



TITLE VI IMPLEMENTATION PLAN

MARCH 2025

In accordance with the Federal Highway Administration and California Department of Transportation guidelines.

If information is needed in another language, please call (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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Table of Contents

Introduction and Purpose	3
Non-Discrimination Policy Statement.....	4
Riverside County Transportation Commission Overview.....	5
Civil Rights Officer / Title VI Coordinator	6
Training	6
Title VI Complaint Procedures and Complaint Form	7
Title VI Complaint Processed Under the Federal Highway Administration	8
Caltrans Office of Civil Rights Investigation Process	8
Public Participation Plan	9
Language Assistance Plan	10
Data Collection	10
Annual Assessment.....	11

Appendices

- Appendix A: Non-Discrimination Notice, Complaint Procedures, and Complaint Form
- Appendix B: Public Participation Plan
- Appendix C: Language Assistance Plan

Introduction and Purpose

Title VI of the Civil Rights Act of 1964 protects persons in the United States from being excluded based on race, color, or national origin in programs or activities that receive federal financial assistance. Subsequently, various other statutes, including the Federal-Aid Highway Act of 1973, added prohibitions against discrimination based on sex, age, disability, or socioeconomic status. The Civil Rights Restoration Act of 1987 defines the word “program” to make clear that discrimination is prohibited throughout an entire agency if any part of the agency receives federal financial assistance.

The Riverside County Transportation Commission (RCTC or Commission) is a recipient and sub-recipient of financial assistance from Federal-aid programs and is committed to ensuring that its services are delivered and implemented in accordance with Title VI and other state and federal regulations that prohibit discrimination. As a recipient of funding provided through the state, 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 Title VI Coordinator of the program. The Commission expects every manager, supervisor, employee, contractor, vendor and sub-recipient of Federal-aid funds to be aware of and apply the intent of Title VI of the Civil Rights Act of 1964 and related statutes in performing assigned duties. Federal statutes mandate that recipients of Federal-aid programs develop and implement a comprehensive plan to delineate roles, responsibilities, and procedures, ensuring adherence to Title VI of the Civil Rights Act of 1964. The Commission’s Title VI Implementation Plan establishes the essential policy framework to guarantee compliance with these requirements.

Non-Discrimination Policy Statement

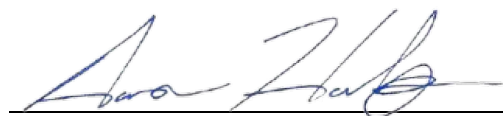
The Riverside County Transportation Commission (RCTC) policy ensures that no person is excluded from participation, denied benefits, or subjected to discrimination in any Commission operation based on race, color, national origin, sex, disability, or age, as mandated by Title VI of the Civil Rights Act of 1964 and related statutes. This policy applies to all RCTC operations, including those of its contractors, representatives, and any department or agency receiving federal financial assistance from RCTC, such as grants, training, equipment use, or surplus property donations.

In addition, pursuant to the Americans with Disabilities Act (ADA) and other civil rights laws, RCTC ensures non-discrimination in its hiring, employment, programs, services, and activities, and in its treatment of individuals, including those with disabilities.

Title VI and ADA compliance is a condition of receipt of federal funds. The RCTC Civil Rights Officer/Title VI and ADA Coordinator is authorized to ensure compliance with this policy, Title VI of the Civil Rights Act of 1964, 42 U.S.C § 2000d and related statutes, the requirements of 23 Code of Federal Regulation (CFR) pt. 200 and 49 CFR pt. 21, and the ADA.

For assistance with filing a complaint or to learn more about Title VI, the ADA or related civil rights laws please reach out to the Commission's designated Civil Rights Officer/Title VI Coordinator, David Knudsen, Deputy Executive Director, using the contact details provided below.

If you need this information in an alternative format, such as Braille or a language other than English, please contact the Riverside County Transportation Commission at 4080 Lemon Street, Third Floor, P.O. Box 12008, Riverside, CA 92502-2208; by phone at (951) 787-7141; or via email at dknudsen@rctc.org.



Aaron Hake
Executive Director
Riverside County Transportation Commission

4/11/2025

Date

Riverside County Transportation Commission Overview

RCTC is a public agency responsible for coordinating transportation planning, funding, and improvements in Riverside County, California. Established in 1976 under state law, RCTC oversees the development and maintenance of highways, public transit, and rail systems, aiming to enhance mobility and quality of life for residents. It is governed by a board of 34 members, including representatives from each city council in the county, all five Riverside County Supervisors, and a nonvoting member appointed by the Governor.

RCTC manages funds from Measure A—a voter-approved half-cent sales tax—directing these resources toward transportation projects like road expansions, express lanes, and commuter rail services such as Metrolink. RCTC is also the designated regional transportation planning agency responsible for allocating state and federal formula funds to all eligible public operators in Riverside County and providing financial oversight. Beyond infrastructure, the Commission oversees the Western Riverside County Regional Conservation Authority, integrating transportation with environmental goals.

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 Express Lanes Southern Extension
- ✓ State Route 71/91 Interchange Project
- ✓ State Route 60 Truck Lanes Project
- ✓ Mid-County Parkway/Interstate 215 Placentia Avenue Interchange
- ✓ 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
- ✓ Perris-South Station and Layover Expansion Project
- ✓ Moreno Valley to Perris Double Track Project
- ✓ Mead Valley Station/Mobility Hub

RCTC funds its programs and projects through a mix of local, state, and federal sources. RCTC is committed to ensuring that its projects and services are delivered and implemented in a non-discriminatory manner.

Civil Rights Officer / Title VI Coordinator

The Commission's Civil Rights Officer/Title VI Coordinator (Coordinator) is responsible for the overall program implementation of Title VI and performs a lead and participatory role in ensuring Title VI Program compliance. The Coordinator is appointed by, and reports to, the Executive Director. The Coordinator provides guidance and technical assistance on Title VI matters and has overall program responsibility for preparing required reports regarding Title VI compliance and initiating monitoring activities including developing procedures and monitoring for:

- Promptly processing and resolving Title VI complaints;
- Ensuring the collection of statistical data (race, color, national origin, sex, age, and disability) of participants in and beneficiaries of the RCTC's Federal-aid programs, activities and services;
- Identification and resolution of discrimination when found to exist;
- Resolving areas of deficiency;
- Pre- and post-grant reviews for compliance with Title VI requirements;
- Ensuring Title VI reviews of RCTC's Federal-aid program areas;
- Ensuring that Title VI requirements are included in policy directives and that the procedures used have built-in safeguards to prevent discrimination;
- Coordinating the development and implementation of a Title VI and related statutes training program;
- Providing an annual report of Title VI activities goals, including an annual review of the Title VI Program Plan;
- Assisting program personnel to correct Title VI issues or practices that arise as a result of complaints or self-monitoring and review activities; and
- Developing Title VI information for public dissemination, when appropriate, in languages other than English.

