



City of El Segundo

TITLE VI PROGRAM

Developed: June 2021

Approved by City of El Segundo's City Council

**Mayor Drew Boyles
Mayor Pro Tem Chris Pimentel
Council Member Carol Pirsztuk
Council Member Scot Nicol
Council Member Lance Giroux**

**350 Main Street
El Segundo, CA 90278
www.elsegundo.org**

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I. INTRODUCTION

The City of El Segundo's Commitment to Civil Rights

Title VI of the Civil Rights Act of 1964 is a Federal law that prohibits recipients and subrecipients of Federal financial assistance from discriminating on the basis of race, color, or national origin in their programs or activities, and obligates Federal funding agencies to enforce compliance. In addition to Title VI, the City also prohibits discrimination based religious creed, ancestry, disability, medical condition, marital status, sex or age.

The City of El Segundo is a subrecipient to the Los Angeles County Metropolitan Transportation Authority (Metro) by way of its Call for Projects grant making process which results in the award of federal funding.

The City of El Segundo operates a fixed-route transit service (Lunchtime Shuttle and Beach Shuttle) and a demand-response senior/disabled transit service (Dial-A-Ride and Doctor Dial-A-Ride). The Lunchtime Shuttle route functions primarily as a community service that provides the daytime business population greater access to restaurant and local business options. The demand-response modes of transportation provides curb-to-curb service for seniors and persons with disabilities who reside in El Segundo.

This report was prepared in accordance with the requirements specified in the Federal Transit Administration (FTA), Circular 4702.1B, "Title VI, Requirements and Guidelines for Federal Transit Administration Recipients," dated October 1, 2012.

The City of El Segundo Community Services and Public Works departments assisted with the development of the City's Title VI Program. The Shuttle / Dial-A-Ride Supervisor is responsible for implementing the Title VI Program. Data was used from the United States Census Bureau, American Community Survey, 2018: ACS 5-Year Estimates Profile Data to prepare the Title VI Program.

II. GENERAL REQUIREMENTS

Notice to the Public

Refer to [Attachment A](#) for Notifying the Public of Rights Under Title VI in English and Spanish.

List of Locations Where Title VI Notice Is Posted

The City of El Segundo notice to the public is currently posted at the following locations:

Location Name	Address	City
City Hall	350 Main Street	El Segundo
Joslyn Center	339 Sheldon Street	El Segundo
Bus Vehicles	Varies	El Segundo
Bus Shelters	Varies (approx. 18 locations)	El Segundo
Checkout Building	401 Sheldon Street	El Segundo

The Title VI notice and program information is also provided on the City of El Segundo website www.elsegundo.org

Discrimination Complaint Procedures

The Title VI Complaint form and complaint procedures are available at our administrative offices and on our website.

Refer to [Attachment B](#) for the Title VI Complaint Procedures in English

Refer to [Attachment C](#) for the Title VI Complaint Procedures in Spanish.

Discrimination Complaint Form

Refer to [Attachment D](#) for the Title VI Complaint Form in English.

Refer to [Attachment E](#) for the Title VI Complaint Form in Spanish.

Active Lawsuits, Complaints or Inquiries Alleging Discrimination

The chart below lists any open/active transit-related Title VI investigations (i.e. discrimination based on race, color and national origin), complaints, and lawsuits against the City of El Segundo, not investigated by FTA. This list will include date that the complaint, investigation, or lawsuit was filed, summary of allegations, status and actions taken by the City of El Segundo in response to the final findings of the

complaints, investigations or lawsuits. The list will maintain three (3) years of all Title VI complaints, investigations or lawsuits and will be submitted to the FTA every three (3) years.

As of the writing of this program, there are 0 complaints pending which allege discrimination on the grounds of race, color, or national origin.

Type (Investigation, Lawsuit, Complaint)	Date	Summary of Complaint	Status	Action(s) Taken
N/A				

III. PUBLIC PARTICIPATION PLAN

Key Principles

The City of El Segundo’s Dial-A-Ride programs has Customer Satisfaction Surveys available to all riders and concerned residents to obtain feedback on the service provided. Dial-A-Ride surveys are available at the Joslyn Center and can be filled out anonymously. The desired outcome of providing a survey is to evaluate the current service, determine where improvements can be made and offer customers the opportunity to provide any feedback regarding the Dial-A-Ride and accessibility programs.

