



# **Title VI Program for the City of San Luis Obispo Public Works Department**

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## I: Non-Discrimination Policy Statement

The City of San Luis Obispo (SLO) Public Works Department is committed to ensuring compliance with Title VI of the Civil Rights Act of 1964 and other non-discriminatory authorities, such that no person shall be excluded from participation in or be denied the benefits of any program or activity conducted by the City of SLO Public Works Department on the grounds of race, color, national origin, sex, age, disability, religion, sexual orientation, gender identity, or any other category protected by State or Federal law.

Further, no person shall be subjected to discrimination under any program or activity conducted by the City of SLO Public Works Department, on the grounds of race, color, national origin, sex, age, disability, religion, sexual orientation, gender identity, or any other category protected by State or Federal law.

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

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Matt Pennon  
DEI Manager  
City of San Luis Obispo

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Date

## II: Non-Discriminatory Legislation

**Title VI of the Civil Rights Act of 1964** – Provides that no person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination, under any program or activity receiving Federal financial assistance (as implemented through 23 CFR 200.9 and 49 CFR 21).

**Section 162(a) of the Federal-Aid Highway Act of 1973 (Section 324, Title 23 U.S.C.)** – Prohibits discrimination on the basis of sex by recipients and sub-recipients of Federal financial assistance.

**Section 504 of the Rehabilitation Act of 1973** – Prohibits discrimination on the basis of disability by recipients and sub-recipients of Federal financial assistance.

**The Age Discrimination Act of 1975 (Section 6101-6107, Title 42 U.S.C.)** – Prohibits discrimination on the basis of age by recipients and sub-recipients of Federal financial assistance.

**The Civil Rights Restoration Act of 1987 (Public Law 200-209)** – Clarifies that the original intent of Congress in Title VI of the Civil Rights Act of 1964, Title IX of the Educational Amendments of 1972, the Age Discrimination Act of 1975, and Section 504 of the Rehabilitation Act of 1973 was to apply the non-discrimination statutes to all programs and activities of Federal-aid recipients, sub-recipients, contractors and vendors, whether all such programs are federally assisted or not.

**Executive Order 12898 (issued February 11, 1994)** – Addresses Environmental Justice regarding minority and low-income populations and requires agencies to develop strategies to address disproportionately high and adverse human health or environmental effects of their programs on minority and low-income populations; promote nondiscrimination in federal programs substantially affecting human health and the environment; and provide minority and low-income communities access to public information and an opportunity for public participation in matters relating to human health or the environment.

**Executive Order 13166 (issued August 16, 2000)** – Addresses improved access to services for persons with limited English proficiency. Agencies are directed to evaluate services provided and implement a system that ensures that Limited English Proficiency (LEP) persons are able to meaningfully access the services provided consistent with, and without unduly burdening, the fundamental mission of the local agency. Agencies are directed to ensure that recipients of federal financial assistance provide meaningful access to program, services and information to their LEP applicants and beneficiaries free of charge.

### III: Organization Staffing and Responsibilities

The City of SLO's Title VI program is built to work toward the ultimate goal of assuring full compliance with the provisions of Title VI of the Civil Rights Act of 1964 and related statutes. To accomplish this, the City has designated the Title VI Coordinator, along with other roles, to be responsible for the overall program implementation of and compliance with Title VI. The roles and responsibilities are as follows:

#### Title VI Coordinator

- Ensures that the City's Title VI program is up to date with all requirements set forth by the Federal Highway Administration (FHWA), California Department of Transportation (Caltrans), and any other applicable jurisdictions.
- Maintains open line of communication with City Manager, City Council, and other City leadership positions to facilitate the Title VI Program.
- Directs all staff to coordinate and attend trainings.
- Promptly processes and resolves Title VI complaints.
- Ensures Title VI reviews of the City's Federal-aid program areas, including pre- and post-grant reviews for compliance with Title VI requirements.
- Provides an annual report of Title VI activity goals, including an annual review of the Title VI Program Plan.
- Creates and distributes Title VI information for public dissemination.

