-go
Tamil:	தயவு செய்து ஒரு நிமிடம்	dye-ya-vu seydu oru nimi-dom
Vietnamese:	Xin chờ một chút	sin char moe-chew
Tagalog:	Sandali lang Po	sandali lang po

Appendix D: Standard Title VI Assurances in Contract Documents and Agreements

APPENDIX A

During the performance of this contract, the contractor, for itself, its assignees, and successors in interest (hereinafter referred to as the “contractor”) agrees as follows:

1. **Compliance with Regulations:** The contractor (hereinafter includes consultants) will comply with the Acts and the Regulations relative to non-discrimination in federally-assisted programs of the U.S. Department of Transportation, Federal Highway Administration (FHWA), as they may be amended from time to time, which are herein incorporated by reference and made a part of this contract.
2. **Non-discrimination:** The contractor, with regard to the work performed by it during the contract, will not discriminate on the grounds of race, color, national origin, age, sex, or disability in the selection and retention of subcontractors, including procurements of materials and leases of equipment. The contractor will not participate directly or indirectly in the discrimination prohibited by the Acts and the Regulations, including employment practices when the contract covers any activity, project, or program set forth in Appendix B of 49 CFR Part 21.
3. **Solicitation for Subcontracts, Including Procurements of Materials and Equipment:** In all solicitations, either by competitive bidding, or negotiation made by the contractor for work to be performed under a subcontract, including procurements of materials, or leases of equipment, each potential subcontractor or supplier will be notified by the contractor of the contractor’s obligations under this contract and the Acts and the Regulations relative to Non-discrimination on the grounds of race, color, or national origin.
4. **Information and Reports:** The contractor will provide all information and reports required by the Acts, the Regulations, and directives issued pursuant thereto and will permit access to its books, records, accounts, other sources of information, and its facilities as may be determined by the Recipient or the FHWA to be pertinent to ascertain compliance with such Acts, Regulations, and instructions. Where any information required of a contractor is in the exclusive possession of another who fails or refuses to furnish the information, the contractor will so certify to the Recipient or the FHWA, as appropriate, and will set forth what efforts it has made to obtain the information.
5. **Sanctions for Noncompliance:** In the event of a contractor’s noncompliance with the Nondiscrimination provisions of this contract, the Recipient will impose such contract sanctions as it or the FHWA may determine to be appropriate, including, but not limited to:
 - a. withholding payments to the contractor under the contract until the contractor complies; and/or
 - b. cancelling, terminating, or suspending a contract, in whole or in part.
6. **Incorporation of Provisions:** The contractor will include the provisions of paragraphs one through six in every subcontract, including procurements of materials and leases of equipment, unless exempt by the Acts, the Regulations and directives issued pursuant thereto. The contractor will take action with respect to any subcontract or procurement as the Recipient or the FHWA may direct as a means of enforcing such provisions including sanctions for noncompliance. Provided, that if the contractor becomes involved in, or threatened with litigation by a subcontractor, or supplier because of such direction, the contractor may request the Recipient to enter into any litigation to protect the interests of the Recipient. In addition, the contractor may request the United States to enter into the litigation to protect the interests of the United States.

Appendix D: Standard Title VI Assurances in Contract Documents and Agreements

APPENDIX B CLAUSES FOR DEEDS TRANSFERRING UNITED STATES PROPERTY

The following clauses will be included in deeds effecting or recording the transfer of real property, structures, or improvements thereon, or granting interest therein from the United States pursuant to the provisions of Assurance 4:

NOW THEREFORE, the U.S. Department of Transportation as authorized by law and upon the condition that the California Department of Transportation will accept title to the lands and maintain the project constructed thereon in accordance with Title 23 U.S.C., the regulations for the administration of the preceding statute, and the policies and procedures prescribed by the FHWA of the U.S. Department of Transportation in accordance and in compliance with all requirements imposed by Title 49, Code of Federal Regulations, U.S. Department of Transportation, Subtitle A, Office of the Secretary, Part 21, Nondiscrimination in Federally-Assisted Programs of the U.S. Department of Transportation pertaining to and effectuating the provisions of Title VI of the Civil Rights Act of 1964 (78 Stat. 252; 42 U.S.C. § 2000d to 2000d-4), does hereby remise, release, quitclaim and convey unto the California Department of Transportation all the right, title and interest of the U.S. Department of Transportation in and to said lands described in Exhibit A attached hereto and made a part hereof.