Public Participation Process

- Information on the Dial-A-Ride program is available to the general public at the Joslyn Center, 339 Sheldon Street, El Segundo, CA 90245.
- Information on the Dial-A-Ride program is available on the City of El Segundo’s website. www.elsegundo.org.
- The public will be engaged and City Council approval will be required when the following service changes occur:
 - an increase or decrease in fares is being considered
 - a cut or increase service is being considered
 - a change to the approved service area is considered
- City Council agendas are posted 72 hours in advance of meetings. El Segundo, a General Law City, has a five-member City Council, elected at large to formulate policy for the City.
- City Council meetings are held on the first and third Tuesday of every month at 6:00 p.m. in Council Chambers located in City Hall at 350 Main Street. Public participation and input is encouraged. Meetings may be rescheduled to an alternate date or cancelled by City Council minute action. Please check the City Calendar to note any changes or contact the City Clerk’s Office at (310) 524-2305.
- In El Segundo, persons with Limited English Proficiency (LEP) constitute less than 5% of the total population, therefore specific outreach to the LEP population does not exist. The City of El Segundo works with AARP, Westside Pacific Villages and C.A.S.E. to ensure that residents who are low-income and/ or disabled have knowledge of the City of El Segundo’s Dial-A-Ride program. Information for the Dial-A-Ride is also distributed through the Community Development’s Quarterly Activity Guide and posted on the City website.

Public Meetings

A public City Council meeting will be held when the following service changes as described above occur.

Dial-A-Ride will remain open to transport citizens to City Council Meetings as requested, even though the meetings are held after traditional service hours.

The City of El Segundo posts information about City Council meetings on the City's website. Additionally, City Council notices are posted at:

City Hall
350 Main Street
El Segundo, CA 90245

Community Meetings

Community meetings will be scheduled at critical points during projects or transportation assessments to allow for targeted community input. A community meeting will be scheduled to allow the best opportunity for attendance by the general public, and times most convenient to the general public.

- Convenience and accessibility for minorities, persons with disabilities, and LEP communities by hosting meetings in areas of the City that are accessible by public transit and near the development;
- Meetings scheduled at various times of the day/week to allow for residents to attend and participate, despite work and family obligations;
- Size of the venue and format of the meeting to allow for meaningful dialogue; and
- Engaging meeting materials to facilitate participation.

Marketing Materials

Marketing materials notify the public of community meetings, project updates, and route information will be broadly advertised, in order to seek community input and inform residents. Notifications may be delivered through the following:

- Handouts and information distributed to key destinations (English & Spanish) including the Community Center, City Hall, and El Segundo Public Library;
- Flyers mailed to nearby residents, as related to specific projects;
- City's webpage www.elsegundo.org;
- Social media conduits; and
- Distribution of marketing materials to special interest and community groups.

Addressing Comments

As a small Dial-A-Ride program, public comments and complaints are addressed individually by the Dial-A-Ride Program Supervisor. Comments or complaints that would lead to a service change are also addressed by the Community Services staff, and brought to the City Council for consideration.

Identification of Stakeholders

Our Community Partners:

- Westside Pacific Villages is a grassroots, membership-based and volunteer-driven non-profit that organizes a variety of connections, support and events that empower people to better navigate the changes and opportunities that come with living longer.
- AARP is an interest group focusing on issues affecting the elderly. AARP will assist with financials for the elderly such as tax assistance, insurance and long term care.
- C.A.S.E. – Community Alliance to Support and Empower – a locally organized and operated agency that assists the needy by providing access to a food pantry.

IV. LANGUAGE ASSISTANCE PLAN

Purpose of the Language Assistance Plan

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, and national origin in programs and activities receiving federal financial assistance. One critical concern addressed by Title VI is the language barrier that Limited English Proficiency (LEP) persons face with respect to accessing information about and using transit service. Transit operators must ensure that this group has adequate access to the agency's programs and activities, including public participation opportunities.

Executive Order 13166, titled "Improving Access to Services for Persons with Limited English Proficiency," forbids funding recipients from "restricting an individual in any way in the enjoyment of any advantage or privilege enjoyed by others receiving any service, financial aid, or other benefit under the program," or from "utilize[ing] criteria or methods of administration which have the effect of subjecting individuals to discrimination because of their race, color, or national origin, or have the effect of defeating or substantially impairing accomplishment of the objectives of the program as respects to individuals of a particular race, color, or national origin."

