GOVERNMENT OF THE DISTRICT OF COLUMBIA

DEPARTMENT OF TRANSPORTATION



SECTION XVIII

APPENDIX

TITLE VI IMPLEMENTATION PLAN

Prepared by:

Office of Civil Rights
District Department of Transportation

55 M Street, S.E., 7th Floor Washington, DC 20003

Submitted to:

Federal Highway Administration

District of Columbia Division Office 1200 New Jersey Avenue, S.E. Washington, DC 20590

Federal Fiscal Year 2020

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A. Title VI Nondiscrimination Policy Statement

Government of the District of Columbia

Department of Transportation



Title VI Nondiscrimination Policy

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

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

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

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

Director, District Department of Transportation

Date

B. Title VI Assurances

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

Assurances

DOT Order No. 1050.2A

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

Statutory/Regulatory Authorities

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

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

General Assurances

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

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

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

Specific Assurances

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

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

- to a "facility") operated, or will be (with regard to a "program") conducted in compliance with all requirements imposed by, or pursuant to the Acts and the Regulations.
- 2. The Recipient will insert the following notification in all solicitations for bids, Requests For Proposals for work, or material subject to the Acts and the Regulations made in connection with all transportation programs and, in adapted form, in all proposals for negotiated agreements regardless of funding source:

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

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

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

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

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

District Department of Transportation

(Name of Recipient)

VATED ...

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APPENDIX A

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

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

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

APPENDIX B

CLAUSES FOR DEEDS TRANSFERRING UNITED STATES PROPERTY

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

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

(HABENDUM CLAUSE)

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

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

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

APPENDIX C

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

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

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

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

APPENDIX D

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

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

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

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

APPENDIX E

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

Pertinent Non-Discrimination Authorities:

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

C. DDOT Organizational Chart

D. Program Area Review Questionnaire

The Infrastructure Project Management Division is responsible for the design, engineering and construction of roadways, bridges, traffic signals and alley projects in the District of Columbia. IPMD also manages special construction projects and all roadway assets.

Staff Composition

- 1. Please list any committees in IPMD and its respective members by position, race, color, national original and gender.
- 2. List any bilingual staff in IPMD and indicate the alternative language(s) they understand and can translate.
- 3. Please list the name of IMPD's Title VI contact person and indicate (by circling) if the Title VI contact person is involved in each of the following development areas:
 - a. Public Involvement/citizen
 Advisory committees
 - b. Scheduling time and location of public meetings/hearings
 - c. Project Programming
 - d. Public Scoping
 - e. Purpose and Needs Assessment
 - f. Environmental Assessments
 - g. Environmental Impact Statements

- h. FONSI
- i. Alternatives Development
- j. Environmental Commitments
- k. Preliminary Designs
- I. Relocations/Right of Way
- m. Utility Adjustment
- n. Construction/Work Zone Safety
- o. Service Change
- p. Fare Change

Strategies and Goals

1. How does DDOT ensure that the construction work complies with contract plans and specifications? What procedures are in place to address any deficiencies?

Public Involvement

1.	Explain your public involvement process.
2.	Does your public involvement process have an identified strategy for engaging minority, low-income, disabled, Limited/No-English Proficiency, and elderly (Title VI protected populations) populations/communities in the transportation decision-making process?
3.	What strategies, if any, have been implemented to reduce participation barriers for such populations as Limited English Proficiency or the disabled? Has the effectiveness of these strategies been evaluated?
4.	What mechanisms are in place to ensure that issues and concerns raised by Title VI protected populations are appropriately considered in the decision-making process?
5.	What strategies are used to determine the effectiveness of the public outreach effort during project development? How is it determined that outreach methods should be modified to increase low-turnout, particularly for Title VI-protected populations?
5.	How is input from the public used, specifically Title VI-protected populations, to influence alternative selections?
7.	How does IPMD follow-up to ensure mitigation measures identified for projects significantly impacting Title VI protected populations are carried through?

8.	How do you determine whether to include minority and diverse language media in the notification processes for public meetings or public review of agency's documents?
<u>Pu</u>	blic Notification and Meetings
1.	How do you determine who receives public meeting notices and in what format?
2.	How do you determine where appropriate meeting locations and times are?
3.	Is technical information available in formats and at places and times conducive to review?
4.	What efforts have been undertaken to improve participation, especially with regard to Title VI protected populations?
<u>Da</u>	ta Collection
1.	What data (race, color, national origin, language considerations, sex, disability, low-income and age) do you maintain that reflects the extent to which members of Title VI protected populations participate in DDOT's activities or services? How is this collected?
Mit	tigation Measures
1.	What process(es) are in place to ensure that mitigation measures are effectively implemented?

2. What efforts, if any, have been taken to inform the public and obtain feedback regarding the

implementation of mitigation measures?

Has the agency received any complaints regarding implementation of safety measures or other mitigation measures?
ijor Accomplishments
ase elaborate on or provide a summary of activities and accomplishments within your Division taining to any or all of the following:
Providing opportunities for the public, particularly Environmental Justice (EJ) persons, neighborhoods and communities to participate in the decision making process.
Addressing/mitigating any possible disparate impacts on EJ communities.
Ensuring effective communications with LEP/NEP individuals.
Increasing procurement/contracting opportunities for certified Disadvantage Business Enterprises (DBEs) and other small, minority and women-owned businesses.
ne and Title of person completing form:e e:

DDOT's right of way (ROW) policies and procedures are intended to establish a fair and efficient manner to complete the acquisitions or transfers of property, consistent with federal and local regulations.

Staff Composition

- 1. Provide a listing of any committees in ROW and its respective members by position, race, color, national original and gender.
- 2. List any ROW bilingual staff and indicate the alternative language(s) they understand and can translate.
- 3. Please list the name of ROW's Title VI liaison and indicate (by circling) if the Title VI liaison is involved in any of the following development areas:
 - a. Public Involvement/citizen
 Advisory committees
 - b. Scheduling time and location of public meetings/hearings
 - c. Project Programming
 - d. Public Scoping
 - e. Purpose and Needs Assessment
 - f. Environmental Assessments
 - g. Environmental Impact Statements

- h. FONSI
- i. Alternatives Development
- j. Environmental Commitments
- k. Preliminary Designs
- I. Relocations/Right of Way
- m. Utility Adjustment
- n. Construction/Work Zone Safety
- o. Service Change
- p. Fare Change

Appraisals

- 1. Is there diversification in the use of appraisers? If no, why not?
- 2. Does the selection of comparable sales and rental properties process identify discrimination and stereotypes? Describe how.

3. What process is used to ensure consistency and nondiscrimination of severance/consequential damages? Please describe.

Inspections

1. How do you ensure that inspection activities do not have a disparate impact on Title VI-protected groups?

Replacement Housing

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

Decent, Safe and Sanitary Housing Determination

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

Negotiation

1. What is the process to guarantee consistency in the implementation of negotiation procedures?

Compensation

1. What is the process to ensure that property owners are fully informed of their rights to receive just compensation for their property before any donation of such property?

Last Resort Housing Authorization

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

Property Management

- 1. How is the determination of equitable rent amounts made?
- 2. Does the procurement of bids provide equal opportunity? Describe how.
- 3. Is maintenance of rental properties on projects adequate and consistently performed? Describe how.
- 4. How do you ensure that inspection activities do not have a disparate impact in Title VI-protected groups?

Data Collection

1. What data (race, color, national origin, age, gender, disability, income and minority) do you maintain that reflects the extent to which members participate in ROW activities or requested services?

2.	List and briefly describe the projects curren	ntly underway involving ROW.
Na	me and Title of person completing form:	
Dat	te:	

The Planning & Sustainability Division establishes broad strategic goals to guide multimodal transportation program development through plan review and is supported by four branches. The Environmental Program Branch incorporates environmental management into the DDOT decision-making process in order to provide context sensitive and environmentally sustainable solutions for the Department's operations and District's transportation projects and ensure compliance with the relevant NEPA regulations. The Strategic Planning Branch prepares strategic goals and multi-modal plans for the entire District, while also focusing on specific neighborhood needs and the development of pedestrian and bicycle transportation networks.

Staff Composition

- 1. Please list any committees in PSD and its respective members by position, race, color, national original and gender.
- 2. List any PSD bilingual staff and indicate the alternative language(s) they understand and can translate.
- 3. Please list the name of PSD's Title VI liaison and indicate (by circling) if the Title VI liaison is involved in any of the following development areas:
 - a. Public Involvement/citizen
 Advisory committees
 - Scheduling time and location of public meetings/hearings
 - c. Project Programming
 - d. Public Scoping
 - e. Purpose and Needs Assessment
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- n. Construction/Work Zone Safety
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- p. Fare Change

Strategies and Goals

1. What strategies and efforts has your planning process developed for ensuring, demonstrating and substantiating compliance with Title VI?

2. What measures have been and are currently being used to verify that the multi-modal system access and mobility performance improvements, including the Transportation Improvement Plan (TIP) and underlying planning process comply with Title VI?

Pla	Planning		
	Does the planning process used include a demographic profile of the District that identifies the locations of socio-economic groups, including low-income and minority populations covered under EO12808 on Environmental Justice and Title VI? Describe how.		
2.	Does the planning process seek to make use of demographic information to examine the distributions across low-income/minority groups of the benefits and burdens of the transportations investments included in the TIP? Please describe how you identify any imbalances.		
3.	Does the planning process have an analytical component in place for assessing the regional benefits and burdens of transportation system investments for different socio-economic groups? Describe the process used.		
5.	Is there a data collection process to support the analysis effort? If so, what types of data are being collected (community boundaries, racial and ethnic make up, income levels, property taxes, community services, schools, hospitals, shopping areas, etc.)?		
6.	What activities, surveys and/or studies has PSD conducted within the last three years that specifically address the needs of minority, elderly, low-income and LEP/NEP individuals?		
7.	Please list the types of data PSD collects and maintains in-house, as well at the data PSD evaluates.		

2

8. What data do you collect regarding the Child Safety Seat program?

9.	How does PSD incorporate Environmental Justice principals into the planning process?
10	Please list any environmental assessments or environmental impact statements initiated or opened during this fiscal year.
<u>Pu</u>	blic Involvement
1.	What particular public involvement strategies does PSD use for engaging and improving participation of minority and low-income populations in transportation decision-making?
2.	What mechanisms are in place to ensure that issues and concerns raised by low-income and minority populations are appropriately considered in the decision-making process?
3.	What significant written or oral comments has DDOT received in the draft transportation plan, financial plan or TIP as a result of the public involvement process?
4.	What major changes have occurred as a result of the input by public involvement, specifically low-income and minority populations?
5.	How do you recognize and address Title VI issues in the environmental review process?
Res	<u>earch</u>
	Please list the universities and/or consultants currently conducting research projects. Include a brief description of each project with dollar amounts of the grants that are currently underway at

DDOT.

2.	Summarize actions taken to encourage minority universities to participate on transportation research projects.
3.	Summarize actions taken to encourage universities to use minority and female students to participate on transportation research projects.
4.	How does the Research program assist area program personnel in identifying minority universities interested in conducting research?
5.	Please list any complaints received regarding non-utilization of minority and female staff.
Da	ta Collection
1. I	Please list the types of data that you collect.
Cor	ntract Selection Process
	When awarding a contract, grant, loan or permit, what mechanism is used to ensure that the contractor or applicant does not have any unresolved Title VI violations?
2.	When awarding a contract, what mechanisms are used to ensure transparency and a competitive bidding process during contractor selection and negotiations?

Major Accomplishments

Please elaborate on or provide a summary	of activities and accomplishments within yo	ur Division
pertaining to any or all of the following:		

per	taining to any or all of the following:
1.	Ensuring equity in the delivery of services with regard to race, color or national origin.
2.	Providing opportunities for the public, particularly Environmental Justice (EJ) persons, neighborhoods and communities to participate in the decision making process.
3.	Promoting and providing diversity in the membership of decision-making bodies (e.g. DDOT advisory groups).
4.	Ensuring effective communications with LEP/NEP individuals.
5.	Increasing procurement/contracting opportunities for certified Disadvantage Business Enterprises (DBEs) and other small, minority and women-owned businesses.
Nan	ne and Title of person completing form:
Dat	e:

The Transit Delivery Division is responsible for planning, operating, and maintaining safe, efficient, and affordable premium transit services to support and augment the District's diverse transportation systems, including the DC Circulator and Streetcar. Provides funding, policy recommendations, and coordination of services with the Washington Metropolitan Area Transit Authority (WMATA).

Staff Composition

- 1. Provide a listing of any committees in TDD and its respective members by position, race, color, national original and gender.
- 2. List any TDD bilingual staff in TDD and indicate the alternative language(s) they understand and can translate.
- 3. Please list the name(s) of TDD's Title VI contact person and indicate (by circling) if the Title VI contact person is involved in each of the following development areas:
 - a. Public Involvement/citizen Advisory committees
 - b. Scheduling time and location of public meetings/hearings
 - c. Project Programming
 - d. Public Scoping
 - e. Purpose and Needs Assessment
 - f. Environmental Assessments
 - g. Environmental Impact Statements

- h. FONSI
- i. Alternatives Development
- j. Environmental Commitments
- k. Preliminary Designs
- I. Relocations/Right of Way
- m. Utility Adjustment
- n. Construction/Work Zone Safety
- o. Service Change
- p. Fare Change

Strategies and Goals

 Please discuss your strategies and goals for ensuring that all Title VI-protected groups (race, color, national origin, low-income, elderly and LEP/NEP individuals) have access to the benefits and programs of DDOT's transit services.

2.	Please describe how you consider or incorporate service and fare equity analyses in your planning process.
<u>Pro</u>	ocurement of Contracts
1.	Describe the method(s) used to solicit certified Disadvantage Business Enterprises (DBEs) and other small, minority and women-owned businesses, as well as Minority Institutions of Higher Education.
2.	How are consultant(s)/contractor(s) monitored for Title VI compliance?
<u>Pu</u>	blic Involvement
1.	What mechanisms are in place to ensure that issues and concerns raised by Title VI-protected populations are appropriately considered in the decision-making process?
2.	What strategies are used to determine the effectiveness of public outreach efforts during project development? How is it determined whether outreach methods should be modified to increase public turnout, particularly for Title VI-protected populations?
3.	How is input from the public used, specifically from Title VI-protected populations, to influence alternative selections?
4.	Does TDD follow-up on comments/concerns raised by the public to ensure that mitigation measures identified for projects significantly impacting Title VI protected populations are carried through?

5.	What efforts has TDD taken to improve participation, especially with regard to Title VI-protected populations?
Pu	blic Notification and Meetings
1.	How do you determine who receives public meeting notices and in what format?
2.	How do you determine locations and times for your meetings?
3.	What strategies are used to ensure that relevant information is disseminated in a timely manner?
	ta Collection What data (race, color, national origin, language considerations, sex, disability, low-income and age) do you maintain that reflects the extent by which members of Title VI protected populations
	participate in DDOT's activities or services? How is this collected?
2.	How do you collect data from Title VI-protected groups for your transit services (circulator and street car)?
Ma	jor Accomplishments
	ase elaborate on or provide a summary of activities and accomplishments within your Division taining to any or all of the following:

1. Ensuring equity in the delivery of services with regard to race, color or national origin.

2.	Providing opportunities for the public, particularly Environmental Justice (EJ) persons, neighborhoods and communities to participate in the decision making process.
3.	Promoting and providing diversity in the membership of decision-making bodies (e.g. DDOT advisory groups).
4.	Addressing/mitigating any possible disparate impacts on EJ communities.
5.	Ensuring effective communications with LEP/NEP individuals.
6.	Increasing procurement/contracting opportunities for certified Disadvantage Business Enterprises (DBEs) and other small, minority and women-owned businesses.
Nar	ne and Title of person completing form:
Dat	e:

Title VI Program Area Review Program Evaluation Questionnaire Urban Forestry Division (UFD)

The Urban Forestry Division manages and increases the population of District street trees; maintains healthy trees that provide improved air quality and increase water retention to combat runoff and flooding; regulates the removal of mature trees on private property; provides maintenance of vegetated green infrastructure in the DDOT right of way; provides educational information to District residents about the benefits of growing trees and encourages planting of appropriate tree species in the urban environment; provides tree maintenance services such as pruning and disease control; and removes damaged trees and cleans up tree debris and stumps in order to provide safe sidewalk and street clearance to the residents of the District.