Training

In coordination with Human Resources, the Civil Rights Officer/Title VI Coordinator will ensure all staff will receive comprehensive training on Title VI and related statutes. This training will be provided at least every two years and within six months of a new employee's start date. Management will facilitate these sessions, which may be delivered in person, online via presentations, or through programs offered by Caltrans.

Public outreach and office front desk staff may receive training more frequently in assisting LEP individuals, including identifying languages and using the language service provider interpretation system.

In particular, the following items will be covered in trainings:

- A summary of RCTC's language assistance requirements pursuant to Caltrans LEP Guidance;
- A summary of the Commission's Language Assistance Plan; including responding to LEP persons and addressing potential complaints;
- 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; and
- Where to seek assistance for Title VI questions and concerns

Title VI Complaint Procedures and Complaint Form

The requirements outlined through Title VI legislation, the Federal Highway Administration (FHWA), and Caltrans stipulate that recipients of federal funding develop procedures for investigating and tracking Title VI complaints filed against them by their beneficiaries 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.

RCTC's Deputy Executive Director, David Knudsen, has been identified as the Civil Rights Officer/Title VI Coordinator and is the primary contact for addressing Title VI complaints. Any individual, group, or organization that believes they have experienced discrimination by RCTC or one of its contractors or sub-recipients (e.g., local agencies, contractors, consultants, vendors) based on race, color, national origin, sex, disability, or age may file a complaint. Complaints may also be filed by a representative on behalf of a person or group affected by discrimination. All complaints received by RCTC will also be sent to Caltrans to be submitted to the FHWA Division Office.

Contact information and further instructions are provided within the Complaint Procedures and Complaint Form. These documents are available on RCTC's website and its front desk of RCTC's offices at 4080 Lemon Street, 3rd Floor, Riverside, CA 92501 and other RCTC satellite office locations which serve members of the general public. 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 Caltrans LEP Guidance and RCTC's Language Assistance Plan.

Title VI Complaint Processed Under the Federal Highway Administration

Title VI complaints filed with Caltrans, against RCTC, will be forwarded to the FHWA Division Office. The Complainant will receive an acknowledgement letter informing them that the complaint has been received and forwarded to the FHWA.

Per the FHWA Guidance Memorandum, *Processing of Title VI Complaints*, dated June 13, 2018, all Title VI complaints received by a sub-recipient (RCTC) are to be forwarded to Caltrans to be submitted to FHWA Division Office. Complaints should be sent within one business day of receipt via email to Title.VI@dot.ca.gov. If FHWA Headquarters Office of Civil Rights (HCR) determines a Title VI complaint against a sub-recipient can be investigated by Caltrans, HCR may delegate the task of investigating the complaint to Caltrans.

A person may also file a complaint directly with:

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

Caltrans Office of Civil Rights Investigation Process

If the Caltrans Office of Civil Rights (OCR) is delegated the responsibility of performing an investigation and has 90 days to investigate the complaint. If additional time is needed, OCR will call the Complainant and inform them.

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

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

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

A person may also file a complaint directly with:

California Department of Transportation
Office of Civil Rights
Attention: Title VI Program Branch
1823 14th Street, MS 79
Sacramento, CA 95811
Title.VI@dot.ca.gov

Public Participation Plan

RCTC has developed a Public Participation Plan which is intended to satisfy requirements as expressed in 23 CFR 200.9(b)(12) that Title VI information is disseminated to the general public and, where appropriate, in languages other than English [determined by the Limited-English Proficient (LEP) Assessment]. The Plan is intended 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 that describes the proactive strategies, procedures, and desired outcomes of a recipient's public participation activities. This plan provides direction for the Commission's public processes by allowing public input for the planning process and for RCTC's programs, projects, and activities to the general public, community organizations, and public agencies. The plan includes specific strategies inclusive of low-income, minority, LEP populations, and underrepresented individuals.

RCTC developed this 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

As a federally-funded recipient, RCTC is 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. A LEP person is a person that does not speak English as a primary language and has a limited ability to read, write, or comprehend English. Agencies which receive federal funding must examine their services and develop and implement processes that will allow LEP persons to meaningfully access their services. Agencies receiving federal funding must also establish guidance for providing meaningful access to LEPs, prepare a Language Assistance Plan to overcome language barriers in federally-funded programs and activities, and ensure that stakeholders have adequate opportunity to provide input.

The Commission has developed a Language Assistance Plan and has conducted a LEP Needs Assessment using a Four Factor Analysis to identify the need to provide reasonable steps to ensure meaningful access by LEP persons to Federal-aid programs administered by the Commission.

The Language Assistance Plan is provided as Appendix C.

Data Collection

RCTC will collect, analyze, and maintain statistical data on race, color, national origin, sex, age, and disability of participants and beneficiaries of its Federal-aid programs, utilizing data from reputable governmental sources such as the U.S. Census Bureau, The Census American Community Survey Data, U.S. Bureau of Labor Statistics, U.S. Bureau of Economic Analysis, California Department of Labor, the California Employment Development Department, and CalEniroScreen mapping data provided by the California Office of Environmental Health Hazard Assessment.

To supplement this data and ensure the effectiveness of outreach methods in meeting Title VI program objectives, RCTC staff may also gather project-specific demographic information through various public outreach efforts on federally-funded projects, including emails, social media releases, press releases to local newspapers, public meetings, virtual meetings, and public comment via project-specific websites. These data gathering procedures will be regularly reviewed and analyzed to guarantee that no group is intentionally excluded from the decision-making process or denied the opportunity to express their opinions and concerns.

Collecting and analyzing this data helps RCTC determine the characteristics of the communities that are affected by its activities, programs, and services. This, in turn, helps RCTC provide better, more equitable services. For example, analyzing data from the U.S. Census Bureau's American

Community Survey helps RCTC determine the languages spoken by the populations served. This helps RCTC align its translation services with the needs of the public to ensure access to critical information and services.

Annual Assessment

The goals of the Commission—equal access, community engagement (including with underserved and LEP groups), disparity elimination, staff training, and transparency—are supported by demographic data collection, employee training, and an accessible complaint process, all reviewed annually to meet Caltrans standards.