(HABENDUM CLAUSE)

TO HAVE AND TO HOLD said lands and interests therein unto the California Department of Transportation and its successors forever, subject, however, to the covenants, conditions, restrictions and reservations herein contained as follows, which will remain in effect for the period during which the real property or structures are used for a purpose for which federal financial assistance is extended or for another purpose involving the provision of similar services or benefits and will be binding on the California Department of Transportation, its successors and assigns.

The California Department of Transportation, in consideration of the conveyance of said lands and interest in lands, does hereby covenant and agree as a covenant running with the land for itself, its successors and assigns, that (1) no person will on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination with regard to any facility located wholly or in part on, over, or under such lands hereby conveyed [,] [and]* (2) that the California Department of Transportation will use the lands and interests in lands and interest in lands so conveyed, in compliance with all requirements imposed by or pursuant to Title 49, Code of Federal Regulations, U.S. Department of Transportation, Subtitle A, Office of the Secretary, Part 21, Nondiscrimination in Federally-Assisted Programs of the Department of Transportation—Effectuation of Title VI of the Civil Rights Act Of 1964, and as said Regulations and Acts may be amended[, and (3) that in the event of breach of any of the above-mentioned non-discrimination conditions, the Department will have a right to enter or re-enter said lands and facilities on said lands, and that above described land and facilities will thereon revert to and vest in and become the absolute property of the U.S. Department of Transportation and its assigns as such interest existed prior to this instruction].*

(*Reverter clause and related language to be used only when it is determined that such a clause is necessary in order to make clear the purpose of Title VI.)

Appendix D: Standard Title VI Assurances in Contract Documents and Agreements

APPENDIX C

CLAUSES FOR TRANSFER OF REAL PROPERTY ACQUIRED OR IMPROVED UNDER THE ACTIVITY, FACILITY, OR PROGRAM

The following clauses will be included in deeds, licenses, leases, permits, or similar instruments entered into by the California Department of Transportation pursuant to the provisions of Assurance 7(a):

- A. The (grantee, lessee, permittee, etc. as appropriate) for himself/herself, his/her heirs, personal representatives, successors in interest, and assigns, as a part of the consideration hereof, does hereby covenant and agree [in the case of deeds and leases add “as a covenant running with the land”] that:
 1. In the event facilities are constructed, maintained, or otherwise operated on the property described in this (deed, license, lease, permit, etc.) for a purpose for which a U.S. Department of Transportation activity, facility, or program is extended or for another purpose involving the provision of similar services or benefits, the (grantee, licensee, lessee, permittee, etc.) will maintain and operate such facilities and services in compliance with all requirements imposed by the Acts and Regulations (as may be amended) such that no person on the grounds of race, color, or national origin, will be excluded from participation in, denied the benefits of, or be otherwise subjected to discrimination in the use of said facilities.
- B. With respect to licenses, leases, permits, etc., in the event of breach of any of the above Non-discrimination covenants, the California Department of Transportation will have the right to terminate the (lease, license, permit, etc.) and to enter, re-enter, and repossess said lands and facilities thereon, and hold the same as if the (lease, license, permit, etc.) had never been made or issued.*
- C. With respect to a deed, in the event of breach of any of the above Nondiscrimination covenants, the California Department of Transportation will have the right to enter or re-enter the lands and facilities thereon, and the above described lands and facilities will there upon revert to and vest in and become the absolute property of the California Department of Transportation and its assigns.*

(*Reverter clause and related language to be used only when it is determined that such a clause is necessary to make clear the purpose of Title VI.)

