



District Department of Transportation

Section XVIII - Appendix Title VI Implementation Plan

Federal Highway Administration

FFY 2016



GOVERNMENT OF THE DISTRICT OF COLUMBIA
DEPARTMENT OF TRANSPORTATION



SECTION XVIII

APPENDIX

TITLE VI IMPLEMENTATION PLAN

Prepared by:

Office of Civil Rights
District Department of Transportation

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Submitted to:

Federal Highway Administration
District of Columbia Division Office
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Federal Fiscal Year 2016

APPENDIX

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A. Title VI Non-Discrimination Policy Statement

Government of the District of Columbia

Department of Transportation



Title VI Nondiscrimination Policy

It is the policy of the District of Columbia Department of Transportation (DDOT) to assure that no person shall, on the grounds of race, color, national origin, gender, age, or disability, as provided in Title VI of the Civil Rights Act of 1964 and related statutes (implementation through 23 CFR 200.9), be excluded from participation in, denied the benefits of, or otherwise subjected to discrimination under any program or activity for which DDOT receives or has received federal financial assistance. Specific discriminatory practices that are prohibited include, but are not limited to: denying an individual any service, financial aid or benefit provided under the program to which he or she might otherwise be entitled; making distinctions in the quality, quantity, or manner in which the service or benefit is provided; or segregating or separately treating individuals in any matter related to the receipt of any service, aid or benefit on the basis of race, color, national origin, gender, age, or disability.

To the greatest extent allowed by law, DDOT ensures equity in its administration of programs and policies that affect human health and the environment to identify and avoid disproportionately high and adverse impacts on minority and low-income populations. In addition, DDOT promotes meaningful access to services for persons with limited-English proficiency.

DDOT further assures that every effort will be made to ensure nondiscrimination in all of its programs and activities, regardless of whether those programs receive federal funding. Furthermore, in the event that DDOT distributes Federal-aid funds to another entity, DDOT will include Title VI requirements in all agreements and monitor for compliance.

Title VI compliance is a condition of receipt for Federal funds. The Title VI Coordinator (Lisa Gregory, Chief, Office of Civil Rights), and the Title VI Specialist (Karen Randolph) have been delegated the authority and responsibility to implement and ensure compliance with the provisions of this policy and the law, including the requirements imposed by or pursuant to 23 CFR 200.9 and 49 CFR 21. Furthermore, DDOT's Associate Directors have been delegated the authority and responsibility to effectively implement the Title VI/Nondiscrimination Program requirements within their Program Areas.

Leif A. Dormsjo
Director, District Department of Transportation

July 17, 2015

Date

B. Title VI Assurances

The United States Department of Transportation (USDOT) Standard Title VI/Non-Discrimination

Assurances

DOT Order No. 1050.2A

The District Department of Transportation (hereinafter "DDOT"), **HEREBY AGREES THAT**, as a condition to receiving any Federal financial assistance from the U.S. Department of Transportation (DOT), through the Federal Highway Administration (FHWA) is subject to and will comply with the following:

Statutory/Regulatory Authorities

- Title VI of the Civil Rights Act of 1964 (42 U.S.C. § 2000d et seq., 78 stat. 252), (prohibits discrimination on the basis of race, color, national origin);
- 49 C.F.R. Part 21 (entitled Non-discrimination In Federally-Assisted Programs Of The Department Of Transportation-Effectuation Of Title VI Of The Civil Rights Act Of 1964);
- 28 C.F.R. section 50.3 (U.S. Department of Justice Guidelines for Enforcement of Title VI of the Civil Rights Act of 1964);

The preceding statutory and regulatory cites hereinafter are referred to as the "Acts" and "Regulations," respectively.

General Assurances

In accordance with the Acts, the Regulations, and other pertinent directives, circulars, policy, memoranda, and/or guidance, the Recipient hereby gives assurance that it will promptly take any measures necessary to ensure that:

"No person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity, for which the Recipient receives Federal financial assistance from DOT, including the FHWA.

The Civil Rights Restoration Act of 1987 clarified the original intent of Congress, with respect to Title VI and other Non-discrimination requirements (The Age Discrimination Act of 1975, and Section 504 of the Rehabilitation Act of 1973), by restoring the broad, institutional-wide scope and coverage of these non-discrimination statutes and requirements to include all programs and activities of the Recipient, so long as any portion of the program is Federally assisted.

Specific Assurances

More specifically, and without limiting the above general Assurance, the Recipient agrees with and gives the following Assurances with respect to its Federally assisted transportation program:

1. The Recipient agrees that each "activity," "facility," or "program," as defined in §§ 21.23(b) and 21.23(e) of 49 C.F.R. § 21 will be (with regard to an "activity") facilitated, or will be (with regard

to a "facility") operated, or will be (with regard to a "program") conducted in compliance with all requirements imposed by, or pursuant to the Acts and the Regulations.

2. The Recipient will insert the following notification in all solicitations for bids, Requests For Proposals for work, or material subject to the Acts and the Regulations made in connection with all transportation programs and, in adapted form, in all proposals for negotiated agreements regardless of funding source:

"The DDOT, in accordance with the provisions of Title VI of the Civil Rights Act of 1964 (78 Stat. 252, 42 U.S.C. §§ 2000d to 2000d-4) and the Regulations, hereby notifies all bidders that it will affirmatively ensure that any contract entered into pursuant to this advertisement, disadvantaged business enterprises will be afforded full and fair opportunity to submit bids in response to this invitation and will not be discriminated against on the grounds of race, color, or national origin in consideration for an award."

3. The Recipient will insert the clauses of Appendix A and E of this Assurance in every contract or agreement subject to the Acts and the Regulations.
4. The Recipient will insert the clauses of Appendix B of this Assurance, as a covenant running with the land, in any deed from the United States effecting or recording a transfer of real property, structures, use, or improvements thereon or interest therein to a Recipient.
5. That where the Recipient receives Federal financial assistance to construct a facility, or part of a facility, the Assurance will extend to the entire facility and facilities operated in connection therewith.
6. That where the Recipient receives Federal financial assistance in the form, or for the acquisition of real property or an interest in real property, the Assurance will extend to rights to space on, over, or under such property.
7. That the Recipient will include the clauses set forth in Appendix C and Appendix D of this Assurance, as a covenant running with the land, in any future deeds, leases, licenses, permits, or similar instruments entered into by the Recipient with other parties:
 - a. for the subsequent transfer of real property acquired or improved under the applicable activity, project, or program; and
 - b. for the construction or use of, or access to, space on, over, or under real property acquired or improved under the applicable activity, project, or program.
8. That this Assurance obligates the Recipient for the period during which Federal financial assistance is extended to the program, except where the Federal financial assistance is to provide, or is in the form of, personal property, or real property, or interest therein, or structures or improvements thereon, in which case the Assurance obligates the Recipient, or any transferee for the longer of the following periods:

- a. the period during which the property is used for a purpose for which the Federal financial assistance is extended, or for another purpose involving the provision of similar services or benefits; or
 - b. the period during which the Recipient retains ownership or possession of the property.
9. The Recipient will provide for such methods of administration for the program as are found by the Secretary of Transportation or the official to whom he/she delegates specific authority to give reasonable guarantee that it, other recipients, sub-recipients, sub-grantees, contractors, subcontractors, consultants, transferees, successors in interest, and other participants of Federal financial assistance under such program will comply with all requirements imposed or pursuant to the Acts, the Regulations, and this Assurance.
10. The Recipient agrees that the United States has a right to seek judicial enforcement with regard to any matter arising under the Acts, the Regulations, and this Assurance.

By signing this ASSURANCE, DDOT also agrees to comply (and require any sub-recipients, sub-grantees, contractors, successors, transferees, and/or assignees to comply) with all applicable provisions governing the FHWA access to records, accounts, documents, information, facilities, and staff. You also recognize that you must comply with any program or compliance reviews, and/or complaint investigations conducted by the FHWA. You must keep records, reports, and submit the material for review upon request to FHWA, or its designee in a timely, complete, and accurate way. Additionally, you must comply with all other reporting, data collection, and evaluation requirements, as prescribed by law or detailed in program guidance.

DDOT gives this ASSURANCE in consideration of and for obtaining any Federal grants, loans, contracts, agreements, property, and/or discounts, or other Federal-aid and Federal financial assistance extended after the date hereof to the recipients by the U.S. Department of Transportation under the transportation program. This ASSURANCE is binding on the District of Columbia, other recipients, sub-recipients, sub-grantees, contractors, subcontractors and their subcontractors', transferees, successors in interest, and any other participants in the transportation program. The person(s) signing below is authorized to sign this ASSURANCE on behalf of the Recipient.

District Department of Transportation
(Name of Recipient)

by 
(Signature of Authorized Official)

DATED 12/16/15

APPENDIX A

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

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

noncompliance. Provided, that if the contractor becomes involved in, or is threatened with litigation by a subcontractor, or supplier because of such direction, the contractor may request the Recipient to enter into any litigation to protect the interests of the Recipient. In addition, the contractor may request the United States to enter into the litigation to protect the interests of the United States.

APPENDIX B

CLAUSES FOR DEEDS TRANSFERRING UNITED STATES PROPERTY

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

NOW, THEREFORE, the U.S. Department of Transportation as authorized by law and upon the condition that the DDOT will accept title to the lands and maintain the project constructed thereon in accordance with Fixing America's Surface Transportation Act (FAST ACT), the Regulations for the Administration of the transportation program, and the policies and procedures prescribed by the FHWA of the U.S. Department of Transportation in accordance and in compliance with all requirements imposed by Title 49, Code of Federal Regulations, U.S. Department of Transportation, Subtitle A, Office of the Secretary, Part 21, Non-discrimination in Federally-assisted programs of the U.S. Department of Transportation pertaining to and effectuating the provisions of Title VI of the Civil Rights Act of 1964 (78 Stat. 252; 42 U.S.C. § 2000d to 2000d-4), does hereby remise, release, quitclaim and convey unto the DDOT all the right, title and interest of the U.S. Department of Transportation in and to said lands described in Exhibit A attached hereto and made a part hereof.

(HABENDUM CLAUSE)

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

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

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

APPENDIX C

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

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

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

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

APPENDIX D

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

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

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

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

APPENDIX E

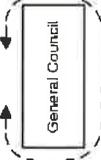
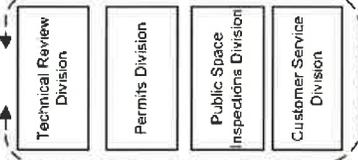
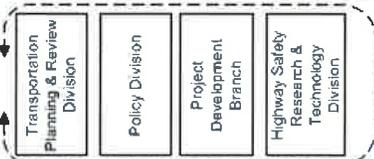
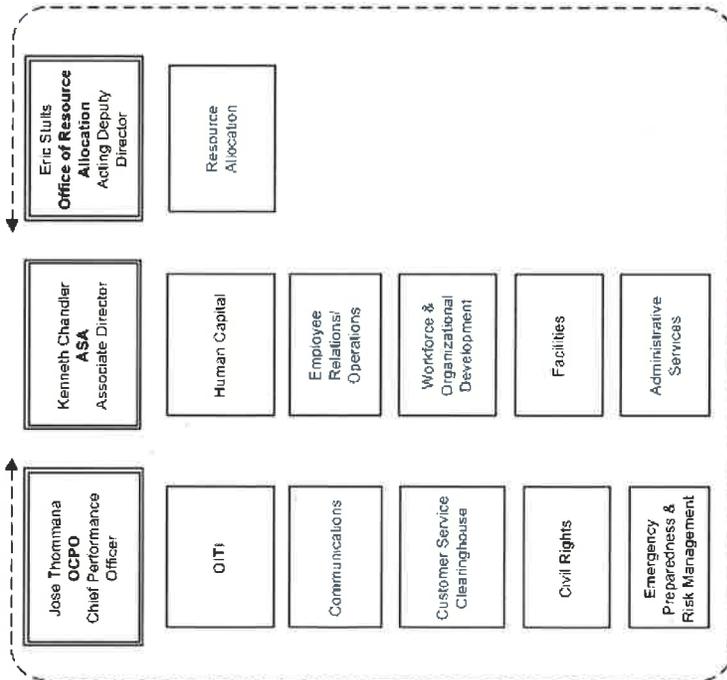
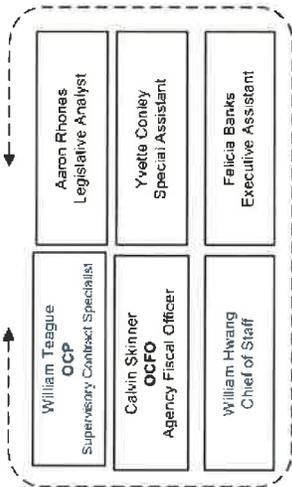
During the performance of this contract, the contractor, for itself, its assignees, and successors in interest (hereinafter referred to as the "contractor") agrees to comply with the following non-discrimination statutes and authorities; including but not limited to:

Pertinent Non-Discrimination Authorities:

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

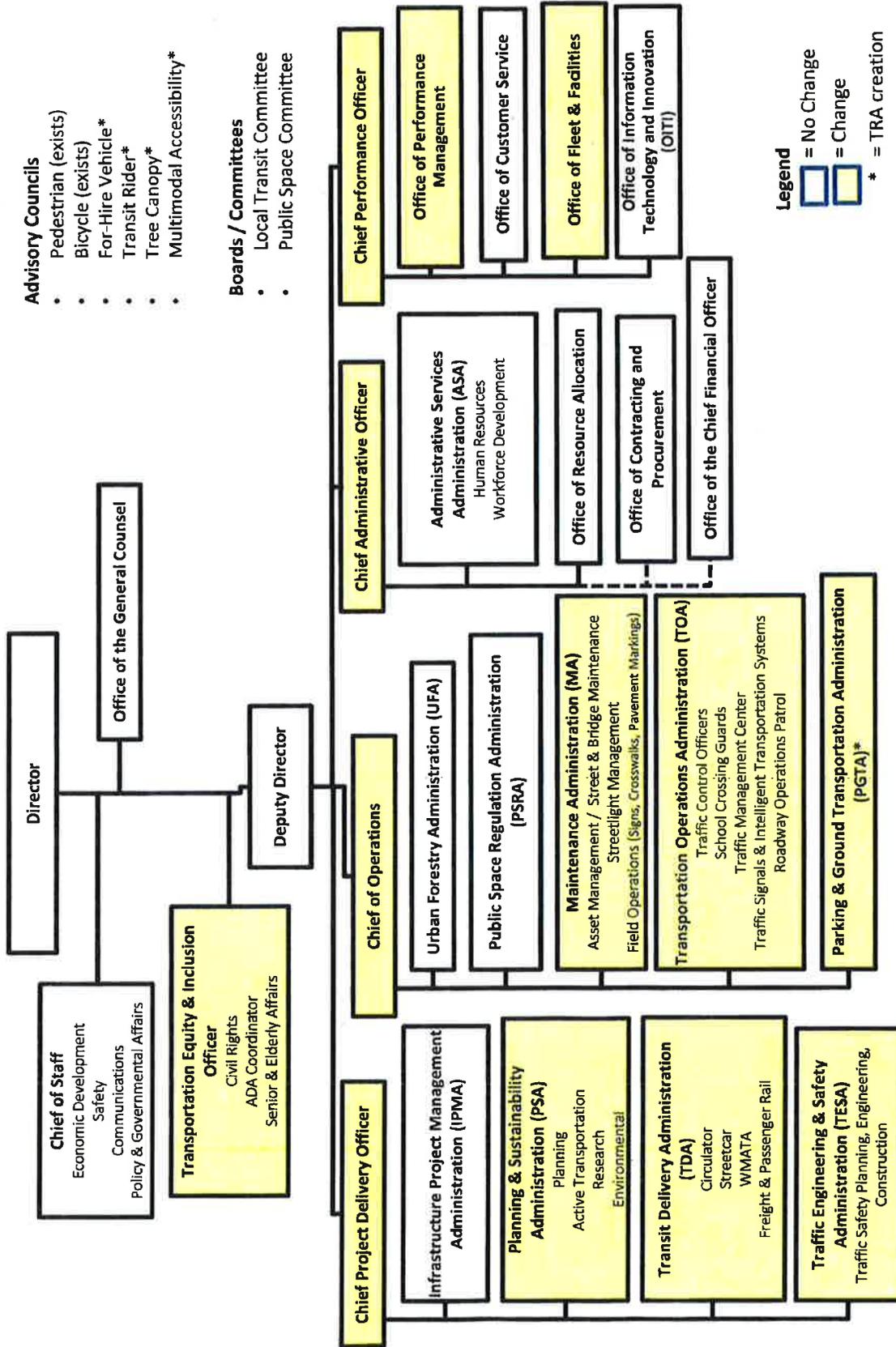
C. DDOT Official Organization Chart

District Department of Transportation Office of the Director Senior Level Organization Chart



D. DRAFT DDOT Reorganization Chart

DRAFT District Department of Transportation (DDOT) Reorganization Chart



E. DDOT Program Area Review Questionnaires

Staff Composition

- 1) Policy and Advisory Committees – Provide a listing of any committees and their respective members by position, race and gender.
- 2) Provide a listing of people who are designated to provide alternative language assistance and identify what languages they translate in your administration.
- 3) What is the role of the Title VI Liaison in the project development stage of each of the following (please indicate and briefly discuss those that apply to your administration):
 - a. Public involvement/citizen advisory committees
 - b. Scheduling time and location of public meetings/hearings
 - c. Project Programming
 - d. Public Scoping
 - e. Purpose and Needs Assessment
 - f. Environmental Assessments
 - g. Environmental Impact Statements
 - h. FONSI
 - i. Alternatives Development
 - j. Environmental Commitments
 - k. Preliminary/Final Designs
 - l. Relocations/Right-of-Way
 - m. Utility adjustment
 - n. Construction/Work Zone Safety
 - o. Service change
 - p. Fare change

Public Involvement

- 1) Provide a copy of your public involvement process.
- 2) Does the public involvement process have an identified strategy for engaging minority, low-income, disabled, Limited/No English Proficiency, and elderly (Title VI protected populations), populations/communities in transportation decision-making?
- 3) What strategies are used to ensure relevant information is disseminated in a timely manner?
- 4) What mechanisms are in place to ensure that issues and concerns raised by Title VI protected populations are appropriately considered in the decision-making process?
- 5) What strategies are used to determine the effectiveness of the public outreach effort during project development? How is it determined that outreach methods should be modified to increase low-turnout, particularly for Title VI protected populations?
- 6) How input from the public is used, specifically Title VI protected populations, to influence alternatives selection and environmental commitments?
- 7) How does the administration follow-up to ensure mitigation measures identified for projects significantly impacting Title VI protected populations are carried through?
- 8) Describe actions taken to comply with the Americans with Disabilities Act.