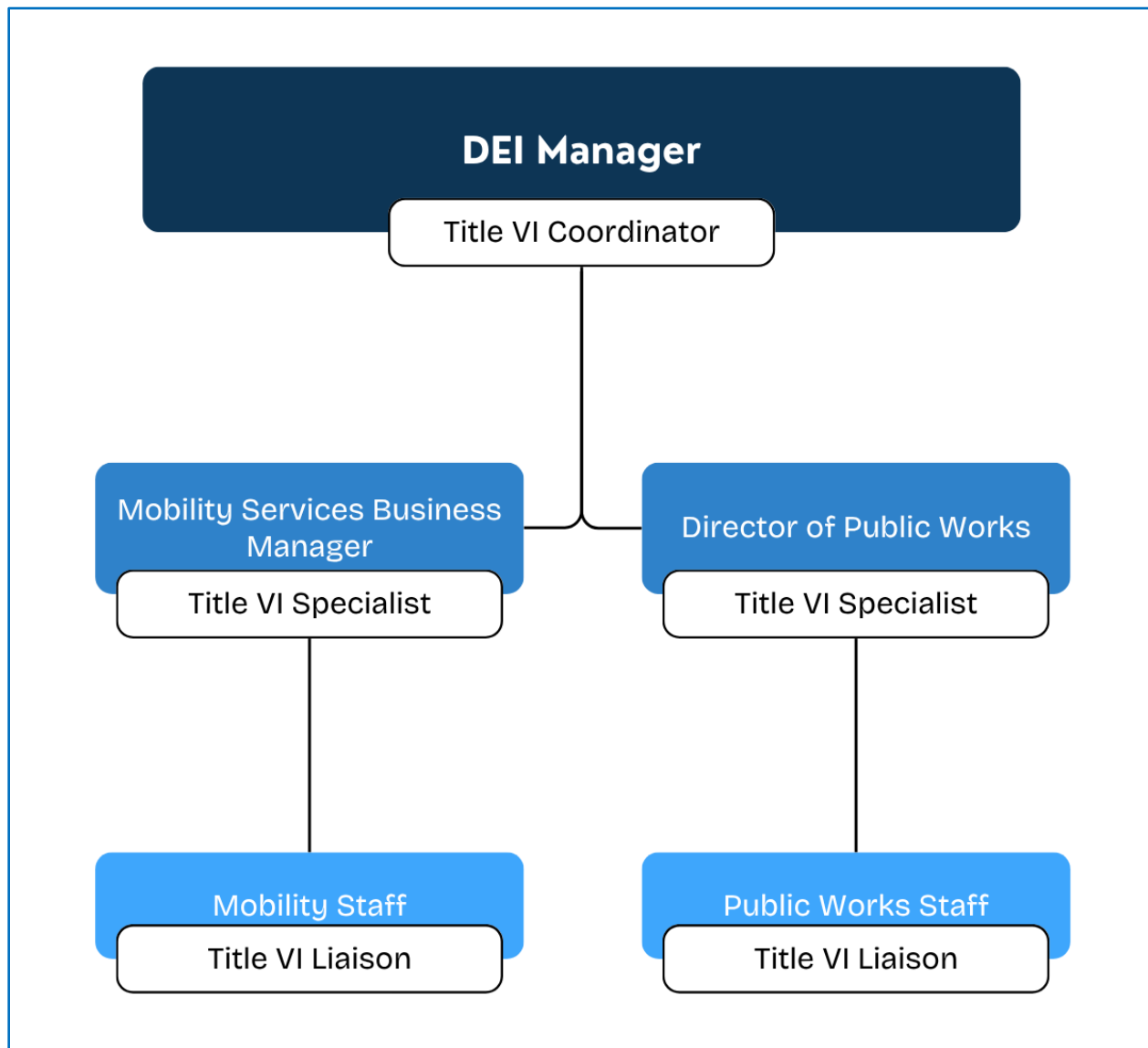
#### Title VI Specialist

- Ensures applicable staff are present for Title VI trainings and diligently following Title VI procedures.
- Prepares and coordinates Title VI Plan and Annual Report submission.
- Ensures that Title VI Assurances have been incorporated into all Federal-aid Contracts and Agreements.
- Ensures the collection of statistical data (race, color, national origin, sex, etc.) of participants in and beneficiaries of the City's Federal-aid programs, activities, and services.
- Analyzes data collected to determine effectiveness of outreach methods to avoid group exclusion and encourage group participation.
- Develops complaint procedures, complaint log, and ensures that all applicable staff are properly trained in the complaint reporting procedures.
- Develops Title VI information for public dissemination.

#### Title VI Liaison

- Attends trainings as to maintain knowledge of current Title VI requirements.
- Reports complaints through complaint procedure listed as part of the City's Title VI Implementation Plan.
- Incorporates required Title VI language into relevant contracts and agreements.

*Figure 1 – Title VI Organization Chart*



## IV: Title VI Complaint Procedures

Any person who believes that they have been discriminated against on the basis of race, color, and/or national origin may file a Title VI complaint with Public Works by completing and submitting a Title VI Complaint Form (*Appendix C*). Complaints must be filed no more than 180 days after the alleged incident occurred and must include complete information, including the complainant's contact information, details of the alleged discrimination, and the complainant's signature.

English and Spanish versions of the Title VI complaint form is available on SLO Public Work's webpage [Accessibility & Civil Rights | City of San Luis Obispo, CA](#). Physical copies can also be obtained in person at the Public Works Office located at 919 Palm Street, San Luis Obispo, CA 93401.

Once the form is obtained, complainants can follow the steps below to complete and submit the form.

1. **Complete the Complaint Form.** If a customer needs assistance in completing the form, then they may contact Public Works at 805-781-7200 for assistance.
2. **Sign the Complaint Form.** Customers are required to sign the Complaint Form.
3. **Submit the Complaint Form.** Civil rights complaints should be filed immediately. However, SLO Public Works will investigate complaints up to 180 days after the alleged incident. Customers should submit their complaints to:

City of San Luis Obispo  
Attn: Title VI Coordinator  
919 Palm Street  
San Luis Obispo, CA 93401

Alternatively, customers may also submit their complaints directly to the FHWA's Office of Civil Rights or Caltrans Office of Civil Rights using the following address:

Federal Highway Administration  
U.S. Department of Transportation  
Office of Civil Rights  
1200 New Jersey Avenue, SE  
8th Floor E81-104  
Washington, DC 20590

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

## Post-Submittal Actions

The following post-submittal actions are taken to ensure complaints are thoroughly investigated and that the complainant is informed of the results of the investigation.