FTA Circular 4702.1B was developed by the Federal Transit Administration (FTA) and details the administrative and reporting requirements for recipients of FTA financial assistance to comply with Title VI and related executive orders including on LEP.

The United States Department of Transportation (DOT) published guidance that directed its recipients to ensure meaningful access to the benefits, services, information, and other important portions of their programs and activities for LEP customers. The City of El Segundo language assistance plan (LAP) includes two sections. The first section consists of a four factor analysis and implementation plan that complies with the requirements of DOT LEP guidance. The second section of this document discusses the results of the Four-Factor Analysis and the implementation of the Language Assistance Plan.

Improving Access for People with Limited English Proficiency:

In order to ensure meaningful access to programs and activities, the City of El Segundo uses the information obtained in a Four Factor Analysis to determine the specific language services that are appropriate. This analysis helps the City of El Segundo to determine if it communicates effectively with LEP persons and informs language access planning.

The **Four Factor Analysis** is a local assessment that considers:

1. The number or proportion of LEP persons eligible to be served or likely to be encountered by the City's Program;
2. The frequency with which LEP persons come into contact with the City's Program;
3. The nature and importance of the City's Program in people's lives; and
4. The resources available to the City's Program for LEP outreach, as well as the costs associated with that outreach.

Factor 1 - Number of LEP Persons in Service Region:

No LEP communities exist in the City of El Segundo. Demographic data was acquired from the U.S. Census Bureau, American Community Survey, 2018: ACS 5-Year Estimates Data Profiles. Persons with Limited English Proficiency (LEP) constitute fewer than 5% of the total population and less than 1,000 people, therefore the vital documents are not required to be translated into the primary language of the small percentage of residents.

Languages Spoken and English Proficiency	Population Age 5 and Over	Percent of Population Age 5 and Over
All languages	15,576	15,576
English Only	12,730	81.7%
Language other than English	2,846	18.3%
Speak English less than well	660	4.2%
Spanish	1,183	7.6%
Speak English less than well	195	1.3%
Other Indo-European	691	4.4%
Speak English less than well	115	0.7%
Asian and Pacific Islander languages	712	4.6%
Speak English less than well	267	1.7%
Other languages	260	1.7%
Speak English less than well	83	0.5%

Source: U.S. Census Bureau, ACS 5-year 2014-2018

However, to be more inclusive and to potentially outreach to the City's much larger daytime population, the City is providing vital documents in Spanish as well, due to staff interaction with Spanish speakers.

Factor 2 - Frequency of LEP Use

Since there are no LEP communities in the City of El Segundo, El Segundo Dial-A-Ride staff were surveyed to determine if there were any riders who currently have limited English proficiency. El Segundo Dial-A-Ride reviewed the frequency with which staff and drivers have, or could have, contact with LEP persons. To date, El Segundo Dial-A-Ride staff has had infrequent requests for assistance in languages other than English. One Spanish-speaking rider was determined, and that person has a friend to assist with scheduling rides.

Factor 3: The Importance of Your Program to People's Lives

The Dial-A-Ride (DAR) program is an affordable program in the community to assist El Segundo residents (primarily our seniors and disabled) by transporting them to and from their destination of choice. The boundaries for DAR are restricted to the City of El Segundo's residential limits, west of Pacific Coast Highway (PCH), north of El Segundo Boulevard and south of Imperial Highway. DAR operates five days a week, Monday through Friday, between 8:50 a.m. – 3:00 p.m.

The Doctor Dial-A-Ride service transports resident seniors and disabled to and from their doctor appointments. From El Segundo, riders can go as far south as Torrance, east as Hawthorne and as north

as Marina del Rey. Dispatch can schedule riders up to three months in advance from the current month and there is a \$5.00 fee roundtrip or one-way.

The Lunchtime Shuttle is a free service that transports riders from the business side of El Segundo to Downtown El Segundo for lunch. The shuttle runs on a continuous loop to 17 corporate and downtown El Segundo locations.

The Beach Shuttle operates during El Segundo Unified School District's (ESUSD) spring and summer breaks and provides shuttle service on a continuous loop with stops in residential El Segundo and at El Porto Beach. Ridership is free with a valid El Segundo Rec ID for the current year, otherwise it is \$1.00 one-way.