Public Notification and Meetings

- 1) Who in your administration is responsible for determining who receives notice of the meeting and in what format?
- 2) How are public meetings/hearings/forums advertised?
- 3) Are public meeting announcements made available in languages other than English?
- 4) How do you determine where the location, and times are (geographically and structurally) appropriate for public hearing/Meetings?

- 5) How do you determine if public meeting announcements need to be made available in other languages?
- 6) Is advance notification given, for public review and comment on key decisions, including approval of plans, TIPS and amendments? Describe how and how much advanced notice is provided.
- 7) Is technical information available in formats and at places and times conducive to review?
- 8) Are minority and diverse language media appropriately included in all notification processes for public meetings or public review of agency's documents?
- 9) Have efforts been undertaken to improve participation, especially with regard to Title VI protected populations?

Complaint Procedures

- 1) How are your customers made aware of their rights under Title VI and the Title VI Compliant process?
- 2) How many Title VI related complaints or potential complaints have you received in the past two years (this includes complaints that may not have been sent directly to DDOT/FHWA/FTA)? What was the outcome of those complaints? How were these addressed?
- 3) How many public inquiries have you received that involved or mentioned one or more of the Title VI protected populations?

Data Collection & Monitoring

- 1) What data (race, color, national origin, language considerations, sex, disability, low-income, and age) do you maintain that reflects the extent to which members of Title VI protected populations participate in DDOT's activities or services? How is this collected?
 - a. Are there any data collection opportunities that are not being utilized that should be considered?
- 2) What activities, surveys and/or studies were conducted within the last three years that specifically addressed the needs of minority, elderly, low-income, or Limited/No Proficiency populations?

Contract Selection Process

- 1) When awarding a contract, grant, loan or permit, what mechanism is used to ensure that the contractor or applicant does not have any unresolved Title VI violations?
- 2) When awarding a contract, what mechanisms are used to ensure transparency and a competitive bidding process during contractor selection and negotiations?

Standard Operations Procedures/Operations Manuals

- 1) Do you have a Standard Operations Procedure for any programs/projects (i.e. Section 5310 Grants Program, Circulator, StreetCar, etc)? When do you anticipate its next update? How frequently is it evaluated?
- 2) Do you have an Operations Manual for your administration? When do you anticipate its next update? How frequently is it evaluated?

Strategies and Goals

- 1) Is the administration's Associate Director (AD) involved in policy development?
- 2) If construction/consultant projects receiving federal dollars were awarded during the reporting period, what was the extent of minority and female involvement? Dollar value? Job generation percentages?
- 3) How does the agency ensure that the construction work complies with contract plans and specifications? What procedures are in place to address deficiencies?
- 4) Has the agency received complaints regarding its monitoring activities?
- 5) What are the policies and procedures for monitoring activity during construction?
- 6) What data (race, color, national origin, language considerations, sex, disability and age) do you maintain that reflects the extent to which members of the Title VI protected population participate in right of way activities or services?

Staff Composition

- 1) Policy and Advisory Committees – Provide a listing of any committees and their respective members by position, race and gender.
- 2) Provide a listing of people who are designated to provide alternative language assistance and identify what languages they translate in your administration.
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- 4) What mechanisms are in place to ensure that issues and concerns raised by Title VI protected populations are appropriately considered in the decision-making process?
- 5) What strategies are used to determine the effectiveness of the public outreach effort during project development? How is it determined that outreach methods should be modified to increase low-turnout, particularly for Title VI protected populations?
- 6) How input from the public is used, specifically Title VI protected populations, to influence alternatives selection and environmental commitments?
- 7) How does the administration follow-up to ensure mitigation measures identified for projects significantly impacting Title VI protected populations are carried through?
- 8) Describe actions taken to comply with the Americans with Disabilities Act.

Public Notification and Meetings

- 1) Who in your administration is responsible for determining who receives notice of the meeting and in what format?
- 2) How are public meetings/hearings/forums advertised?
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- 7) Is technical information available in formats and at places and times conducive to review?
- 8) Are minority and diverse language media appropriately included in all notification processes for public meetings or public review of agency's documents?
- 9) Have efforts been undertaken to improve participation, especially with regard to Title VI protected populations?

Complaint Procedures

- 1) How are your customers made aware of their rights under Title VI and the Title VI Compliant process?
- 2) How many Title VI related complaints or potential complaints have you received in the past two years (this includes complaints that may not have been sent directly to DDOT/FHWA/FTA)? What was the outcome of those complaints? How were these addressed?
- 3) How many public inquiries have you received that involved or mentioned one or more of the Title VI protected populations?

Data Collection & Monitoring

- 1) What data (race, color, national origin, language considerations, sex, disability, low-income, and age) do you maintain that reflects the extent to which members of Title VI protected populations participate in DDOT's activities or services? How is this collected?
 - a. Are there any data collection opportunities that are not being utilized that should be considered?
- 2) What activities, surveys and/or studies were conducted within the last three years that specifically addressed the needs of minority, elderly, low-income, or Limited/No Proficiency populations?

Contract Selection Process

- 1) When awarding a contract, grant, loan or permit, what mechanism is used to ensure that the contractor or applicant does not have any unresolved Title VI violations?
- 2) When awarding a contract, what mechanisms are used to ensure transparency and a competitive bidding process during contractor selection and negotiations?

Standard Operations Procedures/Operations Manuals

- 1) Do you have a Standard Operations Procedure for any programs/projects (i.e. Section 5310 Grants Program, Circulator, StreetCar, etc)? When do you anticipate its next update? How frequently is it evaluated?
- 2) Do you have an Operations Manual for your administration? When do you anticipate its next update? How frequently is it evaluated?

Strategies and Goals

- 1) Do you have a process in place for collecting demographic data? If so, please explain how data is collected.
- 2) Have you developed a GIS-based demographic profile of the District that includes identification of the locations of socio-economic groups, including low-income, elderly, Limited-English Proficiency, and minority populations? Describe how?
 - a. Does the planning process seek to identify the needs of low-income and minority populations? Describe how?
 - b. Does the planning process seek to make use of demographic information to examine the distributions across these groups of the benefits and burdens of the transportation investments included in the plan and the STIP/TIP?
- 3) Does the public have access to technical and policy information used to develop plans and the STIP and to public meetings where Federal-aid highway and transit programs are considered? Describe how.
- 4) Is the DDOT public involvement process coordinated with the MPO planning process whenever possible to enhance consideration of public issues, plans and programs and to reduce redundancies of costs? Describe how.

Research

- 1) How many research projects are currently underway?
- 2) List universities and/or consultants currently conducting research projects and the number of contracts and dollar amounts for each one.
- 3) Summarize actions taken to encourage minority universities to participate on transportation research projects. How many were contracted? Dollar amount?
- 4) Summarize actions taken to encourage universities to use minority, female and low-income students to participate on transportation research projects. Please provide a breakdown with the number of minority, female and low-income students participating in such projects.
- 5) How does the research administration assist area program personnel in identifying minority universities interested in conducting research?
- 6) Were any civil rights inquiries or complaints received regarding non-utilization of minority universities for research studies? If so, how many? Summarize each inquiry or complaint and the status, with actions proposed and taken.

Staff Composition

- 1) Policy and Advisory Committees – Provide a listing of any committees and their respective members by position, race and gender.
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 - i. Alternatives Development
 - j. Environmental Commitments
 - k. Preliminary/Final Designs
 - l. Relocations/Right-of-Way
 - m. Utility adjustment
 - n. Construction/Work Zone Safety
 - o. Service change
 - p. Fare change

Public Involvement

- 1) Provide a copy of your public involvement process.
- 2) Does the public involvement process have an identified strategy for engaging minority, low-income, disabled, Limited/No English Proficiency, and elderly (Title VI protected populations), populations/communities in transportation decision-making?
- 3) What strategies are used to ensure relevant information is disseminated in a timely manner?
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- 6) How input from the public is used, specifically Title VI protected populations, to influence alternatives selection and environmental commitments?
- 7) How does the administration follow-up to ensure mitigation measures identified for projects significantly impacting Title VI protected populations are carried through?
- 8) Describe actions taken to comply with the Americans with Disabilities Act.

Public Notification and Meetings

- 1) Who in your administration is responsible for determining who receives notice of the meeting and in what format?
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Data Collection & Monitoring

- 1) What data (race, color, national origin, language considerations, sex, disability, low-income, and age) do you maintain that reflects the extent to which members of Title VI protected populations participate in DDOT's activities or services? How is this collected?
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Contract Selection Process

- 1) When awarding a contract, grant, loan or permit, what mechanism is used to ensure that the contractor or applicant does not have any unresolved Title VI violations?
- 2) When awarding a contract, what mechanisms are used to ensure transparency and a competitive bidding process during contractor selection and negotiations?

Standard Operations Procedures/Operations Manuals

- 1) Do you have a Standard Operations Procedure for any programs/projects (i.e. Section 5310 Grants Program, Circulator, StreetCar, etc)? When do you anticipate its next update? How frequently is it evaluated?
- 2) Do you have an Operations Manual for your administration? When do you anticipate its next update? How frequently is it evaluated?

Strategies and Goals

- 1) Does the planning process have an analytical process in place for assessing the regional benefits and burdens of transportation systems investments for different socio-economic groups?
- 2) Is there a data collection process to support the analysis effort? If so, what types of data are being collected (community boundaries, age, income levels, etc)?
- 3) Does this analytical process seek to assess the benefit and impact distribution of the investment included in the STIP and major planning documents?
- 4) Has the planning process developed a demographic profile of the metropolitan planning area that includes identification of the locations of Title VI protected populations?
- 5) What efforts have been taken to incorporate Equity Analysis (service and fare) into the planning process?
- 6) What efforts have been taken to incorporate Environmental Justice considerations into the environmental review process?

Project Programming and Prioritization

What steps is the administration using to notify Limited/No English Proficiency populations regarding the Section 5310 grant program?

Staff Composition

- 1) Policy and Advisory Committees – Provide a listing of any committees and their respective members by position, race and gender.
- 2) Provide a listing of people who are designated to provide alternative language assistance and identify what languages they translate in your administration.
- 3) What is the role of the Title VI Liaison in the project development stage of each of the following (please indicate and briefly discuss those that apply to your administration):
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 - n. Construction/Work Zone Safety
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Public Involvement

- 1) Provide a copy of your public involvement process.
- 2) Does the public involvement process have an identified strategy for engaging minority, low-income, disabled, Limited/No English Proficiency, and elderly (Title VI protected populations), populations/communities in transportation decision-making?
- 3) What strategies are used to ensure relevant information is disseminated in a timely manner?
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Data Collection & Monitoring

- 1) What data (race, color, national origin, language considerations, sex, disability, low-income, and age) do you maintain that reflects the extent to which members of Title VI protected populations participate in DDOT's activities or services? How is this collected?
 - a. Are there any data collection opportunities that are not being utilized that should be considered?
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Contract Selection Process

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- 1) Do you have a Standard Operations Procedure for any programs/projects (i.e. Section 5310 Grants Program, Circulator, StreetCar, etc)? When do you anticipate its next update? How frequently is it evaluated?
- 2) Do you have an Operations Manual for your administration? When do you anticipate its next update? How frequently is it evaluated?

Strategies and Goals

- 1) What records and/or reports are collected and maintained, particularly as it relates to the Public Space Review Committee, that specifically reflects compliance with Title VI?
 - a. Who is responsible for developing, maintaining and reporting this data?
 - b. How is this data used?
- 2) What strategies are used to notify the public, particularly those from the Limited/No English Proficiency population about permitting requirements? Is this information readily available in other languages?
- 3) Does the administration's process seek to identify the needs of Title VI protected populations? Describe how.
- 4) What strategies are used to track the time it takes for a public request to be responded to, addressed and resolution of final decisions of applications?

RIGHT-OF-WAY AND ACQUISITIONS

Potential Title VI Issues

Does the Administration take into consideration whether:

- 1) Selection of comparable sales and rental rates reflects discrimination and stereotypes?
- 2) Adjustment to the comparable sales and rental properties reflects discrimination?
- 3) Consistency exists in the determination of severance damages?
- 4) Every effort was made to negotiate for required property before filing condemnation?
- 5) Property owners were fully informed of their rights to receive just compensation for their property before any donation of such property?
- 6) The offer was made for the full amount of the review appraiser's determination of fair market value?
- 7) Consistency exists in the application of minimum payment of policy?
- 8) Relocation advisory assistance was provided equitable and without discrimination to the displaced individuals?
- 9) The selection of comparable replacement housing is fair, consistent and without discrimination?
- 10) Decent, safe and sanitary inspection standards are consistently applied?
- 11) Adequacy of personal contacts?
- 12) The determination of rent amounts is equitable?
- 13) The procurement of bids provides equal opportunity?
- 14) The maintenance of rental properties on projects is adequate and consistently performed for all tenants?

Appraisals

- 1) Does the selection of comparable sales and rental properties process identify discrimination and stereotypes? Describe how.
- 2) What process is used to ensure consistency and nondiscrimination of severance/consequential damages? Please describe.

Replacement Housing

- 1) Is relocation advisory assistance provided equitable and without discrimination to displaced individuals? Describe how.
- 2) Describe how the administration's process ensures that the selection of comparable housing is fair, consistent and without discrimination?

Decent, Safe and Sanitary Housing Determination

- 1) Describe how the administration's process ensures that decent, safe and sanitary inspection standards are consistently applied.
- 2) What is the adequate number of personal contacts? Describe the process.

Negotiation

- 1) What is the process to guarantee consistency in the implementation of negotiation procedures?
- 2) Is every effort made to negotiate for required property before filing condemnation?

Compensation

- 1) What is the process to ensure that property owners are fully informed of their rights to receive just compensation for their property before any donation of such property?
- 2) How is consistency in the application of minimum payment policy guaranteed?

Last Resort Housing Authorizations

- 1) What steps are taken to ensure nondiscrimination in last resort housing authorization process? Describe the process.

Property Management

- 1) How is the determination of equitable rent amounts made?
- 2) Does the procurement of bids provide equal opportunity? Describe how.
- 3) Is maintenance of rental properties on projects adequate and consistently performed? Describe how.
- 4) Is the management of highway airspace and the disposal of excess property handled equally and equitable? Please explain.

ADA Compliance

- 1) The primary goal of the Americans with Disabilities Program is to ensure that the DDOT ensures nondiscrimination in its programs and activities against people who have disabilities. Describe the actions taken in compliance with the Americans with Disabilities Act.

Staff Composition

- 1) Policy and Advisory Committees – Provide a listing of any committees and their respective members by position, race and gender.
- 2) Provide a listing of people who are designated to provide alternative language assistance and identify what languages they translate in your administration.
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- 6) How input from the public is used, specifically Title VI protected populations, to influence alternatives selection and environmental commitments?
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 - a. Are there any data collection opportunities that are not being utilized that should be considered?
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- 2) Do you have an Operations Manual for your administration? When do you anticipate its next update? How frequently is it evaluated?

Strategies and Goals

- 1) What strategies are used to ensure public participation during the transportation decision-making and programming process? Are Title VI protected populations given attention when planning large-scale projects and timing (i.e. Potholepalooza, Alleypalooza, etc.)?
- 2) Are records and/or reports maintained that specifically reflect compliance with Title VI?
 - a. Who is responsible for developing, maintaining and reporting this data?
 - b. How is this data used?
- 3) How does TOA collect and report data regarding encounters with LEP/NEP individuals in the field?

Staff Composition

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- 2) Do you have an Operations Manual for your administration? When do you anticipate its next update? How frequently is it evaluated?

