

JUNE 2022

TITLE VI PROGRAM REPORT



**RIVERSIDE
COUNTY
TRANSPORTATION
COMMISSION**

4080 Lemon Street, 3rd Floor
Riverside, CA 92501

If information is needed in another language, please contact (951) 787-7141 for free translation services.
Si se necesita este documento en Español, llame al 951-787-7141 para servicios de traducción gratuitos.

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Introduction and Purpose

Title VI of the Civil Rights Act of 1964 protects persons in the United States from being excluded from participation in, denied the benefits of, or subjected to discrimination on the basis of race, color, or national origin in any program or activity receiving federal financial assistance.

The Riverside County Transportation Commission (RCTC or Commission) is committed to ensuring that its services are delivered and implemented in accordance with Title VI and other non-discriminatory regulations from the state and federal levels. As a state recipient, RCTC complies with the guidelines set forth by the State of California's (State) Department of Transportation (Caltrans). Caltrans requires local agencies to adopt a non-discriminatory notice, grievance procedures, complaint form, and a Coordinator of the program. These were approved by the Commission on October 10, 2012 for implementing Title VI and Title II of the Americans with Disabilities Act (ADA). RCTC is also a recipient under the federal Department of Transportation (DOT). Under the DOT, the Federal Transit Administration (FTA) requirements for implementing Title VI include the adoption of a Title VI Program report pursuant to FTA Circular 4702.1B, *Title VI Requirements and Guidelines for Federal Transit Administration Recipients*.

The purpose of this report is to certify RCTC's compliance with FTA Circular 4702.1B every three years. As stated in Chapter II, page 1 of the Circular, RCTC will ensure that Title VI compliance is carried out in all of its programs and services, whether federally-funded or not, *"Title VI covers all of the operations of covered entities without regard to whether specific portions of the covered program or activity are federally funded". In other words, a recipient may engage in activities not described in the Circular, such as ridesharing program, roadway incident response program, or other programs not funded by FTA, and those programs must also be administered in a nondiscriminatory manner."*

The Circular has general requirements for all recipients and additional guidelines for Fixed Route Transit Providers, States, and Metropolitan Planning Organizations (MPOs). As the Regional Transportation Planning Agency (RTPA) and County Transportation Commission (CTC), the following general requirements and guidelines apply:

- 1) Title VI Notice to the Public
- 2) Title VI Complaint Procedures
- 3) Title VI Complaint Form
- 4) List of transit-related Title VI investigations, complaints, or lawsuits
- 5) Public Participation Plan
- 6) Language Assistance Plan

- 7) A table depicting the membership on non-elected committees broken down by race
- 8) Monitoring procedures for Subrecipients
- 9) Title VI equity analysis for the site and location of facilities
- 10) Documentation that the governing board has reviewed and approved the Title VI Program

The following sections of this report document how the Commission is in compliance with each requirement.

Background of RCTC

The Commission was established in 1976 by the State to oversee the funding and coordination of all public transportation services within Riverside County. The governing body consists of all five members of the County Board of Supervisors, one elected official from each of the County's 28 cities, and one non-voting member appointed by the Governor of California. As the designated RTPA and CTC, its responsibilities include setting policies, establishing priorities, coordinating activities among the County's various transit operators and local jurisdictions.

The public is most familiar with RCTC for its capital projects and motorist aid services. The various regional capital projects that RCTC is involved in throughout the County include the following:

- ✓ 91 Express Lanes
- ✓ 15 Express Lanes
- ✓ 15/91 Express Lanes Connector
- ✓ Interstate 15 Interim Corridor Operations Project
- ✓ Interstate 15 Corridor Operations Project
- ✓ Interstate 15 Express Lanes Southern Extension
- ✓ State Route 91 Corridor Operations Project
- ✓ State Route 71/91 Interchange Project
- ✓ State Route 60 Truck Lanes Project
- ✓ Mid-County Parkway/Interstate 215 Placentia Avenue Interchange
- ✓ Interstate 15/Railroad Canyon Interchange Project
- ✓ Coachella Valley-San Gorgonio Pass Rail Corridor Service Project
- ✓ Riverside-Downtown Station Improvements Project
- ✓ Moreno Valley/March Field Station Improvements Project
- ✓ Santa Ana River Trail Extension Projects

The Commission also provides motorist aid services designed to expedite traffic flow. These services include the Service Authority for Freeway Emergencies (SAFE), a program that provides call box service for motorists; the Freeway Service Patrol (FSP), a roving tow truck service that assist motorists with disabled vehicles on the main highways of western Riverside County during peak rush hour traffic periods; and rideshare programs such as Inland Empire 511 (IE511), a traveler information system.

These programs and projects are funded with various local, state, and federal sources. Local funding sources consist of Measure A, the countywide sales tax; Debt proceeds, derived from issuing bonds; and Transportation Uniform Mitigation Fees (TUMF), derived from developer impact fees. State funding sources for projects are derived from the State Transportation Improvement Program (STIP). RCTC also receives apportionments of federal Surface Transportation Program (STP) and Congestion Mitigation Air Quality (CMAQ) funds from the Federal Highway Administration (FHWA); and FTA Sections 5307, 5309, 5337 formula funds.

In May 2018, the Commission expanded its Commuter Assistance Program to launch a new Vanpool subsidy program called VanClub for commuters who travel to a workplace in Western Riverside County. Vanpools can be especially effective in providing transportation options in areas that are hard to serve by transit and can be an amenity for employers to attract and retain their employees. Regardless of funding source, RCTC is committed to ensuring that its projects and services are delivered and implemented in a non-discriminatory manner.

Title VI Notice to the Public

Recipients must notify beneficiaries of protections under Title VI by posting a notice in public locations that confirms that the recipient complies with Title VI and provides instructions on how to file a Title VI complaint to RCTC and directly to the FTA.

The following notice is available on RCTC's website, RCTC owned Metrolink stations, and in the lobby of RCTC's offices at 4080 Lemon Street, 3rd Floor, Riverside, CA 92501.

RCTC operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with RCTC.

For more information on RCTC's Title VI program, and the procedures to file a complaint, contact (951) 787-7141; email jstandiford@rctc.org; or visit our

administrative office at 4080 Lemon Street, 3rd Floor, Riverside, CA 92501. For more information, you may also visit our website at www.rctc.org for additional information and to download a complaint form under “About Us”.

A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor – TCR, 1200 New Jersey Avenue., SE, Washington, DC 20590.

*If information is needed in another language, contact (951) 787-7141.
Si se necesita la información en otro idioma, llame al (951) 787- 7141.*

The notice is considered a vital document and is available in Spanish, consistent with DOT limited-English proficient (LEP) guidance and RCTC’s Language Assistance Plan (LAP). The Spanish translation is also posted where English versions are located. See Appendix A for a complete English and Spanish version the Commission’s Title VI Notice, Procedures, and Complaint form.

Title VI Complaint Procedures and Complaint Form

Requirements stipulate that recipients develop procedures for investigating and tracking Title VI complaints filed against them and make their procedures for filing a complaint available to members of the public. Recipients must also develop a Title VI complaint form and make this form available. RCTC’s Complaint Procedures and Complaint Form are provided in Appendix A.

Similar to the Non-Discrimination policy requirements of Caltrans, the Deputy Executive Director, John Standiford, has been identified as the Civil Rights Liaison and is the primary contact for addressing Title VI complaints. The procedures explain that any person, or group of persons, who believes that they have been subjected to discrimination on the basis of race, color, or national origin may file a complaint to RCTC, or directly to FTA. RCTC will render a decision within 15 days upon follow-up with the complainant. The Circular also requires that the recipient explicitly state that a complainant has the opportunity to submit a complaint directly to FTA and must provide the contact information for submitting a complaint.

These documents are available on RCTC’s website and at the front desk of RCTC’s offices at 4080 Lemon Street, 3rd Floor, Riverside, CA 92501. In addition to the public notice, the complaint procedures and form are considered vital documents and as such are available in Spanish, consistent with the DOT LEP Guidance and RCTC’s LAP.

List of Transit-Related Title VI Investigations, Complaints, or Lawsuits

FTA requires that files of investigations, complaints, or lawsuits that pertain to allegations of discrimination on the basis of race, color, or national origin in transit-related activities and programs be maintained for three years and a list of cases be held for five years.

RCTC has not received any transit-related Title VI complaints, nor has it been involved in any transit-related Title VI investigations or lawsuits.

Public Participation Plan

Recipients are required to promote inclusive public participation and seek out and consider the needs and input of the general public, including interested parties and those traditionally underserved by existing transportation systems, such as minority and LEP persons.

The Public Participation Plan is the established process or plan that describes the proactive strategies, procedures, and desired outcomes of a recipient's public participation activities. RCTC developed its Public Participation Plan by considering the demographic analysis of the population(s) affected, the type of plan, program, and/or service under consideration, and the resources available to the Commission.

The Public Participation Plan is provided as Appendix B.

Language Assistance Plan

Recipients are required to take reasonable steps to ensure meaningful access to benefits, services, information, and other important portions of its programs or activities for LEP populations. FTA Circular 4702.1B details the components of the Language Assistance Plan, including the Four Factor Analysis, which provides a careful analysis of LEP persons that the recipient may encounter to determine the specific language services that are appropriate to provide.

RCTC undertook the Four Factor Analysis and developed appropriate language assistance planning based on the results. The Commission then developed a Language Assistance Plan to assist it in effectively implementing the requirements and communicating with LEP individuals.

The Language Assistance Plan is provided as Appendix C.

Membership of Non-Elected Committees and Councils

Recipients that have transit-related, non-elected planning boards, advisory councils or committees, or similar bodies, in which the membership is selected by the recipient, must provide a table depicting the racial breakdown of the membership of those committees, and a description of efforts made to encourage the participation of minorities on such committees or councils.

RCTC has one transit-related committee that is applicable to this requirement, the Citizens and Specialized Transit Advisory Committee (CSTAC). Section 99238 of the State Transportation Development Act (TDA) regulations requires the Commission to have a CSTAC as part of the oversight process in administering the TDA funds. The TDA allows stipulates the membership of this body:

- 1) One representative of a potential transit user 60 years of age and older;
- 2) One representative of a potential transit user who is disabled;
- 3) Two representatives of the social service providers for seniors; including one representative of a social service transportation provider, if one exists
- 4) Two representatives of the social service providers for the disabled, including one representative of a social service transportation provider, if one exists;
- 5) One representative of a social service provider for persons of limited means; and
- 6) Two representatives of a Consolidated Transportation Service Agency(s) designated as such pursuant to subdivision (a) of Section 15975 of the Government Code, including one representative from an operator, if one exists. The CSTAC serves the Commission by participating in the transit needs hearing and reviewing the Short-Range Transit Plans developed by public transit operators as part of the Commission's annual budget development process. Most importantly, the CSTAC provides a dialogue between citizen appointee representatives and the public transit and specialized transit programs of Riverside County around matters of mutual concern and provides the Commission with invaluable community feedback.

Appointments are for a three-year term and some are extended to ensure continuity of service for the CSTAC. The selection process of CSTAC members was broadly noticed in media, on the RCTC website, and in various outreach settings, including asking Commissioners for input and conducting individualized outreach to social service providers.

In 2019, CSTAC bylaws were revised to expand the committee membership to include more social service agencies and transit providers to develop a more robust network that is more representative of the various populations in the county. In 2021, 15 members were approved by the Commission.

Citizens and Specialized Transit Advisory Committee					
Race	Caucasian	Latino	African American	Asian American	Native American
CSTAC*	60.0%**	33.3%**	0%	0%	0%

*One CSTAC member did not respond.

**One member identified as both Caucasian and Latino.

Subrecipient Compliance

If a recipient is a primary recipient, which means any FTA recipient that extends federal financial assistance to a subrecipient, then it is required to ensure that subrecipients are complying with Title VI, including the submittal of a subrecipient's Title VI documents.

In the last three years, the Southern California Regional Rail Authority (SCRRA), better known as Metrolink, was a subrecipient. The Riverside Transit Agency was a subrecipient until July 2019. Both agencies are also direct recipients of FTA funds and submit a Title VI report directly. Per FTA Circular 4702.1B, Chapter III, page 11: *"When a subrecipient is also a direct recipient of FTA funds, that is, applies for funds directly from FTA in addition to receiving funds from a primary recipient, the subrecipient/direct recipient reports directly to FTA and the primary recipient/designated recipient is not responsible for monitoring compliance of that subrecipient."*

Title VI Equity Analysis for Determining the Site or Location of Facilities

This requirement stipulates that recipients should complete a Title VI equity analysis during the planning stage with regard to where a project is located or sited to ensure the location is selected without regard to race, color, or national origin. The equity analysis must include:

- Outreach to persons potentially impacted by the siting of facilities.
- Comparison of the equity impacts of various siting alternatives, and the analysis must occur before the selection of the preferred site.

The purpose of completing a Title VI analysis during the project development stage is to determine if a project will have disparate impacts on the basis of race, color, or national origin. If such impacts exist then the project may move forward with the proposed location if there is substantial legitimate justification for locating the project there, and there are no alternative locations that would have a less adverse impact on members of a group protected under Title VI.

For purposes of this requirement, the Circular states that “facilities” do not include bus shelters, as they are transit amenities and are covered under the additional requirements for fixed route transit operators, nor do they include transit stations, power substations, etc., as those are evaluated during project development and the National Environmental Policy Act (NEPA) process. Facilities included in this provision include, but are not limited to, storage facilities, maintenance facilities, operations centers, etc.

There have not been any projects in the last three years requiring an equity analysis.

Approval of the Title VI Program

All recipients are required to provide documentation such as meeting minutes, resolution, or other appropriate documentation showing that the governing body reviewed and approved the Title VI Program prior to submission to FTA. RCTC’s Title VI Program was reviewed and approved by the Budget and Implementation Committee on January 24, 2022, and forwarded to the full Commission for approval on February 9, 2022. Appendix D includes a copy of the meeting agenda and staff report.

TITLE VI NOTICE, COMPLAINT PROCEDURES, AND COMPLAINT FORM

In accordance with the requirements of Title VI of the Civil Rights Act of 1964 and the Federal Transit Administration (FTA) Circular 4702.1B, the Riverside County Transportation Commission (Commission or RCTC) is required to notify beneficiaries of protection under Title VI, develop complaint procedures, and develop a complaint form.

These documents are considered vital and are translated into languages other than English, as needed and consistent with the Department of Transportation's (DOT) Limited English Proficiency (LEP) Guidance and the Commission's Language Assistance Plan (LAP).