Factor 4: Internal resources for outreach for disadvantaged populations/LEP

Since there are no LEP communities in the City of El Segundo, there are no costs associated with providing language assistance.

Language Assistance Plan

In El Segundo, persons with Limited English Proficiency (LEP) constitute fewer than 5% of the total population, therefore vital documents are not required to be translated into the primary language of the small percentage of residents. However, to be more inclusive and to potentially outreach to the City's much larger daytime population, the City is providing vital documents in Spanish as well.

Minority Representation on Decision Making Bodies

The City of El Segundo does not have any exclusive commission or body directed towards shuttle and dial-a-ride operations. City Council meetings provide the public venue for comments and feedback regarding any fare, service changes, or any other aspect of transit service. The City Council meetings are generally held twice per month and create a venue for our riders and members of the public to have an opportunity to comment publicly regarding shuttle and dial-a-ride services. The City Council is an elected body and racial breakdown is therefore not provided.

Program Specific Requirements

Determination of Site or Location of Facility

Previous FTA funded construction projects did not require land acquisition and/or the displacement of persons from their residences and businesses; therefore the City did not need to conduct a Title VI equity analysis.

Service Standards and Policies

Not Applicable

Grants, Reviews and Certifications

The City of El Segundo has a pending FTA grant in the amount of approximately \$12.5 million for the upcoming Park Place Gap Closure and Grade Separation Project (Project #F9100, 2015 Call for Projects).

The City of El Segundo is also using the Metro Federal Transportation Earmark Exchange Program to use on the upcoming El Segundo Boulevard Improvement Project (Project #E1714).

V. CONTACT

For additional information on the City of El Segundo's Title VI Program, or its efforts to comply with the Civil Rights Act of 1964 or Executive Order 13166 Improving Access to Services for Persons with Limited English Proficiency, please contact:

**Dial-A-Ride Supervisor
Community Services Department
401 Sheldon Street
El Segundo, CA 90245
(310) 524-2704**

Visit www.elsegundo.org for additional information on the City of El Segundo's Title VI program, or its efforts to comply with the Civil Rights.

VI. ADOPTION OF PROGRAM

Refer to [Attachment F](#) for City Council approval of current Title VI program.



City of El Segundo

TITLE VI PROGRAM

Attachment A



City of El Segundo

Notifying the Public of Rights Under Title VI City of El Segundo

The City of El Segundo operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the City of El Segundo, Clerk's Office.

For more information on the City of El Segundo civil rights program, and the procedures to file a complaint, contact 310-524-2307, or visit our administrative office at City Hall, 350 Main Street, El Segundo, CA 90245. For more information, visit:

www.elsegundo.org or email allcityclerks@elsegundo.org

A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590
If information is needed in another language, contact 310-524-2300.

Notificar al público de los derechos bajo el título VI City of El Segundo

City of El Segundo opera sus programas y servicios sin respecto a raza, color y origen nacional con arreglo al título VI de la Civil Ley de derechos. Cualquier persona que cree que él o ella ha sido agraviado por cualquier práctica discriminatoria ilegal bajo el título VI puede presentar una queja con City of El Segundo, Clerk's Office

Para obtener más información sobre el programa derechos civiles capaz de industrias y el procedimientos para presentar una queja, llame al (559) 651-8150, o visite nuestra oficina administrativa en 350 Main Street, El Segundo, CA 90245. Para más información, visite

www.elsegundo.org o allcityclerks@elsegundo.org

Un demandante puede presentar una queja directamente con el Federal Transit Administration por archivar una queja con la Office of Civil Rights,
Atención: Title VI Program Coordinator, East Building, 5th Floor-TCR,
1200 New Jersey Ave., SE, Washington, DC 20590
Si se necesita información en otro idioma, contacte al 310-524-2300.



City of El Segundo

TITLE VI PROGRAM

Attachment B



City of El Segundo

CITY OF EL SEGUNDO TITLE VI COMPLAINT PROCEDURES

Procedures: As a subrecipient of federal dollars, the City of El Segundo is required to comply with Title VI of the Civil Rights Act of 1964 and ensure that services and benefits are provided on a non-discriminatory basis. The City of El Segundo has in place a Title VI Complaint Procedure, which outlines a process for local disposition of Title VI complaints and is consistent with guidelines found in the Federal Transit Administration Circular 4702.1B, dated October 1, 2012.