Strategies and Goals

- 1) Describe the process used to prioritize public requests, and or tree maintenance programs?
- 2) What strategies are used to engage and solicit input from low-income, minority, limited English proficient, and elderly populations in UFA's program and activities?
- 3) How does UFA relay Title VI information to its program beneficiaries (verbally, at public meetings, on-site)
- 4) How does UFA prioritize and track projects?

F. DDOT 2015-2106 Biennial Language Access Plan

FY 2015-2016

**District
Department of
Transportation**

[BIENNIAL LANGUAGE ACCESS PLAN]

Purpose

The purpose of this plan is to map out an effective course of action that enables District Department of Transportation (DDOT) to establish and provide greater access and participation in public services, programs and activities for residents of the District of Columbia with limited or no-English proficiency (LEP/NEP). Increased access and participation mean that LEP/NEP customers are to be informed of, participate in, and benefit from public services, programs, and activities offered by [agency name] at a level equal to an English proficient individual.

In accordance with Section 5(a) (2) of the D.C. Language Access Act of 2004 (LAA), each Language Access Plan shall be updated on a biennial basis. The Biennial Language Access Plan will be published in the D.C. Register and is subject to the review of the Mayor and City Administrator. Agencies are required to report on a quarterly basis to the Office of Human Rights (OHR) on compliance outcomes and progress made on the goals for improvement as outlined in this BLAP. Information contained in this planning document will also be used to identify areas where covered entities are making progress and best practices will be shared by OHR with all District Agencies.

OHR Mandate

Sec. 6 (a) of the Language Access Act of 2004 mandates OHR to ... "provide oversight, central coordination, and technical assistance to covered entities in their implementation of the provisions of this act and ensure that the provision of services by covered entities meet acceptable standards of translation or interpretation." Therefore, covered entities will provide OHR with access to agency documents, data, and other information. For example, in order to ensure that all covered entity's employees in Public Contact Positions (PCP) are trained in Language Access Compliance, agencies are required to provide the names of all their PCPs.

Scope

This Biennial Language Access Plan sets forth language access policies, operating guidelines and standards that govern the delivery of language services in order to ensure meaningful access to programs, services, and activities by LEP/NEP individuals. This plan for Fiscal Years (FY) 2015 and 2016 will include sub-plans for each of the Departments/Divisions within each agency. These Division level Language Access sub-plans will serve as management documents to outline and define Departmental/Divisional tasks, set deadlines and priorities, assign responsibilities, allocate resources necessary for implementation and compliance with language access requirements. This Plan applies to all agency Departments, Divisions, and/or Administrations that interact with members of the public via any medium, including, but not limited to, websites, email, phone, and in-person contact.

SECTION 1: AGENCY INFORMATION

The following series of questions and tasks serve to inform OHR of the types of services provided by your agency as well as assess whether the agency has an effective process for monitoring and tracking language access compliance.

<p>1 Please describe the [District Department of Transportation (DDOT) general mission statement/mandate.</p>	<p>Develop and maintain a cohesive sustainable transportation system that delivers safe, affordable, and convenient ways to move people and goods-while protecting and enhancing the natural, environmental and cultural resources of the district</p>
<p>2 Does your agency have a written language access policy?</p>	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p>
<p>3 If yes, please attach the content of the agency's Language Access policy regarding the provision of services to LEP/NEP customers to this document. Reference the Addendum section where this policy can be found in the corresponding box. If the agency has not yet adopted policies and procedures then one must be adopted by the end of the 2nd quarter of FY 15.</p>	<p>Agency Language Access Policy Addendum: A</p>
<p>4 How often is your agency's language access policy reviewed and updated?</p>	<p><input type="checkbox"/> Annually <input checked="" type="checkbox"/> Biennially <input type="checkbox"/> Not Sure <input type="checkbox"/> Other: _____</p>
<p>5 Does your agency have a Language Access Coordinator?</p>	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p>
<p>6 If yes, please name and official position title of the Coordinator. Please review and approve Language Access Coordinator Roles and Responsibilities Agreement and reference the addendum section where this agreement can be found in the corresponding box.</p>	<p>Name <u>Karen Randolph</u> Title <u>Program Analyst</u> Language Access Coordinator Agreement Addendum Attached <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p>
<p>7 Does your agency provide funding/grants to any non-governmental entities/public service organizations?</p>	<p><input checked="" type="checkbox"/> Yes (if yes, please complete Table 3 of this section.) <input type="checkbox"/> No</p>

TABLE 1: DESCRIPTION OF AGENCY DIVISIONS

TASK ▶ Briefly describe the function for each division/department/program that works under your agency's general mission statement/mandate. Please note which division/department/program are public service related (i.e. divisions that furnish information and/or render services **directly** to the public).

	Name of Division/Department/Program	Public Service Division Y/N	Function of Division/Department/Program
1	Policy Planning and Sustainability Administration (PPSA)	Y	PPSA establishes strategic goals to guide multi-modal program development, the policies necessary to implement these goals, and ensures compliance with these goals and policies through plan review and permitting
2	Progressive Transportation Services Administration (PTSA)	Y	PTSA provides the public with the efficient, affordable and diverse means of travel within the district.
3	Urban Forestry Administration (UFA)	Y	The mission of the Urban Forestry Administration is to manage and increase the District's street trees and maintain healthy trees.
4	Transportation Operations Administration (TOA)	Y	TOA is responsible for maintaining the integrity of public assets, such as roadways
5	Public Space regulation Administration (PSRA)	Y	PSRA is responsible for enforcing public space laws, inspecting all work in public spaces completed under public space permit
6	Infrastructure Project Management Administration (IPMA)	Y	IPMA is responsible for the design, engineering and construction of roadways, bridges, traffic signals and alley projects in the District of Columbia/ IPMA also manages special projects and all roadway assets
7	Office of the Director (OA)	Y	OD is responsible for the oversight and management of the entire Department. OD contains the Office of Civil Rights, where the Language Access Program is located.
8	Administrative Services Administration (ASA)	N	ASA is responsible for providing Human Resources, and Job Hiring services for DDOT.

TABLE 2: AGENCY LANGUAGE ACCESS TEAM MEMBERS

TASK ▶ Complete the information for the individuals in the following positions including all directors of agency departments/divisions/programs mentioned in the previous table. Each agency is asked to identify senior managers in these positions who will work to ensure the agency achieves full compliance. The Agency's Language Access Coordinator must work with this team of individuals in order to ensure agency compliance regarding data collection, customer complaints, training of personnel in public contact positions, and other elements of compliance.

Required Positions	Department/Division/Program	Name and Official Position Title	Contact Information Phone Number, Email Address
1 Senior Customer Service Manager	Office of the Director-Customer Service Division	Michelle Simms Customer Service Manager	Michelle.simms3@dc.gov
2 Senior Agency Contracting Officer	Office of the Director	William Teague	William.teague@dc.gov
3 Senior Public Information Officer	Office of the Director	Michelle Phipps-Evans	Michelle.phipps-ebans@dc.gov
4 Senior Human Resources Specialist	Office of the Director	Kenneth Chandler	Kenneth.chandler@dc.gov
5 Division/Program Director #1	Office of the Director, Office of Civil rights	Lisa Gregory	Lisa.gregory@dc.gov

6	Division/Program Director #2	Policy, Planning and Sustainability Administration (PPSA)	Maurice Keys	Maurice.Keys@dc.gov
7	Division/Program Director #3	Progressive Transportation Services Administration (PTSA)	Circe Torruellas	circe.toruellas@dc.gov
8	Division/Program Director #4	Public Space Regulation Administration (PSRA)	Bernadette Edwards	Bernadette.edwards@dc.gov
8	Division/Program Director #5	Traffic Operations Administration (TOA)	Kim Muldrow Shawn Miller	Kim.Muldrow@dc.gov Shawn.miller@dc.gov
9	Division/Program Director #6	Urban Forestry Administration (UFA)	John P. Thomas	John.P.Thomas@dc.gov
10	Division/Program Director #7	Infrastructure Project Management Administration (IPMA)	Alberta Paul	Alberta.paul@dc.gov

TABLE 3: PUBLIC SERVICE ORGANIZATIONS FUNDED BY AGENCY

TASK ▶ Please provide names and contact information of all vendors and grantees. These may include: community-based organizations (CBO), faith-based organizations (FBO), hospitals, clinics or other public service providers funded by your agency to provide public services. If your agency does not fund outside organizations to provide public services, please indicate it visibly in the corresponding table (i.e. using large font).

Name of Organization	Address and Phone Number	Contact Person	Services	LEP/NEP Group Targeted	Type of Language Service Provided (i.e. Bilingual Staff, Contract Interpreters, Telephonic Interpretation)
1 Washington Area Bicycle Association	2599 Ontario Rd., NW Washington, DC 20009 (202)518-0524	Glen Harrison	Bike Safety Education	Spanish	Bilingual Staff
2 Anchor Mental Health Association	1001 Lawrence Street, NE Washington DC 20011 (202)635-5954	Saieda Robinson	Transportation Services for elderly persons and persons with disabilities	No LEP/NEP customers at present	N/A
3 Barney Neighborhood House	2601 18 th Street, NE Washington, DC 20018 (202) 715-7649	Roosevelt Davis	Transportation Services for elderly persons and persons with disabilities	No LEP/NEP customers at present	N/A
4 DC Center for Independent Living	1400 Florida Avenue, NE Washington, DC 20002 (202) 388-0034	Richard Simms	Transportation Services for elderly persons and persons with disabilities	No LEP/NEP customers at present	N/A
5 First Baptist Church	715 Randolph Street, NW Washington, DC 20011 (202) 723-4313	Brenda Tucker	Transportation Services for elderly persons and persons with disabilities	No LEP/NEP customers at present	N/A

6	Green Door	1623 16 th Street NW Washington, DC 20009 (202) 462-4092	Gail Chow	Transportation Services for elderly persons and persons with disabilities	No LEP/NEP customers at present	N/A
7	Holy Trinity Worship Centre	4623 Minnesota Avenue, Ne Washington, DC 20019 (202) 292-9169	Mr. Woods	Transportation Services for elderly persons and persons with disabilities	Currently none of the organization's customers utilizing this service are LEP/NEP	N/A
8	Iona Senior Services	4125 Albermarle Street, NW Washington, DC 20016 (202) 234-9351	Daryl Simpson	Transportation Services for elderly persons and persons with disabilities	Currently none of the organization's customers utilizing this service are LEP/NEP	N/A
9	Life Skill Center	6200 2 nd Street, NW Washington, DC 20011 (202) 234-9351	Suzy Russell	Transportation Services for elderly persons and persons with disabilities	Currently none of the organization's customers utilizing this service are LEP/NEP	N/A
10	LT. Joseph P. Kennedy Institute	801 Buchanan Street, NE Washington, DC 20017 (202) 281-2707	Ms. Kristan Gronlund	Transportation Services for elderly persons and persons with disabilities	Currently none of the organization's customers utilizing this service are LEP/NEP	N/A
11	Metropolitan Baptist Church	1210 R Street, NW Washington, DC20009 (202) 238-5000	Missy Daniels	Transportation Services for elderly persons and persons with disabilities	Currently none of the organization's customers utilizing this service are LEP/NEP	N/A
12	Mt. Airy Baptist Church	1100 North Capital Street, NW Washington, DC 20011 (202) 789-0640	Janice Terrell-Ellis	Transportation Services for elderly persons and persons with disabilities	Currently none of the organization's customers utilizing this service are LEP/NEP	N/A
13	National Children's Center	6200 2 nd Street, NW Washington, DC 20011 (202) 330-8232	Will Cleveland	Transportation Services for elderly persons and persons with disabilities	Currently none of the organization's customers utilizing this service are LEP/NEP	N/A

14	Nineteenth Street Baptist Church	4606 19 th Street, NW Washington, Dc 20011 (202) 829-2773	Marion Gale	Transportation Services for elderly persons and persons with disabilities	Currently none of the organization's customers utilizing this service are LEP/NEP	N/A
15	Northeastern Presbyterian church	2112 Varnum Street, NE Washington, DC 20018 (202) 526-1730	Benjamin Glenn	Transportation Services for elderly persons and persons with disabilities	Currently none of the organization's customers utilizing this service are LEP/NEP	N/A
16	People Congregation United Church of Christ	4704 13 th Street, NE Washington, Dc 20011 (202) 829-5511	James Butts	Transportation Services for elderly persons and persons with disabilities	Currently none of the organization's customers utilizing this service are LEP/NEP	N/A
17	Providence Hospital	1150 Varnum Street, NE Washington, DC 20017 (202) 274-3460	Millard Moody	Transportation Services for elderly persons and persons with disabilities	Currently none of the organization's customers utilizing this service are LEP/NEP	N/A
18	St. John's Community Services	2201 Wisconsin Ave NW Washington, DC 20016	Arthur Ginsberg	Transportation Services for elderly persons and persons with disabilities	Currently none of the organization's customers utilizing this service are LEP/NEP	N/A
19	Stoddard Baptist Home	1818 Newton Street, NW Washington, DC 20010 (202) 328-7400	Robert Hood	Transportation Services for elderly persons and persons with disabilities	Currently none of the organization's customers utilizing this service are LEP/NEP	N/A
20	The Hospital for Sick Children	2124 M.L.K.Jr., Avenue, SE Washington, DC 20020 (202) 835-2771	Cecil Doggette	Transportation Services for elderly persons and persons with disabilities	Currently none of the organization's customers utilizing this service are LEP/NEP	N/A
21	The Hospital for Sick Children Health Services	2124 M.L.K.Jr., Avenue, SE Washington, DC 20020 (202) 835-2771	Cecil Doggette	Transportation Services for elderly persons and persons with disabilities	Currently none of the organization's customers utilizing this service are LEP/NEP	N/A

22	Woodley House	2711 Connecticut Avenue, NW Washington, DC 20008 (202) 325-7460	Alejandro Portugal	Transportation Services for elderly persons and persons with disabilities	Currently none of the organization's customers utilizing this service are LEP/NEP	N/A
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SECTION 2: UNDERSTANDING HOW LEP/NEP INDIVIDUALS INTERACT WITH AGENCY

Statutory Requirements

Section 5 of the statute requires that covered entities with major public contact include an evaluation and assessment of the adequacy of services to be provided to Limited English proficient and Non-English proficient customers. Section 4 and 5 of the statute require a covered entity to translate vital documents into any non-English language spoken by a limited or no-English proficient population that constitutes 3% or 500 individuals, whichever is less, of the population served or encountered, or likely to be served or encountered. Entities with major public contact must provide titles of all translated documents and data sources (see Section 3(c) (1)) that justify how the 3% or 500 individuals' determination was reached.

OHR Regulations

Define vital documents as: "Applications and their instructions, notices, complaint forms, legal contracts, correspondence, and outreach materials published by a covered entity in a tangible format, including but not limited to those documents which inform individuals about their rights and responsibilities or eligibility requirements for benefits and participation, as well as documents that pertain to the health and safety of the public. The term "vital documents" shall include tax-related educational and outreach materials produced by the Office of Tax and Revenue, but shall not include tax forms and instructions."

The following series of questions and tasks help agencies understand how an LEP/NEP individuals may come into contact with your agency:

	<p><input checked="" type="checkbox"/> Reception Area/Information Desk</p> <p><input checked="" type="checkbox"/> In-person interviews and contacts</p> <p><input checked="" type="checkbox"/> Group presentations/eligibility sessions</p> <p><input checked="" type="checkbox"/> Written notices and/or correspondence</p> <p><input checked="" type="checkbox"/> Customer service hotlines</p> <p><input checked="" type="checkbox"/> Outreach activities</p> <p><input type="checkbox"/> Other: _____</p>
	<p><input checked="" type="checkbox"/> In-Person</p> <p><input checked="" type="checkbox"/> Telephonically</p> <p><input checked="" type="checkbox"/> Electronically (e.g. email or website)</p> <p><input checked="" type="checkbox"/> Via Written Correspondence (via U.S. mail or electronically)</p> <p><input type="checkbox"/> Other: _____</p>

1 What are specific activities conducted by your agency that require interaction with the public. (Select all that apply)

2 Identify the various manners in which your agency interacts with the public or LEP/NEP individuals.

- Frontline and outreach by bilingual staff
- Language Line Posters in public areas
- "I Speak" language identification cards in reception area
- Website
- Other: _____

3 How does your agency inform members of the public about the availability of language assistance? (Select all that apply)

4 Does your agency have information available on your website in multiple languages?

- Yes
- No

5 If yes, when your agency updates information on its website, does it also add that content in non-English languages?

- Yes
- No
- Other (e.g. Google Translate is used) _____

TABLE 4: INVENTORY OF LANGUAGE ACCESS TECHNOLOGY AND RESOURCES CURRENTLY AVAILABLE AT AGENCY THAT OFFER LEP/NEP INDIVIDUALS MEANINGFUL ACCESS TO SERVICES AT YOUR AGENCY

TASK ▶ List the tools, materials and information currently available to agency personnel in public contact positions who assist LEP/NEP customers. These include but are not limited to: policies and procedures, sign-in sheets where language preference is identified, Language Line call-in information cards, hardware such as dual handsets, etc.

