



Federal Highway Administration

TITLE VI IMPLEMENTATION PLAN

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Development Services Department
Engineering and Transportation Divisions

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Introduction

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

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

Federal statutes and regulations require recipients of federal aid programs to prepare and implement a program to clarify roles, responsibilities, and procedures to ensure compliance with Title VI and related statutes. This Title VI Implementation Plan describes elements of the City of Arcadia’s Title VI Program and provides the policy direction necessary to ensure compliance with Title VI of the Civil Rights Act of 1964.



Non-Discrimination Policy Statement

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

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

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

Examples of prohibited types of discrimination based on race, color, national origin, or other protected status include: Denial to an individual any service, financial aid, or other benefit; Distinctions in the quality, quantity, or manner in which a benefit is provided; Segregated or separate treatment; Unequal restriction in the enjoyment of any advantages, privileges, or other benefits provided; Discrimination in any activities related to highway and infrastructure or facility built or repaired; and Discrimination in employment.

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


Dominic Lazzaretto, City Manager


Date



Title VI of the Civil Rights Act and Related Authorities

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 or 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 nondiscrimination 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.

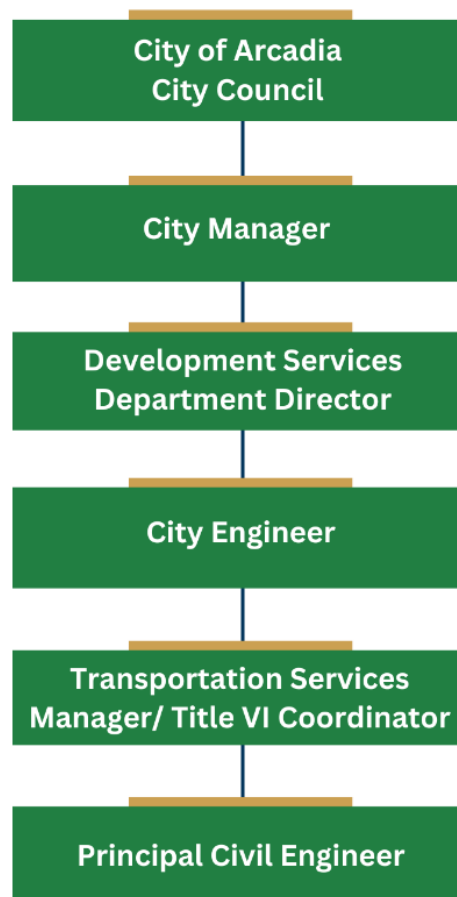


Organization, Staffing and Responsibilities

Organizational Chart



Title VI – FHWA Related Programs Program Organizational Chart





Title VI Coordinator

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

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



Complaint Procedures

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

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

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

U.S. Mail:	City of Arcadia Development Services Department Title VI Coordinator 240 West Huntington Drive P.O. Box 60021 Arcadia, CA 91066-6021
Email:	DSD@ArcadiaCA.gov
Phone:	(626)574-5415

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

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



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

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

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

Caltrans Office of Civil Rights (OCR) Investigation Process

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

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

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

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



A person may also file a complaint directly with:

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

California Department of
Transportation
Office of Civil Rights
Attention: Title VI Branch
PO Box 942874, MS 79
Sacramento, CA 9427 4
Title.VI@dot.ca.gov
(916) 639-6392



Title VI Outreach and Resources

Limited English Proficiency

Individuals who do not speak English as their primary language and have a limited ability to read, speak, write, or understand English are considered to have Limited English Proficiency (LEP) and are entitled to language assistance under Title VI.¹ Moreover, Executive Order 13166, "Improving Access to Services for Persons with Limited English Proficiency," requires agencies that receive federal funding to:

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

Four Factor Analysis

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

- The number or proportion of LEP individuals eligible to be served or likely to be encountered by the program or recipient;
- The frequency with which LEP individuals come into contact with the program;
- The nature and importance of the program, activity or service provided to people's lives; and
- The resources available to the recipient for LEP outreach and associated costs.

