

# CITY OF TEMECULA

## TITLE VI PROGRAM

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## **Title VI of the Civil Rights Act of 1964**

“No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.” Title VI of the Civil Rights Act of 1964; 42 U.S.C. § 2000d, et seq.

### **City of Temecula Equal Opportunity and Nondiscrimination Policy**

The City of Temecula (hereinafter referred to as “City”) is committed to providing equal opportunities to all employees, applicants, residents, customers, and persons doing business with the City, and will ensure that people may participate in, enjoy the benefits of, and be free from discrimination under any program or activity it administers without regard to any protected status, as defined in Civil Code Section 51 and Government Code Section 12926, including:

- Age
- Ancestry
- Color
- Genetic Information
- Marital Status
- Medical Condition
- Mental Disability
- Military and Veteran Status
- National Origin
- Physical Disability
- Religion
- Sex (includes pregnancy, childbirth, breastfeeding, gender, and/or medical conditions)
- Sexual Orientation

#### **I. Summary**

The vision of the City of Temecula is to offer the highest quality of life through its programs and services for all segments of its community – residents, businesses, visitors, and employees alike.

Title VI of the Civil Rights Act of 1964 (Title VI) is a federal law that requires no person in the United States, on the grounds of race, color, or national origin, be excluded from, be denied the benefits of, or be subjected to, discrimination under any program or activity receiving federal financial assistance. The Federal-Aid Highway Act of 1973 added the requirement that there be no discrimination on the basis of sex. Title VI applies to recipients and sub-recipients of federal financial assistance. The Civil Rights Restoration Act of 1987 makes clear that pursuant to Title VI, discrimination is prohibited throughout any department of a local agency that accepts federal financial assistance.

The City periodically receives federal funding from the Federal Highway Administration (FHWA) and other federal programs. As a recipient of such federal aid, the City is required to comply with Title VI and related Department of Transportation regulations (Title 49 CFR Part 21). The following Title VI Program and Language Assistance Plan was developed to guide the City in its administration and management of Title VI related activities.

## **II. Introduction**

### **Title VI and Related Authorities**

Title VI of the Civil Rights Act of 1964 states the following: “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.”

Section 162(a) of the Federal-Aid Highway Act of 1973 (Section 324, Title 23 U.S.C.) added the requirement that there be no discrimination on the grounds of sex.

The Civil Rights Restoration Act of 1987 (Public Law 100-209) provides clarification of the original intent of Congress in Title VI of the 1964 Civil Rights Act, Title IX of the Educational Amendments Act of 1972, the Age Discrimination Act of 1975, and Section 504 of the Rehabilitation Act of 1973.

Executive Order 12898 (issued February 11, 1994) addresses environmental justice regarding minority and low-income populations. Agencies must 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) improves access to services for persons with limited English proficiency. Agencies are directed to evaluate their services 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 programs, services and information to their LEP applicants and beneficiaries free of charge. Language barriers have the potential of prohibiting LEP persons from:

- Obtaining services and information relating to transportation services, programs and projects.
- Taking advantage of the transit system, which could affect their jobs and social opportunities.
- Understanding the benefits to which they are entitled when their home or business is acquired through eminent domain.

### **City Governance**

The City of Temecula is governed by an elected City Council of five members. The City is a general law city with approximately 275 employees and 12 departments. The City is also a contract city with regards to public safety contracting with the County of Riverside, Riverside Sheriff's Office for law enforcement services and the California Department of Forestry and Fire Protection (CalFire) for fire services.

### **III. Title VI Program**

#### **Title VI Statement**

The City of Temecula, under Title VI of the Civil Rights Act of 1964, is committed to operating its programs, activities, and services in such a way that no person shall be excluded from the equal distribution of its services and amenities based on their race, color, national origin, sex, disability, or age. The City developed a notice to the public informing them of their rights under Title VI. Appendix A includes the Title VI Notice to the Public. Any person who believes they have been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the City of Temecula, California Department of Transportation, and/or Federal Highway Administration. The City's complaint process and forms are included in Appendix B.

The City's objective is to:

- Ensure that quality programs, projects and services are provided without regard to race, color, national origin, sex, disability or age; and
- Promote the full and fair participation of affected populations in decision making; and
- Prevent the denial, reduction, or delay in benefits related programs and activities that benefit minority populations or low-income populations; and
- Ensure meaningful access to programs and activities for persons with Limited English Proficiency.