1. **Acknowledgement.** Complaints will be recorded and assigned a complaint number. SLO Public Works will review the complaint to determine if there was a Title VI violation(s). Staff will send an acknowledgement letter for receipt of complaint informing the customer that their complaint was received and that SLO Public Works will investigate.
2. **Investigation.** SLO Public Works has up to ninety (90) days to investigate the complaint. If more information is needed to resolve the case, then SLO Public Works may contact the complainant. The complainant has ten (10) days from the date of contact to send the requested information to the investigator assigned to the case.

If the investigator is not contacted by the complainant or does not receive the additional information within ten (10) days, then SLO Public Works can administratively close the case. The case can also be administratively closed if the complainant no longer wishes to pursue their case.

3. **Decision.** After the investigator reviews the complaint, one of the following letters will be issued to the complainant: a closure letter or a Letter of Finding (LOF). A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed. A LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member, or other action will occur.
4. **Appeal.** If the complainant wishes to appeal the decision, then they have ten (10) days after the date of the closure letter or the LOF to do so.

### **Title VI Investigations, Complaints, and Lawsuits**

SLO Public Works maintains a list of public Title VI investigations, complaints, and lawsuits filed since the time of the last Title VI program submission which alleges discrimination on the basis of race, color, or national origin. This list includes the date that the investigation, lawsuit, or complaint was filed; a summary of the allegation(s); the status of the investigation, lawsuit, or complaint; and actions taken by SLO Public Works in response, or findings related to the investigation, lawsuit, or complaint. Public Works does not have any investigations, complaints, or lawsuits with regards to Civil Rights Violations at this time.

## **V: Public Outreach and Information Resources**

The purpose of public participation is to help ensure that the residents of the City of San Luis Obispo are kept informed and involved in Public Works' various programs, projects and activities. Public Works is committed to ensuring it serves the residents in the City of San Luis Obispo by delivering efficient, responsive, and cost-effective public works services that protect and enhance the safety, health, and quality of life in the City of San Luis Obispo. Public Works values public participation and encourages involvement by the community.

Following are the outreach strategies that will be implemented by Public Works in an effort to reach the citizens of the City of San Luis Obispo and provide equal access to up-to-date information and promote an active channel of communication.

### **Title VI Program Information**

The Title VI Plan, Public Notice (see *Appendix B*), Non-discrimination Title VI Policy Statement, Complaint Process, Complaint Forms (see *Appendix C*) and Title VI Brochure are posted on Public Works' website. Public Works' Title VI Policy Statement shall be included in bid specification posting for federally funded projects, included by reference of the Presidential Executive Order Number 11246 as amended by Executive Order (1) 75 and as approved by Department of Labor Relations (41 CFR Part 61) construction and consultant contracts and the Public Notice shall be posted at the front counter of the Public Works main office, and all Public Works public access facilities.



### Public Works Website

Public Works maintains a well-organized website that is accessible to the public. The website provides information regarding the different divisions and services within Public Works; news and events; online services; down-loadable materials; Board meeting calendar and agenda; reports; citizen brochures; City road closures; updates on projects and programs; City of San Luis Obispo Title VI Plan – 2025; information regarding public transportation; City of San Luis Obispo's Capital Improvement Plan; Policies and Program information, etc. Public Works provides language translation on its website.

### Social Media Network





Public Works has a social media network presence on X (Twitter), Facebook, Instagram, and YouTube to support our public outreach efforts. We use this media forum to disseminate information to the public on events, programs, news releases, media advisories, construction project information, informational videos, new services, etc. The consumer, via their computing device, can choose their desired language which enables an individual with Limited English Proficiency (LEP) equal access to information, allowing Public Works to continue promoting a culture of dialogue between the public and Public Works.

### Public Notices

Public Works will post public notices to the City's website that will provide contact information, translation capabilities and resources for translation services if language assistance is required. This will be done in accordance with the City's Public Engagement and Noticing (PEN) Manual, which can be found at [PEN Manual Templates | City of San Luis Obispo, CA](#).

Guided by the principles of **Inform, Consult, and Collaborate** (See *Figure 1*); SLO Public Works provides clear information, actively seeks feedback, and partners with the public in identifying and evaluating alternatives.

**Figure 2 - Action Plan Matrix**

		COMMUNICATION OBJECTIVE		
		INFORM	CONSULT	COLLABORATE
		<ul style="list-style-type: none"> <li>One way communication – outreach to citizens.</li> <li>Provide public with balanced and objective project/issue information to increase awareness and/or understanding of problems, alternatives and solutions.</li> </ul> 	<ul style="list-style-type: none"> <li>Get ideas on finite number of options / limited time discussion.</li> <li>Take public feedback on project or other issue proposal.</li> </ul> 	<ul style="list-style-type: none"> <li>Interactive process that incorporates recommendations as much as possible.</li> <li>Partner with the public to develop alternatives and identify preferred solutions.</li> <li>May be open ended.</li> </ul> 
<b>DECISIONMAKING: LEVEL OF COMPLEXITY</b> 	<b>1 STAFF LEVEL</b> Normal procedures, existing program, services delivery	✓	✗	✗
	<b>2 DEPARTMENT HEADS, CITY MANAGER</b> New program, expansion of existing program	✓	⦿	✗
	<b>3 ADVISORY BODIES</b> (i.e., land use issues, development projects)	✓	✓	⦿
	<b>4 CITY COUNCIL</b> New laws, major plans, significant issues (i.e. drought strategy)	✓	✓	✓
		✓ Yes    ⦿ Maybe    ✗ Not Required		

To support equitable participation, SLO Public Works maintains relationships with a network of nonprofits, businesses, and community organizations, particularly those serving underrepresented groups. Follow-up with participants helps close the feedback loop, and an engagement toolbox supports accessible, effective outreach.