The Commission maintains compliance through annual monitoring, using metrics, program reviews, and feedback, with its Civil Rights Officer/Title VI Coordinator ensuring alignment with Caltrans' requirements. RCTC provides annual updates to Caltrans, maintains a signed nondiscrimination policy, addresses concerns through corrective actions, and publicly disseminates Title VI information. The plan is reviewed each year to reflect any changes in programs or community needs, and ensuring compliance with federal and Caltrans requirements.



APPENDIX A

Non-Discrimination Notice, Complaint Procedures, and
Complaint Form



NON-DISCRIMINATION NOTICE, COMPLAINT PROCEDURES, AND COMPLAINT FORM

In accordance with the requirements of Title VI of the Civil Rights Act of 1964, the Federal Transit Administration (FTA) Circular 4702.1B, the Federal Highway Administration (FHWA) 23 Code of Federal Regulations Part 202, and Title II of the Americans with Disabilities Act (ADA) of 1990, the Riverside County Transportation Commission (RCTC) is required to notify beneficiaries of protection under federal statutes, develop complaint procedures, and develop a complaint form.

Anyone wishing to file a complaint against RCTC may reference the following documents:

- I. RCTC Non-Discrimination Notice
- II. Title VI Notice to the Public for Transit-Related Facilities
- III. Procedures for Filing and Investigating Complaints
 - A. Submission of a Complaint to RCTC
 - i. RCTC Investigation Procedures for Title VI Transit-related, ADA, and Other Discriminatory Complaints
 - ii. RCTC Investigation Procedures for Title VI Highway-related Complaints
 - B. Submission of a Title VI Complaint Directly to Federal and State Agencies
 - i. Filing a Title VI Transit-Related Complaint with the FTA
 - ii. Filing a Title VI Highway-Related Complaint with the California Department of Transportation (Caltrans) or the FHWA
- IV. RCTC Discrimination Complaint Form

These documents are considered vital and can be offered in other formats such as Braille or auxiliary aids and translated into languages other than English at no cost, as needed.

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

I. NON-DISCRIMINATION NOTICE

In accordance with the requirements of Title VI of the Civil Rights Act of 1964, Title II of the ADA of 1990, and related statutes, RCTC will not discriminate or exclude

individuals on the basis of race, color, national origin, age, gender, income status, or disability in admission to its programs, services, or activities, in access to them, in treatment of, or in any aspect of operations.

RCTC will not tolerate discrimination by a RCTC employee or recipient(s) of Federal funds such as cities, counties, contractors, consultants, suppliers, planning agencies, or any other recipient(s) receiving federal aid assistance.

Employment: RCTC does not discriminate in its hiring or employment practices and complies with all regulations promulgated by the U.S. Equal Employment Opportunity Commission under Title II of the ADA and Title VI of the Civil Rights Act of 1964.

Effective Communications: RCTC implemented measures to ensure that persons with limited English proficiency and persons with disabilities have meaningful access to the services, benefits, and information of all its programs and activities.

Modifications to Policies and Procedures: RCTC will make all reasonable modifications to policies and procedures to ensure that all people have an equal opportunity to enjoy all of its programs, services, and activities. For example, individuals with service animals are welcomed in RCTC offices, even where pets are generally prohibited.

Anyone who requires an auxiliary aid or translation service for effective communication, or a modification of policies or procedures to participate in a program, service, or activity of RCTC, should contact RCTC at (951) 787-7141. Requests must be received no later than 72 hours before the scheduled event. RCTC will take reasonable steps to ensure that all individuals have meaningful access to programs, services, and information free of charge.

Complaints that a program, service, or activity of RCTC is not accessible should be directed to RCTC's Civil Rights Officer/Title VI and ADA Coordinator:

Riverside County Transportation Commission
David Knudsen, Deputy Executive Director
4080 Lemon Street, Third Floor
Riverside, CA 92502-2208
Phone Number: (951) 787-7141
Email: dknudsen@rctc.org

II. **TITLE VI NOTICE TO THE PUBLIC FOR TRANSIT-RELATED ACTIVITIES**

The following Title VI notice shall be posted on RCTC's website, main reception area, RCTC-owned Metrolink stations, and relevant transit publication materials in accordance with FTA guidelines:

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 the RCTC Civil Rights Officer/Title VI Coordinator David Knudsen at dknudsen@rctc.org; or visit our administrative office at 4080 Lemon Street, 3rd Floor, Riverside, CA 92501. You may also visit our website at www.rctc.org for additional information and 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.

III. **PROCEDURES FOR FILING AND INVESTIGATING COMPLAINTS**

Any person, group of individuals, or entity that believes they have been subjected to discrimination by RCTC on the basis of race, color, national origin, sex, age or disability may file a complaint directly or through a representative with RCTC or with any applicable state or federal agency, including the California Department of Transportation (Caltrans), FHWA, or the FTA.

A. 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 and go to the "About Us" page 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:

- o Name and signature of Complainant
- o Address of Complainant
- o Phone number of Complainant
- o Date of incident
- o Location of incident
- o 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 David Knudsen, Deputy Executive Director by email at dknudsen@rctc.org, postal mail, or in person at the following:

Riverside County Transportation Commission
David Knudsen, Deputy Executive Director
4080 Lemon Street, Third Floor
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, or to meet with RCTC to discuss the alleged incident and provide additional information, may be considered good cause to administratively close the case on the basis of lack of investigative merit.

i. RCTC Investigation Procedures for Title VI Transit-Related, ADA, and Other Discriminatory Complaints

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 meeting, 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 further discuss the alleged incident with the complainant and the basis for the appeal. 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.

ii. RCTC Investigation Procedures for Title VI Highway-Related Complaints

According to FHWA and Caltrans guidance, RCTC cannot independently conduct its own internal investigation when a Title VI complaint is received against its highway related programs, services, or projects. Upon receiving such a complaint, RCTC will promptly forward it to Caltrans within one business day for submission to the FHWA Division Office. Once forwarded, the FHWA Headquarters Office of Civil Rights will review and determine if the investigation will be conducted at the federal (FHWA) or state level (Caltrans). As appropriate, RCTC's complaint procedures will be suspended pending the federal/state agency's findings.