Appendix D: Standard Title VI Assurances in Contract Documents and Agreements

APPENDIX D

CLAUSES FOR CONSTRUCTION/USE/ACCESS TO REAL PROPERTY ACQUIRED UNDER THE ACTIVITY, FACILITY, OR PROGRAM

The following clauses will be included in deeds, licenses, permits, or similar instruments/agreements entered into by the California Department of Transportation pursuant to the provisions of Assurance 7(b):

- A. The (grantee, licensee, permittee, etc., as appropriate) for himself/herself, his/her heirs, personal representatives, successors in interest, and assigns, as a part of the consideration hereof, does hereby covenant and agree (in the case of deeds and leases add, "as a covenant running with the land") that (1) no person on the ground of race, color, or national origin, will be excluded from participation in, denied the benefits of, or be otherwise subjected to discrimination in the use of said facilities, (2) that in the construction of any improvements on, over, or under such land, and the furnishings of services thereon, no person on the ground of race, color, or national origin, will be excluded from participation in, denied the benefits or, or otherwise be subjected to discrimination, (3) that the (grantee, licensee, lessee, permittee, etc.) will use the premises in compliance with all other requirements imposed by or pursuant to the Acts and Regulations, as amended, set forth in this Assurance.
- B. With respect to (licenses, leases, permits, etc.) in the event of breach of any of the above of the above Non-discrimination covenants, the California Department of Transportation will have the right to terminate the (license, permits, etc., as appropriate) and to enter or re-enter and repossess said land and the facilities thereon, and hold the same as if said (license, permit, etc., as appropriate) had never been made or issued.*
- C. With respect to deeds, in the event of breach of any of the above Nondiscrimination covenants, the California Department of Transportation will there upon revert to and vest in and become the absolute property of the California Department of Transportation and its assigns.

(*Reverter clause and related language to be used only when it is determined that such a clause is necessary to make clear the purpose of Title VI.)

Appendix D: Standard Title VI Assurances in Contract Documents and Agreements

APPENDIX E

During the performance of this contract, the contractor, for itself, its assignees, and successors in interest (hereinafter referred to as the “contractor”) agrees to comply with the following non-discrimination statutes and authorities, including, but not limited to:

Pertinent Non-Discrimination Authorities:

- Title VI of the Civil Rights Act of 1964 (42 U.S.C. § 2000d et seq., 78 stat. 252), prohibits discrimination on the basis of race, color, national origin); and 49 CFR Part 21.
- The Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970, (42 U.S.C. § 4601), (prohibits unfair treatment of persons displaced or whose property has been acquired because of federal or federal-aid programs and projects);
- Federal-Aid Highway Act of 1973, (23 U.S.C. § 324 et seq.), prohibits discrimination on the basis of sex;
- Section 504 of the Rehabilitation Act of 1973, (29 U.S.C. § 794 et seq.), as amended, (prohibits discrimination on the basis of disability); and 49 CFR Part 27;
- The Age Discrimination Act of 1975, as amended, (42 U.S.C. § 6101 et seq.), prohibits discrimination on the basis of age);
- Airport and Airway Improvement Act of 1982, (49 U.S.C. § 471, Section 47123), as amended, (prohibits discrimination based on race, creed, color, national origin, or sex);
- The Civil Rights Restoration Act of 1987, (PL 100-209), (Broadened the scope, coverage and applicability of Title VI of the Civil Rights Act of 1964, The Age Discrimination Act of 1975 and Section 504 of the Rehabilitation Act of 1973, by expanding the definition of the terms “programs or activities” to include all of the programs or activities of the federal-aid recipients, sub-recipients and contractors, whether such programs or activities are federally-funded or not);
- Titles II and III of the Americans with Disabilities Act, which prohibit discrimination on the basis of disability in the operation of public entities, public and private transportation systems, places of public accommodation, and certain testing entities (42 U.S.C. §§ 12131 – 12189) as implemented by Department of Transportation regulations 49 C.F.R. parts 37 and 38; The Federal Aviation Administration’s Non-discrimination statute (49 U.S.C. § 47123) (prohibits discrimination on the basis of race, color, national origin, and sex);
- Executive Order 12898, Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations, which ensures discrimination against minority populations by discouraging programs, policies, and activities with disproportionately high and adverse human health or environmental effects on minority and low-income populations;
- Executive Order 13166, Improving Access to Services for Persons with Limited English Proficiency, and resulting agency guidance, national origin discrimination includes discrimination because of limited English proficiency (LEP). To ensure compliance with Title VI, you must take reasonable steps to ensure that LEP persons have meaningful access to your programs (70 Fed. Reg. at 74087 to 74100);
- Title IX of the Education Amendments of 1972, as amended, which prohibits you from discriminating because of sex in education programs or activities (20 U.S.C. 1681 et seq).