



Tri-Valley  San Joaquin Valley
REGIONAL RAIL AUTHORITY

Title VI Program

Adopted - March 10, 2021

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INTRODUCTION

The Tri-Valley – San Joaquin Valley Regional Rail Authority ("the Authority," also known as "Valley Link") was established on January 1, 2018 by the State of California through the enactment of Assembly Bill 758 with the mandate to plan and deliver cost-effective and responsive transit connectivity between the Bay Area Rapid Transit (BART) system and the Altamont Commuter Express. The Feasibility Report adopted by the Authority's Board of Directors in October, 2019 identifies a proposed project. The Proposed Project is a new 42-mile, 7-station passenger rail project that will connect the existing Dublin/Pleasanton BART Station in Alameda County to the planned Altamont Corridor Express (ACE) North Lathrop Station in San Joaquin County utilizing existing transportation rights-of-way where feasible. As initially envisioned, regular service is planned to run throughout the day in both directions with timed connections with both BART and ACE services. Initial Operating Segments are also under consideration from the Dublin/Pleasanton BART Station to either the Greenville or Mountain House Station. Valley Link promotes social equity by providing transit to jobs in the Bay Area for some of the most disadvantaged communities in California. These include essential jobs that are critical to the entire megaregion.

As of adoption of Valley Link's first Title VI Program, an Environmental Impact Report (EIR) is currently being completed for the Project. The Authority expects to certify a project in May of 2021 and plans soon after to initiate federal environmental review with the Federal Transit Administration (FTA) tentatively identified as the lead agency. It is also anticipated that the Authority will be an applicant for federal financial assistance for the next phases of work to plan and construct and/or obtain the infrastructure and rolling stock needed to launch Valley Link service, in whatever form(s) is/are selected at the end of the environmental process.

TITLE VI ANNUAL CERTIFICATIONS AND ASSURANCES

In accordance with 49 CFR Section 21.7(a), with every application for financial assistance from the FTA, the Authority will submit an assurance that it will carry out its programs in compliance with Department of Transportation's (DOT) Title VI regulations. Upon becoming a federal grantee, the Authority also will submit its Title VI assurance as part of its annual Certifications and Assurances to the FTA, assuring compliance with laws and regulations so that no person will be denied the benefits of, or otherwise be subjected to discrimination in, any U.S. DOT or FTA funded program or activity, particularly in the level and quality of transportation services and transportation-related benefits, on the basis of race, color, or national origin.

TITLE VI COMPLIANCE HISTORY

The Authority has not previously received funding from any Federal agency, and has no pending applications for assistance with any Federal agency. No Federal agency has ever found the Authority to be in noncompliance with any civil rights requirement.

TITLE VI PROGRAM

NOTIFY BENEFICIARIES OF PROTECTION UNDER TITLE VI

The Authority posts a non-discrimination notice, including but not limited to categories protected under Title VI, to inform the public that the agency complies with Title VI regulations and to provide information about how Title VI protects the public from discrimination based on race, ethnicity and national origin. This notice is posted in English and Spanish on the Valley Link website and in public areas at the Authority's Administration & Operations Facility on Rutan Court in Livermore, California. The notice, in English and Spanish, is provided as Appendix A. It will be translated into the other languages identified as "Safe Harbor" languages in the Language Assistance Plan by the end of 2021.

TITLE VI DISCRIMINATION COMPLAINT PROCEDURES

How to Make a Complaint

The Authority provides instructions on how to find additional information on Valley Link's Title VI Program and how to file a claim of discrimination via our website, www.valleylinkrail.com. Instructions on how to file a claim of discrimination are available in English and Spanish on the website. The public is instructed to call or visit the Administrative office for more information. A copy of the instructions is provided as Appendix B. It will be into the other languages identified as "Safe Harbor" languages in the Language Assistance Plan by the end of 2021.

A complaint form is provided in both English and Spanish and can be downloaded from the website or provided by the Title VI Coordinator. Complaint forms will be translated into the other languages identified as "Safe Harbor" languages in the Language Assistance Plan upon request. A copy of the complaint form is provided as Appendix C.