B. Submission of a Title VI Complaint to Federal and State Agencies

i. Filing a Title VI Transit-Related Complaint with the FTA

For transit-related services, programs, and projects, 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.

ii. Filing a Title VI Highway-Related Complaint with Caltrans or the FHWA

For Title VI highway-related projects, the complainant has the right to submit a complaint directly to Caltrans or FHWA. To file a complaint with Caltrans, the complainant can visit or contact the following Caltrans office:

California Department of Transportation
Office of Civil Rights
Attention: Title VI Program Branch
1823 14th Street, MS 79
Sacramento, CA 95811
Email: Title.VI@dot.ca.gov

Caltrans is responsible for forwarding a complaint against RCTC to the FHWA Division Office to determine if the complaint falls under state or federal Title VI jurisdiction. The complainant will receive an acknowledgement letter informing them that the complaint has been received and forwarded to the FHWA.

A person(s) may also file a Title VI highway-related complaint to FHWA directly at:

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

Per the FHWA Guidance Memorandum, Processing of Title VI Complaints, dated June 13, 2018, all Title VI complaints received by Caltrans will be submitted to the FHWA Headquarters Office of Civil Rights. If FHWA Headquarters Office of Civil Rights determines a Title VI complaint against RCTC can be investigated by Caltrans, they may delegate the task of investigating the complaint to Caltrans.

If the complaint falls under Caltrans' jurisdiction, Caltrans Office of Civil Rights (OCR) will conduct an investigation within 90 days. If additional time is needed, Caltrans OCR will call the complainant and inform them. If more information is needed to resolve the case, the Caltrans OCR investigator may contact the complainant. The complainant has ten business days from the date of the letter to send the requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within ten business days, Caltrans OCR can administratively close the case. A case can be also administratively closed if the complainant no longer wishes to pursue their case. At the conclusion of the investigation, Caltrans OCR prepares a report with findings, determines whether discrimination occurred, and will work with RCTC to implement any corrective actions.

Caltrans OCR will consult with FHWA Headquarters Office of Civil Rights regarding the disposition of the complaint. Disposition of a Title VI complaint will be undertaken by FHWA Headquarters, through either (1) informal resolution or (2) issuance of a Letter of Finding of compliance or noncompliance with Title VI. A copy of the Letter of Finding will be sent to all parties via the FHWA Division Office.

IV. TRACKING OF COMPLAINTS

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

V. DISCRIMINATION 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:

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, national origin, sex, age, or disability. 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 RCTC Civil Rights Officer/Title VI and ADA Coordinator, David Knudsen, by calling (951) 787-7141.

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

**David Knudsen, Deputy Executive Director Riverside
County Transportation Commission 4080 Lemon
Street, Third Floor
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: _____

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: ☐

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

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

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

TITLE VI PUBLIC PARTICIPATION PLAN

APPENDIX B



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

Table of Contents

I. Introduction	1
Background of the Riverside County Transportation Commission	1
Purpose of this Plan	1
Desired Outcomes	1
Federal and State Requirements	2
Public Participation Background	2
II. Riverside County Demographics	3
Minority Individuals	4
LEP Individuals	8
III. RCTC’s Stakeholders	11
IV. Public Participation Strategies and Tools	11
Public Participation Goals and Strategies	11
Project Specific Public Participation	13
Updating the Public Participation Plan	14
V. Summary of Public Participation Activities	14
Transit-Related Public Participation	14
Capital-Related Public Participation	16
RCTC’s Website	17
VI. Contact information	17

I. Introduction

Background of the Riverside County Transportation Commission

The Riverside County Transportation Commission (Commission or RCTC) was established in 1976 by the State of California (State) to oversee the funding and coordination of 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. The Commission is the designated regional transportation planning agency and county transportation commission. The Commission's responsibilities include setting policies, establishing priorities, and coordinating activities among the County's various transit operators and local jurisdictions.

RCTC's capital projects, commuter services, and transit-related programs and projects are funded with various local, state, and federal sources. 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, FHWA's Title VI local agency program requirements, and Code of Federal Regulations 23 CFR 200.9(b)(4). 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 Plan is the established process that describes the proactive strategies, procedures, and desired outcomes of the Commission's public participation activities. The Plan also provides direction for the Commission's public processes by accommodating 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. Lastly, the Plan identifies engagement strategies for inclusive participation 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.

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.

Further guidance is provided pursuant 23 CFR 200, the Federal Highway Administration (FHWA), and the California Department of Transportation (Caltrans.)

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 the annual transit needs hearing, or on the social and environmental effects of a proposed project. Other guidance and requirements from Caltrans will also be met depending on whether the project is highway- or transit-related. Highway projects, for instance, will comply with Caltrans' Project Development Procedures Manual, Chapter 11 Public Hearing requirements.

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 Express Lanes Southern Extension
- ✓ State Route 60 Truck Lanes Project
- ✓ Mid-County Parkway/Interstate 215 Placentia Avenue Interchange
- ✓ Coachella Valley-San Geronio Pass Rail Corridor Service Project

- ✓ Moreno Valley/March Field Station Improvements Project
- ✓ Perris-South Station and Layover Facility Expansion Moreno Valley to Perris Double Track Project
- ✓ Mead Valley Station/Mobility Hub

Transit-related activities that involve public participation may include:

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

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

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 2013 and 2023 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 2013 and 2023, the adult population ages 18 and over increased by 15 percent, adding 240,012 individuals. Adults represent nearly 76 percent of the county's total population, numbering nearly 1.85 million people.
- ✓ The adult population age 65 or older has increased by nearly 36 percent, adding over 99,000 people. This group amounts to a total of almost 371,046 persons, representing 15.1 percent of the total county population.
- ✓ Younger seniors, ages 65 to 74, is the largest and fastest growing senior group, representing 58 percent of all seniors.
- ✓ Population in the percent below poverty level decreased by 25 percent since the 2013 ACS Estimates, representing 11 percent of the current entire population.
- ✓ Individuals with disabilities total 288,351, which represents nearly 12 percent of the County's total population growing by 23% between 2013 and 2023.

- ✓ Owner occupied housing units increased by 16 percent while renter occupied housing increased by four 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 Figures 1 through 3 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: 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.