The City is committed to complying with Title VI requirements for all programs and services delivered to the public. The Title VI Program serves as a guide and reflection of the City's commitment to preserving civil rights for all City program and service recipients.

#### **Title VI Coordinator**

The City's primary Title VI Coordinator, Legislative Affairs Director/City Clerk, is responsible for the Title VI Program. The Title VI Coordinator provides guidance and technical assistance on Title VI matters and has overall program responsibility for preparing reports and developing program procedures. Additional assistance is provided by the Human Resources Director (e.g., personnel and job applicant issues) and Public Works Director (e.g., transportation and infrastructure projects), among others. The Title VI Coordinator responsibilities include:

- a. Promptly processing and resolving Title VI complaints
- b. Collecting demographic data (race, color, national origin) of participants in and beneficiaries of the City's federal-aid programs, activities, and services
- c. Promptly resolving areas of deficiency
- d. Conducting periodic Title VI audits
- e. Ensuring that Title VI requirements are included in policy directives and that the procedures used have built-in safeguards to prevent discrimination
- f. Coordinating the development and implementation of staff training regarding the City's Title VI program
- g. Developing and coordinating Title VI information for public dissemination, including where appropriate in languages other than English.

## **Title VI Requirements**

To meet the general requirements of Title VI, the City utilizes the following procedures:

- a. Posting Title VI notifications at public counters, Internet, etc.
- b. Publishing brochures
- c. Addressing Title VI discrimination complaints
- d. Training staff on Title VI law and requirements
- e. Providing access to Limited English Proficiency populations
- f. Providing information and outreach to ensure Disadvantaged Business Enterprise (DBE) involvement
- g. Providing contract opportunities to minority businesses
- h. Meeting environmental justice regulations
- i. Adhering to service standards
- j. Including FHWA Form 1273 in all Federal Aid Contracts

### **A. Notice of Rights**

The City will display the "Notice of Rights" (Appendix A) for public view at various City facilities with customer service counters and on the public website. The notice states that the City will comply with Title VI and ensure that no person on the grounds of color, race national origin, sex, disability or age will be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any of the City's programs, activities, or services.

### **B. Complaint Procedures**

Any person who believes they have been discriminated against, on the basis of race, color, national origin, sex, disability or age by the City, may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form. The City investigates complaints received no more than 180 days after the alleged incident. The City will process complaints that are complete.

Once the complaint is received, the City will review it to determine if the City has jurisdiction. The complainant will receive an acknowledgement letter, via registered mail, within 5 days, indicating whether the complaint will be investigated by the City.

The City has 14 days to investigate the complaint. If more information is needed to resolve the case, the City may contact the complainant. The complainant has 10 business days from the date of the letter to send 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 10 business days, the City can administratively close the case. A case can also be administratively closed if the complainant no longer wishes to pursue their case.

After the investigator reviews the complaint, they will issue one of two letters 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. An 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. If the complainant wishes to appeal the decision, they have 15 days after the date of the letter or the LOF to do so.

A person may also file a complaint directly with the Federal Highway Administration.

## **C. Public Participation**

The City's encouragement of Public Participation promotes public involvement in the planning and decision-making process of projects, programs, and services.

As a recipient of federal funding, the City is required to adhere to Title VI of the Civil Rights Act of 1964 and to integrate Public Participation into its Title VI Program. This plan provides guidelines for involving the public to ensure that all groups are represented, and their needs considered. The City is committed to ensuring it serves residents and businesses of the City fairly, consistently, and in the most cost effective and efficient manner possible within available resources.

### **Goals and Objectives**

The goal of the City's Public Participation Plan is to offer a variety of opportunities for the public to engage in planning and decision-making activities. To meet this goal, the objectives of the Plan are as follows:

- To determine what non-English languages and/or other barriers may exist to public participation within the City service area
- To provide a general notification of meetings for public input, in a manner that is understandable to all populations in the service area
- To hold meetings in locations that are accessible and reasonably welcoming to all area residents, including, but not limited to minority, Limited English Proficiency, and low-income members of the public
- To utilize a variety of communication methods to capture public input from populations that are not likely to attend or engage in public meetings

### **Public Comment Process Offered by the City Council**

The public has a right to express their opinion during City Council meetings. Regular City Council meetings are held in the Council Chambers at 41000 Main Street, Temecula on the second and fourth Tuesdays of the month at 6:00 pm. Information about the City Council is available on the City website at: <https://temeculaca.gov/173/City-Council>. Information about how to participate at public meetings is available at <https://temeculaca.gov/247/Public-Notices-and-Comment-Opportunities>.