Staff Composition

- 1. Please list any committees in UFD and its respective members by position, race, color, national original and gender.
- 2. List any UFD bilingual staff and indicate the alternative language(s) they understand and can translate.
- 3. Please list the name of UFD's Title VI liaison and indicate (by circling) if the Title VI liaison is involved in any of the following development areas. If you currently do not have a Title VI liaison, please appoint one.
 - a. Public Involvement/citizen
 Advisory committees
 - Scheduling time and location of public meetings/hearings
 - c. Project Programming
 - d. Public Scoping
 - e. Purpose and Needs Assessment
 - f. Environmental Assessments
 - g. Environmental Impact Statements

- h. FONSI
- i. Alternatives Development
- j. Environmental Commitments
- k. Preliminary Designs
- I. Relocations/Right of Way
- m. Utility Adjustment
- n. Construction/Work Zone Safety
- o. Service Change
- p. Fare Change

Strategies and Goals

Describe the process used to prioritize public requests of trees planted and maintained in UFD.

Title VI Program Area Review Program Evaluation Questionnaire Urban Forestry Division (UFD)

2.	What strategies are used to engage and solicit input from low-income, minority, limited English proficient, and elderly populations in UFD's program and activities?
3.	How does UFD prioritize and track its projects?
<u>Public Involvement</u>	
1.	Briefly describe UFD's public involvement process.
2.	Have organizations representing low-income and minority populations been consulted for feedback on your projects? Have their concerns been considered?
3.	Are mechanisms in place to ensure that issues and concerns raised by low-income and minority populations are appropriately considered in the decision-making process? If yes, please briefly describe the mechanism.
4.	Have any major changes occurred as a result of the input by public involvement, specifically low-income and minority populations?
Public Notification and Meetings	
1.	How do you determine who receives public meeting notices and in what format?
2.	How do you determine locations and times for your meetings?

Title VI Program Area Review Program Evaluation Questionnaire Urban Forestry Division (UFD)

3.	How do you determine if public meeting announcements should be made available in languages other than English?
4.	What efforts have been undertaken to improve participation, especially with regard to Title VI-protected populations?
<u>Da</u>	ta Collection & Monitoring
1.	Do you collect demographic data (race, color, national origin language considerations, gender, disability, minority, low income, and age) on communities where your projects are located?
2.	Do you evaluate the benefits and burdens of your program projects for different socio-economic groups?
N/I-	In Annual California
ivia	jor Accomplishments
	ase elaborate on or provide a summary of activities and accomplishments within your Division taining to any or all of the following:
1.	Ensuring equity in the delivery of services with regard to race, color or national origin.
2.	Providing opportunities for the public, particularly Environmental Justice (EJ) persons, neighborhoods and communities to participate in the decision making process.
3.	Ensuring effective communications with LEP/NEP individuals.
Nan	ne and Title of person completing form:
Date	a.

Title VI Program Area Review Program Evaluation Questionnaire Customer Service Clearinghouse Division (CSCD)

The Customer Service and Clearinghouse Division includes the Call Center which answers calls directly from the public or transferred from the District's 311 system and the Clearinghouse which manages all written correspondence from the public. The purpose of the division is to implement the Mayor's customer service standards so that customers can access and receive DDOT services in a satisfactory, professional, responsible, and timely manner.

Staff Composition

- 1. Provide a listing of any committees in CSCD and its respective members by position, race, color, national original and gender.
- 2. List any bilingual staff in CSCD and indicate the alternative language(s) they understand and can translate.
- 3. Please list the name(s) of CSCD's Title VI liaison and indicate (by circling) if the Title VI liaison is involved in each of the following development areas:
 - a. Public Involvement/citizen
 Advisory committees
 - b. Scheduling time and location of public meetings/hearings
 - c. Project Programming
 - d. Public Scoping
 - e. Purpose and Needs Assessment
 - f. Environmental Assessments
 - g. Environmental Impact Statements

- h. FONSI
- i. Alternatives Development
- j. Environmental Commitments
- k. Preliminary Designs
- I. Relocations/Right of Way
- m. Utility Adjustment
- n. Construction/Work Zone Safety
- o. Service Change
- p. Fare Change

Strategies and Goals

1. What is your process for receiving and responding to service requests?

Title VI Program Area Review Program Evaluation Questionnaire Customer Service Clearinghouse Division (CSCD)

2.	What data (race, color, national origin, language considerations, gender, disability and age) do you collect/ask for on your service request form and maintain?
3.	How do you collect and report data regarding encounters with LEP/NEP individuals?
4.	Do you receive input from the public, specifically from Title VI-protected populations, regarding DDOT benefits and services? If so, is it tracked and how is it used?
Ma	jor Accomplishments
	ase elaborate on or provide a summary of activities and accomplishments within your Division taining to any or all of the following:
1.	Ensuring equity in the delivery of services with regard to race, color or national origin.
2.	Providing opportunities for the public, particularly Environmental Justice (EJ) persons, neighborhoods and communities to participate in the decision making process.
3.	Ensuring effective communications with LEP/NEP individuals.
Nar	ne and Title of person completing form:
Dat	e:

Title VI Program Area Review Program Evaluation Questionnaire Public Information Division (PID)

The Public Information Division manages media relations, crisis communications, public affairs, strategic planning and counsel, publications, public and stakeholder outreach, special events, and employee communications for the agency.

Staff Composition

- 1. Provide a listing of any committees in PID and its respective members by position, race, color, national original and gender.
- 2. List any TDD bilingual staff in PID and indicate the alternative language(s) they understand and can translate.
- 3. Please list the name(s) of PID's Title VI liaison and indicate (by circling) if the Title VI liaison is involved in each of the following development areas. If you currently have no Title VI liaison, please appoint one.
 - a. Public Involvement/citizen
 Advisory committees
 - b. Scheduling time and location of public meetings/hearings
 - c. Project Programming
 - d. Public Scoping
 - e. Purpose and Needs Assessment
 - f. Environmental Assessments
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- m. Utility Adjustment
- n. Construction/Work Zone Safety
- o. Service Change
- p. Fare Change

Public Notification

- 1. Describe your public notification process (how are public meetings/hearings/forums are advertised?)
- 2. How do you notify communities of upcoming public meetings when English is not their first language?

Title VI Program Area Review Program Evaluation Questionnaire Public Information Division (PID)

3.	How do you determine whether to translate meeting announcements, press releases, etc. in languages other than English?
4.	Does the public notification process have an identified strategy that encourages engagement of the Title VI-protection population (minority, low-income, disabled, limited/no-English proficient and elderly) in DDOT's programs, services and benefits?
5.	What efforts have been taken to improve public notification to increase participation, especially with regard to the Title VI-protected population?
6.	How do you ensure that relevant information is disseminated in a timely manner?
	Please list names of external organizations, entities or nonprofit groups you reach out to, to ensure that low income, LEP/NEP and faith-based communities are included in information and press releases delivered to the general public.
Nan	ne and Title of person completing form:
Date	e:

Title VI Program Area Review Program Evaluation Questionnaire Community Engagement Division (CED)

The Community Engagement Division is responsible for coordinating, assessing, and helping to address community and ANC requests, educating ANCs and communities on the status of DDOT projects and service requests, and identifying strategic and routine actions for DDOT to take in order to build community support for the District's transportation infrastructure projects and program initiatives.

Staff Composition

- 1. Provide a listing of any committees in CED and its respective members by position, race, color, national original and gender.
- 2. List any bilingual staff in CED and indicate their name(s) and the alternative language(s) they understand and can translate.
- 3. Please list the name of CED's Title VI contact person and indicate (by circling) if the Title VI contact person is involved in each of the following development areas:
 - a. Public Involvement/citizen Advisory committees
 - b. Scheduling time and location of public meetings/hearings
 - c. Project Programming
 - d. Public Scoping
 - e. Purpose and Needs Assessment
 - f. Environmental Assessments
 - g. Environmental Impact Statements

- h. FONSI
- i. Alternatives Development
- j. Environmental Commitments
- k. Preliminary Designs
- I. Relocations/Right of Way
- m. Utility Adjustment
- n. Construction/Work Zone Safety
- o. Service Change
- p. Fare Change

Strategies and Goals

1. Please discuss CED's role in DDOT and your strategies and goals for building community support for the District's transportation program and infrastructure projects.

Title VI Program Area Review Program Evaluation Questionnaire Community Engagement Division (CED)

1.	What mechanisms are in place to ensure that issues and concerns raised at meetings CED attends are appropriately relayed to the appropriate DDOT Divisions?
2.	What strategies are used to determine the effectiveness of public outreach efforts? How does CED determine whether outreach methods should be modified to increase public turnout, particularly for Title VI-protected populations?
3.	Does CED follow-up on comments/concerns raised by the public to ensure that their concerns are considered in DDOT's decision-making process?
<u>Da</u>	ta Collection
1.	Has CED used any forms for collecting data for the meetings you attend? If so, what data has been collected?
Ma	jor Accomplishments
	ase elaborate on or provide a summary of activities and accomplishments within your Division taining to any or all of the following:
1.	Providing opportunities for the public, particularly Environmental Justice (EJ) persons, neighborhoods and communities to participate in the decision making process.
2.	Ensuring effective communications with LEP/NEP individuals.
Naı	me and Title of person completing form:
Dat	e:

E. DDOT Subrecipient Compliance Review Standard Operating Procedures Packet



Sub-recipient Compliance Review Standard Operating Procedures Packet

TABLE OF CONTENTS

- I. DDOT Title VI/Nondiscrimination Compliance Review Program Overview
- II. Process for Conducting Compliance Reviews on DDOT Subrecipients
- III. Appendix

I. DDOT Title VI/Nondiscrimination Compliance Review Program Overview

(See Appendix A for DDOT Title VI Compliance Review Process Flow Chart.)

DDOT's Title VI Program operates in accordance with federal regulations under 49 CFR Part 21 and 23 CFR Part 200. As a recipient of Federal financial assistance, DDOT is required to also ensure that its subrecipients implement their programs in compliance with Title VI. The principal vehicles for determining subrecipient compliance are through complaint investigations and, pre and post-award compliance reviews. Compliance reviews are systematic, planned investigations conducted by DDOT's Office of Civil Rights (OCR) that assess and evaluate the subrecipient's civil rights policies, procedures and practices to determine their compliance with applicable civil rights statutes and regulations.

DDOT conducts compliance reviews periodically or complaint investigations immediately following receipt of a Title VI complaint. Compliance reviews are performed by DDOT's Title VI staff and conducted in two phases. Phase 1 consists of a desk audit (or document review). Phase 2 consists of the actual on-site review. Title VI staff determine which subrecipient(s) to review based on several factors (not in order of priority): the Title VI annual work load and workplan, whether a complaint has been filed against a subrecipient, and whether there is reason to believe that a subrecipient is in noncompliance. The main focus of the review is to determine whether the subrecipient is meeting Federal Title VI regulations, whether the subrecipient is in compliance with DDOT program requirements, identify deficiencies or violations that require the agency to take further action, and to determine how effective the subrecipient has been in ensuring nondiscrimination in its programs.

When deficiencies or violations are found as a result of a pre or post-award compliance review, the first priority is to work with the subrecipient to attempt to secure voluntary compliance. As a condition of receiving funds from DDOT, the Title VI staff may recommend that the subrecipient take certain measures to ensure that discrimination will not occur in their program. As part of a proactive approach to achieving voluntary compliance, the Title VI staff will also offer to provide technical assistance to help the subrecipient obtain compliance.

II. Process for Conducting Compliance Reviews on DDOT Subrecipents

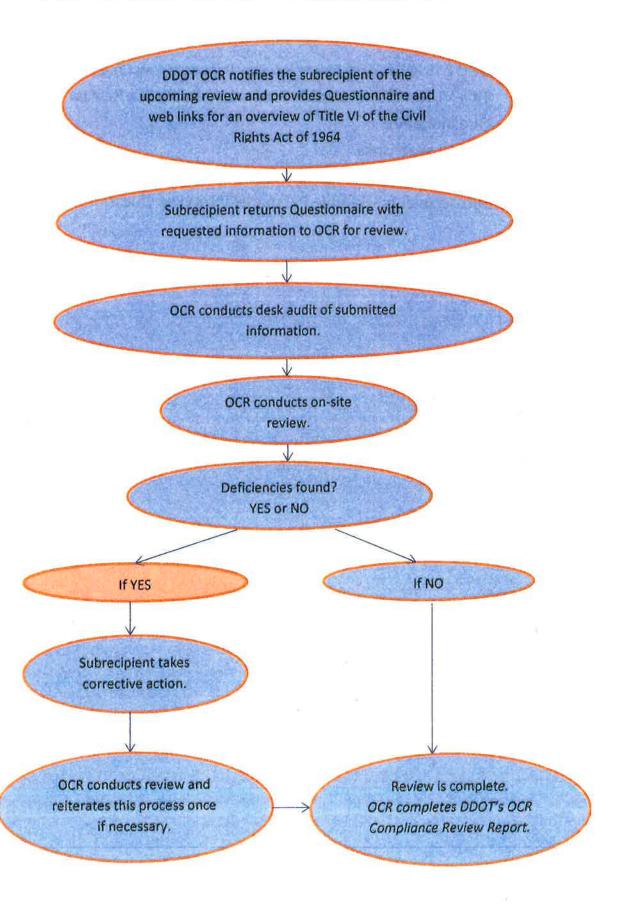
- A. **Notification** DDOT's OCR will notify subrecipients of upcoming Title VI reviews via telephone, followed by written correspondence by letter via email. The notification letter will include a Questionnaire to be completed by the subrecipient and web links with information on Title VI of the Civil Rights Act of 1964. See Appendix B for Questionnaire and Appendix C for web links of Title VI of the Civil Rights Act of 1964.
- B. Questionnaire and Response to the Office of Civil Rights The Questionnaire will also request the subrecipient to submit information and documents (e.g., Title VI Plan, Public Notice of Nondiscrimination policy, etc.). Subrecipients will have 30 to 45 business days from receipt of the notification letter to return the Questionnaire, requested information, and documents back to OCR. See Appendix D for list of elements to be included in the Title VI Plan.
- C. **Desk Audit** DDOT's OCR Title VI staff will review the Questionnaire, documents, and information submitted by the subrecipient during the desk audit.
- D. On-site Review OCR will contact the subrecipient to schedule the on-site review. The on-site review will consists of a visit to the subrecipient's facility and a host of personnel interviews to determine whether the subrecipient is Title VI/Nondiscrimination compliant. OCR staff will walk through the facility to ensure that required documents are posted in compliance with Title VI regulations. OCR will ask subrecipient personnel specific questions relating to Title VI to determine whether the subrecipient understands, is monitoring, and fulfilling their Title VI responsibilities. See Appendix E for list of sample personnel interview questions to the subrecipient.
- E. **No Deficiencies** If no deficiencies are discovered in the subrecipient's submittal or during the on-site review, OCR will proceed to develop DODT's Office of Civil Rights *Compliance Review Report*.
- F. **Deficiencies** If deficiencies are discovered in the subrecipient's submittal or during the on-site review, any deficiencies and recommendations for correcting the noted deficiencies will be forwarded to the subrecipient with follow-up monitoring to be conducted.