### Community Outreach Conducted by the Department

SLO Public Works staff regularly engage with the community to provide information, answer questions, and build awareness around current and upcoming infrastructure projects. Outreach efforts include participation in events such as the Downtown San Luis Obispo Farmers' Market "Public Works Week", where staff highlight major initiatives and gather input from the public. Staff also hold community workshops to gather public input on specific project designs such as active transportation and public park projects.

## VI: Language Assistance Plan

SLO Public Works has developed its Language Assistance Plan (LAP) to address SLO Public Works' responsibilities as a recipient of federal funding. The LAP helps to identify reasonable steps for providing language assistance to persons with Limited English Proficiency (LEP) who wish to access services and programs. Persons with LEP are those who do not speak English as their primary language and have limited ability to read, write or understand English.

**Table 1: Comparison of Language Spoken at Home in San Luis Obispo**

Language Spoken	Group Population Estimate	Group's Percentage of Population Estimate	Portion of Group that Speaks English Very Well	Portion of Group that Does Not Speak English Very Well
English Only	<b>38,864</b>	<b>83.4%</b>	<b>38,864 (100%)</b>	<b>0 (0%)</b>
Spanish	<b>4,608</b>	<b>9.9%</b>	<b>3,697 (80.2%)</b>	<b>911 (19.8%)</b>
Other Indo-European Languages	<b>1,362</b>	<b>2.9%</b>	<b>1,197 (87.9%)</b>	<b>165 (12.1%)</b>
Asian/Pacific Island Languages	<b>1,395</b>	<b>3.0%</b>	<b>1,104 (79.1%)</b>	<b>291 (20.9%)</b>
Other Languages	<b>395</b>	<b>0.8%</b>	<b>358 (90.6%)</b>	<b>37 (9.4%)</b>
Total Population Above 5 Years	<b>46,624</b>		<b>45,220 (97%)</b>	<b>1,404 (3%)</b>

Source: US Census: American Community Survey 2023 ACS 5-Year Estimate

<https://data.census.gov/table/ACSST5Y2023.S1601?q=San+Luis+Obispo+city,+California+language>

### Limited English Proficiency

A Limited English Proficiency (LEP) person is a person that does not speak English as a primary language and has a limited ability to read, write, or comprehend English. Per Executive Order 13166, agencies which receive Federal funding must examine their federally funded services and develop and implement processes that will allow LEP persons to meaningfully access said services. Executive Order 13166 also requires that agencies receiving Federal funding must establish guidance for providing meaningful access to LEPs, prepare a plan to overcome language barriers in federally funded programs and activities, and ensure that stakeholders have adequate opportunity to provide input.

As shown in Table 1 above, 3.0% of residents in the City of San Luis Obispo are considered LEP persons, with the majority of those LEP persons primarily speaking Spanish (9.9% of the community). As outlined in the City's LEP Plan (*Appendix A*), the City has conducted a LEP Needs Assessment, using a Four Factor Analysis to identify need and provide access to the LEP community in compliance with Executive Order 13166.

### Title VI Information Dissemination

SLO Public Works's goal is to provide meaningful access for persons with LEP to all of its services, programs, and information. Efforts to effectively engage persons with LEP will ensure that they can equally contribute to and benefit from the development and improvement of SLO Public Work's services and programs.

In order to ensure that Title VI and related Civil Rights information is readily available to the public, the city will develop public notices consisting of posters, flyers, and complaint forms that are available in English and Spanish. The languages selected for the informational materials were based upon language data provided from the US Census; see Table 1 above. Said flyers and posters will be placed in the City Hall lobby, in a highly visible and accessible location. The public notices will also be available for viewing on the City's website, at [www.slocity.org](http://www.slocity.org).

SLO Public Works will comply with the Safe Harbor Provision, which outlines circumstances that can provide a “safe harbor” for recipients regarding translation of written materials for LEP populations. The Safe Harbor Provision states that, if a recipient provides written translation of vital documents for each eligible LEP language group that constitutes five percent or 1,000 persons, whichever is less, of the total population of persons eligible to be served or likely to be affected or encountered, then such action will be considered strong evidence of compliance with the recipient’s written translation obligations. These safe harbor provisions apply to the translation of written documents only.

## **VII: Data Collection and Analysis**

Demographic and related data collected and used by City staff comes from governmental sources responsible for collecting and vetting the information for consistency and accuracy. These sources include, but are not limited to, the U.S. Bureau of Labor Statics, U.S. Census Bureau, U.S. Bureau of Economic Analysis, California Department of Finance, California Department of Labor, and the California Employment Development Department.

Additionally, staff may also collect project-specific demographic data utilizing data collection as appropriate through the public outreach process on federally funded projects. Such outreach that may give staff the opportunity to collect demographic data may include door hangers, posters, emails, social media releases, press releases to local newspaper, public meetings, virtual meetings, and public comment through websites generated for projects.