	Name of Material/Resource	Location of this material/resource (E.g. reception areas, agency server, resource library, customer service manual, etc.)	Estimated Frequency of Usage: Often, Sometimes, Rarely	Is this resource accessible by all agency personnel? Y/N
1	"I speak" cards	Agency Server	Rarely	Y
2	Language Line call in information cards	Agency server, reception areas	Sometimes	Y
3	Sign in sheets	Agency server, reception areas	Sometimes	Y
4				

TABLE 5: ARCHIVE OF AGENCY VITAL DOCUMENTS ALREADY TRANSLATED

TASK ▶ List documents/materials that your agency has identified as being vital to the daily operation of your agency and HAVE ALREADY been translated. (Please do not include materials that have been given to your agency from outside/external organization i.e. Language line Interpretation Services Available desktop cards).

Title of Document	Description of Document	Agency Division/ Department Name	Public Point of Entry Where Document will be found?	Document is Currently Available which languages?	When was this document translated? (i.e. FY 10)	Has this document been recently updated? Y/N
1 OCP Brochure	DDOT/Office of Contracting and Procurement	OCP is organized for Customer Support	OCP Brochure	Amharic Chinese English Korean Spanish Vietnamese	Completed prior to first BLAP	Reeves Center 2000 14 th St NW FL 4, Washington DC 20009
2 Brochure	DDOT/Transportation Policy and Planning Administration	District of Columbia Snow Guide 2007-2008	Brochure	Amharic Chinese English Korean Spanish Vietnamese	Completed prior to first BLAP	Reeves Center 2000 14 th St NW FL 4, Washington DC 20009
3 Brochure	DDOT/Transportation Policy and Planning Administration	Transportation Tips During an Emergency Incident	Brochure	Korean Spanish Vietnamese	Completed prior to first BLAP	Reeves Center 2000 14 th St NW FL 4, Washington DC 20009
4 Brochure	DDOT/Transportation Policy and Planning Administration	From A to Z Bike	Brochure	Spanish	Completed prior to first BLAP	Reeves Center 2000 14 th St NW FL 4, Washington DC 20009
5 Brochure	DDOT/Transportation Policy and Planning Administration	Safety Tips for Drivers, Pedestrians and Bicyclists	Brochure	Spanish	Completed prior to first BLAP	Reeves Center 2000 14 th St NW FL 4, Washington DC 20009
6 Brochure	DDOT/Transportation Policy and Planning Administration	Pedestrian Safety	Brochure	Spanish	Completed prior to first BLAP	Reeves Center 2000 14 th St NW FL 4, Washington DC 20009

7	Brochure	DDOT/Transportation Policy and Planning Administration	Click it or Ticket 2008	Brochure	Spanish	Completed prior to first BLAP	Reeves Center 2000 14 th St NW FL 4, Washington DC 20009
8	Letter to residents and Survey	DDOT/Transportation Policy and Planning Administration/Public Space Policy Branch	Ward 4 Visitor Parking Pass Survey and Letter	Letters to Residents and Survey	Spanish	FY08	N/A
9	Letter to Residents and Survey	DDOT/Transportation Policy and Planning Administration/Public Space Policy Branch	Ward 4 Visitor Parking Pass Survey and Letter	Letters to Residents and Survey	Spanish	FY08	N/A
10	Non Discrimination Statement	DDOT/Office of Integrity and Workforce Relations/Civil Rights Division	Title VI Languages for Meeting Notices	Nondiscrimination Statement	Spanish	FY08	N/A
11	Public Meeting Notice	DDOT/Office of the Director	DDOT Public Meeting Notice/Transportation Improvement Program 2010-2015	Public Meeting Notice	Spanish	FY08	N/A
12	Letter to residents	DDOT/Transportation Policy and Planning Administration/Public Space Policy Branch	Ward 4 Resident Parking Pass Pilot	Letter Residents	Spanish	FY08	N/A
13	Public Meeting Notice	DDOT/Transportation Policy and Planning Administration	Mount Pleasant Transportation Study Meeting Notice	Public Meeting Notice	Spanish	FY08	N/A
14	Public Meeting Notice	DDOT/Infrastructure Project Management Administration	Columbia Heights Streetscape Meeting Flier	Public Meeting Notice	Spanish	FY08	N/A
15	Map/Public Event Information	DDOT/Office of the Director	Inauguration Day Walking Map / General Information	Map / Public Event Information	Spanish, French, Amharic, Chinese, Vietnamese, Korean	FY09	Maps were distributed at various locations during the Presidential Inauguration

16	Public Meeting Materials	DDOT/Mass Transit Administration	WMATA Service Study Routes D1-8 Public Meeting & Meeting Form	Public meeting Materials	Spanish	FY09	WMATA hosted and managed this outreach project. Public meeting notice was distributed on Metro buses and bus stops www.columbiaheights-streetscape.com 60 New York Ave., NE Washington, DC 20002
17	Public Meeting Materials	DDOT/Infrastructure Project Management Administration	Construction on Park Road and Columbia Heights Streetscape Public Meeting	Public Meeting Notice	Spanish	FY09	
18	Multi-space Parking Meter Signage	DDOT / Transportation Operations Administration	Columbia Heights Multi-space Parking Meter Signage	Multi-space Parking Meter Signage	Spanish	FY09	Multi-space parking meters with bilingual instructions are located at various locations in the Columbia Heights neighborhood www.columbiaheights-streetscape.com 60 New York Ave., NE Washington, DC 20002
19	Project Newsletter	DDOT / Infrastructure Project Management Administration	Park Road & Columbia Heights Streetscape Newsletter / Jan 2009	Project Newsletter	Spanish	FY09	
20	Letter to residents	DDOT / Transportation Policy and Planning Administration	Visitor Parking Pass Pilot Program	Letter to residents	Spanish	FY09	Letter sent to residents in Mount Pleasant neighborhood www.columbiaheights-streetscape.com 60 New York Ave., NE Washington, DC 20002
21	Public Meeting Notice	DDOT / Infrastructure Project Management Administration	Construction on Park Road and Columbia Heights Streetscape Public Meeting	Public Meeting Notice	Spanish	FY09	
22	Title VI Brochure	DDOT / Office of Integrity and Workforce Relations	Your Rights Under Title VI of the Civil Rights Act	Title VI Brochure	Amharic, Chinese, Korean, Vietnamese, Spanish, French	FY09	Reeves Center 2000 14 th St NW FL 4, Washington DC 20009

23	Title VI Brochure	DDOT / Office of Integrity and Workforce Relations	Title VI Non-Discrimination Policy	Title VI Poster	Spanish	FY09	Reeves Center 2000 14 th St NW FL 4, Washington DC 20009
24	DBE Brochure	DDOT / Office of Integrity and Workforce Relations	Disadvantaged Business Enterprise and On-the-Job Training	DBE Brochures	Spanish	FY09	Reeves Center 2000 14 th St NW FL 4, Washington DC 20009
25	Complaint Form	DDOT / Office of Integrity and Workforce Relations	Discrimination Complaint Form	Complaint Form	Spanish, French, Amharic, Vietnamese, Korean, Chinese	FY09	Agency website: ddot.dc.gov & DDOT 2000 14 th St., NW FL 5
26	Brochure	DDOT / Transportation Policy and Planning Administration	Click it or Ticket 2009	Brochure	Spanish, French, Amharic, Vietnamese, Korean, Chinese	FY09	DDOT 2000 14 th St., NW FL 6
27	Letter	DDOT / Transportation Policy and Planning Administration	Ward 3 Visitor Parking Pass Pilot Program	Letter	Spanish	FY09	Letter was sent out to residents in Ward 3
28	Flyer	DDOT / Transportation Policy and Planning Administration	Work Zones/Road Condition & Traffic Information	Flyer	Spanish	FY09	Reeves Center 2000 14 th St NW FL 4, Washington DC 20009
29	Newsletter	DDOT / Mass Transit Administration	Great Street – Pennsylvania Avenue	Newsletter	Spanish	FY09	DDOT 2000 14 th Street NW, FL 5 Washington DC 20009
30	Manual	DDOT / Office of Civil Rights	Flagger Certification	Manual	Spanish	FY09	BOWDC, 2311 Martin Luther King Jr., Avenue, Se, Washington DC 20009
31	Manual	DDOT / Office of Civil Rights	CPR/First Aid	Manual	Spanish	FY09	BOWDC, 2311 Martin Luther King Jr., Avenue, Se, Washington DC 20009

32	Public Mtg. Notice	DDOT/Transportation Planning and Sustainability Administration	Public Meeting Notice -- Klinge Valley Train Environmental Assessment	Public Mtg. Notice	Spanish	FY09	DDOT 2000 14 th Street NW, FL 5 Washington DC 20009
33	Public Hearing Notice	DDOT/Transportation Planning and Sustainability Administration	Public Hearing Notice -- K street Environmental Assessment	Public Hearing Notice	Spanish	FY09	DDOT 2000 14 th Street NW, FL 5 Washington DC 20009
34	Information Card	DDOT/Transportation Planning and Sustainability Administration	Information Card -- Klinge Valley Trail Environmental Assessment	Information Card	Spanish	FY09	DDOT 2000 14 th Street NW, FL 5 Washington DC 20009
35	Brochure	DDOT/ Progressive Transportation Services Administration	Dc's Transit Future	Brochure	Spanish	FY09	DDOT 2000 14 th Street NW, FL 5 Washington DC 20009
36	Letter to Residents	DDOT / Infrastructure Project Management Administration	Downtown BID Streetscape Letter	Letter to Residents	Simplified Chinese	FY09	DDOT 2000 14 th Street NW, FL 5 Washington DC 20009
37	Application	DDOT / Mass Transit Administration	School Transit Subsidy Application Form Qualifications Sheet and Sign-in Sheet	Application	Spanish	FY09	Reeves Center 2000 14 th St NW FL 4, Washington DC 20009
38	Brochure	DDOT/Transportation Planning and Sustainability Administration	Project Brochure -- Klinge Valley Train Environmental Assessment	Brochure	Spanish	FY09	DDOT 2000 14 th Street NW, FL 5 Washington DC 20009
39	Letter to Residents	DDOT/Transportation Planning and Sustainability Administration	Letter to residents/Visitors Parking Pass Pilot Program	Letter to Residents	Spanish	FY10	Mailed to Residents
40	Brochure	DDOT / Office of the Director	District of Columbia Snow Guide 2009-2010	Brochure	Spanish, French, Amharic, Chinese, Vietnamese, Korean	FY10	DDOT 2000 14 th Street NW, FL 5 Washington DC 20009

41	Press Release	DDOT / Urban Forestry Administration	New Program Provides Assistance for Hazardous Tree Removal	Press Release	Spanish	FY10	DDOT 2000 14 th Street NW, FL 5 Washington DC 20009
42	Press Release	DDOT / Urban Forestry Administration	Student Artist Call: The 2010 Arbor Day National Poster Contest	Press Release	Spanish	FY10	DDOT 2217 14 th Street NW, FL 5 Washington DC 20009
43	Form	DDOT / Progressive Transportation Services Administration	Bus stop change Request Form	Form	Spanish	FY10	DDOT 2000 14 th Street NW, FL 5 Washington DC 20009
44	Information Sheet	DDOT / Progressive Transportation Services Administration	Bus stop change Request Criteria	Information Sheet	Spanish	FY10	DDOT 2000 14 th Street NW, FL 5 Washington DC 20009
45	Form	DDOT/ Office of the Director/ Office of Civil Rights	30-hr OSHA Evaluation Form	Form	Spanish	FY10	BOWDC, 2311 Martin Luther King Jr., Avenue, Se, Washington DC 20009
46	Signage	DDOT / Progressive Transportation Services Administration/ Mass Transit Division	School Transit Subsidy Program Office and Way finding Signage	Signage	Spanish	FY10	DDOT 2000 14 th Street NW, FL 5 Washington DC 20009
47	Press Release	DDOT / Progressive Transportation Services Administration	Press Release: First Modern Streetcar Debut in the District	Press Release	Spanish	FY10	Distributed via email and posted on DDOT's Website
48	Information Sheet	DDOT/ Office of the Director/ Office of Civil Rights	On-the-Job Training	Information Sheet	Spanish	FY10	BOWDC, 2311 Martin Luther King Jr., Avenue, Se, Washington DC 20009
49	Handbook	DDOT/ Office of the Director/ Office of Civil Rights	Handbook for On-the-Job Trainees and Apprentices	Handbook	Spanish	FY10	BOWDC, 2311 Martin Luther King Jr., Avenue, Se, Washington DC 20009

50	Form	DDOT/ Office of the Director/ Office of Civil Rights	On-the-Job Trainees Agreement	Form	Spanish	FY10	BOWDC, 2311 Martin Luther King Jr., Avenue, Se, Washington DC 20009
51	Form	DDOT/ Office of the Director/ Office of Civil Rights	On-the-Job Training Outline and Record	Form	Spanish	FY10	BOWDC, 2311 Martin Luther King Jr., Avenue, Se, Washington DC 20009
52	Newsletter	DDOT/ Office of the Director/ Office of Civil Rights	On-the-Job Training Advisor	Newsletter	Spanish	FY10	BOWDC, 2311 Martin Luther King Jr., Avenue, Se, Washington DC 20009
53	Nondiscrimination Language	DDOT/ Office of the Director	Title VI Language for Meeting Notices	Nondiscrimination Language	Amharic, French, Chinese, Vietnamese, Korean	FY10	Reeves Center 2000 14 th St NW FL 4, Washington DC 20009
54	Signage	DDOT / Progressive Transportation Services Administration	School Transit Subsidy Office Door Signage	Signage	Spanish	FY10	Reeves Center 2000 14 th St NW FL 4, Washington DC 20009
55	Information Sheet	DDOT / Progressive Transportation Services Administration	School Transit Subsidy Program	Information Sheet	Spanish, French, Chinese, Vietnamese, Amharic	FY10	Reeves Center 2000 14 th St NW FL 4, Washington DC 20009
56	Policy Document	DDOT / Policy Planning and Sustainability Administration	Alta Bicycle Share Privacy Policy	Policy Document	Spanish	FY10	Reeves Center 2000 14 th St NW FL 4, Washington DC 20009
57	Application/Agreement	DDOT / Policy Planning and Sustainability Administration	Alta Bicycle Share Rental Agreement	Application/Agreement Form	Spanish	FY10	Reeves Center 2000 14 th St NW FL 4, Washington DC 20009
58	Agreement	DDOT / Policy Planning and Sustainability Administration	Alta Bicycle Share Website Terms of Use Agreement	Agreement	Spanish	FY10	Reeves Center 2000 14 th St NW FL 4, Washington DC 20009

59	Press Release	DDOT/Urban Forestry Administration	Press Release: Call to Water Street Trees in Summer Heat	Press Release	Spanish	FY10	Reeves Center 2000 14 th St NW FL 4, Washington DC 20009
60	Application	DDOT / Policy Planning and Sustainability Administration	General Application (includes annual Tags and Special trips)	Application	Spanish, Korean Vietnamese, Chinese, French, Amharic	FY10	Reeves Center 2000 14 th St NW FL 4, Washington DC 20009
61	Signage	DDOT / Policy Planning and Sustainability Administration	Capital Bike Share Window Sign	Signage	Spanish	FY10	Reeves Center 2000 14 th St NW FL 4, Washington DC 20009
63	Information Card	DDOT / Policy Planning and Sustainability Administration	Capital Bike Share Card	Information Card	Spanish	FY10	Reeves Center 2000 14 th St NW FL 4, Washington DC 20009
63	Press Release	DDOT / Policy Planning and Sustainability Administration	Press Release ' Feet in the Street" Event return East of the River	Press Release	Spanish	FY10	Reeves Center 2000 14 th St NW FL 4, Washington DC 20009
64	Public Meeting Notice	DDOT / Progressive Transportation Services Administration	Public Meeting Notice: B2 Bus Routes	Public Meeting Notice	Spanish	FY10	Reeves Center 2000 14 th St NW FL 4, Washington DC 20009
65	Signage	DDOT / Policy Planning and Sustainability Administration	DDOT / Policy Planning and Sustainability Administration	Signage	Spanish	FY10	Reeves Center 2000 14 th St NW FL 4, Washington DC 20009
66	Brochure	DDOT / Urban Forestry Administration	Canopy Keeper Brochure	Brochure	Spanish	FY 10	Reeves Center 2000 14 th St NW FL 4, Washington DC 20009
67	Brochure	DDOT / Urban Forestry Administration	DDOT Tree Brochure	Brochure	Spanish	FY10	Reeves Center 2000 14 th St NW FL 4, Washington DC 20009

68	DDOT Brochure	DDOT / Transportation Policy and Planning Administration	District Department of Transportation	DDOT Brochure	Spanish	This Document is Obsolete	N/A
69	OCP Brochure	DDOT / Office of Contracting and Procurement	OCP is Organized for Customer Support	OCP Brochure	Spanish	Completed prior to 2008	Reeves Center 2000 14 th St NW FL 4, Washington DC 20009
70	Application	DDOT/Transportation Policy and Planning Administration	Plumbing Application	Application	Spanish Korean Vietnamese	This Document is Obsolete	N/A
71	Application	DDOT / Transportation Policy and Planning Administration	Electrical Application	Application	Spanish Korean Vietnamese	This Document is Obsolete	N/A
72	Flyer	DDOT/Infrastructure Project Management Association	Bike Share	Flyer	Spanish	FY13	Reeves Center 2000 14 th St NW FL 4, Washington DC 20009
73	Application	DDOT/Progressive Transportation Services Administration	Program application	Application	Spanish	FY13	Reeves Center 2000 14 th St NW FL 4, Washington DC 20009
74	Flyer	DDOT/Progressive Transportation Services Administration	Student Ride Free	Flyer	Spanish	FY13	Reeves Center 2000 14 th St NW FL 4, Washington DC 20009
75	Flyer	DDOT/Progressive Transportation Services Administration	Student Ride Free Charter	Flyer	Spanish	FY13	Reeves Center 2000 14 th St NW FL 4, Washington DC 20009
76							

TABLE 6: AGENCY VITAL DOCUMENTS TO BE TRANSLATED DURING FY15 AND FY 16

TASK ▶ Please list each document separately. These may include but are not limited to: applications for a program or service, notices to the public, correspondence templates e.g. notice of eligibility or notice of scheduled hearing, legal contracts, outreach materials, press releases, etc.)