I. POLICY AND NOTICE TO THE PUBLIC

The Commission does not discriminate or exclude individuals from its programs, services, or activities on the basis of race, color, or national origin.

The following notice shall be posted on the Commission's website, main reception area, and relevant publication materials:

RCTC operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with RCTC.

For more information on RCTC's Title VI program, and the procedures to file a complaint, contact (951) 787-7141; email jstandiford@rctc.org; or visit our administrative office at 4080 Lemon Street, 3rd Floor, Riverside, CA 92501. For more information, you may also visit our website at www.rctc.org for additional information and to download a complaint form under "About Us".

A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor – TCR, 1200 New Jersey Avenue., SE, Washington, DC 20590.

If information is needed in another language, contact (951) 787-7141.

Si se necesita la información en otro idioma, llame al (951) 787-7141.

II. PROCEDURES FOR FILING, INVESTIGATING, AND TRACKING COMPLAINTS

Any person, group of individuals, or entity that believes it has been subjected to discrimination on the basis of race, color, or national origin by the Commission may file a complaint directly or through a representative with the Commission or the DOT FTA.

Submission of Complaint to RCTC

To file a complaint with RCTC, the complainant may contact the main reception at (951) 787-7141 to request a copy of the complaint form and procedures, or visit the website at www.rctc.org to download the complaint form and procedures.

When possible, the complainant should complete the complaint form, or in writing provide information about the alleged discrimination containing the following:

- Name of Complainant;
- Address of Complainant;
- Phone number of Complainant;
- Date of incident;
- Location of incident; and
- Description of incident

In cases where the complainant is unable or incapable of providing a written statement, the complainant may be interviewed or the complaint form may also be provided in alternative means such as audio or Braille. The complaint should be submitted as soon as possible but no later than 180 calendar days after the alleged violation to the Deputy Executive Director by email at jstandiford@rctc.org, postal mail, or in person at the following:

Riverside County Transportation Commission
John Standiford, Deputy Executive Director
4080 Lemon Street, Third Floor
P. O. Box 12008
Riverside, CA 92502-2208

If the information provided is insufficient to conduct an investigation or render a decision, RCTC may request additional information from the complainant. Failure of the complainant to submit additional information within the designated time frame may be considered good cause to administratively close the case on the basis of lack of investigative merit.

Within 15 calendar days after receipt of the complaint, RCTC's Deputy Executive Director, or designee, will request a meeting to discuss the alleged incident with the complainant. Within 15 calendar days of the discussion, RCTC will respond in writing, and where appropriate, in a format accessible to the complainant. The response will explain the position of RCTC and offer options for resolution of the complaint.

If the complainant is not satisfied with the decision of the Deputy Executive Director, or designee, an appeal may be filed within 15 calendar days after receipt of the response, to RCTC's Executive Director.

Within 15 calendar days after receipt of the appeal, the Executive Director, or designee, will request a meeting to discuss the alleged incident with the complainant. Within 15 calendar days after the meeting, the Executive Director or designee will respond in writing, and, where appropriate, in a format accessible to the complainant, with a final decision of the complaint.

Submission of Complaint to FTA

The complainant has the right to submit a complaint directly to the FTA, however, is encouraged to initially file with RCTC. As described in FTA Circular 4702.1B, Chapter IX, to file with the FTA, the complaint must be submitted no later than 180 days after the date of alleged discrimination at the address below, unless the time for filing is extended by FTA.

Federal Transit Administration, Office of Civil Rights
Title VI Program Coordinator
East Building, 5th Floor – TCR
1200 New Jersey Avenue, SE
Washington, DC 20590

Once a complaint has been accepted by FTA for investigation, FTA will notify RCTC that it is the subject of a Title VI complaint and ask RCTC to respond in writing to the complainant's allegations. If the complainant agrees to release the complaint to RCTC, FTA will provide RCTC with the complaint, which may have personal information redacted at the request of the complainant. If the complainant does not agree to release the complaint to RCTC, FTA may choose to close the complaint.

FTA will make a prompt investigation whenever a compliance review, report, complaint, or any other information indicates a possible failure to comply with DOT's Title VI regulations. The investigation will include, where

appropriate, a review of the pertinent practices and policies of RCTC, the circumstances under which the possible noncompliance with DOT's Title VI regulations occurred, and other factors relevant to a determination as to whether the recipient has failed to comply with DOT's Title VI regulations.

After FTA has concluded the investigation, FTA's Office of Civil Rights will transmit to the complainant and RCTC one of the following letters based on its findings:

- a. A letter of finding indicating FTA did not find a violation of DOT's Title VI regulations. This letter will include an explanation of why FTA did not find a violation. If applicable, the letter may include a list of procedural violations or concerns, which will put RCTC on notice that certain practices are questionable and that without corrective steps, a future violation finding is possible.
- b. A letter of finding indicating RCTC is in violation of DOT's Title VI regulations. The letter will include each violation referenced to the applicable regulation, a brief description of proposed remedies, notice of the time limit on coming into compliance, the consequences of failure to achieve voluntary compliance, and an offer of assistance to RCTC in devising a remedial plan for compliance, if appropriate.

FTA will administratively close Title VI complaints before a resolution is reached where (1) the complainant decides to withdraw the case; (2) the complainant is not responsive to FTA's requests for information or to sign a consent release form; (3) FTA has conducted or plans to conduct a related compliance review of the agency against which the complaint is lodged; (4) litigation has been filed raising similar allegations involved in the complaint; (5) the complaint was not filed within 180 days of the alleged discrimination; (6) the complaint does not indicate a possible violation of 49 CFR part 21; (7) the complaint is so weak, insubstantial, or lacking in detail that FTA determines it is without merit, or so replete with incoherent or unreadable statements that it, as a whole, cannot be considered to be grounded in fact; (8) the complaint has been investigated by another agency and the resolution of the complaint meets DOT regulatory standards; (9) the complaint allegations are foreclosed by previous decisions of the Federal courts, the Secretary, DOT policy determinations, or the U.S. DOT's Office of Civil Rights; (10) FTA obtains credible information that the allegations raised by the complaint have been resolved; (11) the complaint is a continuation of a pattern of previously filed complaints involving the same or similar allegations against the same recipient or other recipients that have been found factually or legally insubstantial by FTA; (12) the same complaint allegations have been filed with another Federal, state, or local agency, and FTA anticipates that the recipient will provide the complainant with a comparable resolution process under comparable legal standards; or

(13) the death of the complainant or injured party makes it impossible to investigate the allegations fully.

Tracking of Complaints

As required by FTA, all written complaints received by RCTC's Deputy Executive Director, or designee, appeals to the Executive Director, or designee, and responses from these two offices will be retained by RCTC for three years. In addition, a summary list of complaints will be tracked for five years as required.

III. COMPLAINT FORM

See Attachment A.

If information is needed in another language, contact (951) 787- 7141.

Si se necesita la información en otro idioma, llame al (951) 787-7141.



ATTACHMENT A: TITLE VI DISCRIMINATION COMPLAINT FORM

The Riverside County Transportation Commission (RCTC) is committed to ensuring that no person is excluded from participating in or denied the benefits of its services on the basis of race, color, or national origin as provided by Title VI of the Civil Rights Act of 1964, as amended. Complaints must be filed within 180 days from the date of the alleged discrimination. The following information is necessary to assist RCTC in processing your complaint. If you require any assistance in completing this form, please contact the Civil Rights Officer, John Standiford, by calling (951) 787-7141.

When completed, submit the original signed form or letter in person or by mail to:

**John Standiford, Deputy Executive Director
Riverside County Transportation Commission
4080 Lemon Street, Third Floor
P. O. Box 12008
Riverside, CA 92502-2208**

**FOR QUESTIONS OR ASSISTANCE IN
OTHER ACCESSIBLE FORMATS SUCH AS
LARGE PRINT, TDD, AUDIO, OR OTHER
PLEASE CALL: (951) 787-7141.
USERS WITH HEARING OR SPEECH
IMPAIRMENTS, USE THE CALIFORNIA
RELAY SERVICE, 711, AND THEN THE
NUMBER YOU NEED**

1. Contact Information:

Complainant's Name: _____
Address: _____
City, State and Zip Code: _____
Telephone: _____ (home/work) _____ (cell)

What are the most convenient days and times for RCTC to contact you about this complaint?

2. Are you filing this complaint on your own behalf? Yes: ☐ No: ☐

If you answered yes, please go to question #3.

If you answered no, please explain why you have filed for a third party:

If you answered no, please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party. Yes: ☐ No: ☐

3. Basis of discriminatory action(s):

Check (☐) all categories below that apply to the act(s) of discrimination.

a.		Race
b.		Color
c.		National Origin

4. Date and place of alleged discriminatory action(s):


Include the earliest date of discrimination and the most recent date of discrimination:

Date: _____ Location: _____

Date: _____ Location: _____

5. How were you discriminated against?

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 was a factor in the discrimination. Include how other persons were treated differently from you. (Attach additional page(s) if necessary).



6. Names of individuals responsible for the discriminatory action(s):

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7. **Names of individuals (witnesses, fellow employees, supervisors, or others) whom we may contact for additional information to support or clarify your complains:**

Name

Address

Telephone No.

8. **Has this complaint been filed with any other Federal, State, or local investigative agency?**
No ☐ **Yes** ☐ **If “yes,” please provide the following information:**

Agency: _____
Contact Person: _____
Address: _____
Telephone No.: _____
Date Filed: _____

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

You may attach any written materials or other information that you think is relevant to your complaint.

Please sign and date this form:

Signature of Complainant

Date

Si se necesita la información en otro idioma, llame al (951) 787- 7141.

AVISO, PROCEDIMIENTO DE QUEJAS Y FORMATO DE QUEJA DE TÍTULO VI

De conformidad con los requisitos del Título VI del Decreto de Derechos Civiles de 1964 y la Circular 4702 .1B de la Administración Federal de Tránsito (FTA, en inglés), la Comisión de Transporte del Condado de Riverside (Comisión o RCTC, por sus siglas en inglés) está obligada a notificar a los beneficiarios de las protecciones bajo el Título VI, desarrollar procedimientos de queja y desarrollar un formato de queja.

Estos documentos se consideran vitales y se traducen a otros idiomas diferentes al inglés, según se considere necesario y de forma consistente con la Orientación para el Dominio Limitado del Inglés (LEP, en inglés) del Departamento de Transporte (DOT, en inglés) y el Plan de Asistencia de Lenguaje de la Comisión (LAP, en inglés).

I. POLÍTICAS Y AVISO AL PÚBLICO

Es política de la Comisión de no discrimina o excluye a personas sobre la base de raza, color, u origen nacional en la admisión a sus programas, servicios o actividades, en el acceso a ellas, en el tratamiento o en cualquier aspecto de las operaciones.

El siguiente aviso debe colocarse en el sitio web de la Comisión, en la zona de recepción principal y en los materiales impresos relevantes:

La RCTC opera sus programas y servicios sin tomar en cuenta el grupo étnico ni el origen nacional de conformidad con el Título VI del Decreto de Derechos Civiles. Cualquier persona que considere que ha sido objeto de cualquier práctica discriminatoria ilegal bajo el Título VI puede presentar una queja contra la RCTC.

Para mayor información sobre el programa de Título VI de la RCTC y los procedimientos para presentar una queja, comuníquese al (951)787-7141; envíe un correo electrónico a jstandiford@rctc.org; o visite nuestras oficinas administrativas ubicadas en 4080 Lemon Street, 3rd Floor, Riverside, CA 92501. También puede visitar nuestra página web en www.rctc.org para información adicional y para descargar el formulario de queja bajo el apartado "Acerca de nosotros"(About Us, en inglés).

También puede presentar una queja directamente con la Administración Federal de Transporte, por medio de la Oficina de Derechos Civiles, a la atención del Coordinador del Programa de Título VI, East Building, 5th Floor TCR, 1200 New Jersey Avenue, SE,

Washington, DC 20590.

*Si requiere información en otro idioma, favor de comunicarse al
(951)787- 7141.*

II. PROCEDIMIENTOS PARA PRESENTAR, INVESTIGAR Y HACER SEGUIMIENTO DE LAS QUEJAS

Cualquier persona, grupo de personas o entidad que considere haber sido sometido a discriminación por motivos de grupo étnico u origen nacional por parte de la Comisión, puede presentar una queja directamente o por medio de un representante ante la comisión o la FTA del DOT.

Presentación de una queja contra la RCTC

Para presentar una queja contra la RCTC, el reclamante puede ponerse en contacto con la recepción principal al (951)787-7141 para solicitar una copia del formulario de queja y sus procedimientos, o puede visitar la página web www.rctc.org para descargar el formulario de queja y sus procedimientos.

Siempre que sea posible, el reclamante debe completar el formulario, o proporcionar por escrito la información sobre la presunta discriminación, la cual debe incluir lo siguiente:

- Nombre del reclamante;
- Domicilio del reclamante;
- Número telefónico del reclamante;
- Fecha del incidente;
- Ubicación del incidente; y
- Descripción del incidente

En casos en los que el reclamante no pueda o sea incapaz de proporcionar una declaración por escrito, se puede entrevistar al reclamante o este puede presentar su declaración por un medio alternativo como audio o Braille. La queja debe presentarse ante el Subdirector Ejecutivo lo antes posible, pero no más de 180 días naturales después de la presunta infracción, por correo electrónico a jstandiford@rctc.org, por correo postal o en persona en el siguiente domicilio:

Riverside County Transportation Commission
John Standiford, Deputy Executive Director
4080 Lemon Street, Third Floor
P. O. Box 12008
Riverside, CA92502-2208

Si la información proporcionada es insuficiente para realizar una investigación o generar una decisión, la RCTC puede solicitar al reclamante información adicional. De no presentar el reclamante la información adicional dentro del plazo designado, se puede considerar que hay suficiente causa administrativa para cerrar el caso debido a la falta de mérito investigativo.

Dentro 15 días calendario después de haber recibido la queja, el Director Ejecutivo de la RCTC, o su representante, solicitarán una reunión para abordar el presunto incidente con el reclamante. Dentro 15 días calendario después de la reunión, la RCTC responderá por escrito, y en los casos en que sea apropiado, en un formato accesible al reclamante. La respuesta explicará la postura de la RCTC y ofrecerá opciones para la resolución de la queja.

Si el reclamante no está satisfecho con la decisión del Subdirector Ejecutivo, o su representante, se puede presentar una apelación ante el Director Ejecutivo de la RCTC dentro de los 15 días calendario después de haber recibido la respuesta.