Title VI Complaint Procedures

The Authority has a file established for Title VI complaints. This file is stored at the Authority's office located at 1362 Rutan Court, Suite 100, Livermore, CA. Though the Authority has not yet received any Title VI complaints, any complaints will be investigated by the Authority's Third Party Claims Adjuster. A record of the investigation will accompany a copy of the original complaint in the case file. Additionally, any notification of legal action, as well as the results of any legal action, will be filed with the original complaint and investigation documents.

Procedures

1. Upon receipt of a complaint regarding a violation of civil rights, a case folder is created with the name of the person filing the complaint and the date of the filing.
2. A copy of the complaint is placed in the case folder.
3. The case folder is filed within the Title VI file.
4. The original complaint is submitted to the Authority's Third Party Claims Adjuster for an investigation.
5. Any additional correspondence from the person filing the complaint will be handled in the same manner with a copy being placed in their case folder.

6. Any correspondence from the Third Party Claims Adjuster or legal counsel pertaining to the claim will also be filed in the case folder.
7. If the Third Party Claims Adjuster determines it necessary, they will forward the claim to legal counsel.

TITLE VI INVESTIGATIONS, COMPLAINTS, AND LAWSUITS RECORDS

There have been no Title VI complaints, investigations, or lawsuits against the Authority since it was created.

PUBLIC PARTICIPATION PLAN

The Authority's first Public Participation Plan is included as Appendix D. The Public Participation Plan ensures that there is a process established to solicit and consider public comment prior to making significant decisions about future capital projects and transit services, and that outreach to minority and/or limited English proficient (LEP) populations occurs during every public comment period. The Public Participation Plan identifies a multi-faceted approach to reaching diverse populations within the Authority's anticipated service area, including the LEP and minority populations. The Public Participation Plan will be used to inform decisions on outreach in other situations, and will be updated as needed to reflect current best practices and community needs and resources. The Public Participation Plan will be updated no later than when the Authority is preparing to launch Valley Link service.

LANGUAGE ASSISTANCE TO PERSONS WITH LIMITED ENGLISH PROFICIENCY

A copy of the Authority's first Language Assistance Plan for people with Limited English Proficiency (LEP) is provided as Appendix E. The Language Assistance Plan will be updated no later than when the Authority is preparing to launch Valley Link service.

RACIAL BREAKDOWN OF AUTHORITY'S APPOINTED COMMITTEES

The Authority does not yet have any appointed committees.

REPORTING SUBRECIPIENT COMPLIANCE

The Authority has no subrecipients.

EQUITY ANALYSIS FOR THE LOCATION OF NEW CONSTRUCTION

The Authority has not located or constructed any facilities thus far. The Authority will conduct the required equity analysis for facilities citing whenever future new facilities are considered.

FIXED ROUTE TRANSIT PROVIDER REQUIREMENTS

Valley Link currently does not operate any transit services.

SERVICE STANDARDS AND POLICIES

At this point in the development of Valley Link, the Authority has not determined the precise mode of travel to be operated, its frequency, its precise service area, or related amenities.

Once such decisions are made, the Authority will adopt quantitative service standards (e.g., for vehicle load, headways, on-time performance and service availability) and qualitative service policies (e.g., for transit stop amenities and vehicle assignment), as described in FTA Circular FTA C 4702.1B, to develop and maintain efficient and effective fixed-route transit service.

APPENDIX A

TITLE VI/NON-DISCRIMINATION/SOCIAL EQUITY POLICY STATEMENT

The Tri-Valley – San Joaquin Valley Regional Rail Authority (Valley Link) is committed to ensuring that no person is excluded from participation in, nor denied the benefits of, its programs, activities or services on the basis of race, color, national origin, age, sex, sexual orientation, gender identity or disability.

Valley Link will ensure that its programs, policies and activities comply with Title VI of the Civil Rights Act of 1964, as amended, and Department of Transportation regulations.