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin, religious creed, ancestry, disability, medical condition, marital status, sex or age by the City of El Segundo may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form, online at: <http://www.elsegundo.org/government/title-vi-program>

Once completed, the complaint should be forwarded to:

**City of El Segundo
City Clerk's Office
350 Main Street
El Segundo, CA 90245**

City of El Segundo investigates complaints received no more than 180 days after the alleged incident. City of El Segundo will only process complaints that are complete.

Within 10 business days of receiving the complaint, the City of El Segundo will review it to determine if our office has jurisdiction. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by our office. The City of El Segundo has 30 days to investigate the complaint. The complainant will be notified in writing of the cause to any planned extension to the 30-day rule.

If more information is needed to resolve the case, the City of El Segundo may contact the complainant. The complainant has 10 business days from the date of the letter to send requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within 10 business days the City of El Segundo may administratively close the case.

A case may be administratively closed also if the complainant no longer wishes to pursue their case. After the investigator reviews the complaint, she/he will issue one of two letters to the complainant: a closure letter or a letter of finding (LOF). A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed. A LOF summarizes the allegations of the alleged incident, states that the investigation of the complaint is complete, concludes whether allegations were founded/unfounded, and explains that appropriate action has been taken by the City. If the complainant wishes to appeal the decision, she/he has 10 business days after the date of the letter or the LOF to do so. A person may also file a complaint directly with the Federal Transit Administration, at:

**FTA Office of Civil Rights
1200 New Jersey Avenue SE
Washington, DC 20590**



City of El Segundo

TITLE VI PROGRAM

Attachment C



City of El Segundo

PROCEDIMIENTOS DE QUEJA DEL TÍTULO VI DE LA CIUDAD DE EL SEGUNDO

Procedimientos: Como subreceptante de dólares federales, la Ciudad de El Segundo está obligada a cumplir con el Título VI de la Ley de Derechos Civiles de 1964 y asegurar que los servicios y beneficios se proporcionan de manera no discriminatoria. La ciudad de El Segundo tiene en marcha un Procedimiento de Quejas del Título VI, que describe un proceso para la disposición local de las quejas del Título VI y es consistente con las pautas que se encuentran en la Circular 4702.1B de la Administración Federal de Tránsito, de fecha 1 de octubre de 2012.

Cualquier persona que crea que ha sido discriminada por motivos de raza, color u origen nacional, sexo, edad, discapacidad, religión, afección médica, estado civil u orientación sexual credo religioso, ascendencia, discapacidad, afección médica, estado civil , sexo o edad de la Ciudad de El Segundo pueden presentar una queja de Título VI completando y enviando el Formulario de queja de Título VI de la agencia, en línea en:

<http://www.elsegundo.org/government/title-vi-program>

Una vez completada, la queja debe ser remitida a:

**Ciudad de El Segundo
Oficina del Secretario de la Ciudad
350 Main Street
El Segundo, CA 90245**

La ciudad de El Segundo investiga las denuncias recibidas no más de 180 días después del supuesto incidente. La ciudad de El Segundo solo procesará las quejas que estén completas.

Dentro de los 10 días hábiles siguientes a la recepción de la queja, la Ciudad de El Segundo la revisará para determinar si nuestra oficina tiene jurisdicción. El reclamante recibirá una carta de acuse de recibo informándole si la queja será investigada por nuestra oficina. La Ciudad de El Segundo tiene 30 días para investigar la denuncia. El reclamante será notificado por escrito de la causa a cualquier extensión prevista a la regla de 30 días.

Si se necesita más información para resolver el caso, la ciudad de El Segundo puede ponerse en contacto con el denunciante. El reclamante tiene 10 días hábiles a partir de la fecha de la carta para enviar la información solicitada al investigador asignado al caso. Si el investigador no es contactado por el denunciante o no recibe la información adicional dentro de los 10 días hábiles, la Ciudad de El Segundo puede cerrar administrativamente el caso.