- G. **Follow-up Monitoring** When deficiencies have been found, OCR will identify the deficiencies in the subrecipient's written submittal or noted during on-site review and notify the subrecipient via email. OCR will give the subrecipient a certain amount of time to address the noted deficiencies and to resubmit the revised information back to OCR for re-review. If deficiencies noted were during the on-site review, once these deficiencies have been corrected, OCR will conduct an additional review. Based on the second round of the review, OCR will determine subrecipient compliance status.
- H. OCR Compliance Review Report Once the desk audit and on-site review phases have been completed, the Title VI staff shall develop DDOT's Office of Civil Rights Compliance Review Report. OCR shall submit DDOT's Office of Civil Rights Compliance Review Report to the subrecipient indicating their compliance status within 30 business days of completing the comprehensive compliance review.

III. Appendix

- A. DDOT Title VI Compliance Review Process Flow Chart
- B. Title VI/Nondiscrimination Program/Compliance Review Questionnaire
- C. Title VI Web Links
- D. Sub-recipients Elements Required in Title VI Implementation Plan
- E. Sub-recipients Sample Personnel Interview Questions

Appendix A DDOT Title VI Compliance Review Process Flow Chart



WE ARE WASHINGTON * * *

Appendix B

TITLE VI/Nondiscrimination Program

GOAL

The goal of the District Department of Transportation (DDOT) Title VI/Nondiscrimination program is to effectuate the provision of Title VI of the Civil Rights Act of 1964, related federal statues, Executive Orders, and local regulations, so that no person shall, on the ground of race, color, national origin, gender, age, disability or low income, be excluded from participation in, denied the benefits of, or otherwise be subjected to discrimination under any program or activity receiving District assistance.

EVALUATING COMPLIANCE

The *Title VI Compliance Questionnaire* is a form used to assist DDOT in evaluating the implementation and compliance of its' subrecipients with Title VI of the Civil Rights Act of 1964 and its related statues. Copies of all documents should be kept in a central file and made available to DDOT upon request during the compliance review site visits.



Title VI/Nondiscrimination Compliance Review Questionnaire

Grantee/Subrecipien	t Name
Street Address	(Area code) Telephone Number
City, State, Zip Code	Fax ()
Contact Person:	Email Address
General Information	
1. Please circle the organizational type that best describes	s your agency:
State Government City, County, or Local Government	
Consultant Service	
Consultant	
Transit-Urban	
Transit-Rural	
Contractor	
College and/or University (Research Grants)	
Other	

2. Describe your agency's staffing structure. Provide the name, race, national origin, title and a short job description of those on your staff responsible for the transportation component of your agency. Please also provide an organizational chart and indicate if you anticipate any changes to your organization structure in the upcoming year.



3.	List Federal grants your organization has received over the last three (3) years and the amount
	of each grant.

Agency	Program	Grant Amount
		=

- 4. Please list the names of all your agency's subrecipients/consultants, their complete addresses, types of services provided with the date and amount of the award.
- 5. Explain the process your agency uses to solicit and award consultant contracts.
- 6. Explain how your agency evaluates whether funds used by subrecipients/consultants are utilized in a nondiscriminatory manner.
- 7. Date of last compliance review done on your agency: _____

Who conducted the compliance review?

8. Please attach a copy of your agency's Title VI implementation Plan, including the Title VI/Nondiscrimination Policy Statement, Assurances, as well as copies of other documents required in the plan.



9.	How are applicants for services and clients informed of their rights under Title VI regarding nondiscrimination, including their right to file a complaint?
,, 10.	Does your agency include the Civil Rights Special Provisions language (FHWA-1273) in all its contracts, sub-contracts, and third-party contracts? If so, please include copies of the different
	types of contracts with Title VI language.
<u>Da</u>	ta Collection
11	Does your agency collect demographic data of individuals impacted at public meetings or outreach activities? If yes, please indicate the type(s) of data collected. If no, explain why such data is not collected.
	race national origin gender income
	If yes, please describe how such data is collected.
<u>Pu</u>	blic Involvement
12.	How does your agency notify the public of its nondiscrimination policy?
13.	How does your agency notify the public of meetings, workshops and outreach activities?



14.	Where does your agency usually hold its public meetings?	What days and times are the
	meetings held?	

15.	Please describe the efforts made to ensure meaningful public participation.
16	5. Are accommodations made available for persons with disabilities to attend and participate in the meetings? If yes, please list the types of accommodations made available. If no, please explain.
17.	Does your agency have a public involvement plan? If so, please attach a copy. If no, please describe your agency's outreach process for engaging communities and addressing their concerns.
18.	What steps are taken to ensure that the Title VI-protected communities obtain information concerning your agency's benefits, activities, programs and services?

Posting of Notices

- 19. Is information on Title VI and the laws requiring nondiscrimination prominently disseminated and displayed at your agency? If yes, please list where the information is displayed.
- 20. Are posters/brochures prominently displayed with information concerning the right for free interpreter services to LEP/NEP or deaf individuals? If yes, please indicate locations of posters. If no, please explain.



Environmental Justice (EJ)

Adherence to Environmental Justice Prin	incinles
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21.	What is your agency's process for ensuring that EJ community members are notified and invited to participate in the decision-making process for projects?
22.	Please describe how minority and low-income data is collected.
23.	Describe discuss the impact(s) your agency's programs have had on the EJ population.
	Please discuss how your agency receives and considers input from minority, low income, disabled and elderly individuals.
	Please list any EJ issues identified within the last 12 months and discuss how your agency has addressed such issues.



Language Access

DDOT subrecipients must assure that limited English and no-English proficient (LEP/NEP) individuals

	provided with meaningful language assistance to ensure equal access to all its programs and vices.
26.	Does your agency have a Language Access Plan and/or Policy? If yes, please attached. If no, explain.
27.	How does your agency notify limited English/no-English proficient (LEP/NEP) individuals of it programs, benefits, services and activities?
28.	How does your agency provide access to persons who are LEP/NEP?
	Does your agency track and record the number of LEP/NEP persons served or encountered by your services, benefits and activities? If so, how is this done and how often?
	Does your agency provide free interpreting services for meetings and activities, for LEP/NEP individuals speaking other languages, upon request? If yes, please explain your process. If no, please explain why such services are not provided.
21	How does your aganay determine the amount of resources needed to ensure the accompany determined

31. How does your agency determine the amount of resources needed to ensure the accommodation for LEP/NEP individuals to participate in your programs, benefits and services?



32.	How much money has your agency spent on translation/interpretation services last fiscal year?
33.	How much money is allocated for translation/interpretation services for the current fiscal year?
<u>Con</u>	nplaint Procedures
	Does your agency make written information available to the public on how it processes, investigates and tracks Title VI complaints? If yes, please provide a copy of this information. If no, please explain.
	Describe how your agency's complaint procedures afford the public due process for resolving complaints.
36.	How long does your agency keep records of complaints received on file?
	In the past three years has your agency been named in a discrimination complaint or lawsuit? If so, please provide information on the date, name of the complainant, allegation(s) in the complaint(s), who conducted the investigation(s) and the outcome.
<u>Trai</u>	ining
, 1	In the last three years has your Title VI Coordinator participated in any form of training on Title VI? If yes, please list the date(s) of the training and who conducted the training. Please also indicate the method used to administer the training (e.g., classroom, video, website, handouts, other (explain)). If no, please provide the same information for the last Title VI training taken by your Title VI Coordinator.



39.	Has your agency's full and part/time staff received any training (informal, formal, live or
	online) regarding Title VI? If so, list the name(s) of those who received the training, the date(s)
	of the training and who conducted the training. Please also indicate the method used to
	administer the training (e.g., classroom, video, website, handouts, other (explain)). If no, please
	explain.

40. How are new employees, informed and provided training regarding their specific responsibilities under Title VI?

Americans with Disabilities Act

41. Has your agency appointed an ADA/Section 504 Coordinator? (a Coordinator is required when an organization has 15 or more employees, or a public entity has 50 or more employees). If yes, please provide the name, title, race, and gender of the individual.

42. Are facilities and meeting areas fully accessible to person with disabilities? If so, please describe how these areas are accessible.



43.	Has your agency conducted a self-evaluation of its ADA/Section 504 program? If yes, please
	provide a copy of the self-evaluation. If no, please discuss when the self-evaluation will be
	done?

44.	Based on the development of a self-evaluation plan, has your agency developed a Transitional
	Plan? If yes, please provide a copy of the Transitional Plan.

45. Does your agency have auxiliary aids such as TTD/TTY for use when communicating with individuals with impaired speech or heating? If yes, please describe the type of device(s) used.

If yes, is the public informed that your agency has auxiliary aids such as TTD/TTY? If yes, please provide documentation showing how the public is informed.

Appendix C

Title VI Web Links

- 1. Understanding and Abiding by Title VI of the Civil Rights Act of 1964 Part 1 https://www.youtube.com/watch?v=MU_SfdA6E5w
- 2. Understanding and Abiding by Title VI of the Civil Rights Act of 1964 Part 2 https://www.youtube.com/watch?v=Su SRI6APU48t=5s
- 3. Understanding and Abiding by Title VI of the Civil Rights Act of 1964 Part 3 https://www.youtube.com/watch?v=yipxEyr35Qw&t=29s

Appendix D

SUB-RECIPIENTS - Elements Required in Title VI Implementation Plan

**The Sub-Recipient, at a minimum, will provide to the DDOT documentation detailing procedures that approximate the following sections:

- Introduction, Policy Statement, and Standard Title VI/Nondiscrimination Assurance/Agreement;
- Organization/Staff Responsibilities;
- Complaint Procedures;
- Process To Identify/Eliminate Discrimination;
- Process To Resolve Deficiencies Identified By DDOT;
- Data Collection/Data Analysis/Data Reporting;
- Public Participation Plan (Includes How The Title VI/Nondiscrimination Plan relates to the Public Participation Plan);
- Title VI/Nondiscrimination-Related Training Component;
- Environmental Justice (EJ) Plan/Process;
- Limited English Proficiency (LEP) Plan/Process;
- External Communication Notification To Beneficiaries;
- Reporting; and
- Attachments: May include example of the Complaint Log, Title VI/Nondiscrimination Brochure, etc.

(Attachments: May include example of the Complaint Log, Title VI/Nondiscrimination Brochure, etc.)

Appendix E

SUBRECIPIENTS – Sample Personnel Interview Questions

LPA/MPO/College CEO

- What does Title VI/Nondiscrimination mean to you?;
- Have you delegated authority and responsibility for the effective implementation of Title VI/Nondiscrimination requirements to LPA/MPO/College Managers that report to you?;
- If so, how have you delegated this authority and responsibility?;
- What is the role of your Managers that directly report to you in the effective implementation of the Title VI/Nondiscrimination requirements?;
- What is the role of your Title VI/Nondiscrimination Coordinator?;
- Have you received any Title VI/Nondiscrimination training? If so, please describe; and
- How do you monitor your LPA's/MPO's/College's effectiveness in implementing the Title VI/Nondiscrimination responsibilities?

Managers That Report Directly To The CEO

- What does Title VI/Nondiscrimination mean to you?;
- Has the CEO delegated the authority and responsibility for the effective implementation of Title VI/Nondiscrimination requirements within your Unit to you?;
- Do you understand your role in ensuring the effective implementation of the Title VI/Nondiscrimination requirements within your Unit? Please describe;
- Do you understand the role of others within your Unit in the effective implementation of Title VI/Nondiscrimination requirements? Please describe;
- What is the role of the LPA's/MPO's/College's Title VI/Nondiscrimination Coordinator?;
- What Title VI/Nondiscrimination-related reporting are you responsible for, if any?;
- Have you received any Title VI/Nondiscrimination training? If so, please describe; and
- How do you monitor your Unit's effectiveness in implementing the Title VI/Nondiscrimination responsibilities?

Title VI/Nondiscrimination Coordinator

- What does Title VI/Nondiscrimination mean to you?;
- Do you understand your role in ensuring the effective implementation of the Title VI/Nondiscrimination requirements within the LPA/MPO/College? Please describe;
- Where are you located within the Organizational Structure?;
- How do you ensure that your LPA/MPO/College is effectively implementing Title VI/Nondiscrimination requirements?;
- What reporting (if any) are you responsible for (internal and external) and to whom?;
- Have you received any Title VI/Nondiscrimination training and do you provide any training? If so, please describe; •

How do you periodically brief the CEO regarding any Title VI/Nondiscrimination trends/patterns/deficiencies?;

- What authority and responsibility have you been delegated to effectively identify, communicate, and address any Title VI/Nondiscrimination deficiencies within your LPA/MPO/College?; and
- What authority and responsibility do you have (if any) in the development, revising, and implementation of your LPA's/MPO's/College's Public Participation Plan?

Title VI/Nondiscrimination Federal Program Liaisons (If Applicable)

- What does Title VI/Nondiscrimination mean to you?;
- Do you understand your role in ensuring the effective implementation of the Title VI/Nondiscrimination requirements within your Unit? Please describe;
- Where are you located within the Organizational Structure?;
- How do you ensure that your Unit is effectively implementing Title VI/Nondiscrimination requirements?;
- Are you responsible for performing process reviews within your Unit and/or Federal Program? If so, please describe;
- Are you responsible for performing data collection and data analysis? If so, please describe;
- What reporting (if any) are you responsible for and to whom?;
- Have you received any Title VI/Nondiscrimination training and do you provide any training? If so, please describe;
- How do you periodically brief your Unit Manager and possibly your regarding any Title VI/Nondiscrimination trends/patterns/ deficiencies?; and
- What authority and responsibility have you been delegated to effectively identify, communicate, and address any Title VI/Nondiscrimination deficiencies within your Unit?

F. DDOT Public Involvement Plan

Public Involvement Plan

May 2019



Public Involvement Plan

May 2019

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1.0 Introduction

1.1. Purpose

The District Department of Transportation (DDOT) is committed to ensuring accessible and inclusive public involvement in all agency projects. As a recipient of federal financial assistance, DDOT is required to, "develop and use a documented public involvement process that provides opportunities for public review and comment at key planning decision points," (23 CFR §450.210). DDOT strives to exceed these regulations through early, continuous, and transparent public outreach, engagement, and involvement. Successful public involvement engages communities, produces projects that address neighborhood needs and desires, and builds trust between DDOT and neighborhoods impacted by DDOT plans and projects. This document outlines DDOT's responsibilities to communities to:

- Provide early and continuous public involvement
- Collaborate with stakeholders in a respectful manner
- Schedule public involvement at convenient meeting times and locations
- Provide effective outreach to low-income, minority, elderly, limited mobility, low-English proficiency (LEP), and no-English proficiency (NEP) populations

The District Department of Transportation (DDOT) Public Involvement Plan (PIP) serves two key purposes: (1) Identifies DDOT's requirements, processes, and tools for public involvement and (2) serves as a manual for DDOT project managers. The DDOT PIP also provides:

- Legal requirements for public involvement
- Definitions of key stakeholders
- Outline of the project development process
- Methods to encourage accessible and inclusive public involvement
- A checklist for the development of a project public involvement plan

DDOT project managers across all DDOT Divisions (Appendix A) should refer to the *DDOT PIP* for guidance on standards and expectations for successfully implementing public involvement strategies. The project manager for a DDOT project is responsible for managing the execution of the project, including the oversight of contractor performance, project schedule, project budget, and public involvement. Every DDOT project has one project manager who is assigned by the appropriate division's Associate Director to oversee these elements.

1.2. DDOT Mission

Enhance the quality of life for District residents and visitors by ensuring that people, goods, and information move efficiently and safely, with minimal adverse impact on residents and the environment.

1.3. DDOT Vision

The District Department of Transportation is committed to achieving an exceptional quality of life in the nation's capital through more sustainable travel practices, safer streets and outstanding access to goods and services. Central to this vision is improving energy efficiency and modern mobility by providing next generation alternatives to single occupancy driving in the city

2.0 Federal and District Requirements for Public Involvement

2.1. Federal Requirements

Appendix B provides a list of all Federal requirements for Public Involvement.