### **Outreach Efforts**

Engaging minority and Limited English Proficiency populations can be challenging, and the City will use multiple techniques to actively solicit policy input in the planning process for a project. The City will engage the community through the City's website, social media, and brochures placed at the library, community centers, public parks, and recreation areas within the affected communities. The City staff and/or a contracted non-English language interpreter are available upon request to attend community meetings to inform residents of the City's services and provide them an opportunity to express their input in a language in which they are comfortable communicating.

Appropriate techniques among the following will be used to inform, educate, and gain input from the public about the City's projects, services, or activities:

- Surveys or questionnaires - mail-in, online, telephone, personal interview
- Articles or press releases in the appropriate publications
- Timely consultation with advisory committees
- Distribution of informal reports, flyers, or brochures
- Informal presentations at community forums
- Information about meetings, public hearings, and special events on the City's website
- Direct mailings to those expressing interest in or commenting about certain topics
- General mailings with posters and flyers to area post offices and appropriate agencies, offices, and organizations for distribution to citizens

#### **D. Environmental Justice**

In accordance with Executive Order 12898 (Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations), the City will identify and address the environmental effects of programs, policies, and activities on minority and low-income populations. The City will consider demographic data in their 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 data analysis enable the City to develop measures to mitigate any potential adverse effects on minority and low-income populations. The City is not required to conduct environmental justice analyses of projects where National Environmental Policy Act (NEPA) documentation is not required.

### **IV. Language Assistance**

#### **Plan Purpose**

The purpose of this Language Assistance Plan is to identify reasonable steps to provide language assistance for Limited English Proficiency persons who seek meaningful access to City services as required by Executive Order 13166. As defined by this order, a person with Limited English Proficiency (LEP) is one who does not speak English as their primary language and who has a limited ability to read, speak, write or understand English. The City of Temecula will ensure that individuals have meaningful access to its programs, activities, and services by developing and carrying out the Language Assistance Plan herein.

#### **Demographics**

Temecula population is approximately 110,000 persons. Of the total population in the City aged five years and older (102,175), and who speak a language other than English (25,619), 6,658 of individuals speak English less than very well.

#### **City of Temecula Limited English Proficiency Persons for the Population 5 Years and Over**

<b>Languages</b>	<b>Persons</b>
Asian and Pacific Islander	2,147
Other	115
Other – Indo European	1,288
Spanish	3,108
Total LEP Population	6,658

Table: ACSST1Y2023.S1601

Temecula city, California								
Total			Percent		Percent of specified language speakers			
					Speak English less than "very well"		Percent speak English less than "very well"	
Label	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error
Population 5 years and over	102,175	±1,900	(X)	(X)	6,658	±1,620	6.5%	±1.6
Speak only English	76,556	±4,278	74.9%	±4.0	(X)	(X)	(X)	(X)
Speak a language other than English	25,619	±4,113	25.1%	±4.0	6,658	±1,620	26.0%	±4.6
SPEAK A LANGUAGE OTHER THAN ENGLISH								
Spanish	13,807	±4,113	13.5%	±4.0	3,108	±1,368	22.5%	±6.8
Other Indo-European languages	3,514	±1,440	3.4%	±1.4	1,288	±875	36.7%	±18.8
Asian and Pacific Island languages	6,980	±2,146	6.8%	±2.1	2,147	±885	30.8%	±8.3
Other languages	1,318	±987	1.3%	±1.0	115	±190	8.7%	±13.5

Source: U.S. Census American Community Survey 2023, 2020 Estimates U.S. Census, Quick Facts Temecula, California.

## Analysis

To prepare the Language Assistance Plan the City referenced the U.S. Department of Transportation's factor LEP analysis, which considers the following factors:

- a. Number/proportion of LEP persons served or encountered in the eligible service population.