Any person who believes they have been discriminated against with respect to Valley Link's programs, activities, services, or other transit related benefits, may file a written complaint within 180 days of the alleged incident. Complaint forms are available at Valley Link Administration, 1362 Rutan Court, Suite 100, Livermore, CA, 94551; and on the web at www.valleylinkrail.com. You also may file a complaint of discrimination based on race, color or national origin with the Federal Transit Administration through its Office of Civil Rights, Title VI Program Coordinator, East Building, 5th floor-TCR, 1200 New Jersey Ave., SE, Washington DC 20590.

APÉNDICE A**DECLARACIÓN DE LA POLÍTICA DE EQUIDAD SOCIAL/NO DISCRIMINACIÓN/TÍTULO VI**

Tri-Valley – San Joaquin Valley Regional Rail Authority (Valley Link) se compromete a garantizar que no se excluya a ninguna persona de participar en sus programas, actividades o servicios, y que no les nieguen los beneficios de estos, por motivos de raza, color, país de origen, edad, sexo, orientación sexual, identidad de género o discapacidad.

Valley Link se asegurará de que sus programas, políticas y actividades cumplan el título VI de la Ley de Derechos Civiles de 1964, con sus modificaciones, y las normas del Departamento de Transporte.

Cualquier persona que considere que la discriminaron en los programas, actividades, servicios u otros beneficios relacionados con el tránsito de Valley Link podrá presentar una queja por escrito en un plazo de 180 días desde el supuesto incidente. Los formularios de queja están en las oficinas de Administración de Valley Link, en 1362 Rutan Court, Suite 100, Livermore, CA, 94551; y en el sitio web www.valleylinkrail.com. También podrá presentar una queja por discriminación por motivos de raza, color o país de origen ante la Administración Federal de Tránsito mediante su Oficina de Derechos Civiles, al Coordinador del Programa del Título VI, a East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington DC 20590.

附錄 A

第六篇/非歧視/社會公平政策聲明

三河谷-聖華金河谷地區鐵路局 (Valley Link) 致力於確保任何人不因種族、膚色、原國籍、年齡、性別、性取向、性別認同或殘疾的因素而無法參與計劃、活動或服務，或遭剝奪計劃、活動或服務的福利。

Valley Link 將確保本身的計劃、政策和活動符合「1964 年民權法案」(Civil Rights Act of 1964) 修正案第六篇以及運輸部法規。

認為自己在 Valley Link 的計劃、活動、服務或其他運輸相關福利方面遭受歧視的任何人可在涉嫌事件發生後的 180 日內提出書面投訴。投訴表可從 Valley Link Administration, 1362 Rutan Court, Suite 100, Livermore, CA, 94551 和網站 www.valleylinkrail.com 取得。您亦可透過聯邦運輸局 (Federal Transit Administration) 的民權辦公室 (East Building, 5th floor-TCR, 1200 New Jersey Ave., SE, Washington DC 20590) 向第六篇計劃協調員投訴由於種族、膚色或原國籍而遭受歧視。

APPENDIX A**TITULO VI/KAWALAN NG DISKRIMINASYON/PAHAYAG SA PATAKARAN
SA PANLIPUNANG PAGKAKAPANTAY-PANTAY**

Nakatuon ang Tri-Valley – San Joaquin Valley Regional Rail Authority (Valley Link) sa pagtiyak na walang tao ang hindi isasama sa pakikilahok sa, o pagkakaitan ng mga benepisyong, mga programa, aktibidad, o serbisyo nito batay sa lahi, kulay, bansang pinagmulan, edad, kasarian, seksuwal na oryentasyon, kinikilalang kasarian, o kapansanan.

Titiyakin ng Valley Link na sumusunod ang mga programa, patakaran, at aktibidad nito sa Titulo VI ng Batas sa Mga Karapatang Sibil (Civil Rights Act) ng 1964, ayon sa mga pagbabago, at mga regulasyon ng Departamento ng Transportasyon (Department of Transportation).