Dentro 15 días calendario siguientes después de haber recibido la apelación, el Director Ejecutivo, o su representante, solicitarán una reunión para abordar el presunto incidente con el reclamante. Dentro 15 días calendario después de la reunión, el Director Ejecutivo responderá por escrito, y en los casos en que sea apropiado, en un formato accesible al reclamante, con la decisión final respecto a la queja.

Presentación de queja ante la FTA

El reclamante tiene el derecho de presentar una queja directamente ante la FTA, sin embargo, se le exhorta a que la presente inicialmente ante la RCTC. Tal como se describe en la circular 4702.1B, capítulo IX de la FTA, para presentar una queja el reclamante debe hacerlo no más de 180 días después de la presunta discriminación, en el domicilio a continuación, a menos que la FTA amplíe el plazo para presentarla.

Federal Transit Administration
Office of Civil Rights
Title VI Program Coordinator
East Building, 5th Floor – TCR
1200 New Jersey Avenue, SE
Washington, DC 20590

Una vez que la FTA acepte la queja para realizar una investigación, la FTA notificará a la RCTC que es sujeto de una queja de Título VI y le solicitará una respuesta por escrito respecto a la acusación del reclamante. Si el reclamante accede a que se divulgue su queja a la RCTC, la FTA se la proporcionará a la

RCTC, y dicha queja podría contener información personal oculta a petición del reclamante. Si el reclamante no está de acuerdo en divulgar la queja a la RCTC, la FTA puede elegir cerrar dicha queja.

La FTA realizará una investigación expedita siempre que un análisis del cumplimiento de las reglas, un informe, queja o cualquier otra información indiquen una posible falla en el cumplimiento de los reglamentos de Título VI del DOT. La investigación incluirá, en los casos apropiados, un análisis de las prácticas y políticas pertinentes de la RCTC; las circunstancias bajo las cuales ocurrió el posible incumplimiento con los reglamentos del Título VI del DOT y otros factores relevantes a la determinación de si el destinatario no cumplió con los reglamentos de Título VI del DOT.

Después de que la FTA concluya la investigación, la Oficina de Derechos Civiles de la FTA transmitirá al reclamante y a la RCTC una de las siguientes cartas de acuerdo con sus hallazgos:

- a. Una carta que indique que la FTA no encontró una violación de los reglamentos de Título VI del DOT. Esta carta incluirá una explicación de porqué la FTA no encontró una violación. En caso necesario, la carta podría incluir una lista de las violaciones a procedimientos o inquietudes, misma que pondrá a la RCTC sobre aviso de que ciertas prácticas son cuestionables y que de no haber pasos correctivos, es posible que en el futuro sí se detecte una violación.
- b. Una carta que indique que la RCTC ha violado los reglamentos del Título VI del DOT. La carta incluirá cada violación en referencia con los reglamentos aplicables, una breve descripción de remedios propuestos, un aviso sobre el plazo límite para darle cumplimiento, las consecuencias que tendría la falta de cumplimiento voluntario y una oferta de ayuda a la RCTC para la creación de un plan de solución para lograr el cumplimiento, en los casos apropiados.

La FTA cerrará administrativamente las quejas de Título VI antes de que se llegue a una resolución si (1) el reclamante decide retractar el caso; (2) el reclamante no responde cuando la FTA le solicite proporcionar información o firmar un formulario de consentimiento de divulgación de información; (3) la FTA ha realizado o planea realizar un análisis de cumplimiento de la agencia contra la cual se ha presentado una queja; (4) se ha iniciado un litigio con acusaciones similares a las que incluye la queja; (5) la queja no se presentó en un lapso de 180 días después de la presunta discriminación; (6) la queja no indica una posible violación del artículo 49 CFR parte 21; (7) la queja es deficiente, insustancial o carece de detalle a tal grado que la FTA determina que no tiene mérito o tiene enunciados tan incoherentes o ilegibles que no se puede considerar que está basada en hechos; (8) la queja ha sido investigada por otra agencia y la resolución de esta reúne los estándares regulatorios del DOT; (9) las acusaciones de la queja han sido adjudicadas por decisiones

previas de los tribunales federales, el Secretario, las determinaciones de las políticas del DOT o la Oficina de Derechos Civiles del DOT; (10) la FTA obtiene información creíble de que las acusaciones en la queja han sido resueltas; (11) la queja es la continuación de un patrón de quejas previamente presentadas, las cuales involucran acusaciones iguales o parecidas en contra del mismo reclamante u otros reclamantes y que la FTA ha considerado factual o legalmente insustanciales; (12) se han presentado las mismas acusaciones en la queja ante otra agencia federal, estatal o local y la FTA anticipa que el destinatario proporcionará al reclamante un proceso de resolución comparable bajo estándares legales comparables; o (13) el fallecimiento del reclamante o de la parte afectada hace que sea imposible investigar por completo las acusaciones.

Seguimiento de las quejas

Tal como lo requiere la FTA; todas las quejas por escrito que recibe el Subdirector Ejecutivo de la RCTC, o su representante, las apelaciones ante el Director Ejecutivo, o su representante, y las respuestas de estas dos oficinas se conservarán en la RCTC durante tres años. Además, se llevará una lista resumida de las quejas durante cinco años, como es requerido.

III. FORMULARIO DE QUEJA

Ver adjunto A.

Si requiere información en otro idioma, favor de comunicarse al (951)787- 7141.



**ADJUNTO A:
FORMULARIO DE QUEJA DE DISCRIMINACIÓN DE TÍTULO VI**

La Comisión de Transporte del condado de Riverside (RCTC) se compromete a asegurar que no se excluya a ninguna persona de participar o que se le nieguen los beneficios de sus servicios debido al grupo étnico u origen nacional tan como lo dicta el Decreto de Derechos Civiles de Título VI de 1964, en su versión modificada. Las quejas deben presentarse en un lapso de 180 días después de la fecha de la presunta discriminación. Es necesaria la siguiente información para ayudar a la RCTC a procesar su queja. Si requiere ayuda para llenar este formulario, por favor comuníquese con el responsable de la Oficina de Derechos Civiles, John Standiford, llamando al (951) 787-7141.

**Una vez que llene este formulario,
preséntelo con la firma original, o una
carta firmada, en persona o por correo a:**

**John Standiford, Deputy Executive Director
Riverside County Transportation Commission
4080 Lemon Street, Third Floor
P.O.Box12008
Riverside, CA 92502-2208**

**SI TIENE PREGUNTAS O REQUIERE AYUDA
PARA OBTENER OTROS FORMATOS
ACCESIBLES TALES COMO TIPOGRAFÍA
GRANDE, TDD, AUDIO U OTRO, FAVOR DE
LLAMAR AL: (951)787-7141.
LOS USUARIOS CON IMPEDIMENTO DEL
HABLA O DE AUDICIÓN, PUEDEN USAR
EL SERVICIO DE TRANSMISIÓN DE
CALIFORNIA, 711, Y DESPUÉS EL
NÚMERO QUE NECESITA.**

1. Información de contacto:

Nombre del reclamante: _____
Domicilio: _____
Ciudad, estado y código postal: _____
Teléfono: _____(hogar/trabajo) _____(celular)

¿Cuáles son los días y el horario más conveniente para que la RCTC se comunique con usted respecto a esta queja?

2. ¿Presenta usted esta queja por su propia cuenta? Sí: ☐ No: ☐

Si respondió que sí, por favor vaya a la pregunta #3.

Si respondió que no, por favor explique porqué presenta esta queja a nombre de un tercero:

Si respondió que no, por favor confirme que cuenta con el permiso de la parte afectada,

7. **Nombre de las personas (testigos, empleados, supervisores u otros) a quienes podríamos contactar para obtener información adicional en apoyo o aclaración de su queja:**

Nombre

Domicilio

Número telefónico

8. **¿Se ha presentado esta queja ante otra agencia investigadora federal, estatal o local?**
No ☐ Sí ☐ Si respondió que "sí", indique la siguiente información:

Agencia: _____

Persona de contacto: _____

Domicilio: _____

Núm. telefónico: _____

Fecha en que se presentó: _____

9. **Favor de proporcionar cualquier información adicional que considere de ayuda en la investigación:**

Puede adjuntar cualquier material por escrito u otra información que considere relevante para su queja.

Favor de firmar y anotar la fecha:

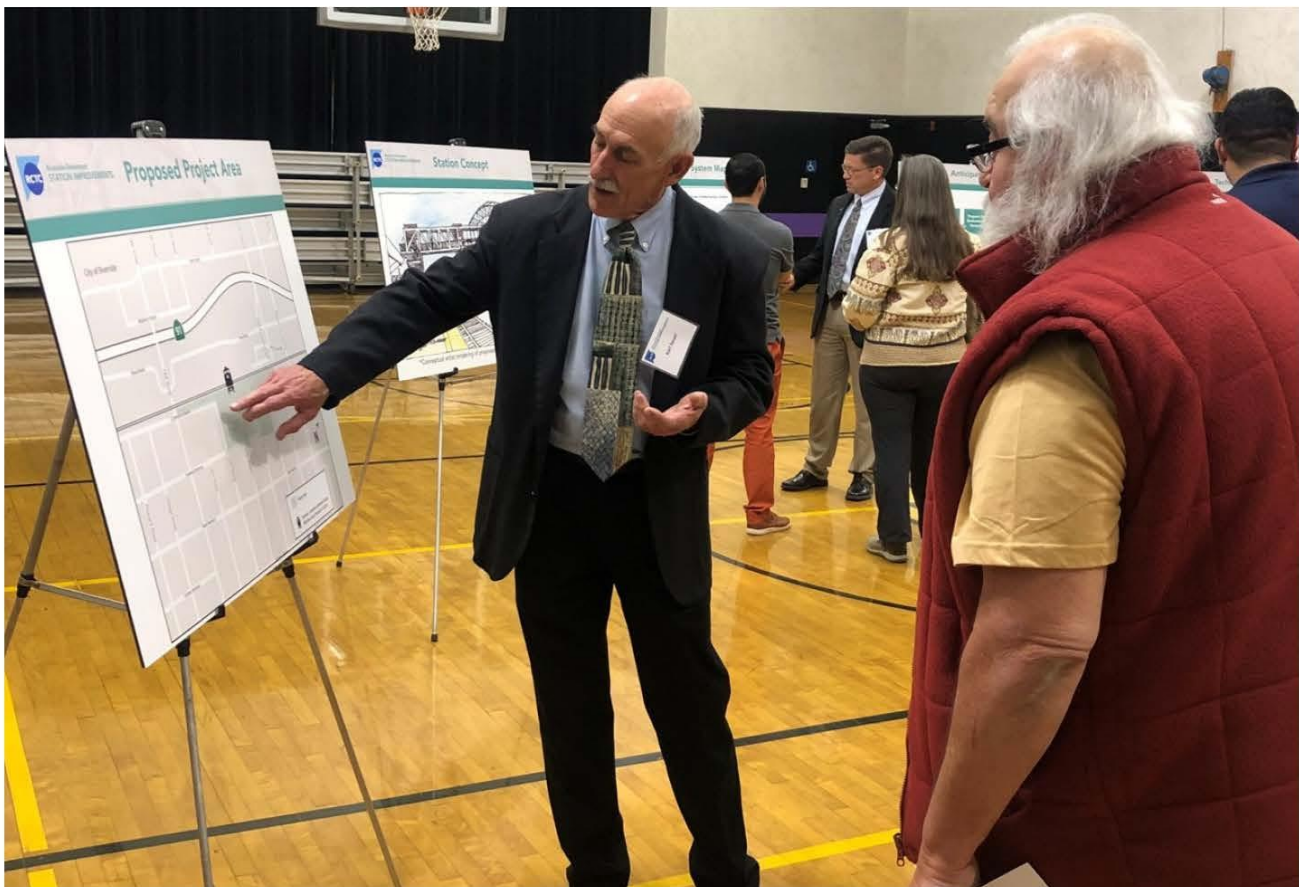
Firma del reclamante

Fecha

Si necesita información en otro idioma, llame al (951) 787- 7141.

APPENDIX B

TITLE VI PUBLIC PARTICIPATION PLAN



RCTC

**RIVERSIDE
COUNTY
TRANSPORTATION
COMMISSION**

4080 Lemon Street, 3rd Floor
Riverside, CA 92501

If information is needed in another language, please contact (951) 787-7141 for free translation services.
Si se necesita este documento en Español, llame al 951-787-7141 para servicios de traducción gratuitos.

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I. Introduction

Background of the Riverside County Transportation Commission

The Commission was established in 1976 by the State of California (State) to oversee the funding and coordination of all public transportation services within Riverside County. The governing body consists of all five members of the County Board of Supervisors, one elected official from each of the County's 28 cities, and one non-voting member appointed by the Governor of California. It is the designated Regional Transportation Planning Agency (RTPA) and County Transportation Commission (CTC). Its responsibilities include setting policies, establishing priorities, coordinating activities among the County's various transit operators and local jurisdictions.

RCTC's capital projects, motorist aid services and transit-related programs and projects are funded with various local, state, and federal sources. Local funding sources consist of the Measure A, the countywide sales tax; debt proceeds derived from issuing bonds; and Transportation Uniform Mitigation Fees (TUMF) derived from developer impact fees. State funding sources for projects are derived from the State Transportation Improvement Program (STIP). RCTC also receives apportionments of federal Surface Transportation Program (STP) and Congestion Mitigation Air Quality (CMAQ) funds from the Federal Highway Administration (FHWA); and FTA Small Starts and Sections 5307, 5309, 5337 formula funds.

The Commission utilizes FTA funds for its VanClub program, station operations and capital projects, and county share of projects for the Southern California Regional Rail Authority (SCRRA or Metrolink).

Regardless of funding source, RCTC is committed to ensuring that its projects and services are delivered and implemented in a non-discriminatory manner.

Purpose of this Plan

This Public Participation Plan (Plan) is intended to satisfy Title VI requirements as expressed in FTA Circular 4702.1B. Recipients are required to promote inclusive public participation and seek out and consider the needs and input of the general public, including interested parties and those traditionally underserved by existing transportation systems, such as minority and Limited-English Proficient (LEP) persons.

The Public Participation Plan is the established process or plan that describes the proactive strategies, procedures, and desired outcomes of a recipient's public participation activities. This Plan will provide direction for the Commission's public processes by allowing public input for the planning process and for RCTC's programs, projects, and activities to all members of Riverside County, including citizens, organizations, and public agencies. Finally, it will develop specific strategies inclusive of low-income, minority, LEP populations, and underrepresented individuals.