The DOT has adopted the Department of Justice's Safe Harbor Provision, which stipulates that translations of vital documents should be available for LEP populations that comprise five percent of the general population or 1,000 persons, whichever is lowest. For the City of Temecula, five percent of the general population is 5,500. As demonstrated in the Table, no languages fall inside of the 5% threshold. Spanish, Asian and Pacific Islander, and Other – Indo European categorized languages, are the groups exceeding 1,000 persons according to the U.S. Census.

- b. The frequency with which LEP persons come into contact with City programs, activities and services.

Currently, there are multiple full time City employees on a list which are kept to provide bilingual services on an as-needed basis. They are available throughout the day during business hours. Upon request, the City will also provide these translation services at evening meetings and workshops. If City staff is not available to provide translation, the City also contracts with a company for translation services in multiple languages. The City's experience with requests for language services has been minimal to date.

- c. Resources available for Limited English Proficiency outreach

Bilingual City staff provide basic translation and interpretation. The costs for marketing materials and translation of documents have not been quantified. The City will continue to monitor the language needs of the community and do the following: (1) Continue to monitor the languages and English proficiency encountered by staff, and (2) Use Cal Enviroscreen's Linguistic Isolation maps to identify the languages spoken in project areas by Census tracts: <https://oehha.ca.gov/calenviroscreen/indicator/linguistic-isolation>

## **Training**

The City will provide Title VI training to appropriate staff. The following components will be covered to ensure compliance:

- Understanding the Title VI Policy and Limited English Proficiency responsibilities
- Language assistance that the City offers
- Documentation of language assistance requests
- How to handle a Title VI and/or Limited English Proficiency complaint

DRAFT

**Appendix A - Notice to the Public**  
(English and Spanish)

**Title VI Notice of Rights**  
**City of Temecula**

The City of Temecula operates its programs and services without regard to race, color, national origin, sex, disability, or age in accordance with Title VI of the Civil Rights Act of 1964. If you believe you have been subjected to discrimination as prohibited by Title VI, you may file a written complaint with the City or with Caltrans or the Federal Highway Administration. For more information or to obtain a copy of the City's Title VI complaint procedures and complaint form contact:

Title VI Coordinator  
City of Temecula  
41000 Main Street  
Temecula, CA 92590  
(951) 694-6444  
[www.temeculaca.gov](http://www.temeculaca.gov)

If the complainant is unable to write a complaint, a representative may file on his or her behalf, or City staff will provide assistance. Complaints must be filed within 180 calendar days of the alleged incident. If information is needed in another language or an alternative format, please call (951) 694-6444.

**Notificación Al Público De Los Derechos Bajo El Título VI**  
**Cuidad de Temecula**

Cuidad de Temecula opera sus programas y servicios sin distinción de raza, color, origen nacional, sexo, discapacidad, o edad de acuerdo con el Título VI de la Ley de Derechos Civiles de 1964 y el Reglamento del Departamento de Transporte (Department of Transportation Regulations) 49 CFR Parte 21. Si cree que ha sido objeto de discriminación según lo prohíbe el Título VI, puede presentar una queja por escrito ante Cuidad de Temecula, Caltrans o a la Administración Federal de Carreteras (Federal Highway Administration). Para obtener más información o para obtener un formulario y el proceso de queja del Título VI comuníquese con Cuidad de Temecula:

Title VI Coordinator  
City of Temecula  
41000 Main Street  
Temecula, CA 92590  
(951) 694-6444  
[www.temeculaca.gov](http://www.temeculaca.gov)

Si la persona no puede llenar su queja, un representante puede hacerlo en su nombre, o un empleado de Cuidad de Temecula le puede ofrecer asistencia. Las quejas deben ser entregadas a no más tardar de 180 días del hecho que se alega. Si se necesita información en otro idioma, contacte al (951) 694-6444.

## Appendix B – Title VI Complaint Form and Instructions

### City of Temecula TITLE VI DISCRIMINATION COMPLAINT FORM

#### PERSONAL INFORMATION NOTICE

Pursuant to the Federal Privacy Act (P.L. 93-579) and the Information Practices Act of 1977 (Civil Code Sections 1798. et seq.), notice is hereby given for the request of personal information by this form. The requested personal information is voluntary. The principal purpose of the voluntary information is to facilitate the processing of this form. The failure to provide all or any part of the requested information may delay processing of this form. No disclosure of personal information will be made unless permissible under Article O. Section 1798.24 of the IPA of 1977. Each individual has the right upon request and proper identification, to inspect all personal information in any record maintained, of the individual by an identifying particular.