Ang sinumang taong naniniwalang nadiskrimina siya na may kinalaman sa mga programa, aktibidad, serbisyo, o iba pang benepisyong may kaugnayan sa pampublikong transportasyon ng Valley Link ay maaaring maghain ng nakasulat na reklamo sa loob ng 180 araw mula sa pinaniniwalaang insidente. Makakakuha ng mga form ng reklamo sa Valley Link Administration, 1362 Rutan Court, Suite 100, Livermore, CA, 94551; at sa web sa www.valleylinkrail.com. Maaari ka ring maghain ng reklamo sa diskriminasyong batay sa lahi, kulay, o bansang pinagmulan sa Pederal na Pangasiwaan ng Pampublikong Transportasyon (Federal Transit Administration) sa pamamagitan ng Office of Civil Rights, Title VI Program Coordinator, East Building, 5th floor-TCR, 1200 New Jersey Ave., SE, Washington DC 20590.

부록 A

제6편/차별금지/사회적 형평성 정책 선언문

트라이밸리 – 샌호아킨밸리 지방 철도공사(Tri-Valley – San Joaquin Valley Regional Rail Authority), 이하 밸리 링크(Valley Link)는 어떠한 사람도 인종, 피부색, 출신 국가, 연령, 성별, 성적 지향, 성별 인식 또는 장애를 근거로 당사의 프로그램, 활동이나 서비스 참여에서 배제하거나 그 혜택을 부인하지 않기 위해 노력합니다.

밸리 링크는 당사의 프로그램, 정책 및 활동이 1964년 민권법(Civil Rights Act of 1964) 제6편(Title VI)과 그 개정 사항, 미국 교통부(Department of Transportation) 규정을 준수하도록 보장합니다.

밸리 링크의 프로그램, 활동, 서비스 또는 기타 교통 체계 관련 혜택과 관련하여 차별을 받았다고 생각하는 사람은 사건 발생 후 180일 이내에 서면으로 진정서를 제출할 수 있습니다. 진정서 양식은 Valley Link Administration, 1362 Rutan Court, Suite 100, Livermore, CA, 94551 또는 www.valleylinkrail.com 웹에서 받을 수 있습니다. 또한, 인종, 피부색, 출신 국가를 근거로 한 차별에 대해 Federal Transit Administration Office of Civil Rights, Title VI Program Coordinator, East Building, 5th floor-TCR, 1200 New Jersey Ave., SE, Washington DC 20590에 진정서를 제출할 수 있습니다.

PHỤ LỤC A

TIÊU ĐỀ VI/TUYÊN BỐ VỀ CHÍNH SÁCH KHÔNG PHÂN BIỆT ĐỐI XỬ/CÔNG BẰNG XÃ HỘI

Cơ Quan Quản Lý Đường Sắt Khu Vực Tri-Valley – San Joaquin Valley (Valley Link) cam kết đảm bảo rằng bất kỳ người nào cũng được phép tham gia, không bị từ chối quyền lợi trong, các chương trình, hoạt động hoặc dịch vụ của họ trên cơ sở chủng tộc, màu da, nguồn gốc quốc gia, độ tuổi, giới tính, định hướng tính dục, nhận dạng giới tính hoặc tình trạng khuyết tật.

Valley Link sẽ đảm bảo rằng các chương trình, chính sách và hoạt động của họ tuân theo Tiêu đề VI trong Đạo Luật về Dân Quyền năm 1964, như được chỉnh sửa, và các quy định của Bộ Giao Thông Vận Tải.

Bất kỳ người nào tin rằng họ bị phân biệt đối xử trong các chương trình, hoạt động, dịch vụ hoặc các quyền lợi khác liên quan đến việc đi lại của Valley Link có thể nộp đơn khiếu nại trong vòng 180 ngày kể từ ngày xảy ra sự cố cáo buộc. Mẫu đơn khiếu nại có tại Valley Link Administration, 1362 Rutan Court, Suite 100, Livermore, CA, 94551; và trên trang web tại www.valleylinkrail.com. Bạn cũng có thể nộp đơn khiếu nại về việc phân biệt đối xử trên cơ sở chủng tộc, màu da hoặc nguồn gốc quốc gia với Cục Quản Lý Vận Tải Liên Bang thông qua Văn Phòng Dân Quyền, Điều Phối Viên Chương Trình Tiêu Đề VI, East Building, 5th floor-TCR, 1200 New Jersey Ave., SE, Washington DC 20590.