Figure 3: 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 1. Western Riverside County Minority Population

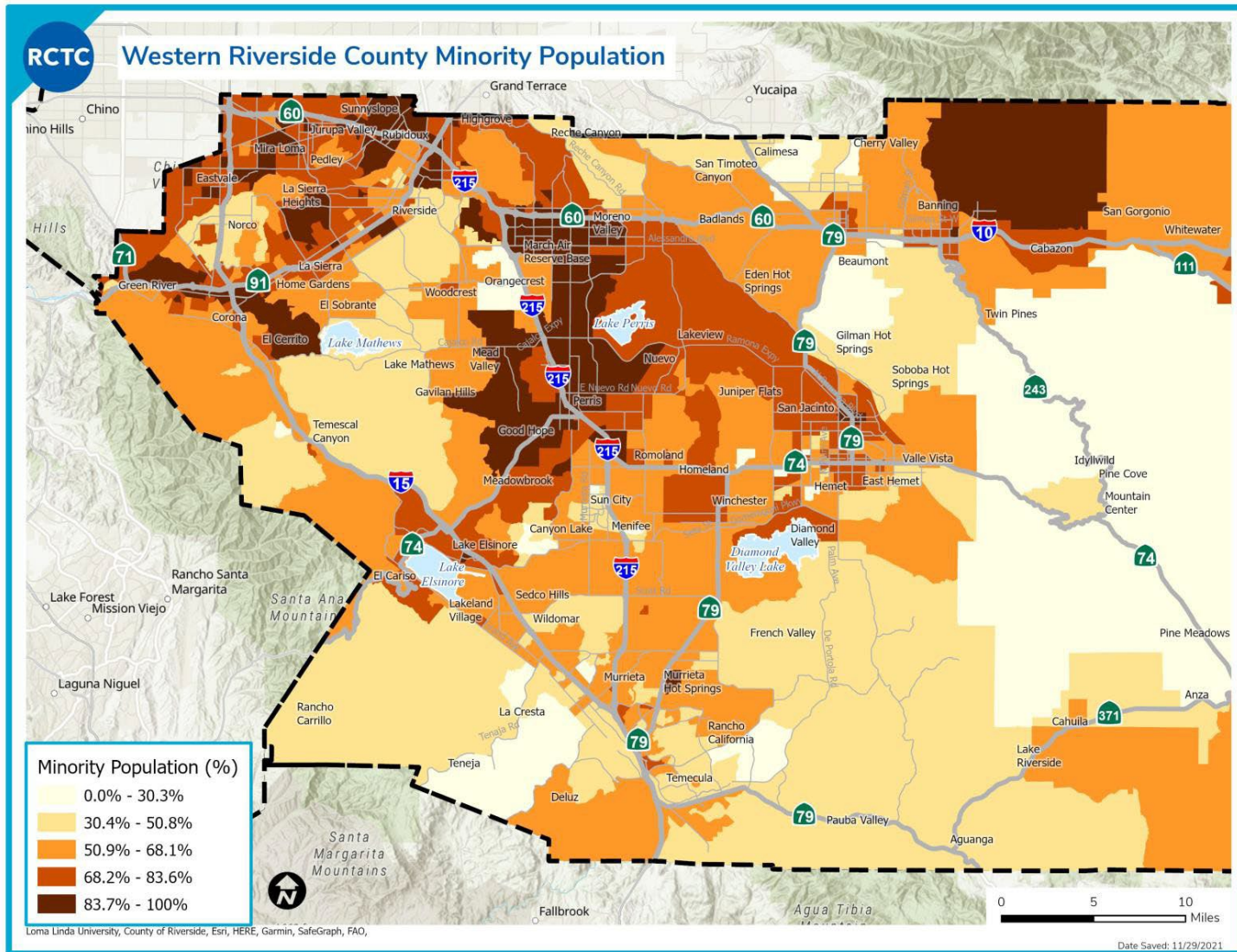


Figure 2. Coachella Valley Minority Population

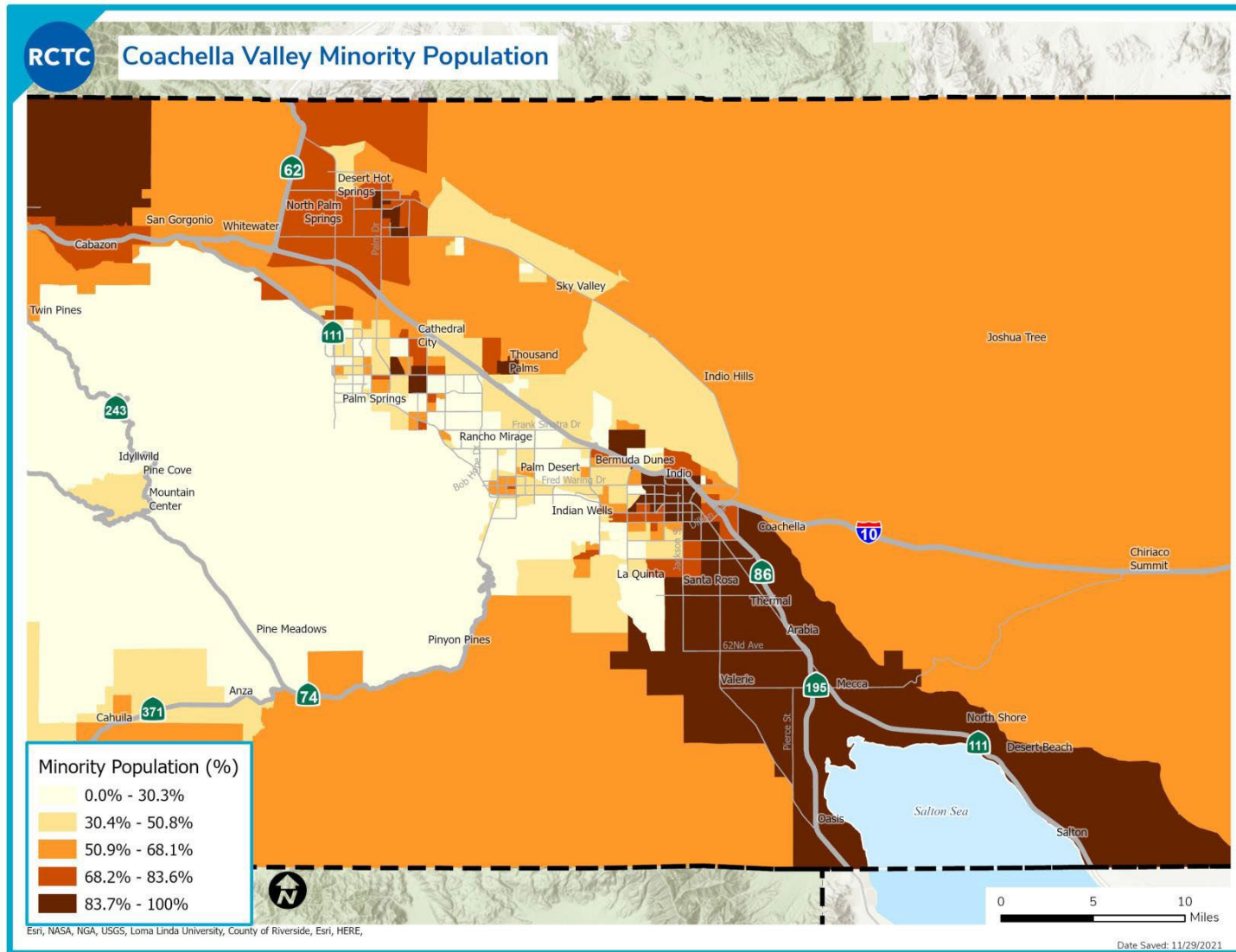
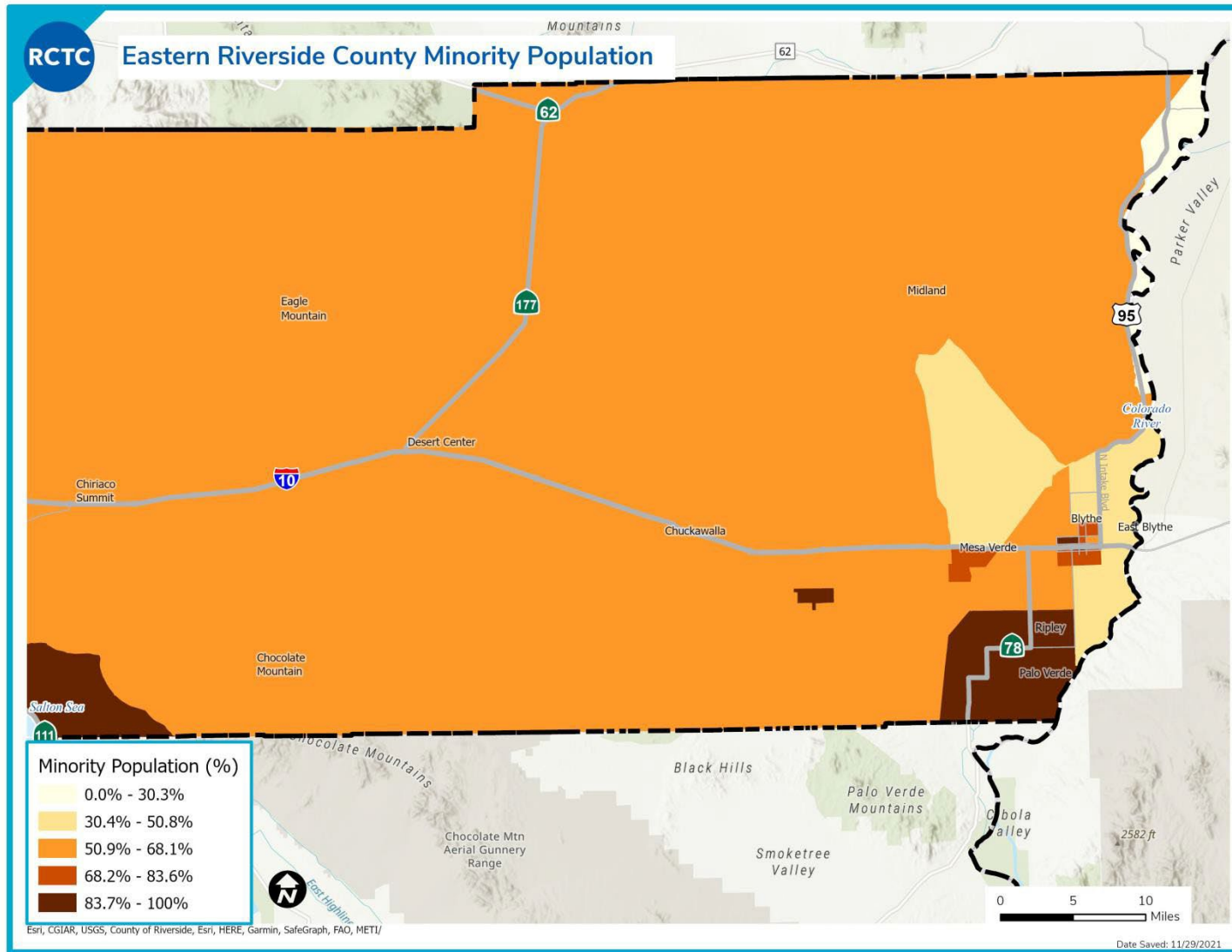


Figure 3. Eastern County Minority Population



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 constitutes 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 2023 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 359,753 individuals who speak English less than “very well” or 15.3 percent of Riverside County’s total population. The largest LEP group is Spanish speakers, who number 291,268 and comprise 12.4 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 2023 American Community Survey 1-Year Estimates	Estimate	% to Total # of Population
Total:	2,350,464	100.0%
Speak only English	1,309,592	55.7%
Spanish: Speak English less than "very well"	291,268	12.4%
French (incl. Cajun): Speak English less than "very well"	628	0.0%
Haitian: Speak English less than "very well"	99	0.0%
Italian: Speak English less than "very well"	233	0.0%