Name of Complainant: \_\_\_\_\_

Mailing Address (City, State, Zip Code): \_\_\_\_\_

Phone Number: (\_\_\_\_) \_\_\_\_\_ ☐Cell ☐Home Work Phone: \_\_\_\_\_

What is the most convenient time for us to contact you about this complaint? \_\_\_\_\_

Basis of Discriminatory Action(s): ☐Race ☐Age ☐Color ☐Sex ☐National Origin ☐Disability

If you have an attorney representing you, please provide the following information:

Name:	
Firm Name:	
Address:	
Telephone Number:	

Date and place of alleged discriminatory action(s). Please include the earliest and most recent date of discrimination:

How were you discriminated against? Describe the nature of the action, decision, or conditions of the alleged discrimination. Explain as clearly as possible what happened and why you believe your protected status (basis) was a factor in the discrimination. Include how other persons were treated differently from you (Attach additional page(s) if necessary).

Names of individuals responsible for the discriminatory action(s): \_\_\_\_\_

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

Name (s):

Address(es):

Phone Number(s):

The laws prohibit retaliation against anyone because he/she has taken action or participated in an action to secure rights protected by these laws. If you feel you have been retaliated against (separate from the discrimination alleged above), please explain the circumstances below. Please explain what actions you took which you believe were the basis for the allegation.

What remedy, or action, are you seeking for the alleged discrimination?

Have you filed, or intend to file, a charge or complaint regarding the matters raised in this complaint with any of the following? ☐ Yes ☐ No

If yes, check all that apply:

- ☐ U.S. Equal Employment Opportunity Commission
- ☐ Federal or State Court
- ☐ Department of Fair Employment and Housing
- ☐ Federal Highway Administration/ U.S. Department of Transportation
- ☐ Federal Transit Administration/ U.S. Department of Transportation

If you have already filed a charge or complaint, please provide the following information:

Agency/Court:		Attorney Name:	
Address:		Address:	
Date Received:		Firm Name:	
Case Number:		Address:	
Date of Trial/Hearing:		Status of Case:	

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

Note: The use of the complaint form is not mandatory. You may submit your complaint in any form that includes your signature.

Please sign and date the complaint form below:

Signature of Complainant: X _____	Date: _____/_____/_____
--------------------------------------	----------------------------

ADA Notice: For individuals with disabilities, this document is available in alternative forms at the City Clerk's Office (951) 694-6444.

## **TITLE VI DISCRIMINATION COMPLAINT (INSTRUCTIONS) - CITY OF TEMECULA**

This complaint form is designed to assist any individual, group of individuals, or entity interested in filing a discrimination complaint with the City of Temecula. If the complaint is against the City, it will also be forwarded to the appropriate federal agency for investigation.

Title VI of the Civil Rights Act of 1964 and related statutes (Title VI), prohibits discrimination on the basis of race, color, national origin, sex, age, or disability in connection with programs or activities receiving federal financial assistance from the United States Department of Transportation, Federal Highway Administration and/or Federal Transit Administration. These prohibitions extend to Caltrans as a direct recipient of federal financial assistance and to its subrecipients, consultants, and contractors, irrespective of tier, whether federally funded or not.

The City is also required to implement measures to ensure that persons with Limited English Proficiency and persons with disabilities have meaningful access to services, benefits, and information of all programs and activities under Executive Order 13166 and the Americans with Disabilities Act of 1990.

A complaint may be filed by any individual, group of individuals, or entity that believes they have been subjected to discrimination or retaliation based on their race, color, national origin, age, sex or disability. The complaint must be submitted in writing. It must also be signed and dated by the individual or their representative for acceptance. As a convenience, you may use the enclosed Title VI Complaint form. Your complaint must be filed no later than 180 calendar days from the most recent date of the alleged act of discrimination unless the time for filing is extended.

Upon request, assistance will be provided if you are limited English proficient or disabled. Complaints may be filed using alternative formats, such as electronically, audiotape or in Braille. For TTY customers, dial 771 to reach the California Relay Service. You will be asked to give the telephone number you are calling.

You also have the right to file complaints with other State or federal agencies that provide federal financial assistance to the City or to seek private counsel.