This analysis helps the City determine whether any elements of its programs and activities should be changed to ensure meaningful access by LEP persons. For example, the analysis can help determine which materials should be translated to any specific additional languages beyond Chinese and Spanish. The Four Factor Analysis will be employed annually, as well as on a

¹ The City must ensure that the programs and activities normally provided in English are accessible to LEP persons and thus do not discriminate on the basis of national origin.



project-level basis to ensure project-specific language access is accounted for.

Factor 1: The Number or Proportion of LEP Persons Eligible to Be Served or Likely to Be Encountered by the Program or Recipient

This analysis helps the City determine whether any elements of its programs and activities should be changed to ensure meaningful access by LEP persons. For example, the analysis can help determine which materials should be translated to any specific additional languages beyond Chinese and Spanish. The Four Factor Analysis will be employed annually, as well as on a project-level basis to ensure project-specific language access is accounted for.

The City of Arcadia is a Charter City managed under the Council/City Manager form of Government. The City of Arcadia is approximately 11 square miles and has a base population of roughly over 56,600. The City of Arcadia is considered a suburban community with a rich history.

The City has an increasing number of minorities residing within the City creating a diverse community profile. The Asian population that was once a minority group has surpassed the White population. The Asian population represents approximately 56.9% of the City's total population. The White population now represents the largest minority at approximately 28.2%. Other minority groups such as the Hispanic residents represent roughly 15.5%, and the African American residents represent 1.6%.²

As required by Title VI and its implementing regulations, the City is committed to ensure meaningful access to the benefits, services, information, and other important portions of the City's programs and activities for individuals who are Limited English Proficient (LEP). In order to determine language assistance needs, the City completed the Four Factor Analysis. As part of the Four Factor Analysis, the City identified the number of possible LEP persons within the City using the U.S Census Bureau, 2017-2021 American Community Survey. These numbers were supported by the language survey, conducted earlier this year (2025). The resources for outreaching and meeting the needs of LEP can be obtained through annual operation and capital budgeting processes.

Through the Four Factor Analysis, the City identified that of the total population that is at least five years old, 59% speak a language other than English at home; 27.6% reported that they did not speak English "very well." Of the total population five years old and over who speak a language other than English, 46.1% speak Asian and Pacific Islander languages, followed by

² Source: U.S. Census Bureau, 2017-2021 American Community Survey



7.4% who speak Spanish, 5.2% who speak other Indo-European languages, and 0.4% who speak other languages.³

To further understand and address Arcadia’s language assistance needs, the City of Arcadia’s Transportation and Engineering Divisions developed a Limited English Proficiency (LEP) survey. The process began with designing the survey and translating it into Chinese and Spanish, in alignment with data from the U.S. Census Bureau’s 2017–2021 American Community Survey, which identified 56.9% of Arcadia’s population as Asian and 15.5% as Hispanic. Upon its completion, the survey was conducted over a three-month period from April to June 2025.

The survey included questions such as the respondent’s residential ZIP code (to ensure responses were from Arcadia residents), whether English was their primary language, and if not, what their primary language was. Respondents were also asked to indicate their level of English proficiency using the categories: "Very well," "Well," "Not well," and "Not at all."

To maximize participation, the City implemented a broad outreach strategy targeting both residents and non-residents. This included formatting flyers for distribution via the City’s newsletter and Instagram, as well as posting printed flyers in Arcadia City Hall, the Arcadia Public Library, and the Arcadia Community Center. Additionally, hardcopy versions of the survey were made available at external community events that took place between April to June, such as the City’s Concerts and Movies in the Park series.