2.2. District Requirements

2.2.1. DC Language Access Act of 2004

The purpose of the DC Language Access Act of 2004 is to ensure that all District agencies meet the requirements of DC Law 15-167, enacted on April 21, 2004. DC Law 15-167 seeks to promote greater public access and participation in government services, programs, benefits and activities for customers with limited or non-English proficiency (LEP or NEP). D.C. Official Code §2-1931 designates DDOT as a covered entity under this law. As such, DDOT must provide equal access of its programs and services to all persons living in, working in, or visiting the District of Columbia, regardless of their ability to speak English.

2.2.2. DDOT's Title VI Policy

It is the policy of the District of Columbia Department of Transportation to ensure that no person shall on the grounds of race, color, national origin, gender, age or disability as provided in Title VI of the Civil Rights Act of 1964 and related statutes (implemented through 23 CFR 200.9), be excluded from participation in, or be denied the benefits of, or be otherwise subjected to discrimination under any program or activity for which DDOT received Federal financial assistance.

2.2.3. Notice of Intent (NOI)

DDOT, pursuant to the "Administrative Procedure Amendment Act of 2000,"DC LAW 13-249 (48 DCR 3491, April 20, 2001), is required to provide a written notice to any Advisory Neighborhood Commission (ANC) and the Council of the District of Columbia, of our intent to modify traffic and/or parking requirements. To comply with this requirement, DDOT has developed a standard operating procedure to outline this notification process for project managers. Notices are provided for the purpose of notification and solicitation of comments on the proposed modifications within the District. The public is given at least thirty (30) business days after the NOI issuance to provide DDOT with their comments on the proposed change. The issuing division's Associate Director assigns a project manager to be the designated recipient for all public comments for each NOI. All public comments must be received in writing, via mail, or electronically. DDOT is required by this law to respond to all ANC comments in response to an NOI in writing.

D.C. Code 1-309.10, "ANC Duties and Responsibilities," requires DDOT's final decision-making process to give "great weight" to the comments received from ANCs. The D.C. Code reads:

D.C. Code 1-309.10 ANC Duties and Responsibilities; notice; great weight; access to documents; reports; contributions.

- (3)(A) The issues and concerns raised in the recommendations of the Commission shall be given great weight during the deliberations by the government entity. Great weight requires acknowledgement of the Commission as the source of the recommendations and explicit reference to each of the Commission's issues and concerns.
- (B) In all cases the government entity is required to articulate its decision in writing. The written rationale of the decision shall articulate with particularity and precision the reasons why the Commission does or does not offer persuasive advice under the circumstances. In so doing, the government entity must articulate specific findings and conclusions with respect to each issue and concern raised by the Commission. Further, the government entity is required to support its position on the record.
- (C) The government entity shall promptly send to the Commission and the respective ward Councilmember a copy of its written decision.

2.3. Public Notice

During any construction activity conducted by the DDOT's Asset Management Division, notifying the community is critical. For scheduled maintenance projects (eg. resurfacing streets and alleys; repairing curbs, gutters, and sidewalks) which are not a result of a planning process, the DDOT project team is required to draft a written notice to all impacted residents and businesses within the area at least two weeks prior to the start of construction. This notice is also provided to the Advisory Neighborhood Commissioner for the area and includes the expected start date, the nature of the work, and any anticipated impacts to the area. In addition, the notice lists a DDOT project manager for the community to contact directly for questions or immediate assistance.

Following the distribution of notices the project team is required to post Emergency No Parking signage for any area impacting parking. These signs are posted no earlier than 72 hours prior to construction to minimize any inconvenience to the community. Posting of these signs occurs on assets such as street lights and parking meters in order to be clearly visible by motorists.

2.4. DDOT Manuals

In addition to the Federal and District regulations that are outlined in Section 2.0, DDOT has developed manuals for ensuring appropriate and timely public involvement at various stages of the project development process. Appendix C lists these DDOT manuals and provides website links to each publication.

3.0 Public Involvement Plan (PIP)

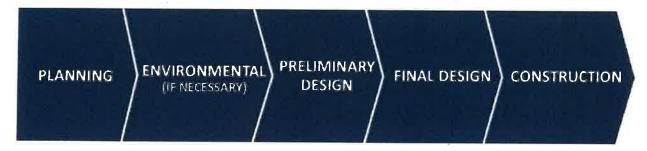
At DDOT, each project consists of 5 distinct phases: (1) Planning, (2) Environmental Review (if necessary), (3) Preliminary Design, (4) Final Design, and (5) Construction. Some projects may not complete all five phases, depending on the results of analysis at each phase. Each phase of a project requires a separate Public Involvement Plan (PIP) to be completed by the DDOT project manager.

A new PIP is created for each phase of a project. The project manager for each phase is responsible for including a draft PIP in the Scope of Work for the solicitation of each phase. Refinement of the draft PIP may occur in the procurement phase when negotiating with consultants. Each PIP must be reviewed by staff from the DDOT Office of Civil Rights (OCR) and the DDOT Community Engagement (CE) Division and a PIP checklist (Appendix D) must be completed by the project manager in consultation with OCR and CE. The checklist does not list the entire universe of public outreach methods, but serves as a starting

point for discussion between the project manager and OCR and CE staff. Project managers are encouraged to innovate and test new public involvement methods in consultation with OCR and CE staff.

A project's PIP provides a framework for meaningful public engagement and outreach that will build trust and support for a project. Each PIP must have a unique approach tailored to an individual project, community and location. It is critical that a PIP accounts for underrepresented groups such as those with limited mobility, learning impairments, non-English speakers, youth, low-income, and the elderly. The final PIP receives sign off from the Project Manager's supervisor, the DDOT Office of Civil Rights (OCR), and the DDOT Community Engagement Division (CE). During the course of the project, DDOT project managers should inform OCR and CE when public meetings are held, the outcome of the meetings, and the project manager's next steps for addressing issues and moving forward. At the conclusion of each phase, the project manager will meet with OCR and CE to review if outreach has been effective or should be modified in the future.

4.0 Project Development Phases



4.1. Planning

The first phase of a transportation project is the Planning Phase. Planning guides the current and future use of the transportation network in the District given the changing needs and demands due to land uses, traffic patterns, and multimodal uses. Types of plans include long-range strategic plans, neighborhood plans, traffic safety investigations, livability studies, and corridor plans. Planning can also identify needs for Major Projects -such as streetscape, bridge, or other major capital investments — and projects to be included in the State Transportation Improvement Plan (STIP).

Public outreach tends to be the most robust in the Planning phase because DDOT is establishing the baseline from which to make future recommendations. In order to hear project input from impacted communities, DDOT must ensure the public has been informed of the project, existing conditions, and Public Involvement Plan

type of analysis to be performed, and data to be collected. Public involvement strategies are identified by the project manager in consultation with OCR and CE prior to public outreach and modified, if necessary, after initial public outreach begins.

4.2. Environmental + Preliminary Design

This phase involves preliminary engineering, conceptual design, transportation engineering studies, survey work, and requirements for right-of-way acquisition. If the potential for an environmental impact, as defined by the National Environmental Policy Act (NEPA) is identified during the planning phase, the next step would be to a stand-alone Environmental phase. If no environmental impact is anticipated, the project can be documented with a Categorical Exclusion and advance directly to Final Design.

Public involvement in this phase depends on whether there is environmental work that needs to be done or if environmental clearances have been signed and 30% design is being completed. Public outreach is more intense in an environmental review and is guided by outreach requirements detailed in DDOT's Environmental Manual. DDOT will present design plans to the public before the 30% design is complete so that the public can offer input, ask question, or raise concerns.

4.3. Final Design

During this phase, plan documents are developed, including engineering drawings, specifications and special provisions needed to guide construction, and detailed construction estimates. During final design, acquisition of right-of-way identified in Preliminary Design is completed.

4.4. Construction

The final phase of project development is construction where the project is constructed and implemented. This step, which in many ways is the most visible phase of a project, requires follow-through on commitments that have been made to agencies and the public during earlier phases of project development. During this phase, the public is notified at groundbreaking, at project milestones, and at completion.

5.0 Public Involvement Groups

DDOT strives for the broadest engagement feasible at each stage of the project development process. During the scoping of the PIP with the project manager, OCR, and CE, the project manager shall identify

outreach strategy and methods for public involvement to be implemented. In order to facilitate broad stakeholder engagement, DDOT seeks to engage the following entities:

5.1. Advisory Neighborhood Commissions (ANCs)

An ANC is a non-partisan elected neighborhood body made up of locally elected representatives called Commissioners. There are currently 40 ANCs and nearly 300 Commissioners. Each one has the responsibility of being the official voice of the neighborhood in advising the District government. District agencies are required by law to give ANCs recommendations "great weight" and must provide at least 30 business days before implementation of certain types of changes that will affect a neighborhood. ANC boundaries are based on population and are adjusted every 10 years with the release of the U.S. Census to ensure equal representation among all residents.

Link to list of ANCs: https://www.dcboe.org/maps.asp

5.2. Citizen and Civic Associations

These bodies are non-partisan and non-elected neighborhood groups. There are close to 100 Civic and Citizen Associations in the District of Columbia.

5.2.1. Citizen Associations

Citizen Associations work on both neighborhood-specific and city-wide issues by providing feedback and /or testimony on behalf of the citizens of the District. Members of Citizen Associations also serve as an important liaison to the District of Columbia Mayor's Office and the Council of the District of Columbia on matters important to their residents.

Link to list of citizen associations: http://dccitizensfederation.org

5.2.1. Civic Associations

Civic Associations are dedicated to informing, representing, and supporting the residents of the District of Columbia by bringing together leaders of its diverse neighborhoods in an action-oriented body.

Link to list of citizen associations: http://dcfca.org

5.2.2. Citizen Associations

Civic Associations are dedicated to informing, representing, and supporting the residents of the District of Columbia by bringing together leaders of its diverse neighborhoods in an action-oriented body.

Link to list of citizen associations: http://dcfca.org

5.3. Business Improvement Districts (BIDs)

A BID is an organization established by property and business owners to enhance the economic vitality of a neighborhood commercial area. The services BIDs provide to their members are financed by a self-imposed tax on the land uses within the community. There are currently 11 BIDs located in neighborhoods throughout the District of Columbia.

Link to list of BIDs: http://www.dcbidcouncil.org

5.4. Main Street Organizations

DC Main Streets is a comprehensive program that promotes the revitalization of traditional business districts in the District of Columbia. Main Street organizations are funded and approved through the DC Department of Small and Local Business Development. There are 16 active and accredited DC Main Street programs.

Link to list of Main Street Organizations: https://dslbd.dc.gov/service/DCMS

5.5. Advisory Councils

Advisory Councils are comprised of District of Columbia residents appointed to serve by Councilmembers with a responsibility to advise the Mayor and Council on issues related to transportation issues. Currently, there is a DDOT Bicycle Advisory Council, a Pedestrian Advisory Council, and a Multimodal Accessibility Advisory Council.

5.6. Institutional Stakeholders, Advocacy Groups, & the General Public

In addition to the aforementioned stakeholders, DDOT engages with civic and cultural institutions, advocacy groups, places of worship, and independent businesses as well as others who may not be affiliated with any particular group such as residents, workers, and visitors to Washington, D.C. The general public and institutional stakeholders may hold views or opinions that are not represented by larger organizations or representative bodies, but should still be considered as part of the public involvement process.

6.0 Public Involvement Tools

DDOT utilizes different meeting styles that can be customized for each event or audience. Use of these different methods should take into consideration demographics, transit availability, location, time, and other factors. Examples of meeting types and styles successfully used by DDOT staff include Open House, Technical Presentation, Citizen Advisory Groups (CAG), Citizen Engagement Events (CEE), Tabling at Neighborhood Events, and neighborhood meetings. During the scoping of the PIP with the project manager, OCR and CE staff will discuss effective outreach strategy and methods to each engage each type of public involvement group.

Generally for Open Houses, Public Hearings, Technical Presentations, CAGs and CEEs, meeting space should be reserved at least month ahead of the scheduled meeting. If the venue has not previously been used by DDOT, an early site visit is appropriate. It is often convenient for the public to meet at a recreation center, police station, library, school, or other neighborhood facility. The cost of meeting at a government building is typically for security purposes and minimal. Private buildings are often more costly and may require a Certificate of Self Insurance. This certificate can be obtained from the D.C. Office of Civil Rights Insurance Program. A notification to the property owner is required and a permit may be necessary when tabling at neighborhood events or on WMATA property. DDOT public meetings should be held in transit-accessible and ADA-accessible locations. DDOT public involvement tools are outlined below:

6.1. Open House

An Open House meeting is a beneficial format for kick-off meetings because it provides information on study area existing conditions and allows the public to share their concerns, insights, and desires. Providing details of the project, active listening and information gathering are key components of an Open House style meeting. Members of the project team (usually personnel from DDOT and the consultant team staff) participate in the meeting to discuss the purpose and need of the project and record input from the public. A large roll map of the study area is a great tool that encourages citizens to make comments on specific locations. A presentation with background information has proven to be another helpful tool at this style of meeting. Open houses should be held at a location in the study area that is accessible by numerous forms of transportation. DDOT's Crosstown Multimodal Transportation Study held Open House-style meetings throughout the study process. (http://dccrosstownstudy.com/)

6.2. Technical Presentation

A public meeting built around a technical presentation with questions from the public answered by the project team is another successful meeting style that DDOT has utilized. This format is ideal for meetings where the project team needs to provide new details such as recommendations to solve issues identified in earlier public meetings. A technical presentation with a question and answer session is a helpful meeting style when presenting technical information and details that are more understandable with graphics. A moderator or timekeeper may also be necessary if the project is contentious or a large number of attendees have verbal comments. The questions from the audience should be general and relative to the entire project. A brief open house format can come before the presentation or after to allow the public to interact with the project team and ask specific questions. This style meeting has been successfully employed for the Far Southeast Livability Study (http://www.fse3livabilitystudy.com).

6.3. Citizens Advisory Group (CAG) Meeting

A CAG is typically a group of residents and stakeholders that represents an elected or appointed body such as an Advisory Neighborhood Council and Council-appointed Advisory Councils. Business Improvement District representatives and issue experts are examples of groups that can also be included. DDOT may develop a CAG for specific projects in order to solicit advisement on transportation plans and studies as well as to assist with public outreach. Typically, this group would meet a week before the public meeting so that their input and advisement can inform what is presented during the public meeting. Additionally, the CAG can assist the project team throughout the project with getting word out to their neighbors and networks in order to increase turnout at the public meeting. DDOT has organized CAG meetings that have met on their own, in addition to ones that are open to the public. When a CAG meeting is open to the public, time should be given to the general public for their input as well, but it is important that the CAG is recognized as the advisory body. An example of successful use of CAG meeting style is the 2016 16th Street Priority Transit Study (https://ddot.dc.gov/page/16th-streetnw-transit-priority-planning-study). The Project's CAG was open to the public and always garnered high interest and important feedback from the CAG members and public. In this case, the CAG was instrumental in getting out the word about upcoming meetings, providing feedback on concepts and ideas, and testifying at Council in support of the project.

6.4. Citizen Engagement Events (CEE)

CEEs, commonly referred to as "pop-ups," are designed for flexibility and information gathering near locations where improvements are being proposed. Example locations include transit stops, shopping

centers, and other areas with a high level of activity. During CEEs, the project team members make themselves available for discussion and to hand out project materials, surveys, comment cards, and other relevant information that helps gather public feedback. Because these events are often outdoors, the use of electronic devices for surveys has been helpful, along with the distribution of rack cards with contact information so that the community can follow up. A sign-up sheet to gather emails for inclusion on an electronic listserv is useful for follow up and future meetings. The public outreach component for DDOT's Vision Zero Initiative utilized the CEE style of meeting (http://www.dcvisionzero.com).