الملحق أ

الباب السادس/عدم التمييز/بيان سياسة المساواة الاجتماعية

تلتزم هيئة السكك الحديدية الإقليمية في سان هواكين فالي (Tri-Valley - San Joaquin Valley / Valley Link) بضمان عدم استبعاد أي شخص من المشاركة في برامجها أو أنشطتها أو خدماتها أو الحرمان من المخصصات بسبب العرق، أو اللون، أو الأصل القومي، أو العمر، أو الجنس، أو التوجه الجنسي، أو الهوية الجنسية، أو الإعاقة.

ستضمن Valley Link أن برامجها وسياساتها وأنشطتها تتوافق مع الباب السادس من قانون الحقوق المدنية لعام 1964، بصيغته المعدلة، ولوائح إدارة النقل.

يجوز لأي شخص يعتقد أنه تعرض للتمييز فيما يتعلق ببرامج Valley Link أو أنشطتها أو خدماتها أو أي مخصصات أخرى متعلقة بالنقل أن يقدم شكوى مكتوبة في غضون 180 يومًا من الحدث المزعوم. تتوفر نماذج الشكوى في إدارة Valley Link وعنوانها في 1362 Rutan Court, Suite 100, Livermore, CA, 94551؛ وعلى الويب على www.valleylinkrail.com. يمكنك أيضًا تقديم شكوى بشأن التمييز على أساس العرق، أو اللون، أو الأصل القومي إلى إدارة النقل الفيدرالية من خلال مكتب الحقوق المدنية التابع لها، ومنسق برنامج الباب السادس، وعنوانه East Building, 5th floor-TCR, 1200 New Jersey Ave., SE, Washington DC 20590.

APPENDIX B**TITLE VI/DISCRIMINATION COMPLAINT PROCEDURE**

The Tri-Valley – San Joaquin Valley Regional Rail Authority ("Authority" or "Valley Link") grants all citizens equal access to all its transportation services. It is further the intent of the Authority that all citizens are aware of their rights to such access. This procedure is designed to serve as an educational tool for citizens so that they may understand the civil rights laws that protects against discrimination that could result from Valley Link programs and services, specifically including Title VI of the Civil Rights Act of 1964.

What is Title VI?

Title VI is a section of the Civil Rights Act of 1964 requiring that “No person in the United States shall on the grounds of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.” Note that Title VI does not address discrimination based on other factors, such as gender, sexual identity or disability. It only covers race, color and national origin, including limited English proficiency. Other Civil Rights laws prohibit other forms of discrimination.

How do I file a complaint?

Any person who believes she or he has been discriminated against by Valley Link may file a Title VI / discrimination complaint by completing and submitting Valley Link’s Title VI / Discrimination Complaint Form. The Authority investigates complaints received no more than 180 days after the alleged incident. Valley Link will process complaints that are complete.

Methods of filing a complaint

The preferred method is to file your complaint in writing using the Title VI / Discrimination Complaint Form, and sending it to:

Title VI Coordinator
Tri-Valley – San Joaquin Valley Regional Rail Authority
1362 Rutan Court, Suite 100
Livermore, CA 94551
equity@valleylinkrail.com

Once the complaint is received, the Authority will review it to determine if the Authority has jurisdiction to investigate and respond. The Authority will send an acknowledgement letter within 10 days informing the complainant whether the complaint will be investigated by the Authority.

Investigations

The investigation will address complaints against any of the Authority's department(s). The investigation will be conducted in conjunction with and under the advice of the Authority's Third Party claims Adjuster.

The investigation may include discussion(s) of the complaint with all affected parties to determine the problem. The complainant may be represented by an attorney or other representative of his/her own choosing and may bring witnesses and present testimony and evidence in the course of the investigation.