Un caso también puede cerrarse administrativamente también si el reclamante ya no desea continuar con su caso. Después de que el investigador revise la queja, emitirá una de dos cartas al reclamante: una carta de cierre o una carta de hallazgo (LOF). Una carta de cierre resume las alegaciones y afirma que no hubo una violación del Título VI y que el caso se cerrará. Una LOF resume las alegaciones del presunto incidente, declara que la investigación de la denuncia está completa, concluye si las alegaciones fueron fundadas / infundadas y explica que la Ciudad ha tomado las medidas adecuadas. Si el reclamante desea apelar la decisión, tiene 10 días hábiles después de la fecha de la carta o la LOF para hacerlo. Una persona también puede presentar una queja directamente ante la Administración Federal de Tránsito, en:

**Oficina de Derechos Civiles del TLC
1200 New Jersey Avenue SE
Washington, DC 20590**



City of El Segundo

TITLE VI PROGRAM

Attachment D



TITLE VI COMPLAINT FORM

Section I: Please write legibly			
1. Name:			
2. Address:			
3. Telephone:		3.a. Secondary Phone (Optional):	
4. Email Address:			
5. Accessible Format Requirements?	<input type="checkbox"/> Large Print	<input type="checkbox"/> Audio Tape	
	<input type="checkbox"/> TDD	<input type="checkbox"/> Other	
Section II:			
6. Are you filing this complaint on your own behalf?	YES*	NO	
*If you answered "yes" to #6, go to Section III.			
7. If you answered "no" to #6, what is the name of the person for whom you are filing this complaint? Name:			
8. What is your relationship with this individual:			
9. Please explain why you have filed for a third party:			
10. Please confirm that you have obtained permission of the aggrieved party to file on their behalf.	YES	NO	
Section III:			
11. I believe the discrimination I experienced was based on (check all that apply):			
<input type="checkbox"/> Race	<input type="checkbox"/> Color	<input type="checkbox"/> National Origin	<input type="checkbox"/> Other
12. Date of alleged discrimination: (mm/dd/yyyy)			
13. Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known), as well as names and contact information of any witnesses. If more space is needed, please attach additional sheets of paper.			



City of El Segundo

TITLE VI COMPLAINT FORM

Section IV:		
14. Have you previously filed a Title VI complaint with the City of El Segundo?	YES	NO
Section V:		
15. Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court? <input type="checkbox"/> YES* <input type="checkbox"/> NO If yes, check all that apply: <input type="checkbox"/> Federal Agency _____ <input type="checkbox"/> State Agency _____ <input type="checkbox"/> Federal Court _____ <input type="checkbox"/> Local Agency _____ <input type="checkbox"/> State Court _____		
16. If you answered "yes" to #15, provide information about a contact person at the agency/court where the complaint was filed.		
Name:		
Title:		
Agency:		
Address:		
Telephone:		Email:
Section VI:		
Name of Transit Agency complaint is against:		
Contact Person:		
Telephone:		

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

Signature and date are required below to complete form:

Signature _____ Date _____

Please submit this form in person or mail this form to the address below:

**City of El Segundo, City Clerk's Office
350 Main Street
El Segundo, CA 90245**



City of El Segundo

TITLE VI PROGRAM

Attachment E



FORMULARIO DE QUEJA DEL TÍTULO VI

Sección I: Por favor, escriba legiblemente			
1. Nombre:			
2. Dirección:			
3. Teléfono:	3.a. Teléfono secundario (opcional):		
4. Dirección de correo electrónico:			
5. ¿Requisitos de formato accesible?	<input type="checkbox"/> Impresión grande	<input type="checkbox"/> Cinta de audio	
	<input type="checkbox"/> TDD	<input type="checkbox"/> Otros	
Sección II:			
6. ¿Está presentando esta queja en su propio nombre?	Sí*	No	
*Si respondió "sí" a #6, vaya a la Sección III.			
7. Si respondió "no" a #6, ¿cuál es el nombre de la persona para la que está presentando esta queja? Nombre:			
8. ¿Cuál es su relación con este individuo:			
9. Por favor explique por qué ha presentado una pregunta para un tercero:			
10. Confirme que ha obtenido el permiso de la parte agraviada para presentar su nombre.	Sí	No	
Sección III:			
11. Creo que la discriminación que experimenté se basó en (marque todas las que correspondan):			
<input type="checkbox"/> Raza	<input type="checkbox"/> Color	<input type="checkbox"/> Origen nacional	<input type="checkbox"/> Otros
12. Fecha de la presunta discriminación: (mm/dd/aaaa)			
13. Explique lo más claramente posible lo que sucedió y por qué cree que fue discriminado. Describa a todas las personas involucradas. Incluya el nombre y la información de contacto de la(s) persona(s) que lo discriminó (si se conoce), así como los nombres y la información de contacto de cualquier testigo. Si se necesita más espacio, adjunte hojas de papel adicionales.			