6.5. Tabling at Neighborhood Events

DDOT's project teams often attend popular neighborhood events such as farmers' markets and neighborhood festivals. This style of meeting is a successful tool for both receiving and sharing information. Tabling is used for specific projects including the Rock Creek East II Livability Study (http://rockcreekeast2.com) at the Kennedy St Farmer's Market. Tabling has also been used to distribute information about the DC Streetcar program at the H Street Festival. Resources needed for this event are similar to the ones used at the CEEs. Giveaways are a popular way to engage the public at DDOT tables.

6.6. Neighborhood Meetings

DDOT also frequently attends ANC, Civic Association, BID and Committee-specific (Pedestrian Advisory and Bicycle Advisory) meetings to share information in a public setting. DDOT often reaches out to these groups to provide information and updates on projects or programs. DDOT makes it easy to request staff attendance at neighborhood meetings. The Request a Speaker link on the DDOT website (www.ddot.dc.gov) directs the public to a request form for DDOT staff to attend a meeting.

6.7. Public Hearings

According to DDOT's Environmental Manual, "A formal [public] hearing is led by a presiding officer. A formal presentation is made, and then the public is given the opportunity to address DDOT or FHWA with their comments. A court reporter records the proceedings and produces a verbatim transcript. Seating is provided facing the head table. Comments and testimony are taken from the floor in an orderly fashion. The order of taking comments and time limits should be announced during the formal presentation." Public hearings are a federal National Environmental Policy Act (NEPA) requirement as part of projects that require an environmental review, but may also be used at DDOT's discretion for projects without federal funding or impacts. Public hearings provide community stakeholders an

opportunity to learn about project impacts from senior officials and to record community comments as a matter of public record.

7.0 Public Notifications

Federal regulation, 23 CFR, Part 450.210, requires transportation agencies to provide the public with reasonable access to information and adequate public notice, as stated in Section 2. DDOT exceeds this baseline requirement with a number of notification methods to reach citizens such as social media, DDOT press list, posters, advertisements in newspapers, flyers, door hangers, and postcard mailings. Notifications should reflect the demographics of the area and are flexible in language used and method of delivery.

7.1. Social Media

DDOT disseminates and gathers information and feedback through its active social media sites. DDOT's primary Twitter handle is @DCDDOT. Facebook and Instagram are two additional social media platforms though which DDOT is able to reach out to the public. DDOT had over 35,000 followers on Twitter (@DCDDOT), over 3,000 followers on Facebook (@ddotdc), and over 1,200 followers on Instagram (@ddotdc) as of December 2018. Social media is an important way DDOT interacts with the public. Individual projects may also create social media accounts to disseminate project-specific information.

7.2. Press Releases

DDOT has an audience of nearly 100,000 recipients on its subscriber list. In 2018, DDOT issued 414 press releases to its subscriber list and had a 99% delivery rate. On average, DDOT issues 26 releases per month.

Link to sign-up for press releases: https://dcforms.dc.gov/webform/register-ddot-news

7.3. Project Websites

DDOT creates project websites that include meeting information, including presentations, information boards, contact information for staff, and other background information. These websites provide the project's details so that the public can review project information and submit feedback without attending a meeting.

Link to project websites: https://ddot.dc.gov/page/projects-and-planning

7.4. Neighborhood Listservs

DDOT projects typically develop project listservs, or email lists of residents, stakeholders, and other interested parties. Emails are sent out ahead of public meetings or to alert the public of opportunities to comment or the availability of project reports or documents. DDOT also may share project information on neighborhood listservs, which are not developed or maintained by DDOT, within the project area.

7.5. Newspapers

The District of Columbia has an abundance of daily, weekly and monthly newspapers with high readership. The Washington Post and Washington Times are two popular dailies that DDOT has used in the past for meeting notifications. The Washington City Paper, The Current Newspapers, The Washington Afro-American, Washington Jewish Week, and El Tiempo Latino are examples of weekly newspapers that have a readership among different demographic groups in the city.

7.6. Mailings, Door Hangers, and Robocalls

DDOT acknowledges that not all of the public has access to a computer on which to receive emails, check project websites, or follow social media accounts. For this reason, it is important to consider direct mailings of post cards with project information and/or door hangers. Both of these options tend to have a greater financial cost, but these notification methods can have a huge impact on engaging segments of the population that may have been missed by other notification methods. Mailings and door hangers are especially useful in providing notification to LEP and NEP communities. Robocalls may also be a valuable tool to inform residents of upcoming engagement activities, but their use is limited to households with landline telephones.

7.7. Flyers and Rack Cards

Another technique that does not rely on internet access is the distribution or posting of project flyers or rack cards. These materials are often posted in libraries, places of worship, businesses, or other community centers. They also may be handed out at targeted high-volume locations, such as bus stops or intersections.

7.8. Announcements at ANC Meetings

When it is especially critical to ensure ANC notification of an upcoming meeting, such as with a high profile project, DDOT staff may make an announcement at the beginning of regularly scheduled ANC

meetings. This also allows staff to answer any questions and distribute flyers or other materials to attendees.

8.0 Documentation

The District Department of Transportation is committed to providing all citizens, regardless of race, color, age, gender, or national origin, the opportunity to participate in and respond to transportation plans, programs, and activities that may affect their community.

Each project manager is responsible for overseeing the collection and compilation of outreach documents including the following:

8.1. Title VI Form

The District Department of Transportation is committed to providing all citizens, regardless of race, color, age, gender, or national origin, the opportunity to participate in and respond to transportation plans, programs, and activities that may affect their community. To maintain compliance with Title VI of the Civil Rights Act of 1964 and all relevant federal and local non- discrimination laws, DDOT asks attendees at all public meeting in which DDOT is a participant (whether host or invited guest), to fill out the Title VI Public Involvement Questionnaire. DDOT notes that information is confidential. The forms are submitted to DDOT's Civil Rights Office following all meetings (Appendix E).

8.2. Language Access Requests

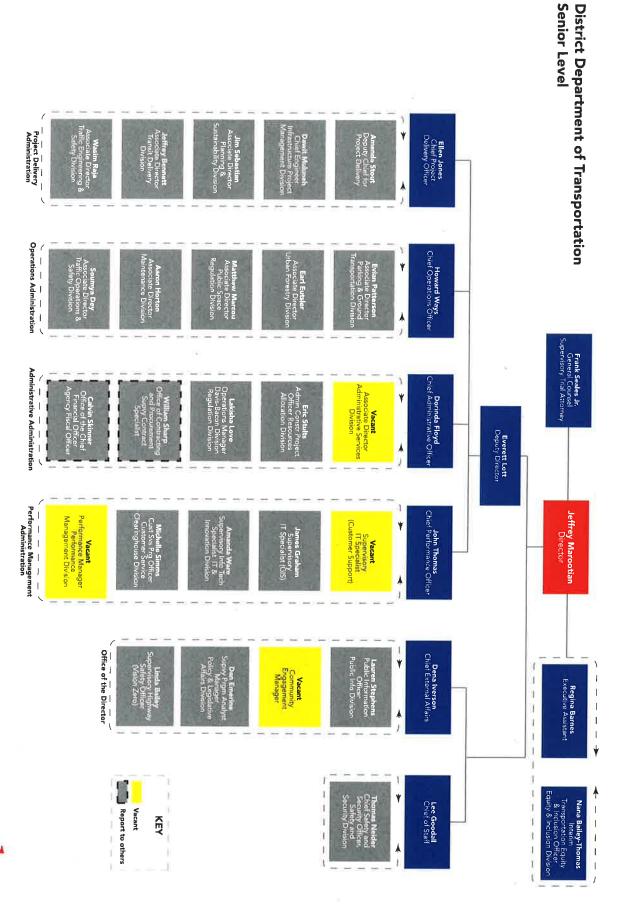
The purpose of the DC Language Access Act of 2004 is to provide greater access and participation in public services, programs, and activities for the District's Limited English Proficient/Non-English Proficient (LEP/NEP) constituents at a level equal to that of English proficient individuals. All District government agencies, divisions, or programs, including government contractors and grantees, that provide information or render services to the public, are covered under this Act. To this end, DDOT must ensure that LEP/NEP individuals are provided with meaningful language assistance (e.g., interpretation services and translation of documents) to ensure equal access to all of its programs, benefits, and services. DDOT therefore publicizes information regarding the public's right to request an interpreter and obtain assistance in their language (Spanish, French, Amharic, Vietnamese, Chinese or Korean) free of charge on all of its public notices. For language assistance needs, any requester should notify DDOT's Office of Civil Rights no later than 72 hours in advance of the meeting.

8.3. Translation Services

DDOT will translate vital documents produced in English for the public in other languages when the LEP/NEP threshold of the language of individuals in the host community constitutes 3% or 500, whichever is less. DDOT staff will work with the Office of Civil Rights to have the documents translated.

8.4. Sign-In Sheets and Meeting Notes

DDOT project managers will ask guests at public meetings to sign-in and add them to project mailing lists. DDOT will collect guest name, mailing address, and email address. In addition, DDOT project managers will ensure meeting notes of public meetings are maintained.





District Department of Transportation

DDOT Manuals

DDOT Environmental Manual

The Environmental Manual is a manual that comprehensively addresses environmental processes and procedures as they relate to DDOT projects, especially regarding the implementation of the federal-aid highway program. Chapter 11, Public Involvement, of the manual also includes information specific to public involvement throughout the environmental process.

Link to document: https://ddot.dc.gov/page/ddot-environmentalpolicy-and-process-manual-0)

DDOT Design and Engineering Manual (DEM)

The primary purpose of the Design and Engineering Manual (DEM) is to enable the District's engineers, consultants, and private developers to efficiently and effectively develop projects that meet the District's policies and standards. Chapter 7, Community Involvement, of the DEM details a general approach that for public involvement focused on design and construction projects.

Link to document: https://ddot.dc.gov/publication/ddot-design-and-engineering-manual-2017

DDOT Construction Management Manual

The Construction Management Manual establishes standard operating procedures for DDOT's engineers, construction managers, consultants, and contractors in order to promote uniformity and efficiency. The construction management staff must continue to coordinate with others who provide services that include planning, budgeting, pre-design, design, scheduling, bid, and award services.

Link to Document:

https://ddot.dc.gov/sites/default/files/dc/sites/ddot/publication/attachments/ddot construction management manual rev07-01-2010.pdf)

Right-of-Way Policies and Procedures Manual

DDOT is responsible for constructing, operating and maintaining transportation facilities within the District for the benefit of its citizens. In carrying out that mission for constructing, operating and maintaining transportation facilities, it is often necessary to acquire private property or property controlled by another Federal or District agency. The right of way (ROW) policies and procedures are intended to establish a fair and efficient manner to complete the acquisitions or transfers of property, consistent with federal and local regulations.

Link to Document:

 $\frac{https://ddot.dc.gov/sites/default/files/dc/sites/ddot/publication/attachments/ddot\ row\ manual\ 06-09-2011.pdf$

DDOT Public Involvement Plan Checklist Project Name: Project Scope: Ward(s): Community Engagement Liaison: Neighborhoods: ANC(s): Project Manager: **Project Manager Supervisor:** DDOT Division: Project Phase (circle 1): Planning, Environmental/Prelim Design, Final Design, Construction Consultant(s): Public Involvement Consultant(s): **Key Stakeholders:** ANC(s): BID, Main Street, Civic Associations: Other: Neighborhood(s): Community Impacts: How will this project impact the local community? How do plan to mitigate or address negative impacts to the community? Aside from transportation, what issues is this community most concerned with? Will this project impact those non-transportation concerns? Title VI and Outreach to Vulnerable Populations: Does this project impact minority and/or low-income communities? If so, how do you plan to engage those communities? Demographic profile of impacted community (based on Census or ACS data):

Please check the strategies you will implement to reach these communities:

- Advertising public meetings, etc. in diverse media resources.
- Making technical information available in user-friendly format.
- Making information available electronically (websites, social media, etc.).
- Contacting minority groups or leaders to identify information needs and issues of concerns.
- Consulting citizen advisory groups.
- Holding meetings at accessible locations/convenient dates/times.
- Utilizing non-traditional meeting formats.
- Bilingual Rack Cards and Postcards

Please summarize your planned efforts to engage impacted minority and/or low-income communities effectively:

Will your public meetings be held in metro and ADA accessible locations? If not, why not?

Will you need translation services to ensure effective outreach to LEP/NEP populations? Which languages do you anticipate needing translation services for? Have you included language translation services in your project budget?

Have you included notices for requests for English or ASL translation services in your public notices?

Who is responsible for collecting and reporting to OCR demographic data at DDOT-sponsored public meetings via the Public Involvement Questionnaire?

Who is responsible for collecting language access data via live and phone encounters with LEP/NEP individuals?

Public Involvement Tools

Please summarize your planned public involvement efforts with the ANC(s):

Please summarize your planned public involvement efforts beyond ANC outreach:

Please Circle the DDOT public involvement tools you plan to use:

- Project Website
- Project Branding
- DDOT Website Calendar
- DDOT Social Media
 - o Facebook
 - o Twitter
- Community Presentations
 - ANC Meetings
 - Civic Association Meetings

	0	Citizens Advisory Group Meetings	
	0	Neighborhood Meetings	
•	DDOT	Public Meetings	
	0	Open House	
	0	Technical Presentation	
	0	Citizen Engagement Events - "Pop-Up"	
	0	Demonstration Event	
	0	Neighborhood Meeting	
•	Outrea	ach materials:	
	0	Rack Cards	
	0	Posters	
	0	Door Hangers	
	0	Mailings	
	0	Postcards	
Event N	Notificat	tion	
LVEIIL	TOTITICAL		
Will you	u provid	le 10 business days' notice for DDOT host	red events?
How wi	II you p	ublicize DDOT hosted events?	
Project	Close-C	Dut:	
How to	you pla	n to inform CE and OCR of any challenge:	s implementing your PIP?
		duled your close-out meeting with OCR a	
riave ye	o scried	rated your close-out meeting with och a	id CE:
What is	the me	eting date?	*
			ik
PIP App	roved (Print, Sign, and Date Below):	
			
Office of	f Civil Ri	ghts	Community Engagement
Project P	Manage	r	Project Manager Supervisor
. Ojece i	-iuiiugC	•	Troject Manager Supervisor

GOVERNMENT OF THE DISTRICT OF COLUMBIA

DEPARTMENT OF TRANSPORTATION



DDOT Sponsored/Co-Sponsored Meeting and Event

TITLE VI PUBLIC INVOLVEMENT QUESTIONNAIRE

The District Department of Transportation is committed to providing all citizens, regardless of race, color, age, gender, or national origin, the opportunity to participate in and respond to transportation plans, programs, and activities that may affect their community. To help us make sure we are reaching our goal and maintaining compliance with Title VI of the Civil Rights Act of 1964 and all relevant federal and local nondiscrimination laws, we ask that you **voluntarily** complete the following information. DDOT's Title VI Coordinator will handle the information you provide with confidentiality. For more on DDOT's Title VI Program, please contact DDOT's Civil Rights Office at 202.671.2700 or ddot.titlevi@dc.gov.