The investigation will be conducted and completed within 60 days of the receipt of the formal complaint. If more information is needed to resolve the case, the Authority may contact the complainant. The complainant has 5 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 5 business days, the Authority can administratively close the case. A case also can be administratively closed if the complainant no longer wishes to pursue their case.

Based upon all the information received, an investigation report will be written by the Third Party Claims Adjuster for submittal to the Title VI Administrator and Executive Director. The complainant will receive a letter stating the final decision of the Executive Director by the end of the 60-day time limit. One of two letters to the complainant will be issued: 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 the case will be closed. An LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member or other action will occur. If the complainant wishes to appeal the decision, she/he has 10 days after the date of the letter or the LOF to do so.

A person may also file a complaint of discrimination based on race, color or national origin directly with the Federal Transit Administration, at:

Federal Transit Administration
Office of Civil Rights
Attn: Complaint Team
East Building, 5th Floor – TCR
1200 New Jersey Avenue, SE
Washington, DC 20590

APÉNDICE B

PROCEDIMIENTO DE QUEJA POR DISCRIMINACIÓN/TÍTULO VI

Tri-Valley – San Joaquin Valley Regional Rail Authority (la “Autoridad” o “Valley Link”) da a todos los ciudadanos un acceso igualitario a todos los servicios de transporte que presta. Por eso, la intención de la Autoridad es que todos los ciudadanos sepan cuáles son sus derechos relacionados con ese acceso. Este procedimiento está diseñado para servir como una herramienta educativa para los ciudadanos, para que puedan entender las leyes de derechos civiles que protegen contra la discriminación que podría ocurrir en los programas y servicios de Valley Link, incluyendo específicamente el título VI de la Ley de Derechos Civiles de 1964.

¿Qué es el título VI?

El título VI es una sección de la Ley de Derechos Civiles de 1964 que exige que “no se excluya a ninguna persona de Estados Unidos de participar en programas o actividades que reciban ayuda económica federal, no les nieguen beneficios de estos, y que no sufran discriminación en ellos por motivos de raza, color o país de origen.” Tenga en cuenta que el título VI no trata la discriminación por otros motivos, como sexo, identidad sexual o discapacidad. Solo cubre motivos de raza, color y país de origen, incluyendo el dominio limitado del inglés. Otras leyes de derechos civiles prohíben otras formas de discriminación.

¿Cómo presento una queja?

Cualquier persona que considere que Valley Link la discriminó puede presentar una queja por discriminación/título VI completando y presentando el Formulario de queja por discriminación/título VI de Valley Link. La Autoridad investigará las quejas recibidas en un plazo máximo de 180 días desde el supuesto incidente. Valley Link procesará las quejas que estén completas.

Métodos para presentar una queja

El método preferido es presentar su queja por escrito mediante el Formulario de queja por discriminación/título VI, enviándolo a:

Title VI Coordinator
Tri-Valley – San Joaquin Valley Regional Rail Authority
1362 Rutan Court, Suite 100
Livermore, CA 94551
equity@valleylinkrail.com

Una vez que se reciba la queja, la Autoridad la revisará para determinar si tiene competencia para hacer una investigación y responder. La Autoridad enviará una carta de acuse de recibo en un plazo de 10 días para informarlo de si investigará la queja o no.

Investigaciones

La investigación tratará quejas en contra de cualquier departamento de la Autoridad. La investigación se hará con el asesoramiento y la colaboración de un perito de seguros externo de la Autoridad.

La investigación podrá incluir una conversación sobre la queja con todas las partes afectadas para determinar el problema. La persona que presentó la queja podrá estar representada por un abogado u otro representante de su elección, y podrá traer testigos y presentar testimonios y pruebas en el transcurso de la investigación.