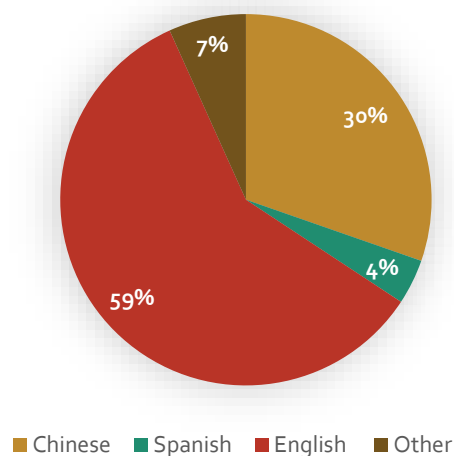
The City of Arcadia received 190 survey responses from residents. The chart below shows the findings of the survey:

Figure 1. Results of Survey

Speaks Primarily English	Number of Responses
Yes	105
No	85

Surveys

Figure 2. Percentage of LEP



³ Source: U.S. Census Bureau, 2017-2021 American Community Survey



Factor 2: The Frequency with Which LEP Individuals Come Into Contact with the Program

The City of Arcadia is a full-service city that has its own Police Department, Fire Department, Parks and Recreation Department, and Public Works Department. Due to the variety of City services and program, the City anticipates that people from various backgrounds participate every day. The City is equipped to assist the population at any City facility, program, and services with translation services.

Factor 3: The Nature and Importance of the Program, Activity, or Service Provided to People's Lives

There are very few to no requests for translation services on federally funded projects and activities. However, translation services are requested for other City services such building permits, public works permits, plan check, Section 8, utility payments, and City programs. Staff is aware of the Title VI Implementation Plan and the Limited English Proficiency Survey data provided in this Title VI Implementation Plan that provides information on the local population in Arcadia. Due to the diverse background in Arcadia, public notices and City website are translated into Chinese and Spanish to ensure compliance and easy, visible access to the LEP population.

Factor 4: The Resources Available to the Recipient for LEP Outreach and Associated Costs

Language Access Plan

The City has a Language Access Services Policy that ensures reasonable efforts are made to inform the public about language assistance options for department programs and services. This includes information available through City websites, translated materials, and community outreach. Additionally, the City provides internal Translation Services with guidelines and resources to help employees ensure equitable access to services for individuals with limited English proficiency (LEP). In compliance with Title VI, the City offers a range of free language access resources and procedures to meet the needs of LEP individuals, including:

- City employees who are bilingual can assist with communication and translation for LEP individuals. Languages include Chinese (Mandarin, Cantonese) and Spanish;
- Qualified interpreting services, including over-the-phone and in-person interpretation;



- Document translation services;
- Website translation via integrated Google Translate drop down menu feature on every page; and
- Notices, surveys, forms, and other documents provided in English, Chinese and Spanish, as well as other languages and formats upon request or as determined by the four-factor analysis.

The City's official website features language translation for most commonly used languages including Chinese (both simple and traditional), Spanish, and Korean. Additional translation service is available for 35 other world languages. (See Appendix B) Within the City departments, there are Chinese, Spanish, and other languages speaking employees who are available for translation as needed. In addition, when requested, the City does translate all relevant information into Chinese, Spanish or other languages.

Additionally, the City currently has language identification posters, posted throughout the City to help identify the individual's primary language along with "How can we help?" cards. The City is also working with third-party vendors who provide essential city services, such as building and planning permits, to ensure there is a translation feature built into the web portal. This will provide the Arcadia community with superior customer service, which is one of Arcadia's strategic priorities.

Dissemination of Program Information to the Public

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

Environmental Justice

In accordance with Executive Order 12898 (Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations),



City staff will identify and address the environmental effects of programs, policies, and activities on minority and low-income populations for federally funded projects. Staff will consider demographic data (e.g., CalEnviroScreen 4.0, American Community Survey (ACS) poverty data, mapping minority populations) during project design and involve the public in the planning and development process to assess the environmental impacts of projects on the community. The public's input and demographic data analysis will enable staff to develop measures to mitigate any potential adverse effects on minority and low-income populations.



Data Collection and Analysis

City staff may collect and analyze statistical demographic data of participants or beneficiaries of the City's federally funded activities and programs.⁴ This data comes from governmental sources responsible for collecting and vetting the information for consistency and accuracy, including the U.S. Bureau of Labor Statics, U.S. Census Bureau, U.S. Bureau of Economic Analysis, California Department of Finance, California Department of Labor, and the California Employment Development Department, among others.