RCTC developed this Plan by considering the demographic analysis of the population(s) affected, the type of plan, program, and/or service under consideration, and the resources available to the Commission.

Desired Outcomes

This Plan details RCTC's public participation goals, as well as strategies that will be implemented to assist meeting these goals. From these efforts, the Commission anticipates the following outcomes:

- Increased access to early, meaningful, and continual engagement in the transportation planning process for all individuals in Riverside County.
- Implementation of proactive strategies to bring enhanced awareness and increased access for minority individuals, LEP individuals, low-income individuals, and additional underrepresented and underserved individuals.
- Participation and representation from a diverse range of perspectives.

Federal and State Requirements

Title VI and Federal Authority

Title VI of the Civil Rights Act of 1964 protects persons in the United States from being excluded from participation in, denied the benefits of, or subjected to discrimination on the basis of race, color, or national origin in any program or activity receiving federal financial assistance. Under the DOT, the Federal Transit Administration (FTA) requirements for implementing Title VI include the adoption of a Title VI Program report, including a Public Participation Plan, pursuant to FTA Circular 4702.1B, *Title VI Requirements and Guidelines for Federal Transit Administration Recipients*.

Public Hearing Requirements

Public hearing requirements may vary by project or program. The Commission may conduct a public hearing for a variety of reasons, such as approval of the Program of Projects under the Federal Transportation Improvement Program (FTIP); or to solicit public comments on the social and environmental effects of a proposed project that is funded with state and federal funds. Capital projects, for instance, will comply with Caltrans' Project Development Procedures Manual, Chapter 11 Public Hearing requirements; whereas, FTIP projects would follow the public participation requirements stipulated under the existing transportation legislation, Infrastructure Investment and Jobs Act

Public Participation Background

RCTC's traditionally seeks public involvement for both capital projects and transit-related projects.

The public is most familiar with RCTC for its capital projects. The various regional capital projects that RCTC is involved in throughout the County include the following:

- ✓ 91 Express Lanes
- ✓ 15 Express Lanes
- ✓ 15/91 Express Lanes Connector
- ✓ Interstate 15 Interim Corridor Operations Project
- ✓ Interstate 15 Corridor Operations Project
- ✓ Interstate 15 Express Lanes Southern Extension
- ✓ State Route 91 Corridor Operations Project
- ✓ State Route 71/91 Interchange Project
- ✓ State Route 60 Truck Lanes Project
- ✓ Mid-County Parkway/Interstate 215 Placentia Avenue Interchange
- ✓ Interstate 15/Railroad Canyon Interchange Project
- ✓ Coachella Valley-San Geronio Pass Rail Corridor Service Project
- ✓ Riverside-Downtown Station Improvements Project
- ✓ Moreno Valley/March Field Station Improvements Project
- ✓ Santa Ana River Trail Extension Projects

A specialized outreach plan is designed for each project and may include community meetings, open houses, and formal public hearings.

Transit-related projects that involve public participation may include:

- Public Transit-Human Services Coordinated Plan Process
- The Citizen and Specialized Transit Advisory Committee
- Annual Transit Needs Hearing

II. Riverside County Demographics

Riverside County is the fourth largest county in California by area and population and is diverse in geography and demographics. According to the 2020 U.S. Census, Riverside County covers 7,208 square miles and has a population of 2,418,185.

Many of the populations important to this Plan – minority, underrepresented, and low-income individuals – are described in the American Community Survey's estimates. The 2010 and 2020 U.S. Census information were compared for population and race. The 2012 and 2019 ACS 5 Year Estimates were used to compare sex, age, poverty, disability, and homeowner status. By referring to the Census, the Commission has generated the following information to showcase county growth.

- Riverside County's population experienced a 10 percent increase between 2010 and 2020.
- American Indian population experienced an 85 percent growth while White alone experienced a 25 percent decline between 2010 and 2020
- Individuals with Hispanic or Latino origin increased by 21 percent between 2010 and 2020
- Between 2012 and 2019, the adult population ages 18 and over increased by more than 14 percent, adding 223,052 individuals. Adults represent 74 percent of the county's total population, numbering nearly 1.79 million people.
- The adult population age 65 or older has increased by nearly 30 percent, adding nearly 79,000 people. This group amounts to a total of almost 340,575 persons, representing 14.1 percent of the total county population.
- Younger seniors, ages 65 to 74, is the largest and fastest growing senior group, representing 36 percent of all seniors.
- Population in the percent below poverty level decreased by 3 percent since the 2012 ACS Estimates, representing 13 percent of the current entire population.
- Individuals with disabilities total 276,161, which represents 11 percent of the County's total population growing by 22% between 2012 and 2019.
- Owner occupied housing units declined by five percent while renter occupied housing increased by 12 percent

Minority Individuals

RCTC conducted demographic analysis of minority populations in the aggregate to understand where these communities are located throughout the County. FTA Title VI guidance defines a minority person as an individual of any of the following groups: American Indian and Alaskan Native, Asian, Black, or African American, Hispanic or Latino, Native Hawaiian or Other Pacific Islanders.

Demographic maps are provided in Attachment A, based upon minority population count tabulations developed for each Riverside County census tract. These were derived by subtracting the Caucasian population from each tract to arrive at the non-white, minority population counts. A summary of findings is provided below. This analysis was done at the Census Tract and Block Group levels using 2020 Decennial Census, which reflects the most current demographics.

- **Figure 1:** In Western Riverside County, there are pockets of minority populations throughout the region. The largest concentrations of minority populations, between 68.2% to 100% of the population at the Census block group level, are found along the western border of the County near Eastvale and Mira Loma, near Moreno Valley; east of Banning; and in the central portion of the region, near Perris.
- **Figure 2:** In East Riverside County, most of the region has a minority population of 50.9% to 68.1% of the total population at the block group level. A more concentrated minority population is located on the North Shore of the Salton Sea, Ripley and Palo Verde.
- **Figure 3:** Coachella Valley is also home to many minority persons, with the largest concentrations of minority persons located north of Cabazon, south of Cathedral City and Thousand Palms and south of Indio. In these pockets, minority persons make up 68.2 to 100% of the block group population of these areas.

LEP Individuals

As documented in RCTC’s Language Assistance Plan (LAP), Riverside County is home to many LEP populations, several of which meet the Department of Justice’s Safe Harbor provision. The Safe Harbor provision stipulates that written translation of vital documents for each eligible LEP language is to be provided if the group constitute 5% or 1,000 people, whichever is less, of the total population eligible to be served or likely to be affected or encountered. Such action will be considered strong evidence of compliance with the recipient’s written translation obligation. RCTC’s LAP details how RCTC will provide language assistance to these populations. This information is included here to detail the diverse populations that comprise Riverside County.

Table 1 below provides information from the 2019 American Community Survey 1-year Estimates, the most reliable and current Census source for accessing LEP information. There is a total of 42 LEP groups in Riverside County, numbering 312,657 individuals who speak English less than “very well” or 13.5 percent of Riverside County’s total population. The largest LEP group is Spanish speakers, who number 256,852 and comprise 11.1 percent of the County’s total population. LEP groups of more than 1,000 are highlighted in blue in Table 1 and include individuals who speak Persian, Hindi, Punjabi, Chinese, Korean, Vietnamese, Tagalog, Ilocano, Samoan, Hawaiian, or other Austronesian, Arabic, Other and unspecified languages. Besides Spanish, none of these LEP populations comprise 5% of the County’s total population.

A thorough analysis of LEP populations in the County was conducted to develop RCTC's Language Assistance Plan, consistent with FTA guidance. This analysis found that Spanish-speaking LEPs are the LEP population most frequently contacting RCTC and accessing RCTC's programs and services.

Table 1, Riverside County LEP Populations

Table B16001: LANGUAGE SPOKEN AT HOME BY ABILITY TO SPEAK ENGLISH FOR THE POPULATION 5 YEARS AND OVER 2019 American Community Survey 1-Year Estimates	Estimate	% to Total # of Population	Margin of Error
Total:	2,314,507		243
Speak only English	1,356,095	58.6%	18705
Spanish: Speak English less than "very well"	256,852	11.1%	10799
French (incl. Cajun): Speak English less than "very well"	582	0.0%	323
Haitian: Speak English less than "very well"	63	0.0%	106
Italian: Speak English less than "very well"	383	0.0%	314
Portuguese: Speak English less than "very well"	334	0.0%	227
German: Speak English less than "very well"	302	0.0%	280
Yiddish, Pennsylvania Dutch or other West Germanic languages: Speak English less than "very well"	42	0.0%	70
Greek: Speak English less than "very well"	461	0.0%	643
Russian: Speak English less than "very well"	699	0.0%	511
Polish: Speak English less than "very well"	469	0.0%	418
Serbo-Croatian: Speak English less than "very well"	310	0.0%	331
Ukrainian or other Slavic languages: Speak English less than "very well"	273	0.0%	345
Armenian: Speak English less than "very well"	180	0.0%	152
Persian (incl. Farsi, Dari): Speak English less than "very well"	1,479	0.1%	740
Gujarati: Speak English less than "very well"	456	0.0%	353

Table B16001: LANGUAGE SPOKEN AT HOME BY ABILITY TO SPEAK ENGLISH FOR THE POPULATION 5 YEARS AND OVER 2019 American Community Survey 1-Year Estimates	Estimate	% to Total # of Population	Margin of Error
Hindi: Speak English less than "very well"	1,645	0.1%	1355
Urdu: Speak English less than "very well"	971	0.0%	592
Punjabi: Speak English less than "very well"	1,397	0.1%	928
Bengali: Speak English less than "very well"	-	0.0%	216
Nepali, Marathi, or other Indic languages: Speak English less than "very well"	121	0.0%	146
Other Indo-European languages: Speak English less than "very well"	995	0.0%	580
Telugu: Speak English less than "very well"	70	0.0%	118
Tamil: Speak English less than "very well"	452	0.0%	593
Malayalam, Kannada, or other Dravidian languages: Speak English less than "very well"	-	0.0%	216
Chinese (incl. Mandarin, Cantonese): Speak English less than "very well"	11,837	0.5%	2899
Japanese: Speak English less than "very well"	644	0.0%	425
Korean: Speak English less than "very well"	4,223	0.2%	1653
Hmong: Speak English less than "very well"	81	0.0%	135
Vietnamese: Speak English less than "very well"	7,242	0.3%	1917
Khmer: Speak English less than "very well"	777	0.0%	536
Thai, Lao, or other Tai-Kadai languages: Speak English less than "very well"	976	0.0%	524
Other languages of Asia: Speak English less than "very well"	311	0.0%	324
Tagalog (incl. Filipino): Speak English less than "very well"	10,094	0.4%	2120

Table B16001: LANGUAGE SPOKEN AT HOME BY ABILITY TO SPEAK ENGLISH FOR THE POPULATION 5 YEARS AND OVER 2019 American Community Survey 1-Year Estimates	Estimate	% to Total # of Population	Margin of Error
Ilocano, Samoan, Hawaiian, or other Austronesian languages: Speak English less than "very well"	1,173	0.1%	717
Arabic: Speak English less than "very well"	4,009	0.2%	1844
Hebrew: Speak English less than "very well"	-	0.0%	216
Amharic, Somali, or other Afro-Asiatic languages: Speak English less than "very well"	227	0.0%	210
Yoruba, Twi, Igbo, or other languages of Western Africa: Speak English less than "very well"	420	0.0%	438
Swahili or other languages of Central, Eastern, and Southern Africa: Speak English less than "very well"	500	0.0%	536
Navajo: Speak English less than "very well"	-	0.0%	216
Other Native languages of North America: Speak English less than "very well"	-	0.0%	216
Other and unspecified languages: Speak English less than "very well"	1,607	0.1%	1586
Amharic, Somali, or other Afro-Asiatic languages: Speak English less than "very well"	227	0.0%	210

III. RCTC's Stakeholders

Stakeholders are individuals, groups, organizations, or agencies that may be directly or indirectly affected by a plan, recommendations of that plan, or a project. RCTC seeks to engage all stakeholders through its public participation efforts, particularly those who may be adversely affected or who may be denied benefit of a plan's recommendation(s).

Stakeholders include:

- General public, minority individuals, low-income individuals, LEP persons, persons with disabilities, and older adults;
- University and college students, including those from: California Baptist University, College of the Desert, La Sierra University, Moreno Valley College, Mt. San Jacinto College, Norco College, Palo

Verde College, Riverside Community College, California State University-San Bernardino-Palm Desert Campus, and University of California-Riverside;

- High school students throughout Riverside County;
- Non-profit organizations including Blindness Support Services, Care Connexus, Care-a-Van, CASA, Friends of Moreno Valley, Inland AIDS Project, Operation SafeHouse, among others;
- Public agencies including city governments and health and human services throughout Riverside County;
- Public transit operators: Corona Cruiser, City of Riverside Special Services, Palo Verde Valley Transit Agency, Riverside Transit Agency, SunLine Transit Agency, Banning Pass Transit, Beaumont Pass Transit; and
- Private organizations and businesses.

IV. Public Participation Strategies and Tools

Public Participation Goals and Strategies

This section details RCTC public participation strategies for achieving each goal.

Goal 1: Provide all interested parties and agencies reasonable opportunities for involvement in the transportation planning process.

Strategies

- Provide adequate public notice of public participation opportunities and activities and time for public review of regionally significant plans and documents.
- Use all channels of outreach for promoting public participation opportunities including RCTC's website and blog, the Citizen and Specialized Transit Advisory Committee (CSTAC), Southern California Associated Governments (SCAG), transit providers, news media, and social media.
- Evaluate plans, programs, and projects to determine the most appropriate and effective tools and strategies for public and agency involvement and outreach.
- Provide opportunities to comment on draft planning documents to affected agencies and parties.
- Make transportation planning documents available for viewing on the RCTC website and at key locations throughout the county, as appropriate.
- During the transportation planning process, conduct public meetings, open houses, and public hearings (virtual and in-person), as appropriate.
- Provide language interpreters (Spanish language; other languages upon request) at public meetings, open houses, and public hearings (virtual and in-person).

Goal 2: Ensure accessibility to the transportation planning process and information for all members of the community; ensure that a wide range of perspectives will be heard so that planning outcomes reflect the needs of the region's diverse communities.