Please print your responses:

Project/Meeting N	Project/Meeting Name:						
Date (Month, Day,	Date (Month, Day, Year):						
Location of the Me	eeting (Address):						
Was this meeting	held at a convenient tir	me? Yes N	lo				
If no, what time of	f day would be more co	onvenient for y	ou? 10am – 12pm	3pm – 5pm 6	pm – 8pm		
How did you trave	el to get here today? (Pl	lease circle <u>all</u> 1	that apply)				
Car Bus Met	tro Taxi /Uber Bic	ycle Walked	Circulator Ca	pitol Bikeshare Other	-		
How did you find o	out about this meeting?	? (Please circle	all that apply)				
DDOT Website Other	Project Website L	istserv Blo	g Flier I	Newspaper Facebook	Twitter		
Did you find the m	eeting location to be a	ccessible? (Lo	cation, access to tra	nsportation and/or disa	hility)		
	(If no, please o		90				
Name:			Gender (Please cir	cle) Female	Male		
Ward:	Email:			Zip Code:			
What is your race/ethnicity? (Please circle as many as apply)							
American Indian/A	laskan Native	African-Amer	ican	Asian/Pacific Isla	ander		
Caucasian		Hispanic		Other			
What is your age?	(Please circle)	0					
Under 18 yrs. 18	3-24 yrs. 25-34 yrs.	35-44 yrs.	45-54 yrs. 5	55-64 yrs. 65-74 yrs.	senior citizen		
What is your prima	ry language spoken at	home: (Please	circle one)	4			
English Sp	panish French	Amha	aric Chinese	Korean	Vietnamese		
Tagalog Ot	ther (please specify)						
Did you require special accommodations (ADA, language translation, etc): Yes No (If yes indicate type of accommodation provided)							
Were ADA features	Were ADA features satisfactory? Yes No If no, please explain						
Were Language Acc							
accommodations sa	atisfactory?	Yes No If	no, please explain				

GOVERNMENT OF THE DISTRICT OF COLUMBIA

DEPARTMENT OF TRANSPORTATION



DDOT Sponsored/Co-Sponsored Meeting and Event

Comments/Concerns regarding this meeting or the project:	
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G. DDOT 2019-2020 Biennial Language Access Plan

Language Access Compliance Database

My Apps

OHR Language Access Database

Home

Biennial Lang... D...

More

Return | Next

BLAP

Corrective Actions

Bienniel Period

Agency Name

Agency Code Agency Director

FY 2019-2020

Department of Transportation

DOT

Action Planning Questionnaire

Action Plans

Action plans

Full Report Mi	ore 22	Action	items		
Action Name	(Dry Su (Do		Tiryet Commence Vale	O-winder	

Miscellaneous (2 Action items)

Press Releases	10-01-2018	12-31-2020	The LAC will work with DDOT's Public Information Officer to provide opportunities for other agencies and organizations to opt- in to obtaining e-notices of press releases as they are sent out. Opportunities will also be extended to organizations that support or have contact with LEP/NEP communities. Notices will be translated upon request.
Language Access Signage	04-01-2018	12-31-2020	DDOT currently has the 'I Speak" flyer posted at the front desk of its public facing offices. DDOT will develop the 'Know Your Rights' banner to display at the front desk of its public facing offices alongside the 'I Speak' flyers. DDOT's two public facing offices are located at 55 M Street, SE and 1100 4th St., SW. DDOT will also use the banners when sponsoring external events. DDOT will spot check both locations occasionally to ensure that the banner is displayed at all time.

New Collection Mechanism (3 Action items)

09-01-2018

06-30-2019

Evaluation

of Data

			documents.
Evaluation of Data from Permits Division	11-01-2018	09-30-2020	DDOT will evaluate and maintain data collected by the Permits Division to determine the percentage of customers applying for permits who speak languages other than English.
Evaluation of Data from Customer Services	01-01-2019	09-30-2020	DDOT will collect and maintain, on a quarterly basis, data from the Customer Services Division to determine the percentage of LEP/NEP residents requesting DDOT services and the types of services being requested.

Based on the most recent census data DDOT will determine which communities meet the LEP/NEP threshold for translating public

New QC Mechanism (1 Action Item)

Division

4	2		. 1	Percent	- 700	
	3		- 6		50, 50,	80.00
	9		QC Plan	04-09-2018		DDOT will continue to use MOLA, MOAPIA, and MOAA as well as its own staff members to provide Quality Control on translations of documents received from contracted translators.
		Outreach	Plan (5 Actio	n items)		
			Outreach Plan	10-01-2018		The LAC will work with DDOT's Public Information Officer to ensure that the ethnic media outlets and diverse community/faith-based organizations serving LEP/NEP individuals listed on OHR's contact list are also included on DDOT's contact list.
			Outreach Plan	10-01-2018	12-31-2018	Update DDOT's website to include correct contact information for language assistance.
		8	Outreach Plan	10-01-2018	05-31-2019	Insert taglines at the bottom of each page of DDOT services with info on how to obtain assistance in other languages for requesting services.
			Outreach Plan	10-01-2018	12-31-2018	Revise and have Director sign the Nondiscrimination Policy listed on DDOT's website and translated it into the six different languages and post on the website.
			Outreach Plan '	10-01-2018	09-30-2020	The LAC will meet and stay in contact with the Mayor's Office on Latino Affairs, Office on African Affairs, and the Office on Asian and Pacific Islander Affairs to:
						- identify specific transportation-related outreach activities hosted by the Mayor's Offices or other partners of which DDOT can support or participate to engage constituents of non-English native languages. - identify best transportation practices to engage LEP/NEP communities represented by the Mayor's Offices.
		Recruitm	ent Plan (2 A	ction items)		
			Recruitment Plan	04-02-2018	12-31-2020	DDOT will work with its Administrative Services Administration and Executive Office of the Mayor's Office on Latino Affairs, Office on African Affairs, and the Office on Asian and Pacific Islander Affairs to provide translations, as requested, of vital documents pertaining to employment or job fairs as they apply to postings of positions requiring contact with the general public (e.g. Safety Technicians and Traffic Control Officers).
			Recruitment Plan	12-04-2018	08-31-2019	DDOT will review DCPS data regarding English Language Learner (ELL) student enrollment and identify the schools that can benefit having bilingual Safety Technician positions to assist school age students and their parents going to and leaving school premises.
		Training l	Plan (5 Action	n ite ms)		*
			Training Plan	10-01-2018	07-31-2019	The LAC will develop an introductory overview packet of DDOT's Language Access program to present to new employees as part of their orientation session. This will not replace the two-hour training required for staff holding public-facing positions.
	17		Training Plan	05-31-2019	12-31-2019	The LAC will work with its Administrative Services Division's training office to incorporate an introductory overview of the Language Access program into the orientation session for new employees. This overview will not replace the two-hour training required for employees in public-facing positions.
			Training Plan	01-01-2019	04-30-2019	DDOT will provide Language Access training for staff in public- facing positions as well as for senior staff.
			Training Plan	01-31-2019	05-31-2019	LAC will convene and provide Language Access training to all public-facing contractors and subrecipients.
			Training Plan	10-01-2018	04-30-2020	LAC will contact the Chief Operations manager and training office to discuss the possibility of providing Spanish language classes to Traffic Control Officers and Safety Technicians.

April 1	train Date	50) 17 z Çı	(2-628) Th Q1350
Vital Documents Translations	03-01-2018	05-31-2019	The LAC will work with the various Divisions in DDOT to: - Evaluate which documents are being used frequently and considered vital and determine which of those need to be translated. - Clarify DDOT's policy for translating documents and reinform the various Divisions of their responsibility to fund translation of such documents. OCR may continue to accommodate requests for translations of documents if necessary.
Vital Documents Translations	10-01-2018	04-01-2019	LAC will work with DDOT website contact to place agency's translated documents (which are still active) on the website under each language.
Vital Documents Translations	10-01-2018	09-30-2020	The LAC will begin working to have translated, a list and description of all of DDOT's key services offered to the public, posted on its website.
Vital Documents Translations	11-01-2018	09-30-2020	Contact Divisions for new vital documents. Work with Divisions to prioritize documents for translations. Post on website.

Budget and Conclusion Feedback Review and Approval

Created on April 6 at 2:16 PM (EDT). Last updated by Randolph, Karen (DDOT) today at 2:54 PM (EDT). Owned by Randolph, Karen (DDOT).

H. DDOT Limited English Proficiency Plan



District Department of Transportation Limited English Proficiency Plan September 2019

I. Introduction

Over the last several decades, the District of Columbia and its surrounding metropolitan areas have experienced a significant increase in immigrant populations; the DC metropolitan area has become one of the most significant immigration hubs in the country. According to the 2017 American Community Survey 1-year estimates, the total population of the District of Columbia was 693,972; an increase of 21,744 people in two years. Of the total population ages five years and older, 93.7 percent were English proficient while 6.3 percent were considered limited English proficient. The major limited English proficient populations within the District include those who speak Spanish, Other Indo-European languages, Asian and Pacific Island languages, and Other languages. One of the District Department of Transportation's (DDOT) objectives is to ensure that limited English proficient communities have equal access to all of DDOT's activities and services.

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

II. Federal Authorities

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

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

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

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

III. Definition of LEP Individuals

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

IV. Determining when Language Assistance Services are Required

A. Federal Guidance

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

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

B. Four Factor Analysis for the District of Columbia

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

DDOT used the 2017 American Community Survey 1-year estimates, as its source to identify LEP persons eligible to be served or likely to be encountered. Based on the data from this survey, 93.7 percent of the population ages five year and older in the District of Columbia is considered English proficient, and 6.3 percent of the population is LEP (Table 1).

Table 1: District of Columbia – English Speaking Population

Language	Number	Percentage
Population 5 years and over	648,907	100.0%
Speak only English	534,769	82.4%
Speak a language other than English	114,138	17.6%
Speak English less than "very well"*	40,778	6.3%

^{*}This group can also include populations that "Speak a language other than English"; therefore, the total number in the Percentage column will be more than 100 percent. Data comes from the 2017 ACS 1-year estimates.

As shown in Table 2 below, for the estimated population of 648,907, for ages five years and over, the four language groups that speak a language other than English include those who speak Spanish, other Indo-European languages, Asian and Pacific Island languages and other languages. For these language groups, Table 2 also shows the breakdown of specified language speakers who speak English only or speak English "very well", and who speak English less than "very well".

Table 2: Major Specified Language Speakers (other than English) in the District of Columbia who speak English only or speak English "very well", and those who speak English less than "very well" in populations of ages "five years and over"

Language	Total	Persons who speak English only or speak English "very well"	Persons who speak English less than "very well"
Spanish	61,004	34,552 (56.6%)	26,452 (43.4%)
Other Indo-European			
languages	26,911	23,188 (86.2%)	3,723 (13.8%)
Asian and Pacific			
Island languages	12,198	7,558 (62%)	4,640 (38%)
Other languages	14,025	8,062 (57.5%)	5,963 (42.5%)

Data comes from 2017 ACS 1-year estimates.

Table 3 shows the same four language groups that are spoken at home for the estimated 281,475 (3.6%) limited English-speaking households in the District of Columbia.

Table 3: Languages spoken in District of Columbia households with Limited English Proficiency

Language	Total Households	Limited English- speaking Households
Spanish	23,988	5,605 (23.4%)
Other Indo-European		
languages	17,094	1,341 (7.8%)
Asian and Pacific		
Island languages	6,751	1,694 (25.1%)
Other languages	6,490	1,495 (23%)

Data comes from 2017 ACS 1-year estimates.

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

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

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

DDOT recorded a total of 597 encounters with LEP and NEP (no-English proficiency) persons in 2016 and 2017 combined; 326 in 2016, and 271 in 2017. This data includes calls received by the 311 Call Center as well. 2016 and 2017 encounters by language are shown below in Tables 4 and 5 respectively.

Table 4: DDOT Frequency of LEP/NEP Encounters by Language, 2018

Language	Encounter Frequency	# of Encounters	Tracking Source
Spanish	At least once a week	113	- Reception area/Information desk sign-in sheets that include multilingual language preference - Bilingual staff maintain a tally of number of times they are pulled away to assist an LEP/NEP individual - Tally of interpretation equipment users at outreach events - Language Line Reports - Written correspondence received by agency in a non-English language.
Vietnamese	On Occasion	3	- Bilingual staff maintain a tally of number of times they are pulled away to assist an LEP/NEP individual - Language Line Reports
Korean	Rarely	2	- Bilingual staff maintain a tally of number of times they are pulled away to assist an LEP/NEP individual.
French	Rarely	2	- Language Line Reports
Bengali	Rarely	2	- Language Line Reports
Mandarin	Rarely	1	-Language Line Reports
Arabic	Rarely	1	- Language Line
Mongolian	Rarely	1	- Language Line

Table 5: DDOT Frequency of LEP Encounters by Language, 2017

Language	Encounter Frequency	# of Encounters	Tracking Source
Spanish	At least once a week	241	- Reception area/Information desk sign-in sheets that include multilingual language preference - Bilingual staff maintain a tally of number of times they are pulled away to assist an LEP/NEP individual - Tally of interpretation equipment users at outreach events - Language Line Reports - Written correspondence received by agency in a non-English language.
Chinese	On Occasion	13	- Bilingual staff maintain a tally of number of times they are pulled away to assist an LEP/NEP individual - Language Line Reports
Korean	Rarely	5	- Bilingual staff maintain a tally of number of times they are pulled away to assist an LEP/NEP individual.
French	Rarely	4	- Language Line Reports
Italian	Rarely	3	- Language Line Reports
Vietnamese	Rarely	2	-Language Line Reports
Arabic	Rarely	1	- Language Line

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

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

a. Planning and Sustainability Division (PSD)

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

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

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

b. Transit Delivery Division (TDD)

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

c. Traffic Operations & Safety Division (TOSD)

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

d. Urban Forestry Division (UFD)

The mission of the UFD is to manage and increase the District's street trees to maintain healthy trees that provide improved air quality, increased ground water retention that minimizes runoff and flooding, temperature moderation, aesthetics, and other benefits to our community. UFD's Program Operations Division provides educational information to District residents about the benefits of growing trees and encourages planting of appropriate tree species in the District's urban environment. If language barriers prevented a person from participating in UFD's services, the LEP population would not be able to take advantage of the environmental education and services offered to all District residents.

e. Office of the Director (OD)

OD is responsible for the oversight and management of DDOT. OD receives, tracks, and responds to service requests, answers Freedom of

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

4. DDOT resources available for LEP Outreach and the Cost

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

DDOT recognizes that the LEP population in the District is consistently growing. Thus far, DDOT has had enough resources to continue to provide language access services to meet the needs of the LEP population in the District. There was a total of 37 vital documents translated in FY2018-2019. The breakdown per language includes: Spanish (20), Vietnamese (4), French (3), Korean (4). Chinese (4), and Amharic (6). Only four Spanish interpreters were request for this fiscal year. The cost of providing language access services to the LEP/NEP population in FY2018-2019 was \$8150, a slight decrease from the previous years. This decrease in funding may be partly due to the partnership that DDOT has established with the Mayor's Constituency Offices (Latino Affairs, Asian Affairs, and African Affairs) who provide some translation and quality control of documents on an as-needed basis.

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

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

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

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

1. Identifying LEP Individuals who need Language Assistance

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

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

2. Language Assistance Measures

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

- Language Line DDOT uses this over-the-phone interpretation and translation service to communicate with LEP persons. DDOT staff is instructed on how to use this service during the Language Access Compliance and Cultural Competency training sessions offered and conducted by DC's Office of Human Rights.
- DDOT provides information regarding its Language Access Program for obtaining translation and interpretation services on their website (http://ddot.dc.gov/node/572272).

 Public Notices – DDOT provides services to LEP persons who wish to participate in DDOT public meetings and/or conferences. Information regarding free translation and interpretation is included on all public meeting notices published by DDOT.

3. Training Staff

DDOT works with DC's Office of Human Rights to ensure that training is provided to DDOT managers, staff and DDOT subrecipients biennially. This training helps bridge the gap between limited English proficiency policies and regulations, and the actual practice of using available tools to assist staff in communicating with LEP individuals. DDOT is working with the Office of Human Rights to schedule its *Cultural Competency & Language Access Training for Public Servants* training sessions. This training is led by DC's Office of Human Rights and covers a review of LEP policies and regulations, including a role-playing exercise to demonstrate the use of the Language Line service for LEP customers. In FY2018-2019 a total of 156 DDOT managers and staff completed the Language Access training.