Portuguese: Speak English less than "very well"	806	0.0%
German: Speak English less than "very well"	680	0.0%
Yiddish, Pennsylvania Dutch or other West Germanic languages: Speak English less than "very well"	250	0.0%
Greek: Speak English less than "very well"	0	0.0%
Russian: Speak English less than "very well"	260	0.0%
Polish: Speak English less than "very well"	401	0.0%
Serbo-Croatian: Speak English less than "very well"	0	0.0%
Ukrainian or other Slavic languages: Speak English less than "very well"	596	0.0%
Armenian: Speak English less than "very well"	1,147	0.0%
Persian (incl. Farsi, Dari): Speak English less than "very well"	2,809	0.1%
Gujarati: Speak English less than "very well"	1,296	0.1%
Hindi: Speak English less than "very well"	2,115	0.1%
Urdu: Speak English less than "very well"	1,100	0.0%
Punjabi: Speak English less than "very well"	1,540	0.1%
Bengali: Speak English less than "very well"	103	0.0%
Nepali, Marathi, or other Indic languages: Speak English less than "very well"	484	0.0%
Other Indo-European languages: Speak English less than "very well"	1,212	0.1%
Telugu: Speak English less than "very well"	66	0.0%
Tamil: Speak English less than "very well"	0	0.0%