Title of Document	Description of Document	Agency Division/ Department Name	Public Point of Entry Where Document will be found?	Document is Currently Available which languages?	Target Language for Translation	Estimated Date of completion (if applicable)
1 Anticipated Projects FY 2014-2015	List of Anticipated Projects	DDOT/Infrastructure Project Management Administration	Website	English	Spanish	
2 DBE Program Manual	Serves as a guide for Certified District Disadvantage Business Enterprises	DDOT/Office of Civil Rights	Website	English	Spanish, French, Chinese	FY15
3						
4						

TABLE 7: TRANSLATION QUALITY CONTROL

TASK ▶ As of June 2012, three vendors were selected to provide interpretation and translation services across all XXX District government agencies. For services rendered by any one or more of these vendors each agency must have protocol in place to report poor quality services. Complaints or reports of poor quality services must be reported to the Office of Contracting and Procurement and the Office of Human Rights Language Access Coordinator within 10 business days.

Will you put in any other quality control mechanisms?

The Office of Civil Rights will be the point of contact for receiving complaints about the quality of the translation.

SECTION 3 : EVALUATION AND ASSESSMENT OF LEP/NEP CUSTOMER BASE

Statutory Requirements

Section 5 of the LAA asserts that all covered entities must evaluate and assess the adequacy of services provided to LEP/NEP populations. A key component of identifying the needs of LEP/NEP customers is the annual collection of data annually regarding the languages spoken and the number or proportion of LEP/NEP persons speaking a given language in the population that is served or encountered, or likely to be served or encountered. Sec. 3 of the Language Access Act of 2004 states that, "A covered entities databases and tracking applications shall contain fields that will capture this information during the fiscal year that this act takes effect with respect to the covered entity pursuant to section 7 [phased implementation]. If it is demonstrated to the Office of Human Rights that this is not feasible due to budgetary constraints, a covered entity shall make all due efforts to comply with this paragraph by the beginning of the next fiscal year." Section 5 of the Act also requires agencies to update language access plans by consulting sources of data set forth in Section 3(c)(1).

The following series of questions and tasks aim to identify the LEP/NEP populations you serve or encounter or are likely to serve or encounter:

<p>1 How does your agency identify LEP/NEP individuals? (Select all that apply)</p>	<p><input type="checkbox"/> Assume limited English proficiency if communication seems impaired</p> <p><input checked="" type="checkbox"/> Respond to individual requests for language assistance services</p> <p><input checked="" type="checkbox"/> Self-identification by the LEP/NEP individual</p> <p><input checked="" type="checkbox"/> Ask open-ended questions to determine language proficiency on the telephone or in person</p> <p><input checked="" type="checkbox"/> Use of "I speak" language identification cards or poster</p> <p><input type="checkbox"/> Based on written material submitted to the agency (e.g. complaints)</p> <p><input type="checkbox"/> We have not identified LEP/NEP individuals</p> <p><input type="checkbox"/> Other (Please specify): _____</p>
<p>2 Do you record primary languages data from individuals when they first contact your agency?</p>	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p>
<p>3 If yes, how do you collect and record primary language data?</p>	<p><input checked="" type="checkbox"/> Reception area/information desk sign-in sheets that include multilingual language preference</p> <p><input type="checkbox"/> New systems for tagging/tracking LEP/NEP case files</p> <p><input type="checkbox"/> Language preference drop down menu in customer management tracking software</p> <p><input type="checkbox"/> Unified tracking of all field encounters by tracking form</p> <p><input checked="" type="checkbox"/> Bilingual staff maintain a tally of number of times they are pulled away to assist an LEP/NEP individual</p> <p><input checked="" type="checkbox"/> Tally of interpretation equipment users at outreach events</p> <p><input checked="" type="checkbox"/> Language Line Reports</p> <p><input type="checkbox"/> Other</p> <p><input type="checkbox"/> None of these</p>

	Language	Frequency of Encounters
4 Specify the top ten most frequently encountered non-English languages by your program and frequency (e.g., 2-3 times a year, once a month, once a week, daily, constantly).	1 Spanish 2 French 3 Amharic 4 Chinese 5 Vietnamese 6 Korean 7 8 9 10	1 At least once a week 2 Rarely 3 Rarely 4 Rarely 5 Rarely 6 Rarely 7 8 9 10

- 5 What resources do you rely on to provide language assistance services to LEP/NEP individuals? (Select all that apply)
- Use of language assistance services such as contracted live interpreters and translators
 - Certified Bilingual staff
 - Agency personnel that are not certified but fluent in a language other than English
 - Language Line Services
 - Other (Please specify): _____

TABLE 8: ENCOUNTERS WITH LEP/NEP POPULATIONS DURING FY13/FY14

TASK ▶ Please identify all encounters for the languages listed below, including four other frequently encountered languages listed in Question 5 above.
DATA SOURCES INCLUDE: Language Line, Sign-in sheets with language preference, customer management software, and all additional sources within the agency.

TOTAL NUMBER OF CUSTOMERS SERVED BY YOUR AGENCY	634,323	Which of the following data sources were used in FY 13? Check boxes	
LANGUAGES	NUMBER OF LANGUAGE ENCOUNTERS IN FY 13	Reception area/Information desk sign-in sheets that include multilingual language preference	Bilingual staff maintain a tally of number of times they are pulled away to assist an LEP/NEP individual
AMHARIC	0	<input type="checkbox"/> New systems for tagging/tracking LEP/NEP case files <input type="checkbox"/> Language preference drop down menu in customer management tracking software <input type="checkbox"/> Unified tracking of all field encounters by tracking form	<input type="checkbox"/> Tally of interpretation equipment users at outreach events Language Line Reports <input type="checkbox"/> Other <input type="checkbox"/> None of these
CHINESE	6	<input type="checkbox"/> Reception area/Information desk sign-in sheets that include multilingual language preference <input type="checkbox"/> New systems for tagging/tracking LEP/NEP case files <input type="checkbox"/> Language preference drop down menu in customer management tracking software <input type="checkbox"/> Unified tracking of all field encounters by tracking form	<input checked="" type="checkbox"/> Bilingual staff maintain a tally of number of times they are pulled away to assist an LEP/NEP individual <input type="checkbox"/> Tally of interpretation equipment users at outreach events Language Line Reports <input type="checkbox"/> Other <input type="checkbox"/> None of these
FRENCH	0	<input checked="" type="checkbox"/> Reception area/Information desk sign-in sheets that include multilingual language preference <input type="checkbox"/> New systems for tagging/tracking LEP/NEP case files <input type="checkbox"/> Language preference drop down menu in customer management tracking software <input type="checkbox"/> Unified tracking of all field encounters by tracking form	<input type="checkbox"/> Bilingual staff maintain a tally of number of times they are pulled away to assist an LEP/NEP individual <input type="checkbox"/> Tally of interpretation equipment users at outreach events <input checked="" type="checkbox"/> Language Line Reports <input type="checkbox"/> Other <input type="checkbox"/> None of these

<p>KOREAN</p>	<p>2</p>	<p><input type="checkbox"/> Reception area/Information desk sign-in sheets that include multilingual language preference <input type="checkbox"/> New systems for tagging/tracking LEP/NEP case files <input type="checkbox"/> Language preference drop down menu in customer management tracking software <input type="checkbox"/> Unified tracking of all field encounters by tracking form</p>	<p><input checked="" type="checkbox"/> Bilingual staff maintain a tally of number of times they are pulled away to assist an LEP/NEP individual <input type="checkbox"/> Tally of interpretation equipment users at outreach events <input type="checkbox"/> Language Line Reports <input type="checkbox"/> Other <input type="checkbox"/> None of these</p>
<p>SPANISH</p>	<p>85</p>	<p><input checked="" type="checkbox"/> Reception area/Information desk sign-in sheets that include multilingual language preference <input type="checkbox"/> New systems for tagging/tracking LEP/NEP case files <input checked="" type="checkbox"/> Language preference drop down menu in customer management tracking software <input type="checkbox"/> Unified tracking of all field encounters by tracking form</p>	<p><input checked="" type="checkbox"/> Bilingual staff maintain a tally of number of times they are pulled away to assist an LEP/NEP individual <input checked="" type="checkbox"/> Tally of interpretation equipment users at outreach events <input checked="" type="checkbox"/> Language Line Reports <input type="checkbox"/> Other <input type="checkbox"/> None of these</p>
<p>VIETNAMESE</p>	<p>0</p>	<p><input type="checkbox"/> Reception area/Information desk sign-in sheets that include multilingual language preference <input type="checkbox"/> New systems for tagging/tracking LEP/NEP case files <input type="checkbox"/> Language preference drop down menu in customer management tracking software <input type="checkbox"/> Unified tracking of all field encounters by tracking form</p>	<p><input type="checkbox"/> Bilingual staff maintain a tally of number of times they are pulled away to assist an LEP/NEP individual <input type="checkbox"/> Tally of interpretation equipment users at outreach events <input checked="" type="checkbox"/> Language Line Reports <input type="checkbox"/> Other <input type="checkbox"/> None of these</p>
<p>OTHER #1 : Portuguese</p>	<p>2</p>	<p><input type="checkbox"/> Reception area/Information desk sign-in sheets that include multilingual language preference <input type="checkbox"/> New systems for tagging/tracking LEP/NEP case files <input type="checkbox"/> Language preference drop down menu in customer management tracking software <input type="checkbox"/> Unified tracking of all field encounters by tracking form</p>	<p><input type="checkbox"/> Bilingual staff maintain a tally of number of times they are pulled away to assist an LEP/NEP individual <input type="checkbox"/> Tally of interpretation equipment users at outreach events <input type="checkbox"/> Language Line Reports <input type="checkbox"/> Other <input type="checkbox"/> None of these</p>

OTHER #2 :	<input type="checkbox"/> Reception area/Information desk sign-in sheets that include multilingual language preference <input type="checkbox"/> New systems for tagging/tracking LEP/NEP case files <input type="checkbox"/> Language preference drop down menu in customer management tracking software <input type="checkbox"/> Unified tracking of all field encounters by tracking form	<input type="checkbox"/> Bilingual staff maintain a tally of number of times they are pulled away to assist an LEP/NEP individual <input type="checkbox"/> Tally of interpretation equipment users at outreach events <input type="checkbox"/> Language Line Reports <input type="checkbox"/> Other <input type="checkbox"/> None of these
OTHER #3 :	<input type="checkbox"/> Reception area/Information desk sign-in sheets that include multilingual language preference <input type="checkbox"/> New systems for tagging/tracking LEP/NEP case files <input type="checkbox"/> Language preference drop down menu in customer management tracking software <input type="checkbox"/> Unified tracking of all field encounters by tracking form	<input type="checkbox"/> Bilingual staff maintain a tally of number of times they are pulled away to assist an LEP/NEP individual <input type="checkbox"/> Tally of interpretation equipment users at outreach events <input type="checkbox"/> Language Line Reports <input type="checkbox"/> Other <input type="checkbox"/> None of these
OTHER #4 :	<input type="checkbox"/> Reception area/Information desk sign-in sheets that include multilingual language preference <input type="checkbox"/> New systems for tagging/tracking LEP/NEP case files <input type="checkbox"/> Language preference drop down menu in customer management tracking software <input type="checkbox"/> Unified tracking of all field encounters by tracking form	<input type="checkbox"/> Bilingual staff maintain a tally of number of times they are pulled away to assist an LEP/NEP individual <input type="checkbox"/> Tally of interpretation equipment users at outreach events <input type="checkbox"/> Language Line Reports <input type="checkbox"/> Other <input type="checkbox"/> None of these

TABLE 9: DISTRICT-WIDE TRENDS IN “LIKELY TO BE SERVED OR ENCOUNTERED” LEP/NEP POPULATIONS

RELEASE NOTE: This section will be completed by OHR.

In accordance with data sources outlined in the Language Access statute, Section 5(a) (3), the following data sources are to be consulted by entities when establishing or updating a language access plan: 1) The United States Census Bureau; 2) Any other language-related information; 3) Census data on language ability indicating that individuals speak English “less than very well”; 4) Local census data relating to language use and English language ability; 5) Other governmental data, including intake data collected by covered entities; data collected by District of Columbia Public Schools; and data collected and made available by District government offices that conduct outreach to communities with limited-English proficient populations and that serve as a liaison between the District government and limited-English proficient populations, such as the Office of Latino Affairs and the Office of Asian Pacific Islander Affairs; and 6) Data collected by the D.C. Language Access Coalition.

OHR has identified the following trends regarding LEP/NEP pops that your agency is likely to encounter over FY 15-16. American Community Survey (ACS) data is projected over an 8 year period; other data sources include the DC Language Access Coalition and the Mayor’s Constituency Offices.

<p>LEP/NEP Population Trends According to American Community Service</p>	
<p>Trends Reported by Office on Latino Affairs</p>	
<p>Trends Reported by Office on Asian Pacific Islander Affairs</p>	
<p>Trends Reported by Office on African Affairs</p>	
<p>Trends Reported by Language Access Coalition</p>	

TABLE 10: COMPLIANCE PLAN FOR DATA COLLECTION FOR FY13-FY14

TASK ▶ Please complete the following questions that identify what your agency will do to address gaps or lack of process for collecting this data.

<p>1 What NEW mechanisms and processes will be put into place for the collection of data for FY 15-FY16 and all future years?</p>	<p><input checked="" type="checkbox"/> Reception area/Information desk sign-in sheets that include multilingual language preference</p> <p><input type="checkbox"/> New systems for tagging/tracking LEP/NEP case files</p> <p><input type="checkbox"/> Language preference drop down menu for in customer management tracking software</p> <p><input checked="" type="checkbox"/> Unified tracking of all field encounters by tracking form</p> <p><input type="checkbox"/> Tally of interpretation equipment users at outreach events</p> <p><input type="checkbox"/> Language Line Reports</p> <p><input checked="" type="checkbox"/> Other</p> <p><input type="checkbox"/> None of these</p>
<p>2 How do you intend to implement these new data collection strategies?</p>	<p>Continue to organize a group of Title VI co-coordinators throughout the agency</p>
<p>3 What quality assurance mechanisms will now be put into place to ensure the reliable and consistent collection of data?</p>	<p>DDOT will continue to access which public meetings notices impact LEP/NEP communities</p>
<p>4 Overall deadline--By what date will these data collection strategies be in place?</p>	<p>January 2015</p>

SECTION 4 – PUBLIC CONTACT POSITIONS & BILINGUAL PERSONNEL

Statutory Requirements

Agencies with major public contact must include in its plan a list of the public contact positions in the entity and the number of bilingual employees in public contact positions.