Strategies

- Develop information materials that are easily understood and translated for appropriate audiences and make them accessible at meetings and on RCTC’s website.
- Make notices and announcements attractive and eye-catching.
- Plan workshops and/or public hearings at convenient venues and times across the region; ensure venues are accessible to the public.
- Plan workshops and/or public hearings in both virtual and in-person formats; use multiple communication tools to promote the hearings and engage with the public to expand accessibility for participants.
- When appropriate, provide information about regionally significant plans and projects to the local news media for distribution and promotion.
- Maintain the RCTC website with current transportation planning activities, including reports, plans, agendas, and minutes for RCTC Commission meetings.
- When appropriate, present information about specific plans and projects at public forums, such as City Council and Board of Supervisors meetings for increased public and governmental awareness.
- When identifying locations for community outreach activities, prioritize locations that are accessible by public transit.
- Make every effort to accommodate requests for accessibility opportunities, including physical accessibility to public meetings as well as accessibility to information in LEP languages and alternative formats.
- Encourage early involvement in the transportation planning process by providing timely notification and access to information.
- Use citizen and/or agency advisory groups as a means of providing input to the transportation planning process.
- Identify key individuals, organizations, and community organizations that may be interested in or affected by a plan or program; include this list in any mail or email distribution.
- Collaborate with Riverside County transit providers to facilitate and promote public participation opportunities.
- Maintain the *Riverside County Transportation Network*, a list of key stakeholders updated on an annual basis. The 594 active contacts on the Network include non-profits, human and social services, private transportation companies, public agencies, specialized transit providers.

Goal 3: Engage and increase opportunities for participation for those traditionally underrepresented and or underserved, including low-income, minority, persons with disabilities, and Limited English Proficiency populations.

Strategies

- Make commenting on plans convenient and accessible to the public and stakeholders; enable comments to be made at public meetings and workshops, and via email or online commenting

forms.

- Offer vital information, such as notices and announcements, in alternate languages as appropriate and feasible. When considering translation and interpretation needs, the RCTC Language Assistance Plan will be consulted for strategies and procedures. Translated information shall be made available on the RCTC or project-specific website, at public meetings and workshops, and at key locations across the county as appropriate and feasible.
- Translated notices, announcements, and other vital information shall be posted on Riverside County transit operators' buses and at transfer centers, as is possible.
- When appropriate, use alternative media outlets that may target minority, LEP, or underserved segments of the community.
- Continue expanding the contact list with agencies, organizations and stakeholders that work with LEP communities.

Project Specific Public Participation

The project team, including Project Manager and public affairs staff, is responsible for developing an appropriate public participation plan or public outreach plan that describes the strategies that will be used to communicate key information to agencies, organizations, elected officials, residents, business operators, commuters, emergency responders, and other project stakeholders. Outreach activities will be integrated with the technical work program to provide information and incorporate ideas and feedback. The input that is received will facilitate fully informed decisions by RCTC Commissioners at key decision points. These plans will be specifically tailored to individual projects to reflect project area demographics, populations, and need. Plans will comply with Title VI requirements.

Title VI requirements, including strategies for engaging LEP individuals, will be documented in all bid-related materials.

Updating the Public Participation Plan

RCTC's public participation goals and strategies will be reviewed as needed and results will be considered in preparation of the three-year Title VI Program adoption. Based on the effectiveness of strategies and the potential changes to Riverside County's demographics and outreach resources, strategies may be modified, and new strategies may be added to enhance the public participation process.

The following indicators may be used in reviewing and determining the effectiveness of these goals and strategies.

- Number of newspaper ads, public notices
- Number of news releases and news articles
- Number of public meetings and workshops

- Number of participants at public meetings, open houses, and public hearings
- Number of visits to the RCTC website and project-specific webpages
- Number of followers of social media pages, and volume of reach and engagement
- Number of comments received during the public comment period for projects and programs
- Number of requests for translated materials
- Number and content of materials translated
- Revisions to plans or projects based on public and agency input; analysis of how comments influenced the planning process

V. Summary of Public Participation Activities

FTA Title VI guidance requires a summary of outreach efforts made since the last Title VI Program submission. The following is a summary of transit-related and capital project-related public outreach during this submittal period.

Transit-Related Public Participation

Annual Public Hearing on Transit Needs in Riverside County

As required by Section 99238.5 of the California Public Utilities Code, RCTC holds at least one annual public hearing to solicit input from transit dependent and transit disadvantaged persons. The public hearing is promoted through newspaper articles throughout Riverside County, flyers on buses, public noticing on the County building, electronic promotion through email and social media websites, all printed in both English and Spanish. Written and oral comments provided at the hearing were used by RCTC and the County's transit operators in identifying transit needs in preparation of transportation plans and programs, including the Regional Transportation Plan and Short-Range Transit Plans. Comments are shared with transit and paratransit operators as they relate to operating issues and needs. Additionally, comments are also shared with other agencies that provide transportation services to transit-dependent populations, including the Coordinated Transportation Services Agencies and the County Office on Aging, and specialized transit providers such as Care-A-Van, Forest Folk, and Operation SafeHouse. The public hearings were held during the following dates:

- 2021 Public Hearing, August 9, 2021 via Video/teleconference
- 2020 Public Hearing, December 7, 2020 via Video/teleconference
- 2019 Public Hearing, July 9, 2019 at RCTC Offices

Coordinated Plan 2021 Outreach

The Coordinated Plan 2021 outreach efforts used a three-phased approach to ensure the process captured a wide range of audiences. The three phases included:

- Phase I Agency Interviews – April and May 2020
- Phase II Countywide E-Survey – July 2020
- Phase III Virtual Workshop and Open House – October 2020

The outreach approach invited comments regarding transportation needs from transit users and potential transit users, agency staff working with the target populations, and the public. Phase 1 of the Coordinated Plan’s outreach process commenced with human service agency interviews to develop a picture of mobility needs and gaps of target group members that informs both the overall study and the Phase II countywide e-survey. Phase II outreach established more quantitative input via an online survey, which was developed to quantify selected issues raised in stakeholder interviews. The survey was designed to invite responses from agency staff and from members of the public. The e-survey link was widely promoted through RCTC’s website and social media, stakeholder agencies, including those interviewed and RCTC’s network of stakeholders, and Riverside County transit operators. A total of approximately 965 surveys were received. Phase III Virtual Workshop and Open House invited comments upon and assistance in prioritizing strategies responsive to needs. During the weeklong open house community members, target population groups and agency stakeholders were invited to visit the project website to learn about project findings, attend an interactive, virtual workshop on Coordinated Plan strategies, rate the strategies’ priority, and provide written comments.

Citizens and Specialized Transit Advisory Committee (CSTAC)

The CSTAC serves as RCTC’s Social Services Transportation Advisory Council (SSTAC) to assist the Commission in complying with Transportation Development Act (TDA) Section 99238. The TDA provides direction for administering both Local Transportation Fund and State Transit Assistance funds for bus and commuter rail services. This funding promotes transportation service improvements and enhancements that support the mobility of older adults, persons with disabilities, and persons of limited means.

Additionally, the role of CSTAC members is to establish an effective communication exchange among Riverside County’s public transit operators, its specialized transportation providers, and representatives of its transit dependent population regarding matters of mutual concern. This group meets biannually, or, as necessary.

Riverside County Transportation Network

The *Riverside County Transportation Network* is a list of key stakeholders and includes agencies and organizations. The 594 active contacts are non-profits, human and social services, private transportation companies, public agencies, specialized transit providers that work with a diverse range of clients throughout Riverside County. The Network is updated on an annual basis, through a mail survey and online e-survey. Transit-Related information, notices, announcements—particularly public participation opportunities—are sent to this Network via emails and physical mail, when those addresses exist.

Capital-Related Public Participation

RCTC has a robust public participation and outreach component for its major capital highway and rail projects. Many of these efforts focus on transparency to allow the public to engage in projects via meetings, helpline, project webpages, and various social media platforms.

Since the last Title VI Program submission, the following RCTC transit-related projects held public engagements:

- Metrolink Downtown Riverside Expansion Project
- Coachella Valley-San Geronio Pass Rail Corridor Service – Tier 1 Environmental Impact Statement/Environmental Impact Report (non-FTA funded project)

RCTC maintains webpages for all its capital projects including transit and highways. These webpages are available in the “Projects” section of the RCTC website, rctc.org.

Active capital projects also produce collateral material in English and Spanish and hold community meetings with bilingual staff in attendance. To date, staff has not received requests for or encountered people who require translation or interpretation to languages other than Spanish.

RCTC’s Website

RCTC’s website includes current information and notices for all projects and activities. Website addresses are provided on all printed materials.

The Commission also maintains active Facebook, Twitter, and Instagram pages to enhance its public outreach. These social media pages provide information about public meetings, transit options, capital project updates, and other items of interest to Riverside County residents and the transportation industry. RCTC regularly boosts posts and places digital social media ads and polls to expand its reach to specific communities.

VI. Contact information

RCTC posts Title VI general notices and complaint forms on its website at www.rctc.org/about. The Plan may be translated in any language for free upon request. Any questions or comments regarding this Plan should be directed to:

Riverside County Transportation Commission
John Standiford, Deputy Executive Director
4080 Lemon Street, Third Floor
P. O. Box 12008
Riverside, CA 92502-2208
Phone: (951) 787-7141
Email: jstandiford@rctc.org