4. Providing Notice to LEP Persons

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

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

5. Monitoring and Updating the LEP Plan

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

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

VI. DDOT's Biennial Language Access Plan

In addition to addressing the five elements in designing an effective implementation plan on language assistance for LEP persons, DDOT developed and implemented a Biennial Language Access Plan (BLAP). DDOT recently updated its BLAP for FY2019-2020. The BLAP provides a detailed approach for ensuring that the LEP populations receive the same level of service and benefits as the English-speaking population in the District. DDOT's BLAP meets the standards set by FTA/FHWA for a state DOT Language Access and Assistance Plan.

I. DDOT Draft Language Access Policy



District Department of Transportation Language Access Policy

DRAFT

September 2017



District Department of Transportation Language Access Policy

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I. PURPOSE

The purpose of this policy is to ensure that the District Department of Transportation's (DDOT) programs and services meet the requirements of Law 15-167, the "Language Access Act of 2004." (the Act). Law 15-167, enacted on April 21, 2004, seeks to promote greater public access and participation in government services, programs, benefits and activities for DDOT customers with limited or non-English proficiency. D.C. Official Code § 2-1931 designates DDOT as a covered entity under this law. As such, DDOT must provide equal access to programs and services to all persons living in, working in, or visiting the District of Columbia, regardless of their ability to speak English. Specifically, DDOT must:

- A. Identify a Language Access Point of Contact;
- B. Offer interpretation and translation services requested by DDOT customers in the major non-English languages identified by the Office of Human Rights;
- C. Collect and analyze data for services provided by DDOT in non-English languages;
- D. Submit a yearly implementation report on the data collected and resulting analysis to the D.C. Office of Human Rights;
- E. Provide written translations of vital documents into non-English languages that meet the language threshold; and
- F. Train DDOT staff on language access compliance.

II. AUTHORITY

This policy is consistent with the DDOT's mission, as well as applicable federal and District of Columbia laws, rules, and regulations. These laws, rules, and regulations include but are not limited to; the Title II U.S Civil Rights Act of 1964, Title VII US Civil Rights Act of 1964, the Language Access Act of 2004, D.C. Law 15-167, and D.C. Municipal Regulations 4-12 (Language Access Act).

III. APPLICABILITY

This policy shall apply to all DDOT members, defined as all full-time employees as well as seasonal, part-time and temporary employees as well as contractors and affiliates providing direct services to the public on behalf of the DDOT.

IV. DEFINITIONS

For the purpose of this policy, the following definitions apply:

- A. Bilingual the ability to use two languages proficiently.
- B. Customer an individual who may attempt to benefit from or receive services that DDOT provides.

- C. Interpretation the conversion of oral wording from one language (the source language) into equivalent oral wording in another language (the target language). Interpretation may occur in-person or over the phone. Although the public and media often use the term interchangeably with "translation," the word "interpretation" refers to oral speech and "translation" refers to written texts.
- D. 'I Speak' Cards a resource by which limited or non-English proficient individuals may identify themselves and their primary language. The wallet-sized cards are promulgated by the D.C. Office of Human Rights and state the following in both English and the applicable non-English language: "I speak [non-English language]. I need assistance and have the right to receive assistance in my spoken language. Please provide me with an interpreter and note my spoken language in your permanent records. Thank you."
- E. Language Access Point of Contact (LAPOC) the official within DDOT who coordinates and supervises activities undertaken to comply with the provisions of this policy.
- F. Language Access Services services that entail assessing the need for assistance in a language other than English and offering interpretation and/or translation to facilitate communication.
- G. Language Line refers to LanguageLine Solutions, a company that provides interpretation services over the phone for all DC government agencies.
- H. Language ID Guide a tool that Language Line provides for identifying a customer's primary language. This guide may also be referred to as an 'I Speak' card. The Language Access Coordinator supplies this tool to its members.
- Language threshold DDOT's exposure to a non-English language spoken by a limited or non-English proficient population that constitutes 3% of the agency's customers or 500 individuals, whichever is less. Once DDOT reaches the threshold for a language, the agency must provide translations of vital documents in that language.
- J. Limited English proficient (LEP) an individual who does not use English as a primary language and who has a limited ability to speak, read, write, or understand English.
- K. *Members* DDOT employees, as well as volunteers, grantees, contractors, and affiliates providing direct services to the public on behalf of DDOT.
- L. *Non-English proficient (NEP)* an individual who does not speak, read, write, or understand English.
- M. *Primary language* language that a customer is most comfortable using; usually (but not always) the person's first or native language.

N. *Translation* - the conversion of written wording from one language (the source language) into an equivalent wording in another language (the target language) while retaining the meaning and intent of the source text producing a culturally competent product. Although the public and media often use the term interchangeably with "interpretation," the word "translation" refers to written text and "interpretation" refers to oral speech.

There are two forms of translation:

- (1) Written translation is the conversion of written text from the source language into written text in the target language.
- (2) Sight translation is the oral rendering of a written text by the interpreter from the source language into the target language, simultaneously, in a manner in which the content of the document can be easily understood by the audience; it is not normally a direct word-for-word translation.
- O. Vital documents applications, notices, forms, agreements, and outreach materials that the agency publishes or distributes to inform customers about their rights or eligibility requirements for participation in agency programs. Vital documents may also include written documents informing the public about an existing or future DDOT project.

V. REGULATIONS

A. Data collection

DDOT will collect data about the languages spoken and the number or proportion of limited or non-English proficient persons speaking a given language in the population served or encountered or likely to be served or encountered. This data collection serves two purposes:

- (1) To determine whether DDOT has reached the language threshold for a given non-English language, establishing the language(s) into which the agency must translate its vital documents; and
- (2) To record the customer's primary language in LEP/NEP case files, ensuring that further interactions with previously identified LEP/NEP customers include appropriate language accommodations.

Accordingly, DDOT members shall document all DDOT encounters with LEP/NEP customers. The Language Access Point of Contact shall report the resulting data to the D.C. Office of Human Rights on a quarterly basis. At the end of each fiscal year, the Language Access Point of Contact shall submit an annual report identifying the non-English languages that meet the agency's language threshold, as well as the resources available to the LEP/NEP populations who speak these languages.

B. Signage

DDOT members must ensure that all DDOT's facilities that are open to the public – including mobile locations – feature visible signage informing customers of their rights to obtain assistance in a language they can understand, free of charge. Signage

must include information in the major non-English languages that meet DDOT's language threshold. To inform the public of language access services, DDOT's facilities shall feature the following signs and posters:

- (1) Language Line Desktop Language ID Guides
- (2) DDOT Know Your Rights banners or flyers

C. Translation

DDOT must provide written translations of vital documents into all non-English languages that meet the agency's language 3% threshold. These documents include but are not limited to applications, notices, complaint forms, outreach materials, and other documents regarding customer rights or program eligibility requirements. Translations of vital documents must be as accessible to the public as the English versions are. To this end, members shall distribute the translations within DDOT, make them accessible at the entry points of DDOT facilities, and post them online.

D. Interpretation

DDOT members must establish and maintain full and effective communication with all customers regardless of their English proficiency levels. To this end, members shall offer interpretation services either over the phone or in person, whichever is more effective, in the primary languages of all customers identified as LEP/NEP.

In so doing, members shall:

- (1) Avoid assumptions about a customer's primary language and make every effort to ascertain it (for example, some Central Americans use an indigenous dialect as their primary language rather than Spanish);
- (2) Provide interpretation/translation service whenever requested by a customer regardless of the customer's perceived level of English proficiency;
- (3) Neither discourage nor refuse LEP/NEP customers from seeking DDOT services.
- (4) Deliver DDOT services to LEP/NEP customers at the same level and in the same manner as delivered to English proficient customers;
- (5) Exclusively use professional and qualified interpreters to interpret for LEP/NEP persons, and **not** family, friends, neighbors, volunteers, bystanders, or children;
- (6) Provide interpretation/translation services to LEP/NEP customers attending DDOT public meetings if DDOT receives a request for such services at least five (5) business days in advance of the public meeting; and
- (7) Make interpretation/translation services available to LEP/NEP customers who participate directly in DDOT's administrative hearings, whether or not the customer is accompanied by an advocate or attorney.

E. Waiver of Language Access Rights

LEP/NEP customers may refuse DDOT language access services and insist on using a family member or friend as their interpreter. In such cases DDOT must obtain written consent that waives the customer's rights to translation and interpretation services. To do so, DDOT members must provide customers with a waiver form in their primary language, provided by the Office of Human Rights. If a written translation is not available in the customer's primary language or if the customer is unable to read, DDOT may use sight translation to convey the contents of the waiver form to the customer.

F. Bilingual Staff

The Language Access Point of Contact shall maintain a list of bilingual staff members who agree to act as interpreters for the LEP/NEP population whose primary language they speak. Staff interpreters must be able to:

- (1) Communicate fluently and accurately in the non-English language(s) in which they claim proficiency in;
- (2) Interpret exact concepts without distorting meaning in either language; and
- (3) Understand and abide by the obligations of confidentiality as appropriate.

DDOT shall take reasonable steps to screen self-identified bilingual staff members who request to be placed on the list of staff interpreters. Based on this list of available staff interpreters and both the established and anticipated demand for language access services, DDOT shall determine its existing capacity for assisting LEP/NEP customers. To the extent that it requires additional capacity for providing interpretation services, DDOT will consider giving preference to qualified bilingual individuals who qualify for the advertised position when hiring for existing budgeted vacant public contact positions.

G. Language Access Training

All DDOT members in public contact positions must be proficient in the requirements and legal obligations for serving LEP/NEP customers. To this end, members must attend either web-based or in-person Language Access training sessions provided by the D.C. Office of Human Rights. Training shall occur as part of the onboarding process for new members in public facing positions, and as part of continued professional development for existing members.

H. Funded Entities and Contractors

Funded entities, or contractors hired by the agency to carry out services, programs, or activities directly with the public are required to a) collect encounters data regarding contact with LEP/NEP customers and report this data to DDOT's Office of Civil Rights on a quarterly basis, b) provide oral interpretation services, c) translate vital documents, and d) train personnel on all compliance requirements according to the same standards required by DDOT.

I. Language Access Complaints

Any person or organization may file a public complaint alleging a violation of the Language Access Act. The D.C. Office of Human Rights addresses these complaints, which may consist of both individual and systemic noncompliance. A customer may file the complaint directly, or a person or organization with an interest in the customer's welfare may file a complaint on the customer's behalf. DDOT members shall in no way retaliate against complainants and/or their representatives, but shall provide these persons or organizations with the same level of service that other English speaking customers receive.

Should a customer wishing to file a language access complaint contact DDOT, DDOT members shall report the incident to the Language Access Point of Contact, and provide the customer with the following resources:

- (1) The Office of Human Rights Language Access Complaint Form;
- (2) The URL for the online Office of Human Rights Language Access Complaint Form (https://ohr.dc.gov/webform/language-access-public-complaint-form); and/or
- (3) The Office of Human Rights phone number (202-727-4559).

J. Resources

DDOT members shall have the following resources available to better serve LEP/NEP customers: digital and hard-copy translations of vital documents; access to contracted in-person and telephonic interpreters, the list of DDOT's bilingual staff, and materials from the Office of Human Rights, such as "I Speak" Cards, Language ID Guides and training.

VI. PROCEDURES

A. Interaction with Customers who are LEP/NEP

- (1) Employees must ensure that LEP/NEP customers have equal access to all DDOT information and services. This means that LEP/NEP customers must be offered the use of an interpreter or interpreting/translating services when attending any DDOT-sponsored meeting or event.
- (2) Employees must not discourage or refuse agency services to customers who are LEP/NEP.
- (3) Employees must document their interaction with customers who are LEP/NEP in accordance with DDOT's established Language Access Program policy.
- (4) Employees must identify LEP/NEP customer information to ensure that all future interactions with the customer include the provision of interpretation services and translation of vital documents in accordance with the provisions in this policy.

B. Identifying LEP/NEP persons

DDOT members must keep in mind the fact that LEP/NEP designations are context-specific; LEP/NEP persons may possess sufficient English language skills to function in certain types of communication (e.g., speaking or listening), but still be LEP/NEP for other purposes (e.g., reading or writing).

When DDOT members suspect or are told that customers they encounter are LEP/NEP, they shall use the following protocol to determine whether or not the customers are actually LEP/NEP:

- (1) Ask: "Do you speak English very well?"
 - a. If the person answers "Yes" continues communicating with the person in English. Individuals who speak any non-English language and also report speaking English "very well" should be regarded as English proficient and should not be considered LEP/NEP persons.
 - b. If the person answers "No" and appears not to understand what the member is saying otherwise, indicates a lack of comprehension. If the person states "I speak it a little" or "I speak it okay" the member shall assume that the person is LEP/NEP and attempt to identify the primary language following the procedures described in part VI.C of this policy. Individuals who report speaking English as anything less than "very well" (i.e., "well," "not well," or "not at all") must be regarded as LEP/NEP and eligible to receive language access services.
- (2) If the LEP/NEP person can speak or understand some English, the member shall state: "I can request an interpreter in your language to interpret for you in person or over the phone. Would you like me to get an interpreter?"
 - a. If the LEP/NEP person answers "Yes" the DDOT member shall:
 - 1) Proceed to identify the LEP/NEP person's primary language as specified in Part VI.B below; and
 - 2) Obtain an interpreter to facilitate communication with the LEP/NEP person.
 - b. If the LEP/NEP person answers "No" the member shall:
 - 1) Ensure that the LEP/NEP person understood the question and confirm that the customer does not want an interpreter.
 - 2) If the LEP/NEP person confirms that an interpreter is not wanted, the member shall proceed with communicating in English.

C. Identifying the Primary Language

DDOT members must attempt to identify an LEP/NEP customer's primary language using the following three approaches:

(1) Ask the LEP/NEP person and check for an "I Speak" Card.

DDOT members may ask an LEP/NEP person: "What language do you speak?" or "What language do you speak the best?" If the LEP/NEP person understands and answers the question, and/or displays an "I Speak" Card, the member shall immediately follow the procedures in part VI.D.2.b of this policy to obtain an interpreter for the primary language.

(2) Use the Language ID Guide.

LanguageLine provides a guide for identifying a customer's primary language. DDOT members may obtain this guide from the Language Access Coordinator in DDOT's Office of Civil Rights. This guide shall be displayed to LEP/NEP customers who are unable to identify their primary language in response to a member's questions. If the customer successfully identifies a language using the guide, members should follow procedures in part VI.D.2.b of this policy to obtain an interpreter for this language.

(3) Call LanguageLine.

If LEP/NEP customers do not appear to be able to read or understand the Language ID Guide or are otherwise unable to identify their primary language, DDOT members shall call the LanguageLine service by following the procedure outlined in part VI.D.2.b below. With assistance from LanguageLine, members shall attempt to ascertain the LEP/NEP customer's language in order to obtain a suitable interpreter.

D. Obtaining an Interpreter

Whenever a DDOT member contacts or is contacted by an LEP/NEP customer by telephone or in person, the member shall:

- (1) Ascertain the LEP/NEP customer's English proficiency and primary language as described in parts VI.B and VI.C above, respectively; and
- (2) Ascertain the availability of a bilingual member on the list of staff interpreters who speaks the non-English language in question.
 - a. If such a bilingual member is immediately available, the DDOT member serving as the point of contact shall transfer communications to the bilingual member.
 - b. If such a bilingual member is not immediately available, the DDOT member serving as the point of contact shall request an interpreter from LanguageLine by calling the LanguageLine number (1-866-874-3972) and providing the DDOT Client ID #, organization name, and Access Code. This information can be obtained from the DDOT Language Access Coordinator.

E. Public Complaints regarding Language Access Violations

(1) Employees must report any public complaints regarding language access violations to their manager/supervisor or to the DDOT Language Access Program Coordinator within five (5) business days of the incident.

(2) Employees must not discourage or refuse agency services to customers who have registered a complaint regarding language access violations.