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

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

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

⁴ Examples of demographic data include race, color, national origin, gender, age, income, etc.



Standard Assurances in Contract Documents and Agreements

The City 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 A-E
 - Assurances A-E to be attached to any federal-aid contracts (See Appendix D)

Additionally, City staff will include the provisions indicated in the "Administering Agency-State Agreement for Federal-Aid Projects Master Agreement" in the Local Assistance Procedures Manual (LAPM) in contracts and agreements, where applicable, between the City and contractors.

The City will continue to utilize the "Local Agency Construction Contract Administration Checklist" (Exhibit 15-A of the LAPM), which confirms that DBE and labor/Equal Employment Opportunity (EEO) compliance requirements are performed and documented in the project files. Exhibit 15-A of the LAPM documents that the local agency will meet all the requirements prior to the award of a construction contract.

Lastly, the City will continue to utilize the "Resident Engineer's Construction Contract Administration Checklist" (Exhibit 15-B of the LAPM) on federal-aid projects. The checklist assists in administering federal-aid highway construction projects and provides a record that the EEO/Wage Rate/False Statements posters are being posted at specific locations that employee interviews will be conducted in accordance with the Labor Compliance/EEO interview form, and that DBE requirements are met. City staff will continue to submit Exhibit 15-B, along with the Award Package shortly after award of the construction contract.



Training

At least every two years, the City will provide Title VI training for its managers, supervisors, and all staff. The training will be conducted by the City's Title VI Coordinator, online through presentations, or through trainings hosted by Caltrans. The Title VI training will cover at least the following areas:

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



Self-Monitoring and Annual Work Plan

The Title VI Coordinator will conduct internal reviews through self-monitoring assessments and address any deficiencies in the delivery of services. External reviews of sub-awardees who receive federal funds through the City, such as contractors or consultants, will also be conducted and monitored as part of the City's Title VI Program.

Additionally, the Title VI Coordinator will establish, monitor, and report on program goals and accomplishments on an annual basis. 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.

Appendix A: Title VI Complaint Form and Complaint Log



Complaint Form



City of Arcadia Title VI Complaint Form

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

Title VI of the Civil Rights Act of 1964 says that 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.

If you believe you have been treated unfairly by the City of Arcadia's programs or services because of your race, color, or national origin, you may file a complaint using this form. If you need help filling it out or have any questions, please call (626) 574-5435.

Instructions: Please complete all sections of this form. Mail or email completed forms to: Alana Johnson, Title VI Coordinator, City of Arcadia — Transportation Services Division, 240 West Huntington Drive, Arcadia, CA 91502. You may also email this form to: ajohnson@ArcadiaCA.gov

1. Your Information (Person filing this complaint)

Full Name: _____

Address: _____

Home Phone: _____ Work Phone: _____

Email Address: _____

2. Person Affected (if different from person filing this complaint):

Full Name: _____

Address: _____

Home Phone: _____ Work Phone: _____

Email Address: _____

3. What do you believe was the reason for the discrimination?

Check all that apply:

☐ Race ☐ Color ☐ National Origins (e.g., ethnicity, ancestry, language)

☐ Other: _____



4. When did the discrimination happen?

Date(s): _____

5. What happened?

In your own words, please describe what occurred, who was involved, and why you believe it was discriminatory. Be as specific as possible. **Please attach extra pages, along with copies of documents, emails, photos, or anything else that helps explain your complaint.**

6. Have you filed this complaint with another agency or in court?

☐ Yes. If yes, please check all that apply and provide a contact person at agency/court.

- ☐ Federal agency (e.g., U.S. Dept. of Transportation) ☐ State agency
☐ Local government agency ☐ Federal court ☐ State court

Contact Name: _____

Address: _____

Phone: _____ Email Address: _____

Reference Number with Agency/Court: _____

☐ No.

7. Signature

I certify that the information I've provided is accurate to the best of my knowledge.

Signature: _____ Date: _____

Note: We cannot process this complaint without your signature.