VII. Attachments

Demographic Maps of Minority Populations in Riverside County

Figure 1: Western Riverside County Minority Population

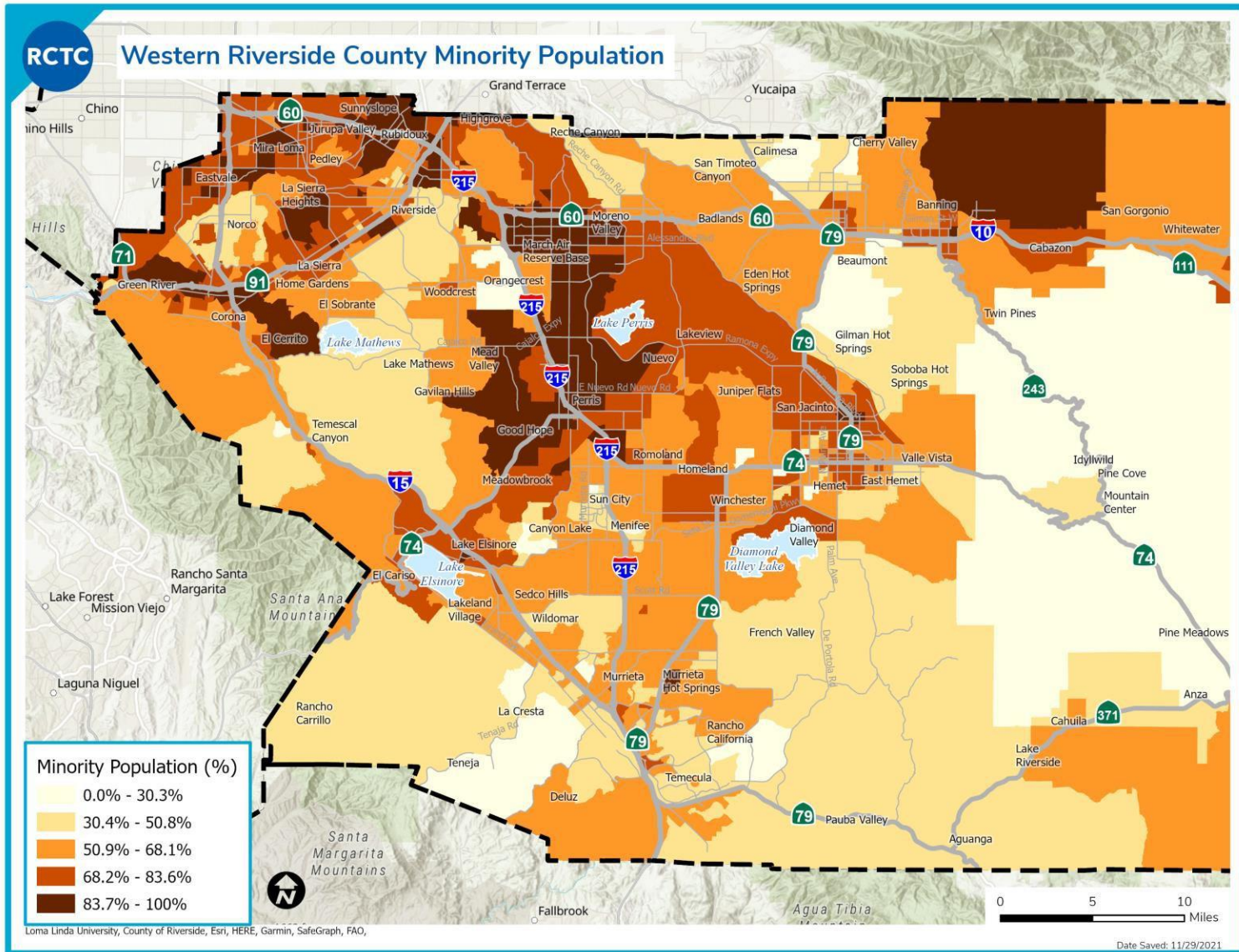


Figure 2: Coachella Valley Minority Population

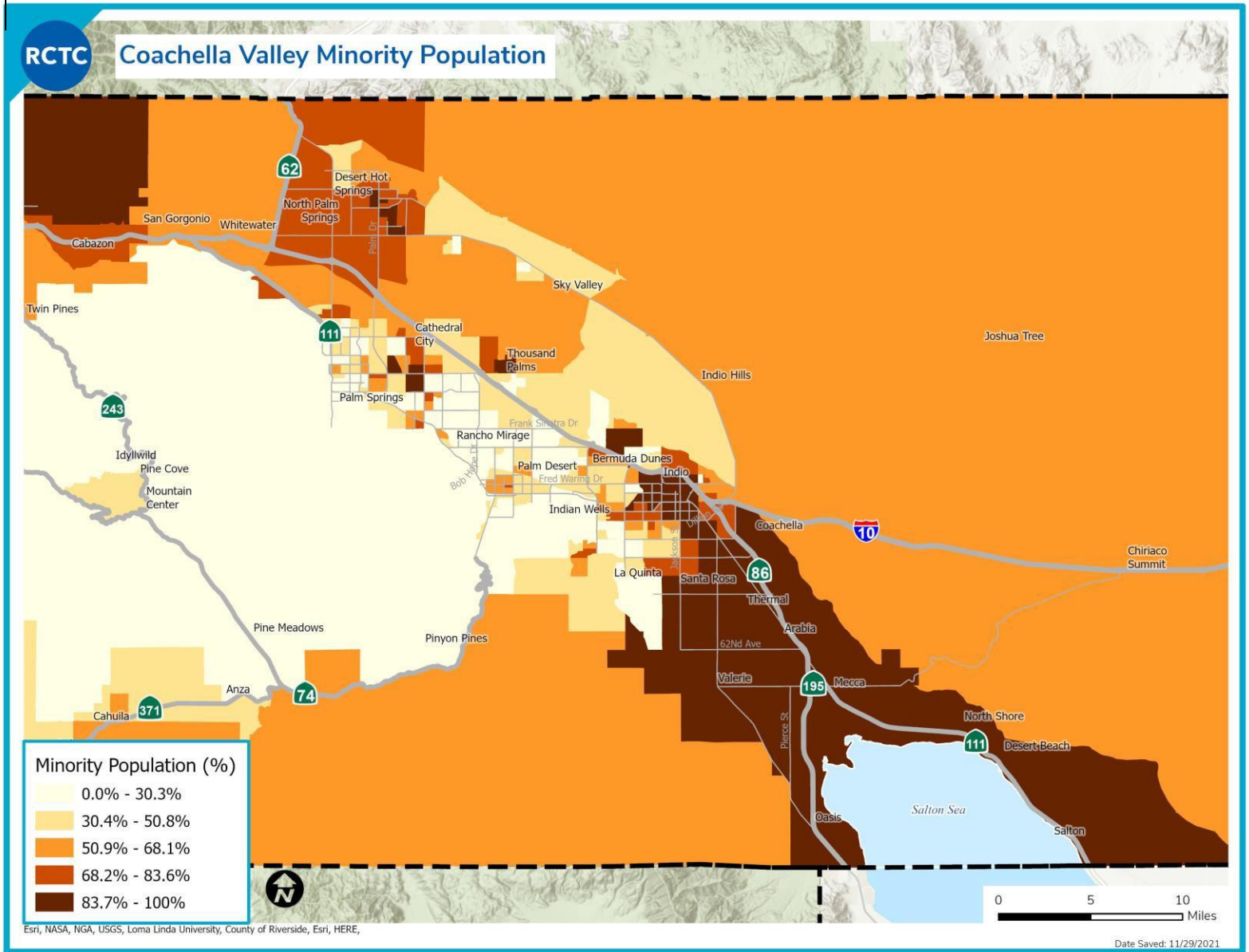
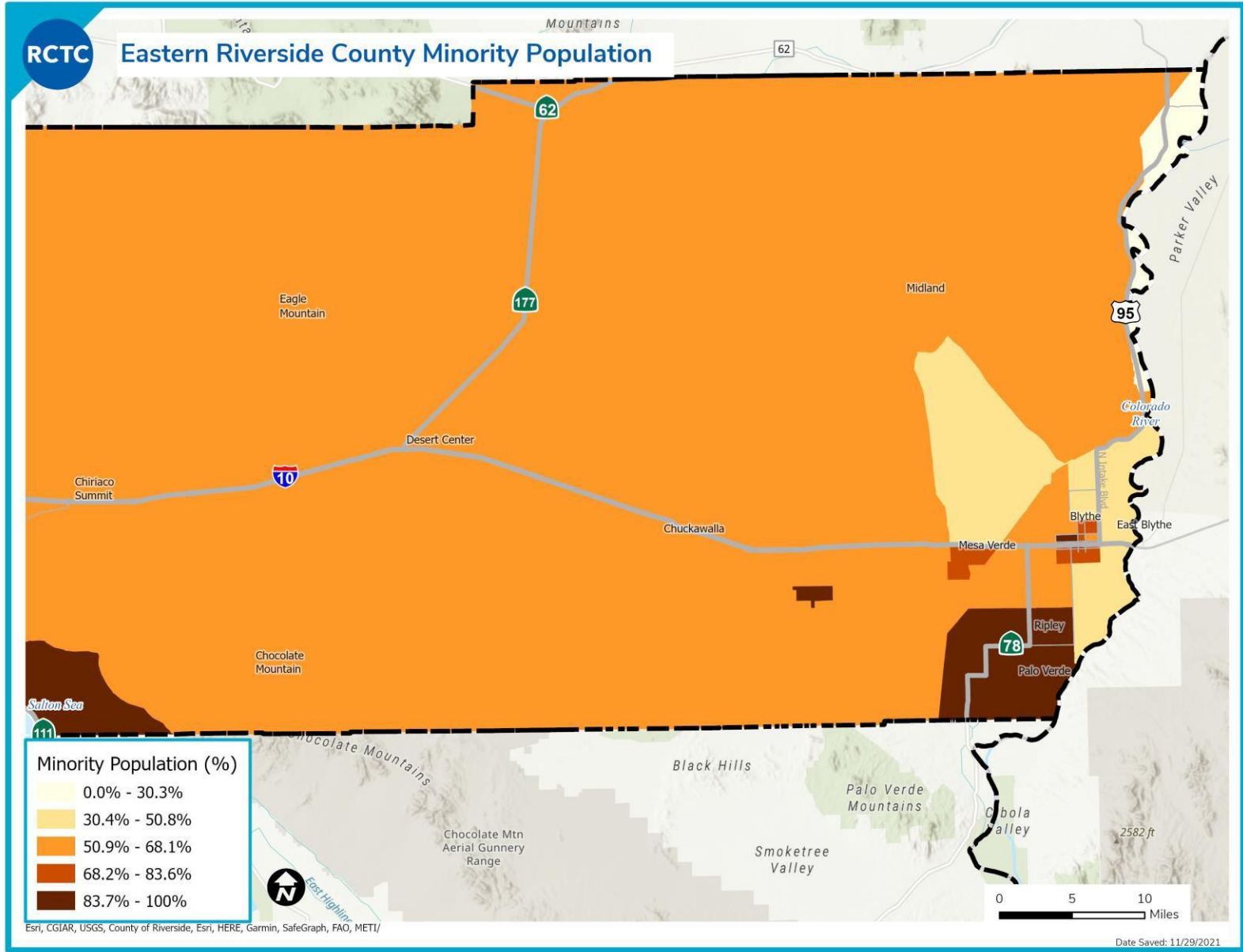


Figure 3: East Riverside County Minority Populati



APPENDIX C

TITLE VI LANGUAGE ASSISTANCE PLAN



**RIVERSIDE
COUNTY
TRANSPORTATION
COMMISSION**

4080 Lemon Street, 3rd Floor
Riverside, CA 92501

If information is needed in another language, please contact (951) 787-7141 for free translation services.
Si se necesita este documento en Español, llame al 951-787-7141 para servicios de traducción gratuitos.

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I. Introduction

Background of the Riverside County Transportation Commission

The Riverside County Transportation Commission (RCTC or “Commission”) was established in 1976 by the State of California (State) to oversee the funding and coordination of all public transportation services within Riverside County. The governing body consists of all five members of the County Board of Supervisors, one elected official from each of the County’s 28 cities, and one non-voting member appointed by the Governor of California. It is the designated Regional Transportation Planning Agency (RTPA) and County Transportation Commission (CTC). Its responsibilities include setting policies, establishing priorities, coordinating activities among the County’s various transit operators and local jurisdictions.

The public is most familiar with RCTC for its involvement in delivering capital projects and motorist aid services including the following:

- ✓ 91 Express Lanes
- ✓ 15 Express Lanes
- ✓ 15/91 Express Lanes Connector
- ✓ Interstate 15 Interim Corridor Operations Project
- ✓ Interstate 15 Corridor Operations Project
- ✓ Interstate 15 Express Lanes Southern Extension
- ✓ State Route 91 Corridor Operations Project
- ✓ State Route 71/91 Interchange Project
- ✓ State Route 60 Truck Lanes Project
- ✓ Mid-County Parkway/Interstate 215 Placentia Avenue Interchange
- ✓ Interstate 15/Railroad Canyon Interchange Project
- ✓ Coachella Valley-San Geronio Pass Rail Corridor Service Project
- ✓ Riverside-Downtown Station Improvements Project
- ✓ Moreno Valley/March Field Station Improvements Project
- ✓ Santa Ana River Trail Extension Projects

The Commission also provides motorist aid services designed to expedite traffic flow. These services include the Service Authority for Freeway Emergencies (SAFE), a program that provides call box service for motorists; the Freeway Service Patrol (FSP), a roving tow truck service that assist motorists with disabled vehicles on the main highways of western Riverside County during peak rush hour traffic periods; and rideshare programs such as Inland Empire 511 (IE511), a traveler information system.

These programs and projects are funded with various local, state, and federal sources. Local funding sources consist of Measure A, the countywide sales tax; Debt proceeds, derived from issuing bonds; and Transportation Uniform Mitigation Fees (TUMF), derived from developer impact fees. State funding

sources for projects are derived from the State Transportation Improvement Program (STIP). RCTC also receives apportionments of federal Surface Transportation Program (STP) and Congestion Mitigation Air Quality (CMAQ) funds from the Federal Highway Administration (FHWA); and FTA Sections 5307, 5309, 5337 formula funds. Additionally, the Commission was also awarded an FTA Small Starts grant for the Perris Valley Line. The Commission utilizes FTA funds for its VanClub program, station operations and capital projects, and transfer to the Southern California Regional Rail Authority (SCRRA or Metrolink).

Regardless of funding source, RCTC is committed to ensuring that its projects and services are delivered and implemented in a non-discriminatory manner.

Purpose of this Plan

The Language Assistance Plan (LAP) is intended to satisfy FTA Title VI requirements related to limited-English Proficient (LEP) individuals. FTA Circular 4702.1B states that “recipients shall take reasonable steps to ensure meaningful access to benefits, services, information, and other important portions of their programs and activities for individuals who are limited-English proficient (LEP).” LEP persons refer to those for whom English is not their primary language and who have a limited ability to read, write, speak, or understand English. It includes people who reported to the U.S. Census that they speak English less than very well, not well, or not at all.

The LAP details the process by which RCTC will provide access to LEP individuals and the larger community. RCTC utilized the U.S. Department of Transportation’s (DOT) LEP Guidance Handbook and performed a Four Factor Analysis to develop this LAP.

Title VI and Federal Authority

Title VI of the Civil Rights Act of 1964 protects persons in the United States from being excluded from participation in, denied the benefits of, or subjected to discrimination on the basis of race, color, or national origin in any program or activity receiving federal financial assistance. Under the DOT, FTA’s requirements for implementing Title VI include the adoption of a Title VI Program report pursuant to FTA Circular 4702.1B, *Title VI Requirements and Guidelines for Federal Transit Administration Recipients*. As a recipient of FTA Funds, RCTC has developed its own Language Assistance Plan in compliance with FTA Circular 4702.1B and through consultation with the FTA’s Office of Civil Rights’ LEP Guidance Handbook: *The FTA’s Office of Civil Rights’ Implementing the Department of Transportation’s Policy Guidance Concerning Recipients’ Responsibilities to Limited English Proficient (LEP) Persons: A Handbook for Public Transportation Providers* (April 13, 2007).

Language Assistance Goals

The following goals will guide RCTC in ensuring that projects and services are delivered and implemented in a non-discriminatory manner:

1. Ensure meaningful access to all individuals regardless of race, color, national origin, and language of origin through outreach to LEP populations, translation of vital documents into LEP languages, and provision of additional language assistance services, as required;
2. Monitor changing LEP population demographics as necessary to ensure RCTC provides appropriate language assistance services;
3. Update this Language Assistance Plan as necessary to ensure the effectiveness of strategies for providing language assistance.

II. Four Factor Analysis

Recipients are required to take reasonable steps to ensure meaningful access to benefits, services, information, and other important portions of its programs or activities for persons who are limited-English proficient (LEP). FTA Circular 4702.1B details the components of the LAP, including the Four Factor Analysis, which provides a careful analysis of LEP individuals the recipient may encounter to determine the specific language services that are appropriate to provide.

The Four Factor Analysis balances the following factors:

- Factor One: The number and proportion of LEP persons in the jurisdiction;
- Factor Two: How often LEP persons come into contact with RCTC services;
- Factor Three: How important RCTC's services are to the lives of LEP persons;
- Factor Four: The resources available to RCTC for LEP outreach that reasonably can be provided.

The results of the four-factor analysis are used to determine the target LEP populations and the best methods of engaging with the public. RCTC undertook the Four Factor Analysis in order to develop an appropriate and effective Language Assistance Plan

Factor One: The number or proportion of LEP persons eligible to be served or likely to be encountered

RCTC's service area incorporates all Riverside County, which has a total population of 2,418,185 individuals according to the 2020 U.S. Census Bureau. The Census data was used for this analysis as it provides the most current and reliable information about LEP individuals. The Department of Justice's Safe Harbor provision, which was accepted by the FTA, stipulates that written translation of vital documents for each eligible LEP language group that constitutes 5% or 1,000 persons, whichever is less, of the total population of persons eligible to be served or likely to be affected or encountered, shall be considered strong evidence of compliance with the recipient's written translation obligation.

Table 1 below provides information from the 2019 American Community Survey 1-year Estimates demonstrating the 42 LEP populations in Riverside County, using 1-year estimates as they provide the most reliable data in terms of LEP populations. The largest group of LEP individuals is Spanish speakers, who comprise 11.1 percent of the County's population and number 256,852 individuals. Although no other LEP group reaches 5 percent of the population, 10 additional LEP groups have over 1,000 persons, which include: Persian, Hindi, Punjabi, Chinese, Korean, Vietnamese, Tagalog, Ilocano, Samoan, Hawaiian, or other Austronesian, Arabic, Other and unspecified languages.