## **VIII: Implementing Title VI Program Activities**

### **Title VI Assurances and Provisions**

The City’s Title VI Coordinator will ensure that any federally-funded project documents contain the necessary Title VI Assurances and other language. Such assurances include, but may not be limited to:

- FHWA Form 1273 (Title VI and other non-discriminatory requirements)
  - Required on all FHWA contracts and subcontracts valued greater than \$10,000
- Title VI Assurances Appendix A-E (*Appendix E*)
  - Appendix A-E to be attached to Federal-Aid contracts

### **Review and Remedial Action**

Public Works will conduct periodic Title VI self-assessment of its programs and activities for compliance. Where applicable, revise policies, procedures and directives to include Title VI requirements.

When irregularities occur in the administration of Title VI programs, corrective action will be taken to resolve identified Title VI issues. Swift action will be taken to correct any

deficiencies found by Public Works, Caltrans, or the Federal Highway Administration (FHWA), not to exceed 90 days, in order to implement Title VI compliance in accordance with this plan.

Public Works will periodically conduct Title VI compliance reviews of Consultants, Contractors and Subcontractors. The review of selected recipients of Federal Aid Highway or other Federal funds will be conducted to ensure adherence to Title VI requirements. Public Works shall confirm guidelines provided to consultants, contractors, and subcontractors including Title VI language, provisions, and related requirements, as applicable.

### **Environmental Justice**

Public Works strives to identify and address the public works and transportation needs of the citizens of the City of San Luis Obispo and ensures that the benefits and burdens of investments are being fairly distributed. Safety and improving the quality of life of City residents is Public Works' primary concern. Striving to be transparent in the process of government and insuring access for all is what Public Works strives to do in providing the best, cost-effective facilities and projects to the public.

In accordance with Executive Order 12898, "Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations", the City will develop strategies to address disproportionately high and adverse health or environmental effects on minority and low-income populations to promote nondiscrimination in Federal-aid programs substantially affecting human health and the environment, and to provide minority and low-income communities access to public information and an opportunity for public participation in matters relating to human health or the environment.

## **IX: Staff Training**

Training will be provided every two years, and within six months of hiring a new employee, by the Office of DEI for all Public Works staff.

Training will include the following:

1. Information on what Title VI is, what staff responsibilities are;
2. How to Identify and document language needs of LEP persons;
3. How to deliver services effectively to LEP persons;
4. Procuring interpreter services needed;
5. Description of language assistance services offered to the public;
6. Documentation of language assistance requests; and
7. How to handle a potential Title VI/LEP complaint.

## **X: Annual Work Plan**

The City of San Luis Obispo Public Works Department will annually establish and monitor program goals and accomplishments. The Title VI Coordinator will ensure that employee training is conducted, language translation services continue to be available, public

participation is optimal, and appropriate Title VI signage is posted. This also includes updating community statistics and corresponding with state and federal agencies as necessary.

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## Appendix A

# Limited English Proficiency Plan

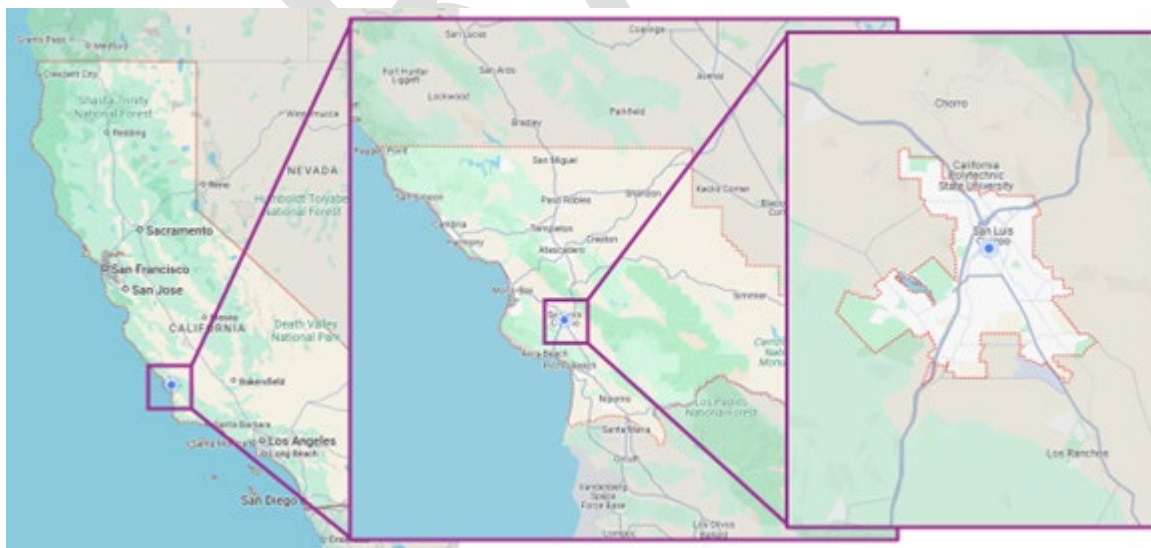
### Background

Executive Order 13166, “Improving Access to Services for Persons with Limited English Proficiency” requires that Federal agencies work to ensure that the recipients of Federal financial assistance provide meaningful access to their Limited English Proficiency (LEP) applicants and beneficiaries.

As such, local agencies are required to ensure that federally funded programs and activities normally provided in English are accessible to LEP Persons. Each local agency shall perform an annual assessment to determine if modifications are needed to their programs and activities to ensure meaningful access by LEP persons. The assessment which is referred to as a “Four-Factor” analysis is based on the following factors:

1. Factor 1 - The number or proportion of persons with LEP eligible to be served or likely to be encountered by SLO Public Works
2. Factor 2 - The frequency with which persons with LEP come into contact with SLO Public Work’s services and programs
3. Factor 3 - The nature and importance of SLO Public Work’s services and programs in people’s lives
4. Factor 4 - The resources available to SLO Public Works for LEP outreach, as well as the costs associated with that outreach.