The following series of questions and tasks identify agency frontline positions:

TABLE 11: AGENCY PUBLIC CONTACT POSITIONS

TASK ▶ Indicate all agency PCP employees. (Note: In the case of overlap between a bilingual and PCP employee, please list them in both matrices)

	Employee Name	Position Title	Agency Division/Department
1	Lisa Gregory	Chief, Office Of Civil Rights	OD/Civil Rights
2	Luisa Portillo	Equal Opportunity Specialist	OD/Civil Rights
3	Mohammed Kabir	Equal Opportunity Specialist	OD/Civil Rights
4	Leutisha Stills	Equal. Opp. Specialist	OD/Civil Rights
5	Cesar Barreto	ADA Coordinator	OD/Civil Rights
6	Karen Randolph	Program Analyst	OD/Civil Rights
7	Linda Fennell	Program Analyst	OD/Civil Rights
8	Michelle Phipps-Evans	Pub. Affair Specialist	OD/Customer Service
9	Michelle Simms	Cust. Serv. Program Officer	OD/Customer Service
10	Amanda Harvey	Cust. Serv. Comm. Specialist	OD/Customer Service
11	Ruth Carlos	Cust. Serv. Comm. Specialist	OD/Customer Service
12	Chris Quay	Writer/Editor	OD/Customer Service
13	Jafriesty Nunez	Cust. Serv. Comm. Specialist	OD/Customer Service
14	Ladonna May	Cust. Serv. Comm. Specialist	OD/Customer Service
15	Mark Bjorge	Cust. Serv. Comm. Specialist	OD/Customer Service
16	Alberta Paul	Comm. Specialist	IPMA
17	Tarira Brown	Cust. Serv. Comm. Specialist	IPMA
18	Lanel Sartin	Cust. Serv. Comm. Specialist	IPMA
19	Joann Bassett-Lowe	Transportation Specialist	PTSA
20	Burgos-Gil, Ildefonso	Supvy Civil Engineer	PTSA
21	Ralph Burns	Mass Transportation Officer	PTSA
22	Sandy Castor	Program Analyst	PTSA
23	Anthony Robert Chrusciel	Supvy Civil Engineer	PTSA

24	Zahira Dorriz	Supvy Civil Engineer	PTSA
25	Brooke Fossey	Supvy Civil Engineer	PTSA
26	Nancy Green-Johnson	Transp. Planner (Mass transit)	PTSA
27	Scott Kulby	Transp. Spec (sch tran sub pro)	PTSA
28	Eric Madison	Transp. Planner (mass transit)	PTSA
29	Marti Reinfeld	Transp. Planner (mass trans)	PTSA
30	Steve Strauss	Special Assistant	PTSA
31	Circe Torruellas	Program Analyst	PTSA
32	Ian Leahy	Community Outreach Specialist	UFA
33	Amaya, Juan P	Public Space Mgr.	PPSA/Public Space
34	Anderson, Malinda G	Program Support Assistant oa	PPSA/Public space
35	Edwards, Bernadette	Management Analyst	PPSA/Public Space
36	Felder, Catrina I	Public Space Committee coor	PPSA/Public Space
37	Floura, Awtar Singh	Engineering Tech (civil)	PPSA/Public Space
38	Fulton, Thomas E	Public Space Coordinator	PPSA/Public Space
39	Gamil, Yasser M	Engineering Technician	PPSA/Public Space
40	Kanhai, Carl	Engineering Technician (civil)	PPSA/Public Space
41	Lattimore-Dunn, Shavone	Engineering Technician (civil)	PPSA/Public Space
42	Meaders, Keenan D.	Transportation engineering tech	PPSA/Public Space
43	Morris, Franklin A	Engineering tech	PPSA/Public Space
44	Mosley, Michelle P	Lead Civil Engineering tech	PPSA/Public Space
45	Neugent, Edward A	Engineering Technician (civil)	PPSA/Public Space
46	Pearson, Curtis Robert	Engineering Technician (civil)	PPSA/Public Space
47	Schoon, William A	Surface Permitting Manager	PPSA/Public Space
48	Solano Jr., Gilberto E.	Permit Center Supervisor	PPSA/Public Space
49	Somerville-Bruce, Quita A	Contact representative	PPSA/Public Space
50	Thompson, Donna D	Engineering Technician	PPSA/Public Space
51	Umana, Helmer Abraham	Engineering Tech (civil)	PPSA/Public Space
52	Wake, Fikru T	Transportation Engineer	PPSA/Public Space
53	Williams, Luevette R	Engineering technician	PPSA/Public Space
54	Yourmans, Lavar	Staff Assistant	PPSA/Public Space
55	Zamina, Ali A	Engineering Tech (electrical)	PPSA/Public Space
56	Amaya, Juan P	Public Space Manager	PPSA/Public Space
57	Allen, Kisha	Pgm. Support asst. oa	PPSA/Project Development
58	Casey, Austina T	Compliance Spec. (air quality)	PPSA/Project Development
59	Hameed, Faisal	Supvy Transp. Plnr (Prof Div)	PPSA/Project Development
60	Khan, Saadat U	Policy analyst	PPSA/Project Development
61	Booker, Lewis C	Transportation Planner	PPSA/ Transportation Planning
62	Briggs, Emmanuel	Staff Asst	PPSA/ Transportation Planning
63	Delfs, Christopher	Suprv. Trans. Mgmt planner	PPSA/ Transportation Planning

64	Fye, Nathaniel	Transportation Management spec	PPSA/ Transportation Planning
65	Hensen, Jamie	Transportation Management spec	PPSA/ Transportation Planning
66	Jennings, Jeffrey	Transportation Management spec	PPSA/ Transportation Planning
67	Thomas, Charles	Transportation Management spec	PPSA/ Transportation Planning
68	Vega, Gabriel	Transportation Management spec	PPSA/ Transportation Planning
69	Ziemann, Christopher	Transportation planner	PPSA/ Transportation Planning
70	Onyeador, Gabriel	Transportation Management spec	PPSA/ Transportation Planning
71	Brayan, George	Highway Safety Specialist	PPSA/Policy/Mode & Design
72	Deutsche, Heather	Bicycle Program Specialist	PPSA/Policy/Mode & Design
73	Goodno, Michael	Bicycle Program Specialist	PPSA/Policy/Mode & Design
74	Hefferan, Jennifer	Highway Safety Specialist	PPSA/Policy/Mode & Design
75	Holben, Christopher	Bicycle Program Specialist	PPSA/Policy/Public Space
76	Sebastian, James	Supvy. Transportation Mgmt. Planner	PPSA/Policy/Public Space
77	Kehoe, Steven	Program Analyst	PPSA/Policy/Public Space
78	Kelly, Alice	Supvy. Program Analyst	PPSA/Policy/Public Space
79	Makle, John	ROW Asset Project Manager	PPSA/Policy/Public Space

TABLE 12: AGENCY BILINGUAL STAFF

TASK ▶ List all agency bilingual employees. Please Note: Do not list employee names.

	Position Title	PCP or Non-PCP	Agency Division/Department	Foreign Language(s) Spoken/Written	Certification/Training Held in Foreign Language(s)? Y/N	Does the position require the employee to utilize his/her bilingual skills when needed?
1	Customer Service Communication Specialist/Bilingual	PCP	DDOT/OD	Spanish	None	Yes
2	Program Support Assistant/Bilingual	PCP	DDOT/OD	Spanish	None	No
3	Parking and Traffic Control Officer	Non-PCP	DDOT/TOA	Spanish	None	No
4	Parking and Traffic Control Officer	Non-PCP	DDOT/TOA	Spanish	None	No
5	Transportation Planner	PCP	DDOT/PPSA	Spanish	None	No
6	Transportation Planner	PCP	DDOT/PPSA	Spanish, German, French, Portuguese, Wolof	None	No
7	Transportation Planner	PCP	DDOT/PPSA	Portuguese	None	No
8	Civil Engineering Technician	PCP	DDOT/PPSA/Public Space Management	Hindi, Punjabi, Bengali	None	No
9	Civil Engineering Technician	PCP	DDOT/PPSA/Public Space Management	Spanish	None	No
10	Civil Engineering Technician		DDOT/PPSA/Public Space Management	Arabic	None	No
11	Transportation Engineer		DDOT/PPSA/Public Space Management	Amharic	None	No
12	Public Space Manager		DDOT/PPSA/Public Space Management	Spanish, Portuguese	None	No
13	Program Analyst		DDOT/PPSA/Public Space Management	Spanish	None	No
14	Student Intern		DDOT/PPSA/Public Space Management	Spanish	None	No

TABLE 13: AGENCY BILINGUAL RECRUITMENT PLAN

Describe agency recruitment plan to increase agency bilingual staffing in all areas of the agency:

In order to increase the bilingual staffing across the agency, DDOT routinely consults with the agency's HR liaisons and program managers to identify existing or upcoming vacancies, or new positions that may benefit from bilingual personnel.

In identifying new bilingual positions or existing vacancies to target bilingual recruitment, DDOT considers several factors including: the number and proportion of LEP/NEP individuals served or likely to be served by the program; the frequency of contact between LEP/NEP individuals and program staff; the nature and importance of the program; and the agency's available resources. DDOT uses demographic data supplemented by information from program managers, and community stakeholders to determine the number and proportion of LEP/NEP individuals impacted or in need of specific programs and services.

If the position is identified that would benefit from bilingual personnel, DDOT will implement targeted recruitment efforts to attract a qualified applicants. These efforts may include submitting job vacancies to the Office on Latino Affairs, Office on Asian and Pacific Islanders Affairs and Office on African Affairs for distribution to their constituencies: posting in minority newspapers, websites, job boards attending job fairs and distributing information at community events.

Specific language indicating that language skills are required or that bilingual individuals are encouraged to apply for vacancies is denoted in the job advertisements.

SECTION 5 : LANGUAGE ACCESS COMPLIANCE TRAINING

Statutory Requirements

All agencies with major public contact are required to train senior managers and personnel in public contact positions on language access compliance requirements and cultural competency.

TRAINING REQUIREMENTS

- 1 Language Access Compliance Training (INSTRUCTOR -LED)
Agency personnel in senior management positions and public contact positions (PCP) are required to complete Language Access Compliance Training in-person and delivered by an instructor at least once during the last twelve months prior to the beginning of Year 1 of the BLAP period.

- a) If personnel have not completed the course during the last twelve months prior to the beginning of Year 1 of the BLAP period then they must attend the training within Year 1 of the BLAP period.
 - b) If personnel have completed the course during the last twelve months prior to the beginning of the BLAP period they are required to attend this instructor-led training again during Year 2 of the BLAP period.
 - c) This instructor lead training satisfies both the Language access compliance training requirement and the cultural competency requirement as set forth in the LAA.
- 2 Language Access and Language Line Refresher Course (ON-LINE MODULES)
 Agency personnel in public contact positions (PCP) are required to complete this course NO LESS than six months after completion of the Instructor-led session outline above and NO MORE than 12 months after taking the Instructor-Led Compliance and Cultural Competency Training.

SPECIAL INSTRUCTIONS

- 1 Instructor Lead training courses are offered six times per year through WDA and DCHR. Personnel attending these courses will need to register through PeopleSoft and completion of the training will be included on their personnel transcript.
- 2 Agency-based training sessions can be scheduled on an as-needed basis through the office of the Language Access Director.
- 3 In the case that agency personnel do not work shifts during a regular 9am-5pm schedule (such as MPD and FEMS) arrangements can be made with OHR to view additional on-line training modules.
- 4 New Hires who will serve in public contact positions must receive Language Access Compliance and Cultural Competency training (Instructor-Led) within 60 days of beginning employment.

The following series of questions and tasks will help you identify whether agency staff receive appropriate training on your language access compliance:

- 1 Does all agency staff receive initial and periodic training on how to access and provide language assistance services to LEP/NEP individuals?

Yes No

2 Who receives staff training on working with LEP/NEP individuals? (Select all that apply)

- Senior management staff
- Employees in public contact positions who are responsible for interactions with LEP/NEP individuals
- Bilingual staff
- New employees
- All employees
- Volunteers
- Seasonal staff
- Other (Please specify): _____

TABLE 14: TRAINING OF SENIOR MANAGEMENT STAFF ON LANGUAGE ACCESS COMPLIANCE

TASK ▶ List all senior managers and their titles and answer the following questions.
 All senior managers within the agency need to attend OHR Instructor-led Language Access Compliance and Cultural Competency training through the DCHR Workforce Development Administration or the Language Access Program staff will work with the agency to schedule a session during a regularly scheduled meeting of the senior management team.

Seniors Manager Name and Title	Received Training during Previous BLAP Period (FY 13/14) Y/N	Did not participate in training during last BLAP period(FY13/14) and will take Language Access Compliance Training During Year 1 of BLAP period (FY15) Y/N
1 Leif A. Dornsjo - Director	N	Y
2 Jeffrey Powell – Acting Associate Director - PSRA	N	Y
3 John Thomas -Associate Director Urban Forestry Administration	N	Y
4 Katherine Jefferson – Associate Director - TOA	N	Y
5 Sam Zimbabwe – Associate Director – PPSA/PTSA	Y	N
6 Muhammed Khalid – Acting Chief Engineer	N	Y
7 Kenneth Chandler - Associate Director - Administrative Services Administration	N	Y

TABLE 15: TRAINING FOR ALL AGENCY PERSONNEL SERVING IN PUBLIC CONTACT POSITIONS

TASK ▶ Please complete the following questions.

FY 13/14	YEAR 1 of Previous BLAP (FY13)	Year 2 of Previous BLAP (FY 14)
Employees who received in-person Language Access Compliance training during FY 13/14 (at agency or through the Workforce Development Administration/WDA)	0	125
Employees who completed web-based Language Access Refresher Course AND Language Line Refresher Course (where applicable)	0	0
Front-line PCP's	0	125
FY15/FY16	Year 1 of BLAP (FY15)	YEAR 2 BLAP (FY16)
TOTAL NUMBER OF PERSONS TO BE TRAINED (These Numbers can be approximated)	100	100

Front-line PCP's

SECTION 6: OUTREACH

Statutory requirements

Section 5 states that covered entities develop a plan to conduct outreach to communities with limited or non-English proficient populations.

Language Access regulations define outreach activities as those including, but not limited to, the following: conducting public meetings; organizing events in LEP/NEP communities (including fairs, community meetings, forums, educational workshops); deploying entities' mobile unit/truck/van to visit specific community centers, community based organizations or schools; and partnering with community based organizations for the implementation of projects and/or delivery of services. Public meetings are those, "scheduled to foster community dialogue between the agency and the LEP/NEP community and allow for input or feedback from community members on issues of interest relating to the Language Access Act and its implementation, the agency's BLAP, access by LEP/NEP constituents to services at the agency or other issues brought forward by the LEP/NEP community."

The following series of questions and tasks will help assess the effectiveness of your agencies outreach and visibility in the LEP/NEP communities:

TABLE 17: AGENCY OUTREACH ACTIVITIES

TASK ▶ Please complete each of the following sections:

- Community based outreach fairs
- Educational workshops
- Disseminating information through LEP media outlets
- Co-sponsorship of events through the Office on Asian Pacific Islander Affairs
- Co-sponsorship of events through the Office on African Affairs
- Co-sponsorship of events through the Office on Latinos Affairs
- Deploying entities' mobile unit/truck/van to visit specific community centers
- Other (Please specify): _____

1 How does your agency conduct outreach to LEP/NEP populations served or likely to be served? (Select all that apply)

2 What types of public meetings has your agency held during FY 13/14 BLAP period?

DDOT holds public meetings on virtually every major public transportation project city-wide. Meetings often include introductions to proposed projects, status regarding long-term projects and suggestions for inclusion in project planning

TABLE 18: AGENCY OUTREACH PLANNING TOOL

TASK ▶ Please identify Outreach Activity Goals:

	Type of Outreach Activities	Number and/or frequency	Public Meetings
Year 1 of BLAP (FY15)		33	Y
Year 2 of BLAP (FY16)		33	Y

CONCLUSION

SPENDING (FY13/14)

Task - List all spending in last BLAP period associated with covering the costs of interpretation or translation services, as well as additional staffing resources or expenditures.

Spending in the last BLAP period amounted to approximately \$6000.00 for translation and interpretation services

BUDGET (FY15/16)

Task ▶ List all monies that will be dedicated to covering the costs of interpretation or translation services, as well as additional staffing resources or expenditures.

Approximately \$20,000.00 will be dedicated to cover the costs of interpretation and translation services and needs, pending review of contract costs from OCP

CHALLENGES

Task ▶ Identify systematic challenges the agency will face during the FY15- FY16 BLAP period with regard to compliance with its obligations under the Language Access Act.

The greatest challenge DDOT will face will be unifying reporting of LEP/NEP contacts across agency divisions. An increased effort will be made in the collection of data on language proficiency which would require some level of collaboration between OCTO and DDOT's Public Contracts division to ensure that ALL incidences are regularly and accurately reported.

PLAN APPROVAL FOR COVERED ENTITY

District Department of Transportation (DDOT) has a BLAP that has met the standards and criteria outlined in the checklist below.

Approval Criteria

A successful BLAP makes strong connections between improvement objectives and its services, programs and activities. To qualify as an approved BLAP it must meet the following criteria:

- The plan establishes clear goals and realistic strategies for the covered entity to provide information and services for limited or non-English proficient residents of the District of Columbia.
- The plan includes reliable and realistic mechanisms that enable senior management, the Language Access Coordinator, and the Language Access Director to track and monitor progress toward the specified goals and make mid-course adjustments in response to new developments and opportunities as they arise.
- The plan provides a sufficient budget to acquire and maintain the public services, programs, and activities needed to implement the strategy for improved data collection, oral language services and written language services.

Approved by:

Office of Human Rights Director (Please Print):

Signature: _____ Date: _____

Agency Director (Please Print): Leif Domingo

Signature: [Signature] Date: 6/2/15

Language Access Director (Please Print):

Signature: _____ Date: _____

Agency Language Access Coordinator (Please Print): Karen Randolph

Signature: [Signature] Date: 6/12/15

G. DDOT 2015 Limited English Proficiency Plan



District Department of Transportation
Limited English Proficiency Plan
July 2015

I. Introduction

Over the last several decades, the District of Columbia and its surrounding metropolitan areas have experienced a significant increase in immigrant populations; the DC metropolitan area has become one of the most significant immigration hubs in the country. According to the 2013 American Community Survey 1-year estimates, the total population of the District of Columbia was 646,449. Of the total population ages five years and older, 94.5 percent were considered to be English proficient while 5.5 percent were considered limited English proficient. The top six limited English proficient groups within the District were Spanish, African Languages (including Amharic), French, Chinese, Tagalog, and Vietnamese. One of the District Department of Transportation's (DDOT) objectives is to ensure that limited English proficient communities have equal access to all of DDOT's activities and services.