F. External Resources

- (1) Employees will be made aware of the Language Access Program resources provided by DDOT and the DC Office of Human Rights.
- (2) Language Access Program resources include: translation of vital documents; interpretation; translations; telephonic oral interpretation (LanguageLine).
- (3) DDOT employees in direct public contact positions as well as all managers/supervisors and/or Language Access Program Liaisons as set forth above will attend training as outlined in the agency's biennial Language Access Program plan.

G. Collecting Data

DDOT shall use the following mechanisms to collect data:

- (1) Language Line Reports;
- (2) Reception area or Information desk sign-in sheets that include multilingual language preferences;
- (3) Drop down menu for language preference in the customer management tracking software:
- (4) Unified tracking form for all field encounters that includes language preference;
- (5) Reports from bilingual staff on the number of times they are asked to assist an LEP/NEP individual;
- (6) Tally of customers who use interpretation equipment at outreach events;
- (7) Encounters report submitted to OCR from DDOT's Traffic Control Officers and Safety Technicians; and
- (8) Automatic Call Distribution Center (ADCS) reports submitted quarterly from DDOT's Customer Service Clearinghouse Division.

H. Translating Vital Documents

- (1) The Language Access Point of Contact shall identify and maintain a record of all vital document translations.
- (2) If a vital document translation is not available on DDOT's internet or intranet websites, please contact DDOT's Title VI/Language/Access Coordinator to request a translation of the document.

(3) Should LEP/NEP persons require a vital document that has not been translated into their primary language, DDOT members shall follow the procedures outlined in part VI.D.2 to contact a DDOT bilingual staff interpreter or LanguageLine. The DDOT member shall request a sight translation by reading the document to the LanguageLine interpreter.

I. Written Communication

- (1) If a DDOT member receives a letter or other written communication in a non-English language and the member is not bilingual in that language, the written communication shall be forwarded to DDOT's Title VI/Language Access Coordinator, *Karen Randolph* in DDOT's Office of Civil Rights at karen.randolph@dc.gov.
- (2) Within two business days of receiving the letter, the Title VI/Language Access Coordinator shall work with DDOT's bilingual staff or DDOT's Language Access consultant to translate the non-English communication received into English.
- (3) Once the written communication is translated into English, the Title VI/Language Access Coordinator shall work with the appropriate DDOT staff member to prepare a response in English and forward the English version of the response back to the bilingual staff or DDOT Language Access consultant to translate into the appropriate language.
- (4) The DDOT Title VI/Language Access Coordinator shall mail the response to the sender with a copy to the DDOT staff member who received the initial response.

J. Funded Entities and Contractors

DDOT shall use the following procedures to ensure that funded entities and contractors it hires comply with the requirements of the Act, according to the same standards required by DDOT.

- (1) Include language access compliance requirements for public facing funded entities and contractors in all Notices of Funding Availability (NOFA) and Requests for Proposal (RFP) issued by the agency.
- (2) Require that all public facing entities and contractors certify in writing that they will meet DDOT's language access compliance requirements in contracts, memorandums of understanding, or work agreements signed between the public facing funded entity/contractor and DDOT.
- (3) Ensure that public facing entities and contractors receive language access compliance training through OHR, or using training material approved by OHR.
- (4) Provide guidance on language access compliance to the DDOT public facing contractors by connecting them to translation and interpretation vendors, and providing them with a clear process for collecting data reporting all LEP/NEP to DDOT.

K. Screening Bilingual Staff

To determine the aptitude of bilingual staff members who wish to serve as interpreters,

the Language Access Point of Contact will implement the following screening process:

- (1) A written language proficiency test;
- (2) An oral language proficiency test; and
- (3) Confidentiality training.

VII. ROLES AND RESPONSIBILITIES

A. Agency Responsibilities

- (1) Provide oral and written language services to customers with limited or non-English proficiency who seek to access or participate in the services, programs, or activities offered by DDOT.
- (2) Collect data about the languages spoken and the number or proportion of limited or non-English proficient persons speaking a given language in the population that is served or encountered, or likely to be served or encountered, by DDOT.
- (3) Coordinate and facilitate the translation of vital documents in any of the six major non-English languages, identified by the DC Office of Human Rights, spoken by an LEP/NEP individual where the population constitutes 3% or 500 individuals, whichever is less, of the customers served or encountered, or likely to be served or encountered by DDOT.
- (4) Develop and maintain a two-year language access plan pursuant to the DC Language Access Act and in accordance with the following guidelines:
 - a. established in consultation with the DC Office of Human Rights (OHR);
 - b. reviewing and updating plan biennially;
 - c. indicating the type of oral language services DDOT will provide;
 - d. indicating the type of documents DDOT will translate;
 - e. explaining the rationale based on data for translating any documents;
 - f. indicating the number of public contact positions within DDOT;
 - g. indicating the number of bilingual employees in public contact position within DDOT; and
 - h. an evaluation and assessment of the adequacy of language access services DDOT provides.
- (5) Appoint a language Access Program Coordinator or Coordinators responsible for oversight of DDOT's language access plan.

B. Division/Department Manager/Supervisor

- (1) Provide support and assistance in carrying out the provisions of DDOT's Language Access Program policy as necessary.
- (2) Report public complaints regarding language access violations to DDOT's Language Access Program Coordinator.
- (3) Implement Language Access Program standard operating procedures within each designated DDOT division or program area.

C. Language Access Program Coordinator

- (1) Oversee DDOT's Language Access Program.
- (2) Provide guidance and advice to agency staff and management regarding the usage of Language Access Program services.
- (3) Ensure DDOT's compliance with the District's Language Access Act of 2004 and all corresponding guidelines and regulations.
- (4) Track, monitor, and investigate formal or informal public complaints regarding alleged language access violations at DDOT.
- (5) Communicate with Language Access Program Liaisons (Primary and Secondary) as often as necessary to carry out the mission of this policy.
- (6) Recommend corrective or adverse action for conduct contrary to this policy.

D. Language Access Program Liaisons (Primary and Secondary)

- (1) Communicate as necessary with DDOT's Language Access Coordinator regarding implementation of DDOT's Language Access Plan.
- (2) Identify and maintain a record of the vital documents utilized by DDOT's Office of Civil Rights and the designated division or program area.
- (3) Identify and report DDOT events/functions which utilize interpretation services to DDOT's Language Access Program Coordinator.
- (4) Ensure that LEP/NEP customers are identified in the Customer Management database and the preferred languages are noted.

E. Department of Transportation, Director

- (1) Establish or designate DDOT's Language Access Coordinator to establish procedures to:
 - a. Train staff on how to obtain interpretation over the phone and in person;
 - b. Engage in written communication with LEP/NEP customers;
 - c. Translate vital documents; and

DDOT Language Access Policy d. Collect data on LEP/NEP encounters.

(2) Appoint a Language Access Point of Contact responsible for overseeing the agency's compliance with the Language Access Act of 2004.

F. Language Access Point of Contact

- (1) Ensure DDOT's compliance with the Language Access Act of 2004 and corresponding guidelines and regulations.
- (2) Submit a yearly implementation report that details how determinations of language threshold were made to the Language Access Director at the Office of Human Rights.
- (3) Provide guidance, advice, resources, and training to DDOT members regarding the language access services.
- (4) Identify and screen bilingual staff members to serve as DDOT interpreters when needed.
- (5) Identify and maintain a record of DDOT's vital documents.
- (6) Track, monitor, and investigate public complaints regarding alleged language access violations at DDOT.
- (7) Recommend corrective action for conduct contrary to this policy.

G. Language Access Liaisons

- (1) Assist the LAC with data collection, annual reporting, customer complaints, training of personnel in public contact positions, and other elements of compliance.
- (2) Comprise the following positions at DDOT:
 - a. Title VI Liaisons
 - b. Language Access Liaisons

Agency Director Signature	Date		
Effective Date:	Month Day, Year		
Review Date:	Month Day, Year		
Distribution:	All DDOT Liaisons		

J. Title VI Complaint Processing Procedures



TITLE VI DISCRIMINATION COMPLAINT PROCEDURES

Overview of the Complaint Process

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

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

Complaints must be filed within **180 days** of the alleged discriminatory act or event. Complaints must be in writing and filed on the form prescribed by DDOT. The form may be picked up from DDOT's Office of Civil Rights or downloaded from their website, and should be directed to:

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

Complaint Processing Procedures

- 1. Any individual, group of individuals or entity that believes they have been subjected to discrimination prohibited by DDOT's Title VI nondiscrimination provisions may file a written complaint with DDOT's Transportation Equity and Inclusion Division within 180 days of the alleged discriminatory act or event, or when the alleged discrimination became known to the complainant. The complaint should be in writing and include:
 - The date of the alleged act of denial or refusal to provide information or access to DDOT's programs and services (date when the complainant(s) became aware of the alleged discrimination, or the date of the latest instance of the conduct);
 - ii. A detailed description of the alleged discriminatory act, including the

K. FHWA June 13, 2018 Memorandum Processing of Title VI Complaints



Memorandum

Date:

Subject: IN

INFORMATION ONLY: Processing of Title VI

VI

JUN 132018

Complaints

In Reply Refer To: HCR – 20

From:

Nichole McWhorter Title VI Program Team Leader

To:

Division Administrators Civil Rights Specialists

The purpose of this Memorandum is to provide guidance to the Division Offices for processing complaints filed under Title VI of the Civil Rights Act of 1964 (Title VI). The information outlined below explains in detail the actions to be taken by the Division Office when processing Title VI complaints. This memorandum rescinds the Title VI portion of the memorandum dated March 22, 2006, titled: Processing Complaints filed under the Americans with Disabilities Act of 1990 and Title VI of the Civil Rights Act of 1964.

Title VI Complaints

- 1. State DOTs are to forward all Title VI complaints to the Division Office. If a sub-recipient receives a complaint, it must forward it to the State DOT, and the State DOT will forward the complaint to the Division Office.
- All Title VI complaints received by the Division Office are to be forwarded to HCR for processing and potential investigation.
- HCR will provide the Division Office a notification Memorandum for all Title VI complaints filed against the State DOT in the respective State.
- 4. All complaints filed under Title VI against State DOTs are investigated by HCR.
- 5. If HCR determines a Title VI complaint against a sub-recipient can be investigated by a State DOT, HCR may delegate the task of investigating the complaint to the State DOT. The State DOT will conduct the investigation and forward the Report of Investigation to HCR for review and final disposition.
- 6. The disposition of all Title VI complaints will be undertaken by HCR, through either (1) informal resolution or (2) issuance of a Letter of Finding of compliance or noncompliance with Title VI. A copy of the Letter of Finding will be sent to the Division Office.

Any questions related to this memorandum should be directed to Ms. Nichole McWhorter at 202-366-1595 or Nichole.mcwhorter@dot.gov.

L. Title VI Complaint Log

Government of the District of Columbia Department of Transportation



Title VI Complaint Log

Disposition						
Final Report Date						
Investigator						
Filling Bases						
Allegation						
Respondent						
Individual/Entity Filing on behalf of Complainant (if applicable)						
Complainant						
Date File/ Received by Agency	1					

M. Title VI Complaint Form

GOVERNMENT OF THE DISTRICT OF COLUMBIA DEPARTMENT OF TRANSPORTATION



Discrimination Complaint Form

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

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

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

Attention: Title VI Program Coordinator Office of Civil Rights District Department of Transportation 55 M Street, S.E., 7th Floor Washington, D.C. 20003

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

ddot.titlevi@dc.gov

Complainant's Information:	0		
P		n VI	
Name			
Address			
City	State	_ Zip code	
Telephone	Alternative Phone		(2)
Email			
Ráce	Color	Sex	*
National Origin			1 1 1 -

GOVERNMENT OF THE DISTRICT OF COLUMBIA

DEPARTMENT OF TRANSPORTATION



If you are filing on behalf of someon	e, please provi	de your contact information below:
Name		
Address	100	
City	State	Zip code
Telephone		
Your relationship to the person for whiparent, etc.)	ich this complai	nt has been filed (e.g. friend, attorney,
Name of agency, institution or office Respondent's Information:	you believe dis	scriminated against you:
Agency or Department		
Name of Individual (if applicable)		
Address	V.	
City		Zip code
Telephone		

□ Sex

☐ Disability

□ Age

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

□ Color

 \square Race

☐ National Origin

GOVERNMENT OF THE DISTRICT OF COLUMBIA

DEPARTMENT OF TRANSPORTATION



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e(s) that incide	nt(s) took place:			*
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GOVERNMENT OF THE DISTRICT OF COLUMBIA

DEPARTMENT OF TRANSPORTATION



Have you filed this complaint with any other federal or state court?	leral, state or local agency, or wi	th any
Federal agency		2
State Agency		
Local Agency		· · · · · · · · · · · · · · · · · · ·
Federal Court		
Local Court		
Please sign and date the complaint form below. not been signed. You may attach written materithink is relevant to your complaint.	The complaint will not be accept als or supporting information the	ed if it has at you
Complainant Signature	Date	
Attachments:	3	26
Submit Form and any additional information to:		<i>ਜ</i> ੰ ਬ
Attention: Title VI Program Coordinator		4
Office of Civil Rights District Department of Transportation	0	
55 M Street, S.E., 7th Floor		
Washington, D.C. 20003		-
Telephone: (202) 671-2700		
Facsimile: (202) 671-0636		

N. Title VI Brochure

How do I File a Complaint?

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

The complaint should include:

- 1. Your name, address, and telephone number. If you are filing on behalf of another person, include their name, address, telephone number and your relation to that person (e.g., friend, attorney, parent, etc);
- 2. Date of alleged discrminatory act(s);
- 3. Name and address of the agency, institution or office you believe discriminated against you;
 - Name(s) and contact information of the agency representative(s), if known;
- Description of the alleged discriminatory act(s) and why you believe you were discriminated against (include as much information at possible);
- 6. Name and contact information, if known, of any person DDOT may contact for additional information to suport or clarigy your allegation(s); and
 - 7. Your signature.

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

What will DDOT do with my Complaint?

Once received, your complaint will be logged in with DDOT's Equity & Inclusion Division. Nontransit-related Title VI complaints that identify DDOT or a DDOT sub-recipient as the respondent will be forwarded to the Federal Hightway Administration (FHWA) for processing. Transit-related complaints filed against DDOT or a DDOT subrecipient will be forwarded to the Federal Transit Administration (FTA) for processing. DDOT will track and maintain, on site for three years, copies of all complaints received and

These procedures do not limit or deny your right to file a formal complaint directly with the US Department of Transportation or to seek private counsel.

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

DDOT and its funding recipients are prohibited from retaliating against you or any person because he or she opposed an unlawful policy or practice, made charges, testified, or participated in a complaint action under Title VI.

If you believe that you have been retaliated against, you should immediately contact DDOT's Equity and Inclusion Division.



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

District Department of Transportation
Office of the Director
Equity and Inclusion Division
55 M Street SE, 7th Floor
Washington, DC 20003
Phone: (202) 671-2700
ddot.titlevi@dc.gov

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

- President John F. Kennedy





strict Department of Transportation

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



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

42 U.S.C. §2000d

Government of the District of Columbia MURIEL BOWSER, MAYOR



What is Title VI?

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

What Constitutes Discrimination Under Title VI?

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

Discrimination under Title VI may include the following actions:

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

Who Must Comply with Title VI?

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

DDOT's Title VI Policy and Assurances

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





Community Involvement

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

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



Title VI & Environmental Justice

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

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

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

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

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

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

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





O. Title VI Display Poster



DISTRICT DEPARTMENT OF TRANSPORTATION

YOUR RIGHTS UNDER

Title VI of the Civil Rights Act of 1964

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Office of Civil Rights
District Department of Transportation
55 M Street SE, 7th Floor
Washington, DC 20003
Phone: (202) 671-2100

Email: ddot.titlevi@dc.gov

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