Table 1: Riverside County LEP Populations

Table B16001: LANGUAGE SPOKEN AT HOME BY ABILITY TO SPEAK ENGLISH FOR THE POPULATION 5 YEARS AND OVER 2019 American Community Survey 1-Year Estimates	Estimate	% to Total # of Population	Margin of Error
Total:	2,314,507		243
Speak only English	1,356,095	58.6%	18705
Spanish: Speak English less than "very well"	256,852	11.1%	10799
French (incl. Cajun): Speak English less than "very well"	582	0.0%	323
Haitian: Speak English less than "very well"	63	0.0%	106
Italian: Speak English less than "very well"	383	0.0%	314
Portuguese: Speak English less than "very well"	334	0.0%	227
German: Speak English less than "very well"	302	0.0%	280
Yiddish, Pennsylvania Dutch or other West Germanic languages: Speak English less than "very well"	42	0.0%	70
Greek: Speak English less than "very well"	461	0.0%	643
Russian: Speak English less than "very well"	699	0.0%	511
Polish: Speak English less than "very well"	469	0.0%	418
Serbo-Croatian: Speak English less than "very well"	310	0.0%	331
Ukrainian or other Slavic languages: Speak English less than "very well"	273	0.0%	345

Table B16001: LANGUAGE SPOKEN AT HOME BY ABILITY TO SPEAK ENGLISH FOR THE POPULATION 5 YEARS AND OVER 2019 American Community Survey 1-Year Estimates	Estimate	% to Total # of Population	Margin of Error
Armenian: Speak English less than "very well"	180	0.0%	152
Persian (incl. Farsi, Dari): Speak English less than "very well"	1,479	0.1%	740
Gujarati: Speak English less than "very well"	456	0.0%	353
Hindi: Speak English less than "very well"	1,645	0.1%	1355
Urdu: Speak English less than "very well"	971	0.0%	592
Punjabi: Speak English less than "very well"	1,397	0.1%	928
Bengali: Speak English less than "very well"	-	0.0%	216
Nepali, Marathi, or other Indic languages: Speak English less than "very well"	121	0.0%	146
Other Indo-European languages: Speak English less than "very well"	995	0.0%	580
Telugu: Speak English less than "very well"	70	0.0%	118
Tamil: Speak English less than "very well"	452	0.0%	593
Malayalam, Kannada, or other Dravidian languages: Speak English less than "very well"	-	0.0%	216
Chinese (incl. Mandarin, Cantonese): Speak English less than "very well"	11,837	0.5%	2899
Japanese: Speak English less than "very well"	644	0.0%	425
Korean: Speak English less than "very well"	4,223	0.2%	1653
Hmong: Speak English less than "very well"	81	0.0%	135
Vietnamese: Speak English less than "very well"	7,242	0.3%	1917
Khmer: Speak English less than "very well"	777	0.0%	536

Table B16001: LANGUAGE SPOKEN AT HOME BY ABILITY TO SPEAK ENGLISH FOR THE POPULATION 5 YEARS AND OVER 2019 American Community Survey 1-Year Estimates	Estimate	% to Total # of Population	Margin of Error
Thai, Lao, or other Tai-Kadai languages: Speak English less than "very well"	976	0.0%	524
Other languages of Asia: Speak English less than "very well"	311	0.0%	324
Tagalog (incl. Filipino): Speak English less than "very well"	10,094	0.4%	2120
Ilocano, Samoan, Hawaiian, or other Austronesian languages: Speak English less than "very well"	1,173	0.1%	717
Arabic: Speak English less than "very well"	4,009	0.2%	1844
Hebrew: Speak English less than "very well"	-	0.0%	216
Amharic, Somali, or other Afro-Asiatic languages: Speak English less than "very well"	227	0.0%	210
Yoruba, Twi, Igbo, or other languages of Western Africa: Speak English less than "very well"	420	0.0%	438
Swahili or other languages of Central, Eastern, and Southern Africa: Speak English less than "very well"	500	0.0%	536
Navajo: Speak English less than "very well"	-	0.0%	216
Other Native languages of North America: Speak English less than "very well"	-	0.0%	216
Other and unspecified languages: Speak English less than "very well"	1,607	0.1%	1586
Amharic, Somali, or other Afro-Asiatic languages: Speak English less than "very well"	227	0.0%	210

As all individuals residing in the county may be commuters, transit riders, and pedestrians, the total population is eligible to be served by the Commission's services. The following section addresses which LEP persons the Commission is likely to encounter based on the past frequency of contact.

Factor Two: The frequency with which LEP persons come into contact with the program

To identify and analyze the frequency with which LEP persons come into contact with these programs, a survey was distributed to staff who regularly and is more likely to interact with members of the public. The units that were surveyed include the Clerk of the Board, Public Affairs, Front Reception, Capital Projects, Commuter Assistance, and outreach consultants. The survey asked staff members about their experiences with LEP individuals, including how frequently they interacted with LEP persons, what languages the LEP individuals spoke, how successfully they communicated, and what information LEP persons were seeking.

Few respondents noted occasional interaction with LEP individuals in the three last year, the Front Receptionist, who encounters Spanish inquires few times a week and the external affairs staff and outreach consultants who encounter less than once a month. The most common requests are for information about transit services, RCTC project-specific construction information, and information about Metrolink services (not under the purview of the Commission). Staff members have been able to communicate with LEP individuals through assistance from bilingual staff members, translators, and through hand gestures and drawings. RCTC also has an on-call contract with PALS for Health, a translation/interpretation service based in southern California.

In conclusion, Factor Two identified that RCTC does not frequently come into contact with LEP individuals regarding its services and programs, but of those that are received, most are likely to speak Spanish.

Factor Three: The nature and importance of the program, activity, or service to people's lives

RCTC is a state-mandated countywide agency tasked with the funding and coordination of all public transportation services within Riverside County, which includes 28 cities, 7,208 square miles, and 2,418,185 individuals according to the 2020 U.S. Census Bureau. The Commission's mission is to assume a leadership role in improving mobility in the County and is responsible for setting policies, establishing priorities, and coordinating activities among the County's various transit operators and other agencies. The Commission also programs and/or reviews the allocation of federal, state, and local funds for highway, transit, rail, non-motorized travel (bicycle and pedestrian), and other transportation activities. The Commission serves as the tax authority and implementation agency for Measure A, the voter-approved half-cent sales tax for transportation improvements in Riverside County. The Commission also provides motorist aid services designed to expedite traffic flow. The Commission is also legally responsible for allocating Transportation Development Act (TDA) funds, the major source of funds for transit in the County. Furthermore, the Commission receives FTA funds for vanpool, station maintenance and capital projects, and Metrolink capital. The commission administers vanpool program known as Vanclub and commuter rail service operated by the Southern Californian Regional Rail Authority (SCRRA) better known as Metrolink.

RCTC works to ensure and improve the quality of life of Riverside County's residents. Transportation interacts with a variety of human needs including a safe environment with better air quality, a reduction in water runoff, reducing the levels of greenhouse gases, and supporting transportation alternatives that promote better health through walking or bicycling. By taking a more holistic approach, the importance of transportation grows larger and is valued as a vital necessity.

Factor Four: The resources available to the recipient for LEP outreach

RCTC has numerous resources available to ensure it provides meaningful access to LEP individuals. These include existing community partners, using its own resources, and using contracted services. These resources are detailed below:

- RCTC contracts with PALS for Health to provide written translation and oral interpretation for LEP individuals.
- Bilingual employees provide written translation and oral interpretation.
- "I Speak" language identification cards are used at the front desk and at public meetings.
- Language assistance information is provided on agendas and meeting notices.
- Public notices are translated into Spanish.
- RCTC may contract with public outreach firms that can provide language assistance as needed.
- Riverside County Transportation Network: This database ensures social service agencies and community organizations that work with LEP individuals are provided the Commission's information and notices to distribute to their clients.
- Citizens and Specialized Transit Advisory Committee: represent minority groups and are a useful resource for outreach to LEP individuals.
- Riverside County Transit Operators: RCTC may partner with transit operators to post vital information in English and Spanish on buses and at transfer locations.
- The Southern California Association of Government's LEP Plan, Public Participation Plan, and existing translated resources can provide materials for LEP outreach and communication.
- RCTC translates Title VI vital documents and project-specific vital information into Spanish.
- RCTC's website provides outreach and is equipped with a Google translator.

Discussion of Results

Census data analyzed in Factor One was consistent with the experience of RCTC staff members analyzed in Factor Two to determine that Spanish-speaking LEP individuals are the largest and most frequent LEP group that accesses RCTC's services and programs. As these individuals comprise 11.1 percent of Riverside County's population, it will be important for the Commission to continue providing vital documents in Spanish. Additional LEP groups are very small populations (less than 1 percent of the population), not yet identified (Other Indic Languages, for example), and do not frequently access the Commission's services or programs. Documents will be translated as requested or as is appropriate for a specific project. Details of language assistance services are provided in the following Implementation Plan.

III. Implementation Plan

Language Service Provision

RCTC will provide the following language assistance measures to ensure LEP individuals have full access to the Commissions services, programs, and activities:

Callers and Visitors

- Front desk staff have “I Speak” language identification cards available to assist LEP individuals.
- Several employees are bilingual and can help callers or visitors that speak Spanish.
- RCTC contracts with PALS for Health to provide written translation and oral interpretation for LEP individuals. RCTC requests in writing the material to be translated to Spanish, requests staffing for public meetings, or arranges for telephone translation services, upon request.

Translation of Vital Documents

FTA Circular 4702.1B defines vital documents as, “documents that provide access to essential services.” The Commission will use this definition when assessing what documents should be translated.

Title VI Documents are vital documents. The Title VI notice to the public, complaint form, and procedures are available in English and Spanish, the LEP language that RCTC is most likely to encounter. Vital documents are available on RCTC’s website and at the front desk. Information about the availability of free language assistance is available on posted notices and agendas in Spanish.

Spanish-Language Translation: RCTC provides project notices and announcements and vital documents in Spanish and will continue to do so, as the Spanish-speaking LEP population represents a significant portion of Riverside County’s population. Documents that are translated include: notices and announcements about public meetings and forums and public participation opportunities, key information distributed at project meetings, and any vital project-specific meetings.

Other LEP Language Translations: The additional LEP languages represent very small communities and vital information will be translated as requested and as appropriate, with decisions made on a project-by-project basis. For example, if a project takes place in a community with a large LEP population, key information for that project will be translated into that LEP language.

Oral Interpretation: Oral interpretation will be provided at public meetings as requested and appropriate. Decisions will be made on a project-by-project basis. Notices of public meetings and forums include information about how to request oral interpretation.

Outreach/Notice of Availability of Language Assistance RCTC's Title VI Notice to the Public publicizes its language assistance services. Additionally, other notices may include the statement, *"If information is needed in another language, please contact (951) 787-7141 for free translation services."*

Staff Training

Outreach and front desk staff are trained in assisting LEP individuals, including identifying language and using the language service provider interpretation system. Training is provided for new employees and reoccurs as necessary.

LEP training includes:

- A summary of RCTC's language assistance requirements DOT LEP Guidance;
- A summary of the Commission's language assistance plan; including responding to LEP persons
- Results of RCTC's Four Factor Analysis, including a summary of the LEP individuals in Riverside County and the frequency of contact between the LEP population and the Commission
- A description of the Commission's non-discrimination policies and practices.

IV. Monitoring, Evaluating, and Updating the LAP

A thorough review of the LAP will be undertaken every three years, or as necessary as guidelines are revised or as compliance reviews warrant. At that time, the LEP population will be reassessed to ensure all significant LEP languages are included in RCTC's language assistance efforts. The following reoccurring reporting and evaluation measures will be used to update the Language Assistance Plan:

1. RCTC will regularly assess the effectiveness of how the Commission communicates with LEP individuals by working with community stakeholders, such as the CSTAC, the Riverside Transit Network, County transit operators, non-profit agencies, and others.
2. Commission staff will track its language assistance efforts, including:
 - Tracking front desk staff interaction with LEP persons
 - Internal surveys of staff who are likely to engage with the public
 - Number of downloaded documents in other languages
 - Reports and updates from the language service provider
 - Requests for translation and interpretation

V. Contact information

RCTC will post the approved LAP on its website at www.rctc.org. The LAP may be translated in any language for free upon request.

Any questions or comments regarding the LAP should be directed to:

Riverside County Transportation Commission
John Standiford, Deputy Executive Director
4080 Lemon Street, Third Floor
P. O. Box 12008
Riverside, CA 92502-2208
Phone: (951) 787-7141
Email: jstandiford@rctc.org



MEETING AGENDA

TIME/DATE: 9:30 a.m. / Wednesday, February 9, 2022

This meeting is being conducted virtually in accordance with AB 361 due to state or local officials recommending measures to promote social distancing.

COMMISSIONERS

Chair – V. Manuel Perez
Vice Chair – Bob Magee
Second Vice Chair – Lloyd White

Kevin Jeffries, County of Riverside, District 1
Karen Spiegel, County of Riverside, District 2
Chuck Washington, County of Riverside, District 3
V. Manuel Perez, County of Riverside, District 4
Jeff Hewitt, County of Riverside, District 5
Mary Hamlin / Alberto Sanchez, City of Banning
Lloyd White / David Fenn, City of Beaumont
Joseph DeConinck / Johnny Rodriguez, City of Blythe
Linda Molina / Wendy Hewitt, City of Calimesa
Jeremy Smith / Larry Greene, City of Canyon Lake
Raymond Gregory / Mark Carnevale, City of Cathedral City
Steven Hernandez / Denise Delgado, City of Coachella
Wes Speake / Jim Steiner, City of Corona
Scott Matas / Russell Betts, City of Desert Hot Springs
Clint Lorimore / Todd Rigby, City of Eastvale
Linda Krupa / Malcolm Lilienthal, City of Hemet
Dana Reed / Donna Griffith, City of Indian Wells

Waymond Fermon / Oscar Ortiz, City of Indio
Brian Berkson / Guillermo Silva, City of Jurupa Valley
Kathleen Fitzpatrick / Robert Radi, City of La Quinta
Bob Magee / Natasha Johnson, City of Lake Elsinore
Bill Zimmerman / Dean Deines, City of Menifee
Yxstain Gutierrez / Edward Delgado, City of Moreno Valley
To Be Appointed / Lisa DeForest, City of Murrieta
Ted Hoffman / Katherine Aleman, City of Norco
Jan Harnik / Kathleen Kelly, City of Palm Desert
Lisa Middleton / Dennis Woods, City of Palm Springs
Michael M. Vargas / Rita Rogers, City of Perris
Ted Weill / Charles Townsend, City of Rancho Mirage
Chuck Conder / Patricia Lock Dawson, City of Riverside
Michael Heath / Alonso Ledezma, City of San Jacinto
Maryann Edwards / Zak Schwank, City of Temecula
Ben J. Benoit / Joseph Morabito, City of Wildomar
Mike Beauchamp, Governor's Appointee Caltrans District 8

RIVERSIDE COUNTY TRANSPORTATION COMMISSION

www.rctc.org

MEETING AGENDA*

****Actions may be taken on any item listed on the agenda***

9:30 a.m.

Wednesday, February 9, 2022

This meeting is being conducted virtually in accordance with AB 361 due to state or local officials recommending measures to promote social distancing.

INSTRUCTIONS FOR ELECTRONIC PARTICIPATION

Join Zoom Meeting

<https://rctc.zoom.us/j/83891855574>

Meeting ID: 838 9185 5574

One tap mobile

+16699006833,,83891855574# US (San Jose)

Dial by your location

+1 669 900 6833 US (San Jose)

For members of the public wishing to submit comment in connection with the Commission Meeting please email written comments to the Clerk of the Board at lmobley@rctc.org and your comments will be made part of the official record of the proceedings as long as the comment is received before the end of the meeting's public comment period. Members of the public may also make public comments in person or through their telephone or Zoom connection when recognized by the Chair.