This Limited English Proficiency Plan presents the federal authorities that govern the prohibition against national origin discrimination as stated in Title VI of the Civil Rights Act of 1964, affecting limited English proficient persons. This plan provides the analysis DDOT uses as the basis for determining the need for an LEP program, outlines the methods for collection of LEP information, and discusses how DDOT integrates LEP activities into all of its programs and services to meet the needs of the LEP communities in the District of Columbia.

II. Federal Authorities

LEP Plans are required for state and local agencies that receive federal assistance through the U.S. Department of Transportation's (U.S. DOT) Federal Transit Administration (FTA) and Federal Highway Administration (FHWA). Being a recipient of FTA/FHWA federal assistance, DDOT has developed this LEP plan describing how it will provide LEP persons with meaningful access to its programs activities and services. DDOT assures that it will implement its programs according to the following Federal authorities:

Title VI of the Civil Rights Act of 1964, as amended, provides that no person shall "on the ground of race, color, or national origin, be excluded from participation in, be denied the

benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.” 42 U.S.C. § 2000d et seq.; and

Executive Order 13166, entitled “Improving Access to Services for Persons with Limited English Proficiency”, prohibits recipients of federal financial assistance from discriminating based on national origin by failing to provide meaningful access of services to LEP individuals. This protection requires that LEP persons be provided an equal opportunity to benefit from or have access to services that are normally provided in English.

III. Definition of LEP Individuals

The U.S. Census Bureau does not define limited English proficiency or non-limited English proficient populations, but reports language data based on two categories of English-speaking ability: ‘very well’ and less than ‘very well’. Therefore, for purposes of this report, LEP individuals will be considered as those individuals who speak English less than ‘very well’.

IV. Determining when Language Assistance Services are Required

A. Federal Guidance

Federal guidance lists using the following four factor analysis to determine the extent of its obligation in providing LEP services:

1. *The number or proportion of LEP persons served or encountered in the eligible service population;*
2. *The frequency with which LEP Individuals come in contact with the program, activity, or service;*
3. *The nature and importance of the program, activity, or service provided by the program; and*
4. *The resources available to the recipient and costs.*

B. Four Factor Analysis for the District of Columbia

1. *The number or proportion of LEP persons served or encountered in the eligible service population*

DDOT used the 2013 American Community Survey 1-year estimates, as its source to identify LEP persons eligible to be served or likely to be encountered. Based on the data from this survey, 94.5 percent of the population of the District of Columbia is considered English proficient, and 5.5 percent of the population is LEP (Table 1).

Table 1: District of Columbia – English Speaking Population

Language	Number	Percentage
Population 5 years and over	605,388	100.0%
Speak only English	497,028	82.1%
Speak a language other than English	108,360	17.9%
Speak English less than 'very well'	33,126	5.5%

As shown in Table 2 below, the top five languages (other than English) spoken in the District are Spanish, French, African languages (which may include Amharic, Ibo, Yoruba, and Swahili), Chinese, and Italian.

Table 2: District of Columbia – Top 10 Languages Spoken at Home (other than English)

Language	Number	Percentage
Spanish or Spanish Creole	53,095	49%
French (incl. Patois, Cajun)	10,764	10%
African languages	10,715	10%
Chinese	6,232	6%
Italian	2,325	2%
German	2,091	2%
Russian	1,913	2%
Arabic	1,851	2%
Korean	1,800	2%
Portuguese or Portuguese Creole	1,596	1%

Table 3 shows the top 10 languages spoken at home by linguistically isolated populations with the top six languages being Spanish, African languages, French, Chinese, Tagalog and Vietnamese. The U.S. Census Bureau defines a linguistically isolated household as one in which no person 14 years old and over speaks only English and no person 14 years old and over who speaks a language other than English speaks English 'very well'.

Table 3: District of Columbia – Top 10 Languages Spoken at Home by Linguistically Isolated Populations

Speak English less than 'very well'	Number	Percentage
Spanish or Spanish Creole	18,316	55%
African languages	3,953	12%
French (incl. Patois, Cajun)	2,590	8%

Chinese	2,036	6%
Tagalog	901	3%
Vietnamese	838	3%
Russian	705	2%
Portuguese or Portuguese Creole	635	2%
Italian	517	2%
Other Indic languages	515	2%

Using data from the 2013 American Community Survey, DDOT has identified various concentrations of linguistically isolated population areas within its geographic boundaries. Although the African Languages category represents 20 languages, DDOT reports interacting most frequently with Amharic speakers; with Amharic being one of the top five languages (other than English) spoken most often in DC Public Schools, along with Spanish, Vietnamese, Chinese, and French. Additionally, while the Korean community is not listed in the top ten languages spoken by linguistically isolated populations, the District has a large community of Korean businesses. Taking this into account, DDOT's language access objectives include the Korean population to ensure that they are also given equal access to all DDOT programs and services.

A 2014 Urban Institute report titled *Ten Years of Language Access in Washington, DC* notes that LEP individuals are concentrated in certain neighborhoods of the city, especially Wards 1 and 4, between 16th Street and Georgia Avenue, as well as the area bounded by Georgia Avenue to the west, Rock Creek Church Road to the south, North Capitol Street to the east and Kennedy Street to the north, known as Petworth.

2. *The frequency with which LEP individuals come in contact with the program, activity, or service*

DDOT collects data regarding its contacts/encounters with the LEP population on a quarterly basis. The following list includes, but may not limit, the types of contacts/encounters DDOT staff have with the LEP population:

- Calls to DDOT's customer service telephone line;
- Visits to DDOT offices;
- Access to DDOT's website;
- Attendance at community meetings or public hearings hosted DDOT;
- Contact with DDOT's ADA complementary paratransit system (including applying for eligibility, making reservations, and communicating with drivers); and
- Requests from the LEP population for translation of essential documents.

DDOT recorded 168 encounters with LEP persons in 2013 and 2014; 95 in 2013, and 73 in 2014. 2013 and 2014 encounters by language are shown below in Tables 4 and 5 respectively.

Table 4: DDOT Frequency of LEP/NEP Encounters by Language, 2013

Language	Encounter Frequency	# of Encounters	Tracking Source
Spanish	At least once a week	85	<ul style="list-style-type: none"> - Reception area/Information desk sign-in sheets that include multilingual language preference - Bilingual staff maintain a tally of number of times they are pulled away to assist an LEP/NEP individual - Tally of interpretation equipment users at outreach events - Language Line Reports - Written correspondence received by agency in a non-English language.
Chinese	Rarely	6	<ul style="list-style-type: none"> - Bilingual staff maintain a tally of number of times they are pulled away to assist an LEP/NEP individual - Language Line Reports
Korean	Rarely	2	<ul style="list-style-type: none"> - Bilingual staff maintain a tally of number of times they are pulled away to assist an LEP/NEP individual.
Portuguese	Rarely	2	<ul style="list-style-type: none"> - Language Line Reports

Table 5: DDOT Frequency of LEP Encounters by Language, 2014

Language	Encounter Frequency	# of Encounters	Tracking Source
Spanish	At least once a week	64	<ul style="list-style-type: none"> - Reception area/Information desk sign-in sheets that include multilingual language preference - Language preference drop down menu in customer management tracking software - Bilingual staff maintain a tally of number of times they are pulled away to assist an LEP/NEP individual - Tally of interpretation equipment users at outreach events - Language Line Reports - Non-English language preference

			is indicated for customer/client in customer management tracking software and correspondence is sent to an LEP/NEP individual in preferred language
Chinese	Rarely	7	- Bilingual staff maintain a tally of number of times they are pulled away to assist an LEP/NEP individual - Language Line Reports
Korean	Rarely	2	- Bilingual staff maintain a tally of number of times they are pulled away to assist an LEP/NEP individual

3. *The nature and importance of the program, activity, or services provided by DDOT to LEP persons*

DDOT's transportation programs, activities and services impact the lives of a wide range of District residents, including those that are LEP. DDOT provides an important link to various transportation services ranging from policy and planning, and public transportation, to managing and maintaining healthy street trees to ensure better air quality and minimize runoff and flooding. The list below identifies DDOT's most critical services which can have serious consequences for the LEP population if language barriers prevented a person from benefiting from an activity.

a. Policy, Planning, and Sustainability Administration (PPSA)

PPSA administers the DDOT public safety outreach programs including pedestrian safety programs, bicycles safety programs, seatbelt usage, driving under the influence, distracted driving, and child safety seat usage. DDOT's review of its contacts with the LEP population shows that the LEP population takes advantage of many of the public safety programs available - particularly the bicycle safety and free child seat programs. If language barriers prevented LEP persons from participating in these transportation safety programs, members of the LEP population would be at an increased risk of harm while making use of the transportation infrastructure.

PPSA conducts public meetings to share information and gather input from the community on proposed transportation and development projects. DDOT uses the community meetings to best determine how to provide services and what the potential impacts of construction/development will be on the community. If language barriers prevented LEP persons from participating in community meetings, DDOT

would probably lose access to information that addresses the needs of the LEP community members.

PPSA also administers the public space permitting operations. Persons who wish to make use of the public right of way, must submit an application for such use. If language became a barrier to services, then members of the LEP population would face great difficulty in gaining a permit to operate a business in public space, begin construction or renovations on a structure, or make use of public space for association or demonstrations.

b. Progressive Transportation Services Administration (PTSA)

PTSA is responsible for planning the District's public transportation services. This includes identifying DC Circulator bus routes, providing transportation subsidies, and assisting PPSA in planning transportation infrastructure. The majority of DDOT's LEP contacts with the LEP population are related to PTSA's school transportation subsidy program. If language barriers prevented LEP persons from participating in PTSA's services, those individuals would probably be without access to public transportation. This could result in geographic isolation from health services, employment opportunities, and education.

c. Transportation Operations Administration (TOA)

TOA maintains the public transportation infrastructure and manages the majority of the agency's public contact positions. TOA administers the Roadway Operations Crew, which assists motorists involved in traffic-related incidents and emergencies on the road. TOA also administers the School Crossing Guard program, and the Traffic Control Officer program. Each of these programs provides transportation safety services to the general public, including the LEP population. If language barriers prevented LEP persons from participating in these services, it could greatly impact the safety of the English Language Learners students going to school and LEP pedestrians at crossing intersections throughout the city.

d. Urban Forestry Administration (UFA)

The mission of the UFA is to manage and increase the District's street trees to maintain healthy trees that provide improved air quality, increased ground water retention that minimizes runoff and flooding, temperature moderation, aesthetics, and other benefits to our community. UFA's Program Operations Division provides educational

information to District residents about the benefits of growing trees and encourages planting of appropriate tree species in the District's urban environment. If language barriers prevented a person from participating in UFA's services, the LEP population would not be able to take advantage of the environmental education and services offered to all District residents.

e. Office of the Director (OD)

OD is responsible for the oversight and management of DDOT. OD receives, tracks, and responds to service requests, answers Freedom of Information Act (FOIA) requests, and responds to requests from the public regarding general information. OD is responsible for all press releases and notices of transportation service interruptions. OD is also responsible for creating and advising the population of the Emergency Evacuation Plan. If language barriers prevented a person from participating in OD services the LEP population would lose access to valuable information and resources. If emergency evacuation planning information is not accessible to the LEP population, or if language services in these areas are delayed, the consequences to these individuals could be life threatening.

4. *DDOT resources available for LEP Outreach and the Cost*

Thus far, DDOT has had enough resources to meet the demand for LEP-related requests regarding language access. DDOT receives tremendous support from the DC's Office of Human Rights in offering and conducting the *Cultural Competency & Language Access Training for Public Servants* training to DDOT employees and subrecipients.

DDOT recognizes that the LEP population in the District is consistently growing. Currently, DDOT believes that it has the proper resources to continue to provide language access services to meet the needs of the LEP population in the District. To date, the requested cost of providing language access services to the LEP population has been reasonable for DDOT. The cost for language translation and interpretation services requested by DDOT programs in FY 2013/2014 was \$5275.70. Due to the increase of requests for translations of vital DDOT documents in FY2014, DDOT has allotted \$20,000 for language translation and interpretation cost in FY2014-2015.

V. DDOT's Language Assistance Implementation Plan for LEP Persons

This implementation plan addresses the identified needs of the LEP population DDOT serves. This plan lays out DDOT's course of action enabling DDOT to establish and provide greater access and participation in public services, programs and activities to the LEP residents in the District of Columbia. Increased access and participation mean that LEP customers are able to be informed of, participate in, and benefit from public services, programs and activities offered by DDOT at a level of service and benefits equal to that of an English proficient individual.

FTA has recommended the following five elements in designing an Effective Implementation Plan on Language Assistance for LEP Persons:

1. *Identifying LEP Individuals who need Language Assistance*
2. *Language Assistance Measures*
3. *Training Staff*
4. *Providing Notice to LEP Persons*
5. *Monitoring and Updating the LEP Plan*

1. *Identifying LEP Individuals who need Language Assistance*

DDOT's methodology for identifying the LEP individuals who may need language assistance includes the following:

- Use of "I speak cards"- DDOT provides these cards in common areas open to the public, and at public meetings in residential areas identified as having an above average number of linguistically isolated households. The "I speak cards" are available in Spanish, French, Korean, Vietnamese, Amharic and Chinese. These cards invite LEP persons to identify their language needs to DDOT staff.
- Public Notices - DDOT posts notices in DDOT common areas and in public locations when public meetings/activities are held to notify LEP individuals of the types of language assistance available through DDOT. Tables are set up at the meetings and/or conferences for the LEP person requesting an interpreter to identify themselves. DDOT staff then assists the LEP person and puts them in contact with the interpreter(s) assigned to the meeting.
- Record Keeping – DDOT keeps records of past interactions with members of the public, including the languages of the LEP persons who attended past meetings. DDOT monitors this information and uses it to track and address the changing needs of the LEP communities.

2. *Language Assistance Measures*

DDOT uses the following language assistance measures (oral and written) to inform LEP persons that language assistance is available to them, free of charge:

- Language Line - DDOT uses this over-the-phone interpretation and translation service to communicate with LEP persons. DDOT staff is instructed on how to use this service during the *Language Access Compliance and Cultural Competency* training sessions offered and conducted by DC's Office of Human Rights.
- DDOT provides information regarding its Language Access Program for obtaining translation and interpretation services on their website (<http://ddot.dc.gov/node/572272>).
- Public Notices – DDOT provides services to LEP persons who wish to participate in DDOT public meetings and/or conferences. Information regarding free translation and interpretation is included on all public meeting notices published by DDOT.

3. *Training Staff*

DDOT works with DC's Office of Human Rights to ensure that training is provided to DDOT managers, staff and DDOT subrecipients biennially. This training helps bridge the gap between limited English proficiency policies and regulations, and the actual practice of using available tools to assist staff in communicating with LEP individuals. In 2015, DDOT's Office of Civil Rights offered three *Cultural Competency & Language Access Training for Public Servants* training sessions. This training, led by DC's Office of Human Rights, covered a review of LEP policies and regulations, as well as included role playing on how to use the Language Line service when encountered by an LEP person.

4. *Providing Notice to LEP Persons*

DDOT provides notices that language services are available free of charge, in languages LEP individuals understand, and explains how LEP persons can obtain language assistance. The following measures are currently used by DDOT. DDOT is in the process of evaluating these measures to ensure that the needs of the LEP communities are met, and if needed, will adjust accordingly.

- Notices – Notices of DDOT services or meetings open to the public are provided on DDOT's website. Language regarding how to obtain free translation/interpretations services is stated on all of DDOT's public meeting and outreach notices.
- LEP individuals are notified of free translations service when calling in to the Call Center.

- Information regarding translation is included on documents posted in common areas at DDOT.

5. Monitoring and Updating the LEP Plan

DDOT monitors its language assistance policies and procedures annually to evaluate its effectiveness in serving the LEP individuals, and modifies accordingly. The evaluation includes:

- Reassessing and Identifying the LEP population in affected services areas based on current data and information obtained from public meetings, inquiries, and other DC Agencies;
- Reassessing the frequency of encounters with LEP groups;
- Reassessing the level of services made available to the LEP communities;
- Reevaluating resources to ensure that DDOT is able to meet demands for requests regarding translations and interpretations of vital documents; and
- Reviewing and updating, when necessary, the LEP training for DDOT staff.

VI. DDOT's Biennial Language Access Plan

In addition to addressing the five elements in designing an effective implementation plan on language assistance for LEP persons, DDOT had developed and implemented a Biennial Language Access Plan (BLAP). DDOT updates its BLAP on a biennial basis. The BLAP provides a detailed approach for ensuring that the LEP populations receive the same level of service and benefits as the English speaking population in the District. DDOT's BLAP meets the standards set by FTA/FHWA for a state DOT's Language Access and Assistance Plan.

H. Title VI Complaint Processing Procedures



TITLE VI DISCRIMINATION COMPLAINT PROCEDURES

Overview of the Complaint Process

These procedures apply to complaints filed pursuant to Title VI of the Civil Rights Act of 1964 and the Civil Rights Restoration Act of 1987 (implementation through 23 C.F.R. 200.9). They cover all of the programs and/or activities administered by the District Department of Transportation (DDOT).