**Figure 1 - Location of the City of San Luis Obispo**



### San Luis Obispo (City) Overview

SLO Public Works serves the City of San Luis Obispo and the adjacent university campus. The primary languages spoken in the City of San Luis Obispo are English and Spanish. The total population is approximately 47,000 (US Census: American Community Survey

2023 5-Year Estimate). Of the 46,624 residents, approximately 9.9% of the residents are Spanish speaking, 2.9% of the residents are Other Indo-European Language speaking, and 3.0% are Asian/Pacific Island Language speaking.

#### Four-Factor Analysis

1. The number or proportion of LEP persons eligible to be served or likely to be encountered.

As shown in Table 1 below, San Luis Obispo has approximately 46,624 residents. 1,404 (3.0%) of residents are considered LEP persons, with the majority of those LEP persons primarily speaking Spanish (4,608, 9.9% of the community), Other Indo-European Languages (1,362, 2.9% of the community), and Asian/Pacific Island Languages (1,395, 3% of the community). The remaining 395 (0.8%) of the population speak other languages.

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Source: US Census: American Community Survey 2023 ACS 5-Year Estimate  
<https://data.census.gov/table/ACSST5Y2023.S1601?q=San+Luis+Obispo+city,+California+language>

2. The frequency of LEP contacts.

No data has been collected regarding the frequency of contact with LEP persons at the City. Most interactions with LEP persons occur at the City's Finance Department due to residents paying utility bills. Based on observation from Finance Department front-counter staff, the frequency for translation from Spanish to English is on average once per day. Currently the City's Human Resources Department retains a list which lists all City staff which are certified translators for various languages. If front counter staff that speak Spanish or another language are not available, City staff will reach out to a certified translator from the list. Public Works staff do not regularly receive requests for translation through Federally funded programs/projects, though the outreach components of said programs/projects do typically have multi-lingual resources. Further, if translation services are needed, staff will provide said translation in a timely manner.



3. The nature and importance of programs, services, or activities provided by the City of San Luis Obispo.

From observation provided by Public Works staff, it is rare that translation services are requested for programs, services, or activities which are federally funded. As stated above, the front counter Staff with the City's Finance Department are the ones who most frequently encounter LEP persons requesting and/or needing translation services. Though Public Works Staff has received very few requests for translation services on federally funded projects, programs and services, Staff is keenly aware that three percent of the City's residents are LEPs and therefore it is reasonably likely that LEPs will be stakeholder in any of the said projects, programs and services. As such, when Staff has encountered the need for translation services, Staff has provided the services readily.

4. The Resources Available for LEP persons. After a review of the City's currently available resources for LEP persons, the City has determined that the current available resources are lacking and inconsistent. The City will remedy the lack of resources, through the action plan listed in the next section.

### **Action Plan**

In order to ensure compliance with Title VI, and Executive Order 13166 the following publications and services will be made available for LEP person use:

- Non-Discrimination Policy Statement
  - Statement shall be printed in English and Spanish. Said statement will be posted in the City Hall lobby in a highly visible location.
- Title VI Rights Poster
  - Posters shall be printed in English and Spanish. Said posters will be posted in the City Hall lobby in a highly visible location, and additional copies will be available for the public to review and take.
- Title VI Complaint Form
  - Complaint forms shall be printed in English and Spanish. Said forms will be in the City Hall lobby in a highly visible location.
- Title VI Webpage on City's Website
  - All of the City's Title VI resources will be posted on the City's website at the following link: [www.slocity.org](http://www.slocity.org)
- Future Planning and Projects

- o Public Works will ensure that all future projects and planning documents that are federally funded utilize outreach methods that are compliant with Title VI and other related non-discriminatory assurances.
- o Additionally, the City will ensure that outreach materials are available in English and Spanish, and that translators are readily available as necessary for any LEP Persons that would like to contribute or participate.

Lastly, the Title VI Specialist will request an updated list of certified translators from the Human Resources Department every six months and distribute said list to those who are likely to encounter LEP persons, such that a translator can be contacted the moment one is needed.

To ensure continuous compliance, the City will review the Title VI Implementation Plan and Limited English Proficiency Plan regularly, but at a minimum, as new data from the US Census becomes available. As new regulations are created, the City will act promptly to update the existing plans and relevant resources.

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## Appendix B



**CITY OF SAN LUIS OBISPO  
DEPARTMENT OF PUBLIC WORKS**

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### **Public Notice of Right Under Title VI**

City of San Luis Obispo, Department of Public Works (Public Works) operates its programs and services without regard to race, color or national origin in accordance with Title VI of the Civil Rights Act of 1964. Public Works also prohibits discrimination based on race, color, national origin, religion, sex, age, disability, or any other protected class enumerated in federal and state law. Any person who believes they have been a victim of unlawful discriminatory practice(s) under Title VI may file a complaint with the Title VI Coordinator.

If you have any questions or would like additional information on Public Works' obligation regarding non-discrimination or how to file a complaint, please visit Public Works' web page on the city web site [www.slocity.org](http://www.slocity.org) or contact the Title VI Coordinator.