La investigación se hará y se completará en un plazo de 60 días desde la recepción de la queja formal. Si se necesita más información para resolver el caso, la Autoridad podrá comunicarse con la persona que presentó la queja. Esta persona tiene 5 días hábiles a partir de la fecha de la carta para enviar la información solicitada al investigador asignado al caso. Si el investigador no recibe la información extra o la persona que presentó la queja no se comunica con él en 5 días hábiles, la Autoridad podrá cerrar la gestión del caso. También se puede cerrar la gestión de un caso si la persona que presentó la queja ya no quiere seguir adelante con el caso.

Basándose en toda la información recibida, el perito de seguros externo redactará un informe de la investigación para presentarlo al director ejecutivo y al administrador del título VI. La persona que presentó la queja recibirá una carta con la decisión final del director ejecutivo al final del plazo de 60 días. Recibirá una de estas dos cartas: una carta de cierre o una carta de conclusión (LOF). Una carta de cierre resume las acusaciones y declara que no hubo una violación del título VI y que el caso se cerrará. Una LOF resume las acusaciones y las entrevistas relacionadas con el supuesto incidente, y explica si se tomarán medidas disciplinarias, se capacitará más al miembro del personal o habrá otras medidas. Si la persona que presentó la queja quiere apelar la decisión, tiene 10 días a partir de la fecha de la carta o de la LOF para hacerlo.

También podrá presentar una queja por discriminación por motivos de raza, color o país de origen, directamente ante la Administración Federal de Tránsito, a:

Federal Transit Administration
Office of Civil Rights
Attn: Complaint Team
East Building, 5th Floor – TCR
1200 New Jersey Avenue, SE
Washington, DC 20590

附錄 B

第六篇/歧視投訴程序

三河谷-聖華金河谷地區鐵路局（「鐵路局」或「Valley Link」）為全體市民提供人人平等的交通服務。鐵路局致力於全體市民知悉本身享有平等使用交通服務的權利。此程序旨在教育公民瞭解防止由於 Valley Link 計劃和服務（尤其包括「1964 年民權法案」(Civil Rights Act of 1964) 第六篇）引起歧視的民權法案。

什麼是第六篇？

第六篇是「1964 年民權法案」的一部份，其中規定：「在美國，任何人不得由於種族、膚色或原國籍而無法參與接受聯邦財政援助的任何計劃或活動、遭剝奪計劃或活動的福利，或遭受歧視。」請注意，第六篇未涉及其他因素（例如性別、性別認同或殘疾）構成的歧視。其中僅涵蓋種族、膚色和原國籍，包括有限的英語程度。其他民權法案禁止其他形式的歧視。

我應該如何投訴？

認為自己遭受 Valley Link 歧視的任何人皆可填寫並提出 Valley Link 的第六篇/歧視投訴表進行第六篇/歧視投訴。鐵路局將在涉嫌事件發生後 180 日內調查接獲的投訴。Valley Link 將處理已完成的投訴。

投訴方式

較妥善的方式是使用第六篇/歧視投訴表以書面形式提出投訴，並寄至：

Title VI Coordinator
Tri-Valley – San Joaquin Valley Regional Rail Authority
1362 Rutan Court, Suite 100
Livermore, CA 94551
equity@valleylinkrail.com

鐵路局接獲投訴後將進行審查，以確認是否擁有調查和回應的管轄權。鐵路局將在 10 日內寄送確認函，告知投訴人鐵路局是否將調查該投訴。

調查

調查將解決對鐵路局任何部門提出的投訴。屆時將會同鐵路局的第三方理賠依據理算師提出的建議進行調查。

調查可能包括與全部受影響的各方討論投訴，藉以確認問題。投訴人可自行選擇律師或其他代表擔任代表，並且可在調查過程中帶證人並出具證詞和證據。

調查將在接獲正式投訴後 60 日內完成。若解決此案件需要更多資訊，鐵路局可聯絡投訴人。自信函發出當日起 5 個工作日內，投訴人可將所需的資訊寄予受派承辦該案件的調查員。若投訴人未聯絡調查員或調查員未在 5 個工作日內接獲其他資訊，鐵路局得透過行政方式結案。若投訴人不再希望繼續審理本身的案件，亦可透過行政方式結案。