Any person who believes that he or she has been denied information or an opportunity to be heard or to participate in any of DDOT's activities, programs or services, on the basis of race, color, national origin, age, disability, or gender, has the right to file a Title VI complaint with DDOT's Office of Civil Rights.

Complaints must be filed within **one-hundred and eighty (180) days** of the alleged event or practice. Complaints must be in writing, and filed on the form proscribed by DDOT. The forms may be picked up from DDOT's Office of Civil Rights or website, and should be directed to:

Office of Civil Rights
District Department of Transportation
ATTN: Title VI Coordinator
Office of Civil Rights
55 M Street SE, 3rd Floor
Washington, D.C. 20003
ddot.titlevi@dc.gov

DDOT will make every effort to resolve the complaint within DDOT. However, these procedures do not deny or limit the right of a complainant to file a formal complaint with an outside enforcement agency (U.S. Department of Transportation, Federal Transit Administration or Federal Highway Administration) or to seek private counsel for complaints alleging discrimination. Intimidation or retaliation of any kind is prohibited per Title 49, Code of Federal Regulations, Part 21.11(e).

Every effort will be made to obtain early resolution of complaints at the lowest possible level. The option of informal mediation meetings between the affected parties and the investigator may be utilized at any stage of the process. The investigator will make every effort to pursue a resolution of the complaint. Information regarding requested relief and settlement opportunities will be sought during the initial interviews with the complainant and the respondent.



Complaint Processing Procedures

1. Any individual, group of individuals or entity that believes they have been subjected to discrimination prohibited by Title VI nondiscrimination provisions may file a written complaint with DDOT's Office of Civil Rights. A formal complaint must be filed within **one hundred eighty (180) days** of the alleged occurrence, or when the alleged discrimination became known to the complainant. The complainant must meet the following requirements:
 - i. complaint should be in writing and signed by the complainant(s);
 - ii. identify the date of the alleged act of denial or refusal to provide information or access to DDOT's programs and services (date when the complainant(s) became aware of the alleged discrimination, or the date on which that conduct was discontinued, or the latest instance of the conduct);
 - iii. present a detailed description of the issues, including the names and job titles of those individuals perceived as parties of the alleged incident;
 - iv. allegations received by fax or e-mail will be acknowledged and processed, once the identities of the complainant(s) and the intent to proceed with the complaint have been established, however the complainant is required to mail or hand deliver the signed original documents for the continual processing of the complaint, and
 - v. allegations received by phone will be reduced to writing and then forwarded to the complainant for him/her to complete, sign and return to the Office of Civil Rights for processing.
2. Complaint is received in person or in writing DDOT's Office of Civil Rights.
3. The Office of Civil Rights will determine its jurisdiction, acceptability, need for additional information, and the investigative merits of the complaint.
4. Acceptance of the complaint will be determined by:
 - i. whether the complaint is timely filed;
 - ii. whether the allegations involve a covered basis; such as race, color, national origin, gender, age, disability or retaliation;
 - iii. whether the allegations involve a program or activity of a DDOT federal-aid recipient, sub-recipient or contractor; or in the case of ADA allegations, an entity open to the public or within the purview of DDOT Public Space, and
 - iv. the complainant(s)'s acceptance of a reasonable resolution consistent the Civil Right Office's administrative authority.
5. A complaint may be dismissed for the following reasons:
 - i. the complainant requests the withdrawal of the complaint;
 - ii. the complainant fails to respond to repeated attempts for additional information needed to process the complaint;



- iii. the complainant cannot be located after reasonable attempts, and
 - iv. a mutually agreed upon informal resolution.
6. The Office of Civil Rights will pursue informal resolution of administrative complaints wherever practicable. Therefore, the Office of Civil Rights will discuss offers by recipients to reach informal resolution and to the extent appropriate, endeavor to facilitate an informal resolution process that actively involves the stakeholders.
 7. Upon receipt of the signed complaint form, the Title VI Coordinator (hereinafter "Coordinator") will log-in the complaint, determine the basis of the complaint, the authority and jurisdiction that the complaint would fall under, and who should conduct the investigation.
 8. Title VI complaints will be processed and investigated by the DDOT Title VI Coordinator, working in conjunction with the Title VI Advisory Taskforce. However, responsibility for the investigation may be assigned to the Title VI Assistant or another member of the Civil Rights Office staff trained in conducting such investigations.
 9. The first step in conducting the investigation will be the preparation of an investigation plan, identifying the following elements:
 - o Basis of the complaint;
 - o Issues to be addressed;
 - o Information needed to answer the questions posed by the issues (what actually happened, who was involved, past practices, etc.);
 - o Sources from which the information will be obtained (witnesses, written documents, etc.);
 - o How the information will be obtained (telephone interviews, travel to other offices, review of records, etc.), and
 - o Projected timeline for completion.
 10. The complainant will be notified of the individual conducting the investigation and the anticipated deadline for completion, **within five (5) working days** of DDOT's receipt of the complaint in writing.
 11. One of the first steps in the investigation will be to meet with the complainant to clarify the issues, and if necessary, request additional information, and explore the possibilities of an informal resolution.
 12. The complainant will also be informed that he/she has a right to have a witness or representative present during the interview and can submit any additional documentation relevant to proving the allegations in his/her complaint, including the names of all witnesses to the alleged incidents.
 13. The Chief for the Office of Civil Rights will be notified about the complaint.
 14. The respondent (individual or entity alleged to have discriminated) will be notified of the complaint within **ten (10) calendar days** of the receipt of a complaint by DDOT's Office of Civil Rights and about the status of the



investigation.

15. The respondent will be informed regarding his/her right to representation and provided an opportunity to provide any relevant rebuttal evidence. The respondent shall provide a rebuttal to the complaint with evidence within **fifteen (15) calendars days** of the receipt of a copy of notice of the complaint.
16. An attempt will be made to resolve the complaint informally by volunteer means within the first **thirty (30) days** of the receipt date of the complaint. When feasible or necessary, the resolution will provide a means for monitoring for compliance. The parties are also notified that the Office of Civil Rights may reopen a complaint if it is learned that a party has not complied with the terms of the settlement agreement.
17. If it is determined that informal resolution is not feasible, the investigator will proceed with the steps outlined in the investigation plan (interview witnesses, obtain written documentation, etc.)
18. After completing the investigation, information will be evaluated and a written report prepared, if appropriate. The report shall contain the following elements:
 - A description of the allegation(s);
 - A summary of the investigation;
 - Relevant facts (findings); and
 - Supporting documents attached, when appropriate.
 - Information regarding a potential class action discrimination identified during the investigation should be noted.
19. The written investigation report will be submitted to the Chief of the Office of Civil Rights and/or the Chief of Staff (reports on employment related complaints will be sent to both the Chief of the Office of Civil Rights and the Chief of Staff) **within forty (40) days** of the time that the complaint was received (if circumstances require additional time, a status report will be submitted).
20. A copy of the report may also be sent to the Attorney General's Office for review based on a determination by the Chief of the Office of Civil Rights.
21. The investigator will meet with the Chief of the Office of Civil Rights to discuss the findings and what further action may be appropriate.
22. The complainant and appropriate managers shall be notified in writing of the results of the investigation.
23. If DDOT's Office of Civil Rights decision is adverse to the complainant, the complainant shall be notified of appeals rights.

Appeals under Title VI and Section 504 may be made to either the U.S. Department of Transportation or the Federal Highway Administration.



24. The appeal must be made to the DOT's Chief of the Office of Civil Rights within **fourteen (14) days** of the receipt of DDOT's final report.
25. The appeal must specifically cite the portion(s) of the finding with which the Complainant disagrees and his/her reasons for the disagreement.
26. Copies of all Title VI complaints and investigative reports will be sent to the FHWA Division Office within **sixty (60) days** of receipt of the complaint whenever possible. If, for some reason, the investigation cannot be completed within this timeframe, a status report shall be submitted to FHWA at this stage and the report shall follow upon completion.

DDOT's Office of Civil Rights shall maintain Title VI complaint files for a minimum of **three (3) years** from the date of initial filing.

I. Title VI Complaint Log

J. Title VI Complaint Form

GOVERNMENT OF THE DISTRICT OF COLUMBIA
DEPARTMENT OF TRANSPORTATION



Discrimination Complaint Form

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color and national origin, in any program or activity receiving Federal assistance.

If you believe that you have been subjected to discrimination prohibited by Title VI non discrimination provisions or related statutes, you may file a complaint within 180 days of the date of the alleged discrimination.

Please complete the following information, sign the form and submit to:

Attention: Title VI Program Coordinator
Office of Civil Rights
District Department of Transportation
55 M Street, S.E., Third Floor
Washington, D.C. 20003

Telephone: (202) 671-2700
Facsimile: (202) 671-0636

Complainant's Information:

Name _____

Address _____

City _____ State _____ Zip code _____

Telephone _____ Alternative Phone _____

Email _____

Race _____ Color _____ Sex _____

National Origin _____



GOVERNMENT OF THE DISTRICT OF COLUMBIA
DEPARTMENT OF TRANSPORTATION



If you are filing on behalf of someone, please provide your contact information below:

Name _____

Address _____

City _____ State _____ Zip code _____

Telephone _____

Your relationship to the person for which this complaint has been filed (e.g. friend, attorney, parent, etc.) _____

Name of agency, institution or office you believe discriminated against you:

Respondent's Information:

Agency or Department _____

Name of Individual (if applicable) _____

Address _____

City _____ State _____ Zip code _____

Telephone _____

Basis(es) for complaint, check all that apply:

- Race Color National Origin Sex Disability Age



GOVERNMENT OF THE DISTRICT OF COLUMBIA
DEPARTMENT OF TRANSPORTATION



In your own words, describe how, why, when and by who you believe that you were subjected to discrimination. Include as much background information as possible about the alleged act(s) of discrimination. Include the names of individual, if known, whom you allege discriminated against you. Attach additional page(s), as needed.

Date(s) that incident(s) took place:

List names and contact information of persons, if known, who may have knowledge of the alleged discrimination.



GOVERNMENT OF THE DISTRICT OF COLUMBIA
DEPARTMENT OF TRANSPORTATION



Have you filed this complaint with any other federal, state or local agency, or with any federal or state court?

Federal agency _____

State Agency _____

Local Agency _____

Federal Court _____

Local Court _____

Please sign and date the complaint form below. The complaint will not be accepted if it has not been signed. You may attach written materials or supporting information that you think is relevant to your complaint.

Complainant Signature

Date

Attachments: Yes No

Submit Form and any additional information to:

Attention: Title VI Program Coordinator
Office of Civil Rights
District Department of Transportation
55 M Street, S.E., Third Floor
Washington, D.C. 20003

Telephone: (202) 671-2700
Facsimile: (202) 671-0636



K. Title VI Display Poster



DISTRICT DEPARTMENT OF TRANSPORTATION

YOUR RIGHTS UNDER

Title VI of the Civil Rights Act of 1964

What is Title VI?

Title VI of the Civil Rights Act of 1964 (Title VI) is a Federal law that protects individuals from discrimination on the basis of race, color or national origin in any program receiving Federal assistance.

DDOT's Title VI Policy and Assurances

DDOT assures that it will implement its programs and activities in a manner ensuring that no person of any race, color, national origin, gender, age or disability, as provided in Title VI and related statutes, is excluded from participating in, denied benefits of, or otherwise subjected to discrimination.

What Constitutes Discrimination Under Title VI?

Discrimination under Title VI may occur when a person or certain group is denied or deprived of a public benefit or service based on their race, color, national origin, gender, age or disability.

Who Must Comply with Title VI?

DDOT staff, contractors, consultants, suppliers, and other recipients of Federal funds must comply with Title VI. Federal-aid contracts must include standard provisions that require compliance with Title VI. DDOT's contractors are prohibited from discriminating in the selection and retention of subcontractors, as well as in their employment practices in connection with Federal-aid highway construction projects or other Federally assisted projects.

What if I believe I have been Discriminated Against?

If you believe you have been discriminated against based on Title VI's nondiscrimination regulations or related statutes, you may file a written complaint within 180 days of the date of the alleged discriminatory act(s), or at the time you become aware of the discriminatory act(s). **Please send your questions and/or complaints to:**

**Office of Civil Rights
District Department of Transportation
55 M Street SE, 3rd Floor
Washington, DC 20003
Phone: (202) 671-2100
Email: ddot.titlevi@dc.gov**

DDOT and its funding recipients are prohibited from retaliating against you or any person because he or she opposed an unlawful policy or practice, made charges, testified, or participated in a complaint action under Title VI. If you believe that you have been retaliated against, you should immediately contact DDOT's Office of Civil Rights. For more information on DDOT's Civil Rights Program, please visit: <http://ddot.dc.gov/service/civil-rights-program-and-services>.

L. Know Your Rights under Title VI Brochure

How do I File a Complaint?

If you believe you have been discriminated against based on Title VI's nondiscrimination regulations or related statutes, you may file a written complaint within 180 days of the date of the alleged discriminatory act(s), or at the time you become aware of the discriminatory act(s).

The complaint should include:

1. Your name, address, and telephone number. If you are filing on behalf of another person, include their name, address, telephone number and your relation to that person (e.g., friend, attorney, parent, etc.);
2. The date of the alleged discriminatory act(s);
3. The name and address of the agency, institution or office you believe discriminated against you;
4. The name(s) and contact information of the agency representative(s), if known;
5. A description of the alleged discriminatory act and why you believe you were discriminated against (include as much information as possible);
6. The name and contact information, if known, of any person DDOT can contact for additional information to support or clarify your allegation(s); and
7. Your signature.

Please send your complaints to DDOT at the address on the back of this brochure.

What will DDOT do with my Complaint?

Once a complaint is filed, DDOT will determine jurisdiction, acceptability, need for additional information and the investigative merits of the complaint. If the complaint is accepted, the allegations will be investigated and an attempt will be made to resolve the violations found. If negotiations to correct a violation are unsuccessful, enforcement proceedings may be instituted.

Complaints filed against DDOT, Non-Transit and Transit related, will be forwarded for processing to the Federal Highway Administration and Federal Transit Administration, respectively.

These procedures do not limit or deny your right to file a formal complaint with an outside enforcement agency (US Department of Transportation) or to seek private counsel.

What if I am Subjected to Retaliation for Asserting My Rights?

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For more information or to file a complaint, please contact:

Office of Civil Rights

District Department of Transportation

55 M Street SE, 3rd Floor

Washington, DC 20003

Phone: (202) 671-2700

ddot.titlevi@dc.gov

Simple Justice requires that public funds, to which all taxpayers of all races contribute, not be spent in any fashion which encourages, entrenches, subsidizes, or results in racial discrimination.

- President John F. Kennedy

Your Rights Under Title VI of the Civil Rights Act of 1964



“No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.”

42 U.S.C. §2000d

Government of the District of Columbia
MURIEL BOWSER, MAYOR



What is Title VI?

Title VI of the Civil Rights Act of 1964 (Title VI) is a Federal law that protects individuals from discrimination on the basis of race, color or national origin in any program receiving Federal assistance.

What Constitutes Discrimination Under Title VI?

Everyone in the United States has a right to equal treatment in regards to receiving benefits and gaining access to programs, services and opportunities offered by agencies receiving Federal assistance. Discrimination under Title VI and related statutes, may occur when a person or certain group is deprived of a public benefit or service based on their race, color, national origin, gender, age or disability.

Discrimination under Title VI may include the following actions:

- Denying a person or group any program service, financial aid or benefit provided under the program to which a person might otherwise be entitled;
- Treating someone differently regarding the quality, quantity, or manner in which a service or benefit is provided; and
- Denying a person or group the opportunity to participate as a member of a public planning or advisory meeting/activity, or similar body.

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Title VI & Environmental Justice

Executive Order 12898, *Federal Actions to Address Environmental Justice in Minority and Low Income Populations*, focused attention on Title VI by requiring that agencies achieve environmental justice by identifying and addressing disproportionately high or adverse human health and environmental effects of its programs, policies, and activities in minority and low-income communities.

DDOT incorporates the principles of environmental justice into its policies, planning and project development activities to ensure that there are no inequitable impacts on minority and low-income groups throughout the city.

Who are Limited English/Non-English Proficient (LEP/NEP) persons?

An LEP person does not speak English as their primary language and has a limited ability to read, speak, write or understand English. An NEP person cannot speak or understand the English language at any level.

Executive Order 13166 requires recipients of Federal assistance to ensure that LEP persons are provided meaningful access to services that are normally provided in English.

The DC Language Access Act of 2004, and subsequent amendments, require written translation of vital documents into any non-English language spoken by an LEP or NEP population if it constitutes 3% or 500 individuals, whichever is less, of the population served, encountered, or likely to be encountered.

DDOT provides language assistance services, such as translation and interpretation, to ensure that LEP and NEP populations receive access to critical services and benefits in the city.



Community Involvement

DDOT encourages and supports an inclusive community involvement program; allowing community members to participate and have an active voice at all stages of the project — from the planning phase to construction, as well as throughout the life of the project.

Title VI regulations, along with key environmental and transportation laws, emphasize the need for early engagement of affected parties during the transportation decision-making process. Special consideration is given to reaching and involving the traditionally underserved communities, such as minority, low-income, disabled, limited English proficient and other populations facing barriers to access.