Complaint Log



City of Arcadia

Title VI Complaint Log

Complaint No.	Date Received	Complainant Name	Basis of Complaint (Race, Color, National Origin)	Description of Complaint	Program/Service Involved	Status (Open/ Closed)	Date of Resolution	Actions Taken
2025-001	07/15/2025	Jane Doe	National Origin	Alleged lack of translated materials at public meeting	Transportation Planning	Closed	07/20/2025	Materials translated; future meetings to include LEP resources

Appendix B: Examples of the City's Language Translation Materials



Language Identification Card



I Need Language Help / Necesito ayuda con el idioma / 我需要语言帮助

I SPEAK...

Language	Message to Staff
☐ ENGLISH	I speak English. I need a translator. (You have the right to use free translation services.)
☐ SPANISH	Hablo español. Necesito un traductor. (Tiene derecho a utilizar servicios de traducción gratuitos.)
☐ CHINESE	我说中文。我需要翻译。（您有权使用免费的翻译服务。）
☐ JAPANESE	私は英語を話します。翻訳者が必要です。（無料翻訳サービスを利用する権利があります。）
☐ KOREAN	저는 한국어를 합니다. 통역이 필요합니다. (귀하는 무료 번역 서비스를 받을 권리가 있습니다.)
☐ ARMENIAN	Ես խոսում եմ հայերեն: Ինձ թարգմանիչ է անհրաժեշտ: (Ես եմ իրավունք ունեմ օգտվել անվճար թարգմանչական ծառայություններից:)
☐ VIETNAMESE	Tôi nói tiếng Việt. Tôi cần một thông dịch viên. (Bạn có quyền sử dụng dịch vụ phiên dịch miễn phí.)
☐ TAGALOG	Nagsasalita ako ng Tagalog. Kailangan ko ng tagasalin. (May karapatan kang gumamit ng libreng serbisyo ng pagsasalin.)