Table B16001: LANGUAGE SPOKEN AT HOME BY ABILITY TO SPEAK ENGLISH FOR THE POPULATION 5 YEARS AND OVER 2023 American Community Survey 1-Year Estimates	Estimate	% to Total # of Population
Malayalam, Kannada, or other Dravidian languages: Speak English less than "very well"	343	0.0%
Chinese (incl. Mandarin, Cantonese): Speak English less than "very well"	13,667	0.6%
Japanese: Speak English less than "very well"	1,249	0.1%
Korean: Speak English less than "very well"	4,462	0.2%
Hmong: Speak English less than "very well"	0	0.0%
Vietnamese: Speak English less than "very well"	7,379	0.3%
Khmer: Speak English less than "very well"	494	0.0%
Thai, Lao, or other Tai-Kadai languages: Speak English less than "very well"	2,119	0.1%
Other languages of Asia: Speak English less than "very well"	514	0.0%
Tagalog (incl. Filipino): Speak English less than "very well"	14,540	0.6%
Ilocano, Samoan, Hawaiian, or other Austronesian languages: Speak English less than "very well"	1,467	0.1%
Arabic: Speak English less than "very well"	5,191	0.2%
Hebrew: Speak English less than "very well"	119	0.0%
Amharic, Somali, or other Afro-Asiatic languages: Speak English less than "very well"	378	0.0%
Yoruba, Twi, Igbo, or other languages of Western Africa: Speak English less than "very well"	557	0.0%
Swahili or other languages of Central, Eastern, and Southern Africa: Speak English less than "very well"	37	0.0%
Navajo: Speak English less than "very well"	69	0.0%
Other Native languages of North America: Speak English less than "very well"	75	0.0%
Other and unspecified languages: Speak English less than "very well"	0	0.0%

III. RCTC's Stakeholders

Stakeholders are individuals, groups, organizations, or agencies that may be directly or indirectly affected by a project or program. 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 project'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 Transit, and Beaumont Transit
- 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 with 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 multiple channels of outreach for promoting public participation opportunities including, as appropriate, RCTC's website and blog, the Citizens and Specialized Transit Advisory Committee (CSTAC), 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 461 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, as applicable.

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 FTA-required three-year Title VI Program adoption and FHWA-required Title VI Implementation Plan. 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:

- 2022 Public Hearing, August 8, 2022 via Video/teleconference
- 2023 Public Hearing, August 7, 2023 at RCTC offices, Sunline Transit Agency board room, Palo Verde Valley Transit Agency Room A
- 2024 Public Hearing, August 12, 2024 at RCTC Offices, Sunline Transit Agency board room, Palo Verde Valley Transit Agency Room A

Coordinated Plan 2025 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 – September and October 2024
- Phase II Countywide E-Survey – January and February 2025
- Phase III Virtual Workshop and Open House – April 2025 (Planned)

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 public transit operators and 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 800 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 bimonthly, or, as necessary.

Riverside County Transportation Network

The Riverside County Transportation Network is a list of key stakeholders and includes agencies and organizations. The 461 active contacts are non-profits, human and social services, private transportation companies, public agencies, and 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.

Traffic Relief Plan

The Traffic Relief Plan is an aspirational plan that identifies more than \$30 billion in needed transportation projects and priorities based on input from thousands of residents throughout Riverside County. The plan includes projects across seven categories including: public transportation, safe streets and roads, regional connections, active transportation, highway, environmental mitigation, and blowsand and floods. To complete the projects listed in the Plan, a mixture of federal, state, and local funding will be needed. The Commission may also make a future decision to place a sales tax measure with an ordinance and expenditure plan for consideration and approval from Riverside County voters. Public participation for the plan included:

- Virtual Public Information Webinar, March 20, 2024
- Tele Town Halls, May 13 and 14, 2024

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, helplines, project webpages, and various social media platforms. Since the last update of the Public Participation Plan, there were not any RCTC-led transit-related projects that held public engagements; however, the following highway-related projects held public engagements:

- Interstate 10 Highland Springs Avenue Interchange Improvements
- Interstate 15 Smart Freeway Pilot Project
- Interstate 15 Express Lanes Project Southern Extension

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
David Knudsen, Deputy Executive Director
4080 Lemon Street, Third Floor
P.O. Box 12008
Riverside, CA 92502-2208
Email: dknudsen@rctc.org
Phone: (951) 787-7141

TITLE VI

LANGUAGE ASSISTANCE PLAN

APPENDIX C



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

Table of Contents

I. Introduction.....	1
Background of the Riverside County Transportation Commission	1
Purpose of this Plan	2
Title VI and Federal Authority	2
Language Assistance Goals	2
II. Four Factor Analysis.....	3
Factor One: The number or proportion of LEP persons eligible to be served or likely to be encountered	3
Factor Two: The frequency with which LEP persons come into contact with the program	6
Factor Three: The nature and importance of the program, activity, or service to people’s lives.....	6
Factor Four: The resources available to the recipient for LEP outreach.....	7
Discussion of Results	7
III. Implementation Plan	8
Language Service Provision	8
Staff Training	9
IV. Monitoring, Evaluating, and Updating the LAP.....	9
V. Contact information.....	10

I. Introduction

Background of the Riverside County Transportation Commission

The Riverside County Transportation Commission (Commission or RCTC) was established in 1976 by the State of California (State) to oversee the funding and coordination of 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. The Commission is the designated regional transportation planning agency and county transportation commission. The Commission's responsibilities include setting policies, establishing priorities, and coordinating activities among the County's various transit operators and local jurisdictions.

The public is most familiar with RCTC for its involvement in planning and delivering capital highway and rail projects such as the following:

- ✓ 91 Express Lanes
- ✓ 15 Express Lanes
- ✓ 15/91 Express Lanes Connector
- ✓ Interstate 15 Express Lanes Southern Extension
- ✓ State Route 71/91 Interchange Project
- ✓ State Route 60 Truck Lanes Project
- ✓ Mid-County Parkway/Interstate 215 Placentia Avenue Interchange
- ✓ Coachella Valley-San Geronio Pass Rail Corridor Service Project
- ✓ Riverside-Downtown Station Improvements Project
- ✓ Moreno Valley/March Field Station Improvements Project
- ✓ Perris-South Station and Layover Expansion Project
- ✓ Moreno Valley to Perris Double Track Project
- ✓ Mead Valley Station/Mobility Hub

The Commission also provides motorist aid services designed to expedite traffic flow. These services include the Freeway Service Patrol, a roving tow truck service that assists 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, and the countywide vanpool program known as VanClub.

These programs and projects are funded by various local, state, and federal sources. 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 Federal Transit Administration (FTA) and Federal Highway Administration (FHWA) 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. As a recipient of federal funding, and in order to comply with Title VI, as well as FTA and FHWA guidance, RCTC has developed its own Language Assistance Plan in compliance with these guidelines.

This plan was developed with input from 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), ensuring compliance with federal standards for providing meaningful access to LEP individuals, and with reference to FHWA Title VI Local Agency Requirements as provided by Caltrans.