Information needed in another language, please contact (805) 781-7200

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### **Aviso público de derecho bajo el Título VI**

La Ciudad de San Luis Obispo, Departamento de Obras Públicas, opera sus programas y servicios sin distinción de raza, color u origen nacional de acuerdo con el Título VI de la Ley de Derechos Civiles de 1964. Obras Públicas también prohíbe la discriminación basada en el sexo, la edad, la discapacidad o cualquier otra clase protegida enumerada en las leyes federales y estatales. Cualquier persona que crea que ha sido víctima de cualquier práctica discriminatoria ilegal bajo el Título VI puede presentar una queja ante el Coordinador del Título VI.

Si tiene alguna pregunta o desea obtener información adicional sobre la obligación de Obras Públicas con respecto a la no discriminación o cómo presentar una queja, visite la página web de Obras Públicas en el sitio web de la ciudad [www.slocity.org](http://www.slocity.org) o comuníquese con el Coordinador del Título VI.

Se necesita información en otro idioma, por favor póngase en contacto con (805) 781-7200

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#### **Public Works**

919 Palm Street, San Luis Obispo, CA 93401-3218  
805.781.7200  
[slocity.org](http://slocity.org)

## Appendix C



### Public Works

919 Palm Street, San Luis Obispo, CA 93401-3218  
805.781.7200  
[slocity.org](http://slocity.org)

### Title VI Complaint Form

City of San Luis Obispo Public Works – SLO Public Works

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Home Telephone No: (    ) \_\_\_\_\_ | Work Telephone No: (    ) \_\_\_\_\_

Email Address: \_\_\_\_\_

Are you Filing this complaint on your own behalf?    Yes    No

If answering **YES**, please supply the name and relationship of the person for whom you are complaining:

Name: \_\_\_\_\_ Relationship: \_\_\_\_\_

Please explain why you have filed for a third party:

\_\_\_\_\_

Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party:    Yes    No

What do you believe is the reason for your discrimination?:    Race    Color    National Origin

Date of Alleged Incident: \_\_\_\_\_

Explain as clearly as possible what happened and how you believe you were discriminated against. Indicate who was involved. Be sure to include the names and contact information of any witnesses. If more space is needed, please use the back of the form.

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

Yes                  No

If yes, check all that apply:

Federal agency      Federal Court      State Agency      State Court      Local Agency

Please provide information about a contact person at the agency/court where the complaint was filed:

Name: \_\_\_\_\_ Agency: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone Number: \_\_\_\_\_

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

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**Please mail this form to:**  
City of San Luis Obispo  
Attn: Public Works Director  
919 Palm Street  
San Luis Obispo, CA 93401  
(805)781-7200

Title VI of the Civil Rights Act of 1964 states: "No person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance."

The City of San Luis Obispo Public Works (SLO Public Works) respects civil rights and operates its programs and services without regard to race, color or national origin. SLO Public Works is committed to complying with Title VI requirements in all of its programs and services.

Any person who believes he/she has been subjected to discrimination in the delivery of or access to public transportation origin, may file a complaint with SLO Public Works. Such complaint must be filed in writing no later than 180 days after the alleged discrimination. A letter of acknowledging receipt of complaint will be mailed within 30 days.

For more information on the Title VI obligations and how to file a complaint, please contact SLO Public Works at the listed address.



**Public Works**

919 Palm Street, San Luis Obispo, CA 93401-3218  
805.781.7200  
slocity.org

## **TÍTULO VI FORMULARIO DE RECLAMACIÓN**

La Ciudad de San Luis Obispo Departamento de Obras Públicas – SLO Obras Públicas

Nombre: \_\_\_\_\_

Domicilio: \_\_\_\_\_

Ciudad: \_\_\_\_\_ Estado: \_\_\_\_\_ Código postal: \_\_\_\_\_

Número de teléfono de casa: ( ) \_\_\_\_\_ | Número de trabajo: ( ) \_\_\_\_\_

Correo electrónico: \_\_\_\_\_

¿Está presentando esta queja en su propio nombre?    Si    No

Si responde **SÍ**, proporcione el nombre y la relación de la persona por la que presenta la queja:

Nombre: \_\_\_\_\_ Relación: \_\_\_\_\_

Por favor explique por qué ha presentado la solicitud para un tercero:

Por favor, confirme que ha obtenido el permiso de la parte afectada si está presentando la solicitud en nombre de un tercero:    Si    No

¿Cuál cree usted que es el motivo de su discriminación?:    Race    Color    National Origin

¿Cuál fue la fecha de la supuesta discriminación?: \_\_\_\_\_

Explique con la mayor claridad posible qué sucedió y cómo cree que fue discriminado. Indique quiénes estuvieron involucrados. Asegúrese de incluir los nombres y la información de contacto de los testigos. Si necesita más espacio, utilice el reverso del formulario.

¿Ha presentado la queja ante cualquier otra agencia federal, estatal o local, o ante cualquier agencia federal o la corte estatal?

Si No

En caso afirmativo, marque todo lo que corresponda:

Agencia Federal Corte Federal Tribunal Estatal Agencia del estado Agencia Local

Proporcione información sobre una persona de contacto en la agencia / tribunal donde se presentó la queja archivado:

Nombre: \_\_\_\_\_ Agencia: \_\_\_\_\_

Habla a: \_\_\_\_\_

Teléfono: \_\_\_\_\_

Firme a continuación. Puede adjuntar cualquier material escrito u otra información que considere relevante para su queja.