Language Interpreter Request Sheet

IF YOU NEED AN INTERPRETER, PLEASE POINT TO YOUR LANGUAGE






Amharic: አማርኛ እስተርሳጢ የሚለልት ከሆነ እስከዎን ትንታኖ ላይ ይጠቀሙ Armenian: Հայերեն Եթե դուք թարգմանչի կարիք ունեք, խնդրում ենք մատուցելու ձևը լիզելու Burmese: မြန်မာ/ဗမာစကား အကယ်၍ သင့် စကားပြန်တန်ဖိုးသိအပ်ပါက ကျေးဇူးပြု၍ သင့်၏ဘာသာစကားကို ညွှန်ပြပါ Croatian: Hrvatski Ako vam je potreban prevoditelj, pokažite na svoj jezik فارسی: Farsi اگر به مترجم شما نیاز دارید، به زبانی که تکلم می کنید اشاره نمایید French: Français Si vous avez besoin d'un interprète, indiquez votre langue Greek: Ελληνικά Αν χρειάζεστε διερμηνέα, δείξτε τη γλώσσα σας Haitian Creole: Kreyòl ayisyen Si w bezwen yon entèprèt, montre ki lang ou pale Hindi: हिन्दी यदि आपको भाषा अनुवादक की आवश्यकता हो, तो अपनी भाषा की ओर इशारा करें Hungarian: magyar Ha tolmácsra van szüksége, nézze meg a saját nyelvét Japanese: 日本語 通訳が必要な場合は、あなたの言語を指示してください Korean: 한국어 통역자가 필요하시면 사용하시는 언어를 말씀해 주세요 Nepali: नेपाली यदि तपाईंलाई दोभाषे आवश्यक भएमा, कृपया आफ्नो भाषा देखाउनुहोस् Polish: Polski Jeśli potrzebujesz tłumacza, wskaż swój język Punjabi: ਪੰਜਾਬੀ ਜੇ ਤੁਹਾਡੇ ਲਿੰਗ ਦੁਆਰਾ ਈ ਲੋੜ ਹੈ, ਤਾਂ ਭਿਰਾਮ ਕਰਕੇ ਆਪਣੀ ਭਾਸ਼ਾ ਵੱਲ ਸੰਕੇਤ ਕਰੋ Russian: Русский Если вам нужен переводчик, выберите ваш язык Somali: Soomaali Hadaad u baahan tahay turjumaan, tilmaamo luqadaada Swahili: Kiswahili Ikiwa unahitaji mkalimani, tafadhali rejelea lugha yako Taglog: Taglog Kung kailangan ninyo ng interpreter o tagasalin, ituro ang inyong wikla Thai: ภาษาไทย หากคุณต้องการล่าม กรุณาชี้ไปที่ภาษาของคุณ	عربي: Arabic إذا كنت في حاجة إلى مترجم أشر إلى اللغة المطلوبة Bosnian: Bosanski Ako vam je potreban prevodilac, pokažite na svoj jezik Cambodian: ភាសាខ្មែរ បើអ្នកត្រូវការអ្នកបកប្រែ ត្រូវបង្ហាញពីភាសាដែលអ្នកប្រើ Dutch: Nederlands Als u een tolk nodig hebt, wijs dan uw taal aan Finnish: Suomi Jos tarvitset tulkin, osoita kielivalintaasi German: Deutsch Wenn Sie einen Dolmetscher benötigen, bitte Ihre Sprache anzeigen Gujarati: ગુજરાતી જો તમારે ભાષાતરજની જરૂર હોય તો તમારી ભાષા તરફ ચીંધો Albanian: Shqip NESE keni nevojë për përkthyes, ju lutem referojuni gjuhës tuaj Hmong: Hmoob Yog koj xav tau ib tug kws txhais lus, thov tau tes rau koj hom lus Italian: Italiano Se avete bisogno di un interprete, indicate la vostra lingua Kirundi: Kirundi NIWOBA WIFUZA UWOGUSIGURIRA URURIMI FYONDA AHANDITSE URURIMI RWawe Laotian: ພາສາລາວ ຖ້າທ່ານຕ້ອງການບາຍເປັນພາສາ, ກະລຸນາຊີ້ປະທັບພາສາຂອງທ່ານ Norwegian: Norsk Hvis du trenger en tolk, kan du peke på landet ditt Portuguese: Português Se precisa de um intérprete, aponte para seu idioma Romanian: Română Daca aveți nevoie de un interpret, vă rugăm indicați limba dvs Serbian: Српски Ako vam je potreban prevodilac, pokažite na svoj jezik Spanish: Español Si necesita un intérprete, por favor seleccione su idioma respectivo Swedish: Svenska Om ni behöver en tolk, var god ange ert språk Tamil: தமிழ் மொழியைப்போட்டுத் தேவையென்றால் தங்களுடைய மொழியைக் குறிப்பிடவும் Tigrinya: ትግርኛ እስተርሳጢ የሚለልት እንተደረግኩም ላብ ትንታኖ ያልነት ገብሩ Vietnamese: Tiếng Việt Nếu cần thông dịch viên, xin hãy chỉ vào ngôn ngữ của quý vị
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	Cantonese	Chaochow	Fukienese	Fuzhou	Mandarin	Shanghai	Taiwanese	Toishanese	Ning Po	
Simplified Chinese	粤语	潮州话	福建话	福州话	普通话	上海话	台语	台山话	宁波话	如果您需要译员，请指向您的语言
Traditional Chinese	粵語	潮州話	福建話	福州話	國語	上海話	台語	台山話	寧波話	如果您需要譯員，請指向您的語言






How Can We Help Sheet



How can we help?

我们怎么帮您?
我哋可以點幫手?
Chúng tôi có thể giúp gì?
¿Cómo le podemos ayudar?



普通话 Mandarin

如需中文帮助，请指向此处。

廣東話 Cantonese

想尋求廣東話協助，請指住呢度。

Tiếng Việt Vietnamese

Để được trợ giúp bằng tiếng Việt, vui lòng chỉ vào đây.

Español Spanish

Para obtener asistencia, por favor señale aquí.