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). FHWA incorporates the U.S. DOT's LEP Guidance, which aligns with FTA Circular 4702.1B in detailing 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 of Riverside County, which has a total population of 2,492,442 individuals according to the 2023 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 and FHWA, 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 provides information from the 2023 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 12.4 percent of the County's population and number 291,268 individuals. Although no other LEP group reaches 5 percent of the population, 15 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 2023 American Community Survey 1-Year Estimates	Estimate	% to Total # of Population
Total:	2,350,464	100.0%
Speak only English	1,309,592	55.7%
Spanish: Speak English less than "very well"	291,268	12.4%
French (incl. Cajun): Speak English less than "very well"	628	0.0%
Haitian: Speak English less than "very well"	99	0.0%
Italian: Speak English less than "very well"	233	0.0%
Portuguese: Speak English less than "very well"	806	0.0%
German: Speak English less than "very well"	680	0.0%
Yiddish, Pennsylvania Dutch or other West Germanic languages: Speak English less than "very well"	250	0.0%
Greek: Speak English less than "very well"	0	0.0%
Russian: Speak English less than "very well"	260	0.0%
Polish: Speak English less than "very well"	401	0.0%
Serbo-Croatian: Speak English less than "very well"	0	0.0%
Ukrainian or other Slavic languages: Speak English less than "very well"	596	0.0%
Armenian: Speak English less than "very well"	1,147	0.0%
Persian (incl. Farsi, Dari): Speak English less than "very well"	2,809	0.1%
Gujarati: Speak English less than "very well"	1,296	0.1%
Hindi: Speak English less than "very well"	2,115	0.1%
Urdu: Speak English less than "very well"	1,100	0.0%
Punjabi: Speak English less than "very well"	1,540	0.1%
Bengali: Speak English less than "very well"	103	0.0%
Nepali, Marathi, or other Indic languages: Speak English less than "very well"	484	0.0%
Other Indo-European languages: Speak English less than "very well"	1,212	0.1%
Telugu: Speak English less than "very well"	66	0.0%
Tamil: Speak English less than "very well"	0	0.0%

Table B16001: LANGUAGE SPOKEN AT HOME BY ABILITY TO SPEAK ENGLISH FOR THE POPULATION 5 YEARS AND OVER 2023 American Community Survey 1-Year Estimates	Estimate	% to Total # of Population
Malayalam, Kannada, or other Dravidian languages: Speak English less than "very well"	343	0.0%
Chinese (incl. Mandarin, Cantonese): Speak English less than "very well"	13,667	0.6%
Japanese: Speak English less than "very well"	1,249	0.1%
Korean: Speak English less than "very well"	4,462	0.2%
Hmong: Speak English less than "very well"	0	0.0%
Vietnamese: Speak English less than "very well"	7,379	0.3%
Khmer: Speak English less than "very well"	494	0.0%
Thai, Lao, or other Tai-Kadai languages: Speak English less than "very well"	2,119	0.1%
Other languages of Asia: Speak English less than "very well"	514	0.0%
Tagalog (incl. Filipino): Speak English less than "very well"	14,540	0.6%
Ilocano, Samoan, Hawaiian, or other Austronesian languages: Speak English less than "very well"	1,467	0.1%
Arabic: Speak English less than "very well"	5,191	0.2%
Hebrew: Speak English less than "very well"	119	0.0%
Amharic, Somali, or other Afro-Asiatic languages: Speak English less than "very well"	378	0.0%
Yoruba, Twi, Igbo, or other languages of Western Africa: Speak English less than "very well"	557	0.0%
Swahili or other languages of Central, Eastern, and Southern Africa: Speak English less than "very well"	37	0.0%
Navajo: Speak English less than "very well"	69	0.0%
Other Native languages of North America: Speak English less than "very well"	75	0.0%
Other and unspecified languages: Speak English less than "very well"	0	0.0%

Any individual seeking language assistance, regardless of English proficiency, is eligible to be served by the Commission's language assistance 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 RCTC programs, a survey was distributed to staff who regularly interact with or who are 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, Multimodal Services, and Toll Program. 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.

A total of 36 surveys were completed by staff. The survey asked staff how frequent they interacted with LEP persons in the last year, and of the 36 respondents, 15 (42%) stated they have never encountered a request for translation services; 16 (44%) reported interaction less than once a month; one (3%) reported once a month; and the remaining four (11%) stated a few times per week or everyday. Nearly all of the language requests were for Spanish translation or interpretation. Other language requests that were reported within the last three years included Chinese (three times), Tagalog/Filipino (once), and American Sign Language (once). Staff members who encountered a majority of requests for translation services reported the most common requests were received from the front reception or general information line for information about transit services, express lane/toll, RCTC project-specific construction, and 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, and in some cases translation services were utilized through RCTC's on-call contract with PALS for Health, Google translation, or consultant staff.

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 the responsible transportation agency tasked with the funding and coordination of public transportation services within Riverside County; which includes 28 cities, 7,208 square miles, and 2,492,442 individuals according to the 2023 U.S. Census Bureau. The Commission's mission is to assume a leadership role in improving mobility in the County. RCTC 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 administers

VanClub and provides motorist aid services designed to expedite traffic flow. The Commission is also the lead agency for major highway capital improvements, station rehabilitation and rail capital projects.

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.
- 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 12.4 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 who speak Spanish.
- RCTC contracts with PALS for Health to provide written translation and oral interpretation for LEP individuals.
- RCTC will also provide written materials in other languages or provide translation services at public meetings, 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

Staff training will be provided to ensure that staff who regularly interact with the public receive comprehensive training on Title VI and related statutes and understand the available resources and procedures to offer language assistance. This training will be provided at least every two years and within six months of a new employee's start date. Training will be offered in-person, virtual, and/or through other partners such as Caltrans, FTA, or FHWA.

Outreach and front desk staff may receive training more frequently in assisting LEP individuals, including identifying language and using the language service provider interpretation system.

In particular, the following items will be covered in trainings:

- 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 and addressing potential complaints
- 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.
- Where to seek assistance for Title VI questions and concerns

IV. Monitoring, Evaluating, and Updating the LAP

A thorough review of the LAP will be undertaken every three years as required by FTA, or as necessary as guidelines are revised or as compliance reviews warrant. To meet the requirements of FHWA and Caltrans, an annual assessment will be conducted to determine if modifications are necessary to ensure meaningful access to project and services for LEP persons.

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 the CSTAC and community stakeholders and organizations.

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
 - Number of requests for translation and interpretation services

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:

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