Firma: \_\_\_\_\_ Fecha: \_\_\_\_\_

**Por favor envíe este formulario a:**

City of San Luis Obispo  
Attn: Public Works Director  
919 Palm Street  
San Luis Obispo, CA 93401  
(805)781-7200

El Título VI de la Ley de Derechos Civiles de 1964 establece: "Ninguna persona en los Estados Unidos, por motivos de raza, color u origen nacional, será excluida de participar, se le negarán los beneficios ni será objeto de discriminación en ningún programa o actividad que reciba asistencia financiera federal."

La Obras Públicas de la Ciudad de San Luis Obispo (SLO Obras Públicas) respeta los derechos civiles y opera sus programas y servicios sin importar la raza, el color ni el origen nacional. SLO Obras Públicas se compromete a cumplir con los requisitos del Título VI en todos sus programas y servicios.

Cualquier persona que considere haber sido objeto de discriminación en la prestación o el acceso al transporte público puede presentar una queja ante SLO Obras Públicas. Dicha queja debe presentarse por escrito a SLO Obras Públicas a más tardar 180 días después de la presunta discriminación. Se enviará por correo una carta de acuse de recibo de la queja dentro de los 30 días.

Para obtener más información sobre las obligaciones del Título VI y cómo presentar una queja, comuníquese con Obras Públicas de SLO en la dirección indicada.

## Appendix D

Below is a list of the community partners that were contacted to complete a survey as part of the Four Factor Analysis.

- People's Self-Help Housing (PSHH)
- Community Action Partnership of SLO (CAPSLO)
- Housing Authority of SLO (HASLO)
- County of San Luis Obispo Public Health
- Cal Poly Transportation & Parking Department
- Transitions Mental Health Association (THMA)
- Gay and Lesbian Alliance (GALA)
- Race Matters
- San Luis Obispo Chamber of Commerce
- San Luis Coastal Unified School District
  - SLO High School Leadership
  - Laguna Middle School Leadership
  - Bishops Peak Principal
  - CL Smith Principal
  - Hawthorne Elementary Principal
  - Los Ranchos Elementary Principal
  - Sinsheimer Elementary Principal
  - Teach Elementary Principal
- Cal Poly University Office of Diversity and Inclusion
- Ride-On Transportation
- San Luis Obispo County Access for All (Pathpoint)



## Appendix E

### US DOT Title VI Assurances A-E

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

## APPENDIX B

### CLAUSES FOR DEEDS TRANSFERRING UNITED STATES PROPERTY

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

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

#### (HABENDUM CLAUSE)

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

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

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

## APPENDIX C

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

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

A. The (grantee, lessee, permittee, etc. as appropriate) for himself/herself, his/her heirs, personal representatives, successors in interest, and assigns, as a part of the consideration hereof, does hereby covenant and agree [in the case of deeds and leases add “as a covenant running with the land”] that:

1. In the event facilities are constructed, maintained, or otherwise operated on the property described in this (deed, license, lease, permit, etc.) for a purpose for which a U.S. Department of Transportation activity, facility, or program is extended or for another purpose involving the provision of similar services or benefits, the (grantee, licensee, lessee, permittee, etc.) will maintain and operate such facilities and services in compliance with all requirements imposed by the Acts and Regulations (as may be amended) such that no person on the grounds of race, color, or national origin, will be excluded from participation in, denied the benefits of, or be otherwise subjected to discrimination in the use of said facilities.

B. With respect to licenses, leases, permits, etc., in the event of breach of any of the above Nondiscrimination covenants, the California Department of Transportation will have the right to terminate the (lease, license, permit, etc.) and to enter, re-enter, and repossess said lands and facilities thereon, and hold the same as if the (lease, license, permit, etc.) had never been made or issued.\*

C. With respect to a deed, in the event of breach of any of the above Nondiscrimination covenants, the California Department of Transportation will have the right to enter or re-enter the lands and facilities thereon, and the above described lands and facilities will there upon revert to and vest in and become the absolute property of the California Department of Transportation and its assigns.\*

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

## APPENDIX D

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

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

A. The (grantee, licensee, permittee, etc., as appropriate) for himself/herself, his/her heirs, personal representatives, successors in interest, and assigns, as a part of the consideration hereof, does hereby covenant and agree (in the case of deeds and leases add, "as a covenant running with the land") that (1) no person on the ground of race, color, or national origin, will be excluded from participation in, denied the benefits of, or be otherwise subjected to discrimination in the use of said facilities, (2) that in the construction of any improvements on, over, or under such land, and the furnishings of services thereon, no person on the ground of race, color, or national origin, will be excluded from participation in, denied the benefits or, or otherwise be subjected to discrimination, (3) that the (grantee, licensee, lessee, permittee, etc.) will use the premises in compliance with all other requirements imposed by or pursuant to the Acts and Regulations, as amended, set forth in this Assurance.

B. With respect to (licenses, leases, permits, etc.) in the event of breach of any of the above of the above Non-discrimination covenants, the California Department of Transportation will have the right to terminate the (license, permits, etc., as appropriate) and to enter or re-enter and repossess said land and the facilities thereon, and hold the same as if said (license, permit, etc., as appropriate) had never been made or issued.\*

C. With respect to deeds, in the event of breach of any of the above Nondiscrimination covenants, the California Department of Transportation will there upon revert to and vest in and become the absolute property of the California Department of Transportation and its assigns.

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

## APPENDIX 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:

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