City of Arcadia Official Webpage: Arcadiaca.gov In Chinese



Appendix C: Title VI Notice to the Public



Public Notice: English



PUBLIC NOTICE
City of Arcadia, California
Title VI Implementation Plan

What is Title VI?

Title VI of the Civil Rights Act of 1964 is a federal law that protects individuals from discrimination based on race, color, or national origin in any program or activity receiving federal financial assistance.

The City of Arcadia is committed to upholding this law and other related non-discrimination regulations. In accordance with these protections, no person shall be discriminated against on the basis of race, color, national origin, sex, age, disability, religion, sexual orientation, gender identity, or any other characteristic protected by state or federal law.

Filing a Complaint

If you believe you have been subject to discrimination under Title VI, you have the right to file a complaint with the City of Arcadia. Complaints must be filed within 180 days of the alleged incident.

To file a complaint, complete and sign the official Title VI Complaint Form. The form can be submitted by mail, email, or delivered in person to the City's Title VI Coordinator:

Alana Johnson, Title VI Coordinator
City of Arcadia — Transportation Services Division
240 West Huntington Drive
Arcadia, CA 91502
Phone: (626) 574-5435
Email: ajohnson@arcadiaca.gov

Alternative Filing Options

Complaints can also be filed directly with one of the following agencies:

Federal Highway Administration
U.S. Department of Transportation
Office of Civil Rights
1200 New Jersey Avenue, SE
8th Floor E81-105
Washington, DC 20590
Email: FHWA.TitleVIcomplaints@dot.gov or
FHWA.ADAcomplaints@dot.gov

California Department of Transportation
Office of Civil Rights, Attn: Title VI Branch
PO Box 942874, MS 79
Sacramento, CA 94274
Phone: (916) 639-6392
Email: title.vi@dot.ca.gov



Public Notice: Spanish



AVISO PÚBLICO

Ciudad de Arcadia, California
Plan de Implementación del Título VI

¿Qué es el Título VI?

El Título VI de la Ley de Derechos Civiles de 1964 es una ley federal que protege a las personas contra la discriminación basada en la raza, el color o el origen nacional en cualquier programa o actividad que reciba asistencia financiera federal.

La Ciudad de Arcadia está comprometida a cumplir con esta ley y con otras regulaciones relacionadas con la no discriminación. De acuerdo con estas protecciones, ninguna persona será discriminada por motivos de raza, color, origen nacional, sexo, edad, discapacidad, religión, orientación sexual, identidad de género, o cualquier otra característica protegida por la ley estatal o federal.

Cómo presentar una queja

Si usted cree que ha sido víctima de discriminación bajo el Título VI, tiene derecho a presentar una queja ante la Ciudad de Arcadia. Las quejas deben presentarse dentro de los 180 días posteriores al incidente alegado.

Para presentar una queja, complete y firme el Formulario de Queja del Título VI. Este formulario puede enviarse por correo, correo electrónico o entregarse en persona al Coordinador del Título VI de la Ciudad:

Alana Johnson, Coordinadora del Título VI
Ciudad de Arcadia — División de Servicios de Transporte
240 West Huntington Drive
Arcadia, CA 91502
Phone: (626) 574-5435
Correo electrónico: ajohnson@arcadiaca.gov

Otras opciones para presentar una queja

También puede presentar su queja directamente ante una de las siguientes agencias:

Administración Federal de Carreteras	Departamento de Transporte de California (Caltrans)
Departamento de Transporte de los Estados Unidos	Oficina de Derechos Civiles — División del Título VI
Oficina de Derechos Civiles	PO Box 942874, MS 79
1200 New Jersey Avenue, SE	Sacramento, CA 94274
8.º Piso E81-105	Teléfono: (916) 639-6392
Washington, DC 20590	Correo electrónico: title.vi@dot.ca.gov
Correo electrónico: FHWA.TitleVIcomplaints@dot.gov	
o	
FHWA.ADAcomplaints@dot.gov	



Public Notice: Simplified Chinese



公共通知 加利福尼亚州阿凯迪亚市 第六章 (Title VI) 执行计划

什么是第六章 (Title VI) ?