Once the complaint is filed, it will be reviewed by the Title VI Coordinator who will provide written acknowledgement to the complainant within five days of receiving the complaint by registered mail. Every effort will be made to obtain early resolution of complaints at the lowest level possible.

The City and its subrecipients, consultants, and contractors, irrespective of tier, are prohibited from retaliating against any individual because they opposed an unlawful policy or practice, or made charges, testified, or participated in any complaint action under Title VI, the Restoration Act of 1987 and other nondiscrimination authorities. The City operates without regard to race, color or national origin.

To submit the original signed form or letter in person or by mail to, or to receive assistance in completing this form, please utilize the following contact information:

Title VI Coordinator  
City of Temecula  
41000 Main Street  
Temecula, CA 92590  
(951) 694-6444

## **Appendix C – Title VI Complaint Procedures (English and Spanish)**

Any person who believes they have been discriminated against on the basis of race, color, national origin, sex, disability or age by the City of Temecula (hereinafter referred to as “the City”) may file a Title VI complaint by completing and submitting the agency’s Title VI Complaint Form. The City investigates complaints received no more than 180 days after the alleged incident. The City will process complaints that are complete. Once the complaint is received, the City will review it to determine if the City has jurisdiction. The complainant will receive an acknowledgement letter informing them whether the complaint will be investigated by the City.

The City has 90 days to investigate the complaint. If more information is needed to resolve the case, the City may contact the complainant. The complainant has 10 business days from the date of the letter to send 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 10 business days, the City can administratively close the case. A case can also be administratively closed if the complainant no longer wishes to pursue their case.

After the investigator reviews the complaint, they will issue one of two letters 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. An 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. If the complainant wishes to appeal the decision, they have 15 days after the date of the letter or the LOF to do so. A person may also file a complaint directly with the Federal Highway Administration.

### **Procedimiento para quejas de Título VI**

Cualquier persona que crea que él o ella ha sido discriminada en base a su raza, color, origen nacional, sexo, incapacidad, o edad por la Ciudad de Temecula (Ciudad) puede quejarse por medio de completar y presentar un formulario de queja de Título VI de la agencia. La Ciudad investiga las quejas que recibe dentro de 180 días a partir de la fecha del supuesto incidente. La Ciudad procesará los formularios de quejas que están completos. Al recibir una queja, la Ciudad la revisará para determinar si la Ciudad puede actuar. El demandante recibirá una carta informándole si es que la queja será investigada por la Ciudad.

La Ciudad tiene 90 días para investigar la queja. En caso de que sea necesario solicitar información adicional, la Ciudad se comunicará con el demandante. El demandante tendrá 10 días hábiles a partir de la fecha de la carta para enviar la información solicitada al investigador. Si el investigador no es contactado por el demandante o no recibe la información adicional dentro de los 10 días hábiles, la Ciudad puede cerrar la investigación de forma administrativa. Una investigación también puede ser cerrada de forma administrativa si es que el demandante no desea continuar la investigación.

Después de que el investigador revise la queja, éste enviará una de dos cartas al demandante: una carta de clausura o una carta de descubrimientos (CDD). La carta de clausura resume las alegaciones y declara que no hubo una violación del Título VI y que la investigación se clausurará. Una CDD resume las alegaciones y las entrevistas acerca del supuesto incidente, y explica si acción disciplinaria, entrenamiento adicional para el empleado, u otra acción ocurrirá. Si el demandante desea apelar su decisión, éste tendrá 15 días después de la fecha de la carta o CDD para hacerlo. Una persona también puede enviar una queja directamente a la Administración Federal de Autopistas.

## Appendix D – Tracking of Title VI Complaints

The City is required to prepare and maintain a list of any of the following that allege discrimination on the basis of race, color, national origin, sex, disability or age:

- Active investigations
- Lawsuits
- Complaints naming the City of Temecula

Below is the list that will be used for tracking these incidents:

### Investigations, Lawsuits and Complaints

	<b>Date (Month, Day, Year)</b>	<b>Summary (Include basis of complaint: race, color, national origin)</b>	<b>Status</b>	<b>Actions Taken</b>
Complaints				
Investigations				
Lawsuits				

## Appendix E - Maps of Limited English Proficiency in the City of Temecula

CalEnviroScreen 4.0 Linguistic Isolation