In compliance with the Brown Act and Government Code Section 54957.5, agenda materials distributed 72 hours prior to the meeting, which are public records relating to open session agenda items, will be available for inspection by members of the public prior to the meeting on the Commission's website, www.rctc.org.

In compliance with the Americans with Disabilities Act, Government Code Section 54954.2, Executive Order N-29-20, and the Federal Transit Administration Title VI, please contact the Clerk of the Board at (951) 787-7141 if special assistance is needed to participate in a Commission meeting, including accessibility and translation services. Assistance is provided free of charge. Notification of at least 48 hours prior to the meeting time will assist staff in assuring reasonable arrangements can be made to provide assistance at the meeting.

- 1. CALL TO ORDER**
- 2. ROLL CALL**
- 3. PLEDGE OF ALLEGIANCE**

4. **PUBLIC COMMENTS** – Under the Brown Act, the Commission should not take action on or discuss matters raised during public comment portion of the agenda that are not listed on the agenda. Commission members may refer such matters to staff for factual information or to be placed on the subsequent agenda for consideration.
5. **ADDITIONS / REVISIONS** – *The Commission may add an item to the Agenda after making a finding that there is a need to take immediate action on the item and that the item came to the attention of the Commission subsequent to the posting of the agenda. An action adding an item to the agenda requires 2/3 vote of the Commission. If there are less than 2/3 of the Commission members present, adding an item to the agenda requires a unanimous vote. Added items will be placed for discussion at the end of the agenda.*
6. **CONSENT CALENDAR** – *All matters on the Consent Calendar will be approved in a single motion unless a Commissioner(s) requests separate action on specific item(s). Items pulled from the Consent Calendar will be placed for discussion at the end of the agenda.*

6A. RESOLUTION NO. 21-020, AUTHORIZING VIRTUAL BOARD AND COMMITTEE MEETINGS PURSUANT TO AB 361

Page 1

Overview

This item is for the Commission to:

- 1) Reaffirm the findings in *Resolution No. 21-020, "A Resolution of the Board of Commissioner of the Riverside County Transportation Commission Authorizing Virtual Board and Committee Meetings Pursuant to AB 361"*. Those findings are as follows:
 - a) The Governor proclaimed a State of Emergency on March 4, 2020 related to the COVID-19 pandemic, which state of emergency continues to existing today; and
 - b) State or local officials have recommended measures to promote social distancing.

6B. APPROVAL OF MINUTES – JANUARY 12, 2022

Page 5

6C. SINGLE SIGNATURE AUTHORITY REPORT

Page 15

Overview

This item is for the Commission to receive and file the Single Signature Authority report for the second quarter ended December 31, 2021.

6D. 2022 TITLE VI PROGRAM REPORT UPDATE, INCLUDING PUBLIC PARTICIPATION PLAN AND LANGUAGE ASSISTANCE PLAN

Page 17

Overview

This item is for the Commission to: approve the 2022 Title VI Program Report, including the Public Participation Plan and Language Assistance Plan in compliance with Federal Transit Administration (FTA) requirements.

6E. STATE AND FEDERAL LEGISLATIVE UPDATE

Page 79

Overview

This item is for the Commission to receive and file an update on state and federal legislation.

6F. AGREEMENTS FOR ON-CALL RIGHT OF WAY APPRAISAL REVIEW SERVICES

Page 92

Overview

This item is for the Commission to:

- 1) Award the following agreements to provide on-call right of way appraisal review services for a three-year term, in an amount not to exceed an aggregate value of \$500,000;
 - a) Agreement No. 22-31-030-00 with Hawran & Malm, LLC;
 - b) Agreement No. 22-31-052-00 with Integra Realty Resources – Los Angeles;
 - c) Agreement No. 22-31-053-00 with R.P. Laurain & Associates, Inc.; and
 - d) Agreement No. 22-31-054-00 with Santolucito Dorè Group, Inc.
- 2) Authorize the Chair or Executive Director, pursuant to legal counsel review, to execute the agreements, on behalf of the Commission; and
- 3) Authorize the Executive Director, or designee, to execute task orders awarded to the consultants under the terms of the agreements.

6G. AGREEMENT FOR STATION ELECTRICAL SERVICES

Page 319

Overview

This item is for the Commission to:

- 1) Award Agreement No. 22-24-006-00 to Elite Electric, Inc. for station electrical maintenance services and capital improvements, for a five-year term, in an amount of \$825,000 for maintenance and repairs, and \$2,500,000 for capital improvements, for a total not to exceed amount of \$3,325,000;

- 2) Authorize the Chair or Executive Director, pursuant to legal counsel review, to execute the agreement, on behalf of the Commission; and
- 3) Authorize the Executive Director, or designee, to execute task orders awarded to the contractor under the terms of the agreements.

6H. CHANGE ORDER TO AMEND THE INTERSTATE 15 EXPRESS LANES PROJECT TOLL SERVICES AGREEMENT WITH KAPSCH TRAFFICOM USA TO PROVIDE FOR THE DESIGN AND INSTALLATION OF THE TOLLING SYSTEM FOR THE INTERSTATE 15/STATE ROUTE 91 EXPRESS LANES CONNECTOR

Page 372

Overview

This item is for the Commission to:

- 1) Approve Change Order No. 8B to Agreement No. 16-31-043-00 for the Interstate 15 Express Lanes Project (I-15 ELP) with Kapsch TrafficCom USA Inc. (Kapsch) to provide for the design and installation of the Tolling System for the I-15/SR-91 Express Lanes Connector (15/91 ELC) in the amount of \$6,203,750, plus a contingency amount of \$620,000, for a total amount not to exceed \$6,823,750;
- 2) Authorize the Chair or Executive Director, pursuant to legal counsel review, to execute the change order on behalf of the Commission; and
- 3) Authorize the Executive Director or designee to approve contingency work up to the total amount not to exceed as required for the project.

6I. ADOPTION OF RESOLUTION NO. 22-004 AUTHORIZING THE COMMISSION TO DECERTIFY AS THE LOCAL ACCESS FUND ADMINISTRATOR FOR THE TRANSPORTATION NETWORK COMPANIES ACCESS FOR ALL PROGRAM

Page 412

Overview

This item is for the Commission to:

- 1) Adopt Resolution No. 22-004, *"A Resolution of the Riverside County Transportation Commission Decertifying itself to serve as the Local Access Fund Administrator for the Access for All Program for the County of Riverside"*;
- 2) Approve an increase of \$326,500 in the FY 2021/22 budget for Transportation Network Companies (TNC) Access for All revenues based on revenue received; and
- 3) Authorize the Executive Director or designee, pursuant to legal counsel review, to execute agreements and/or documents related to the TNC Access for All program on behalf of the Commission.

7. RIGHT OF WAY POLICIES AND PROCEDURES MANUAL

Page 417

Overview

This item is for the Commission to:

- 1) Adopt Resolution No. 22-003, *“Resolution of the Riverside County Transportation Commission (RCTC) Approving and Adopting the RCTC/RCA Right of Way Policies and Procedures Manual”*; and
- 2) Approve the updated RCTC/RCA Right of Way Policies and Procedures Manual, pursuant to legal counsel review as to conformance to federal and state law.

8. ADDITIONAL AWARDS FISCAL YEAR 2021/22 SB 821 BICYCLE AND PEDESTRIAN FACILITIES PROGRAM FUNDING RECOMMENDATIONS

Page 982

Overview

This item is for the Commission to:

- 1) Approve additional project awards for the Fiscal Year 2021/22 SB 821 Bicycle and Pedestrian Facilities (SB 821) program for an additional amount of \$1,668,071, and a total amount not to exceed \$5,995,543;
- 2) Direct staff to prepare memorandums of understanding (MOUs) with the project sponsors to outline the project schedules and local funding commitments; and
- 3) Authorize the Chair or Executive Director, pursuant to legal counsel review, to execute the MOUs with the project sponsors.

9. COUNTY OF RIVERSIDE FUNDING REQUEST FOR DESIGN OF THE INTERSTATE 10 BYPASS PROJECT

Page 986

Overview

This item is for the Commission to:

- 1) Approve programming \$8 million of Transportation Uniform Mitigation Fee (TUMF) Regional Arterial funds for the County of Riverside’s (County) Interstate 10 (I-10) Bypass Project;
- 2) Approve Agreement No. 22-72-048-00 between the Commission and County for the programming of \$6 million of TUMF Regional Arterial funding for the design phase and \$2 million for the right of way phase of the I-10 Bypass Project; and
- 3) Authorize the Chair or Executive Director, pursuant to legal counsel review, to execute the agreement.

10. ITEM(S) PULLED FROM CONSENT CALENDAR AGENDA

11. EXECUTIVE DIRECTOR REPORT

12. COMMISSIONER COMMENTS

Overview

This item provides the opportunity for brief announcements or comments on items or matters of general interest.

13. CLOSED SESSION

13A. CONFERENCE WITH REAL PROPERTY NEGOTIATORS

Pursuant to Government Code Section 54956.8

Agency Negotiator: Executive Director or Designee

Item	Property Description	Property Owner	Buyer(s)
1	225-350-006 & 033	RCTC	Kingsfield Development (David Peery, President) KW Commercial for Imad A. Boukai CEO & President of GP Development, Inc. J&L Properties (Joe Tavaglione)

14. ADJOURNMENT

The next Commission meeting is scheduled to be held at 9:30 a.m. on **Wednesday, March 9, 2022.**

<i>RIVERSIDE COUNTY TRANSPORTATION COMMISSION</i>	
DATE:	February 9, 2022
TO:	Riverside County Transportation Commission
FROM:	Budget and Implementation Committee Beatris Megerdichian, Management Analyst Lorelle Moe Luna, Multimodal Services Director
THROUGH:	Anne Mayer, Executive Director
SUBJECT:	2022 Title VI Program Report Update, Including Public Participation Plan and Language Assistance Plan

BUDGET AND IMPLEMENTATION COMMITTEE AND STAFF RECOMMENDATION:

This item is for the Commission to approve the 2022 Title VI Program Report, including the Public Participation Plan and Language Assistance Plan in compliance with Federal Transit Administration (FTA) requirements.

BACKGROUND INFORMATION:

Title VI of the Civil Rights Act of 1964 and subsequent amendments protect persons in the United States from being excluded from participation in, denied the benefits of, or subjected to discrimination on the basis of race, color, or national origin in any program or activity receiving federal financial assistance.

The Commission's commitment to ensuring that its services are delivered and implemented in accordance with Title VI is described in the Non-Discrimination notice and procedures that were adopted by the Commission on October 10, 2012. The existing practices conform to Caltrans' requirements for implementing Title VI and the Americans with Disabilities Act regulations. However, as a recipient of FTA funds, requirements for implementing Title VI are more extensive and include the adoption of a Title VI Program under the guidelines set forth in FTA Circular 4702.1B, *Title VI Requirements and Guidelines for Federal Transit Administration Recipients*.

The Commission is unique in that it is not a traditional transit operator or a Metropolitan Planning Organization (MPO), but receives FTA funds for vanpool, station maintenance and capital projects, and Metrolink capital. Nevertheless, since FTA funds were utilized for the development of various RCTC-owned Metrolink stations, the FTA Title VI requirements and guidelines apply. The institution-wide application of Title VI has been emphasized at FTA workshops since the Circular was revised in 2016 with the assertion that, *"Title VI covers all of the operations of covered entities without regard to whether specific portions of the covered program or activity are federally funded...Recipients are responsible for ensuring that all of their activities are in compliance with Title VI. In other words, a recipient may engage in activities not described in the Circular, such as ridesharing program, roadway incident response program, or*

other programs not funded by FTA, and those programs must also be administered in a nondiscriminatory manner.” (p. II-1)

The Circular has general requirements and guidelines for all recipients and additional requirements for fixed route transit providers, states, and MPOs. As the regional transportation planning agency and county transportation commission, only the general requirements and guidelines, as listed below, are applicable to the Commission.

- 1) **Title VI Notice to the Public** – A notice shall be posted in public locations and website, including language that the recipient complies with Title VI and instructions on how to file a Title VI complaint to the Commission and directly to the FTA.
- 2) **Title VI Complaint Procedures and Complaint Form** – Procedures on filing a complaint shall be developed for investigating and tracking Title VI complaints. A complaint form must also include the necessary information and questions to conduct an investigation.
- 3) **List of transit-related Title VI investigations, complaints, or lawsuits** – FTA requires that files of investigations, complaints, or lawsuits that pertain to allegations of discrimination on the basis of race, color, or national origin in transit-related activities and programs be maintained for three years and a list of cases be held for five years.
- 4) **Public Participation Plan** – An established process or plan shall promote inclusive public participation and describe the proactive strategies, procedures, and desired outcomes of a recipient’s public participation activities.
- 5) **Language Assistance Plan** – Recipients are required to take reasonable steps to ensure meaningful access to benefits, services, information, and other important portions of its programs or activities for persons who are limited-English proficient.
- 6) **A table depicting the membership on non-elected committees and councils, broken down by race** – This pertains to transit-related, non-elected planning boards, advisory councils or committees.
- 7) **Monitoring procedures for subrecipients** – The Commission had two subrecipients during this reporting period, Metrolink and Riverside Transit Agency. Since both subrecipients are also direct recipients of FTA funds and submit a Title VI report directly, the Commission is not required to monitor their Title VI procedures.
- 8) **Title VI equity analysis for the site and location of facilities** – “Facilities” included in this provision include, but are not limited to, storage facilities, maintenance facilities, operations centers, etc. Recipients are required to complete an equity analysis, including the impacts of various siting alternatives, during the planning stage with regard to where a project is located or sited to ensure that the location is selected without regard to race, color, or national origin.
- 9) **Documentation that the governing board has reviewed and approved the Title VI Program** – A copy of meeting minutes or a resolution must be submitted with the Title VI Program Report.

The Title VI Program was last updated in 2019 and is required to be updated every three years, or as necessary, when guidelines are revised or as compliance reviews require. FTA requires a review and update of the Title VI Program Report at least triennially.

Upon approval of the Title VI Program, staff will submit the report to FTA via the Transit Award Management System. Concurrence and approval of the report by the FTA Regional Civil Rights Office is anticipated within 30 days.

There is no financial impact to the Commission budget with the adoption of this program.

Attachment: Title VI Program Report

Approved by the Budget and Implementation Committee on January 24, 2022

In Favor: 10 Abstain: 0 No: 0