《1964年民权法案》第六章是一项联邦法律，旨在保护个人免受基于种族、肤色或原籍国的歧视，适用于所有接受联邦财政资助的项目或活动。

阿凯迪亚市承诺遵守此项法律以及其他相关的反歧视法规。根据这些法律规定，任何人不得因其种族、肤色、原籍国、性别、年龄、残障、宗教信仰、性取向、性别认同，或任何受州或联邦法律保护的身份特征而受到歧视。

如何提交投诉

如果您认为自己在第六章的保障下遭受了歧视，您有权向阿凯迪亚市提出投诉。投诉必须在涉嫌歧视事件发生后的 180天内 提出。

要提交投诉，请填写并签署《第六章投诉表》。该表格可以通过邮寄、电子邮件或亲自递交给市府第六章协调员：

Alana Johnson, 第六章协调员
阿凯迪亚市 — 交通服务部门
240 West Huntington Drive
Arcadia, CA 91502
电话: (626) 574-5435
电子邮箱: ajohnson@arcadiaca.gov

其他投诉方式

您也可以直接向以下机构提出投诉：

联邦公路管理局
美国交通部
民权办公室
1200 New Jersey Avenue, SE
第八层 E81-105
华盛顿特区 20590
电子邮箱: FHWA.TitleVIcomplaints@dot.gov 或
FHWA.ADAcomplaints@dot.gov

加州交通局 (Caltrans)
民权办公室 — 第六章部门
PO Box 942874, MS 79
Sacramento, CA 94274
电话: (916) 639-6392
电子邮箱: title.vi@dot.ca.gov

Appendix D: Standard Title VI Assurances in Contract Documents and Agreements (A-E)



Appendix A

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

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.

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.

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.

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.

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: withholding payments to the contractor under the contract until the contractor complies; and/or cancelling, terminating, or suspending a contract, in whole or in part.

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, 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 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, 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 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:
 - a. In the event facilities are constructed, maintained, or otherwise operated on the property described in this (deed, license, lease, permit, etc.) for a purpose for which a U.S. Department of Transportation activity, facility, or program is extended or for another purpose involving the provision of similar services or benefits, the (grantee, licensee, lessee, permittee, etc.) will maintain and operate such facilities and services in compliance with all requirements imposed by the Acts and Regulations (as may be amended) such that no person on the grounds of race, color, or national origin, will be excluded from participation in, denied the benefits of, or be otherwise subjected to discrimination in the use of said facilities.
- B. With respect to licenses, leases, permits, etc., in the event of breach of any of the above Non-discrimination covenants, the California Department of Transportation will have the right to terminate the (lease, license, permit, etc.) and to enter, re-enter, and repossess said lands and facilities thereon, and hold the same as if the (lease, license, permit, etc.) had never been made or issued.*
- C. With respect to a deed, in the event of breach of any of the above Non-discrimination 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 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 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 Non-discrimination 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:

- 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 on the basis of disability in the operation of public entities, public and private transportation systems, places of public accommodation, and certain testing entities (42 U.S.C. §§ 12131 - 12189) as implemented by Department of Transportation regulations 49 C.F.R. parts 37 and 38;
- The Federal Aviation Administration's Non-discrimination statute (49 U.S.C. § 47123) (prohibits discrimination on the basis of race, color, national origin, and sex);
- Executive Order 12898, Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations, which ensures discrimination against minority populations by discouraging programs, policies, and activities with disproportionately high and adverse human health or environmental effects on minority and low-income populations;
- Executive Order 13166, Improving Access to Services for Persons with Limited English Proficiency, and resulting agency guidance, national origin discrimination includes discrimination because of Limited English Proficiency (LEP). To ensure compliance with Title VI, you must take reasonable steps to ensure that LEP persons have meaningful access to your programs (70 Fed. Reg. at 74087 to 74100);
- Title IX of the Education Amendments of 1972, as amended, which prohibits you from discriminating because of sex in education programs or activities (20 U.S.C. 1681 et seq).

REPORT PREPARED BY



City of Arcadia

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