FORMULARIO DE QUEJA DEL TÍTULO VI

Sección IV:		
14. ¿Ha presentado previamente una queja del Título VI ante el Ayuntamiento de El Segundo?	Sí	No
Sección V:		
15. ¿Ha presentado esta queja ante cualquier otra agencia federal, estatal o local, o ante cualquier tribunal federal o estatal?		
[] Sí* [] NO		
En caso afirmativo, marque todas las que correspondan:		
[] Agencia Federal _____	[] Agencia Estatal _____	
[] Tribunal Federal _____	[] Agencia Local _____	
[] Tribunal de Estado _____		
16. Si respondió "sí" a #15, proporcione información sobre una persona de contacto en la agencia/tribunal donde se presentó la queja.		
Nombre:		
Título:		
Agencia:		
Dirección:		
Teléfono:		Correo electrónico:
Sección VI:		
El nombre de la queja de la Agencia de Tránsito está en contra de:		
Persona de contacto:		
Teléfono:		

Puede adjuntar cualquier material escrito u otra información que crea que es relevante para su queja.

La firma y la fecha se requieren a continuación para completar el formulario:

Signature _____ Date _____

Por favor envíe este formulario en persona o envíe este formulario a la siguiente dirección:

Ciudad de El Segundo, Oficina del Secretario de la Ciudad
350 Main Street
El Segundo, CA 90245



City of El Segundo

TITLE VI PROGRAM

Attachment F



City Council Agenda Statement

Meeting Date: June 1, 2021

Agenda Heading: Consent

TITLE:

Title VI Program

RECOMMENDATION:

Approve Title VI Program as required by the Federal Transit Administration for recipient of federal funding.

FISCAL IMPACT:

None

BACKGROUND:

Title VI of the Civil Rights Act of 1964 is a Federal law that prohibits recipients and subrecipients of Federal financial assistance (e.g., states, local governments, transit providers) from discriminating on the basis of race, color, or national origin in their programs or activities, and obligates Federal funding agencies to enforce compliance.

In summary, the Title VI program includes a notice to the public on rights under the program, discrimination complaint procedures and forms, a public participation plan and a language assistance plan, which are intended as a way for the public to provide feedback on activities and programs and report transit-related discrimination occurrences. Agencies that receive Federal funding are required to develop and submit a Title VI Program report to the Department of Transportation/Federal Transit Administration (FTA) every three (3) years as part of the Civil Rights Act of 1964.

Failure to comply with these requirements or the timely submittal of the program renders an agency ineligible to receive FTA funding.

DISCUSSION:

The City of El Segundo is a subrecipient to Federal funding via Los Angeles County Metropolitan Transportation Authority (LA Metro). Federal funding was received in 2001 for the work related to the Douglas Gap Closure project (Metro agreement

Title VI Program

June 1, 2021

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MOU.PTELSEG, City agreement #2966 & #2966A) and will be received for the upcoming Park Place Grade Separation Project and El Segundo Boulevard Improvement Project. Therefore, LA Metro informed staff during their compliance review that the City of El Segundo is required to have a Council approved Title VI program in place, which was required for the Douglas Gap Closure project in 2001. Staff have completed the Title VI Program and it has also been reviewed by the City Attorney's Office and Human Resources Department. This Title VI program demonstrates the City's ongoing efforts to ensure non-discrimination and equality in the operation of our transit system and delivery of our services. Upon Council approval, staff will submit the document to LA Metro to ensure compliance with Federal requirements.

Staff recommend City Council approve Title VI Program as required by the Federal Transit Administration for recipient of federal funding.

CITY STRATEGIC PLAN COMPLIANCE:

Goal 1: Enhance Customer Service, Engagement, and Communication; Embrace Diversity, Equity, and Inclusion

Objective 1A: El Segundo Provides unparalleled service to internal and external customers.

PREPARED BY:

Cheryl Ebert, Senior Civil Engineer

REVIEWED BY:

Elias Sassoon, Public Works Director

APPROVED BY:

Barbara Voss, Deputy City Manager

ATTACHED SUPPORTING DOCUMENTS:

1. City of El Segundo Title VI Program_June 2021