依據接獲的全部資訊，第三方理賠理算師將撰寫調查報告向第六篇管理員和執行董事提出。投訴人將接獲信函，得知執行董事將在 60 日的期限結束前做出最終決定。屆時將向投訴人寄送兩封信函的其中一封：結案信函或裁決信函 (Letter of Finding, LOF)。結案信函將總結指控的內容，並指出並未違反第六篇的規定，因此該案件將結案。裁決信函將總結涉嫌事件的指控和訪談，並說明是否採取任何紀律處分、員工的加強訓練或其他動作。若投訴人希望對該決定提出上訴，可在接獲結案信函或裁決信函當日起 10 日內提出上訴。

任何人亦可直接向聯邦運輸局投訴由於種族、膚色或原國籍而遭受歧視：

Federal Transit Administration
Office of Civil Rights
收件人：Complaint Team
East Building, 5th Floor – TCR
1200 New Jersey Avenue, SE
Washington, DC 20590

APPENDIX B**TITULO VI/PROSESO NG REKLAMO SA DISKRIMINASYON**

Binibigyan ng Tri-Valley – San Joaquin Valley Regional Rail Authority ("Awtoridad" o "Valley Link") ang lahat ng mamamayan ng pantay na access sa lahat ng serbisyo nito sa transportasyon. Higit pang layunin ng Awtoridad na malaman ng mga mamamayan ang kanilang mga karapatan sa naturang access. Idinisenyo ang prosesong ito upang magsilbi bilang pang-edukasyong kagamitan para sa mga mamamayan upang maunawaan nila ang mga batas sa mga karapatang sibil na nagbibigay ng proteksyon laban sa diskriminasyon na maaaring magresulta mula sa mga programa at serbisyo ng Valley Link, partikular na kabilang ang Titulo VI ng Batas sa Mga Karapatang Sibil (Civil Rights Act) ng 1964.

Ano ang Titulo VI?

Ang Titulo VI ay isang seksiyon ng Batas sa Mga Karapatang Sibil ng 1964 na nag-aatas na "Walang tao sa Estados Unidos ang hindi isasama sa pakikilahok sa, pagkakaitan ng mga benepisyo ng, o mapapailalim sa diskriminasyon batay sa lahi, kulay, o bansang pinagmulan, sa ilalim ng anumang programa o aktibidad na tumatanggap ng pederal na tulong pinansiyal." Tandaan na hindi tinutugunan ng Titulo VI ang diskriminasyong batay sa ibang salik, tulad ng kasarian, kinikilalang kasarian, o kapansanan. Sinasaklaw lamang nito ang lahi, kulay, at bansang pinagmulan, kabilang ang limitadong kahusayan sa Ingles. Ipinagbabawal ng ibang mga batas sa Mga Karapatang Sibil ang ibang mga uri ng diskriminasyon.

Paano ako maghahain ng reklamo?

Ang sinumang taong naniniwalang nadiskrimina siya ng Valley Link ay maaaring maghain ng reklamo sa Titulo VI / diskriminasyon sa pamamagitan ng pagkumpleto at pagsumite ng Form ng Reklamo sa Titulo VI / Diskriminasyon ng Valley Link. Iniimbestigahan ng Awtoridad ang mga reklamong natanggap sa loob ng hindi hihigit sa 180 araw pagkatapos ng pinaniniwalaang insidente. Ipoproseso ng Valley Link ang mga reklamo na kumpleto.

Mga pamamaraan sa paghahain ng reklamo

Ang mas pinipiling pamamaraan ay ang paghahain ng iyong reklamo sa pamamagitan ng sulat gamit ang Form ng Reklamo sa Titulo VI / Diskriminasyon, at pagpapadala nito sa:

Title VI Coordinator
Tri-Valley – San Joaquin Valley Regional Rail Authority
1362 Rutan Court, Suite 100
Livermore, CA 94551
equity@valleylinkrail.com

Kapag natanggap na ang reklamo, susuriin ito ng Awtoridad upang matukoy kung may hurisdiksiyon ang Awtoridad sa imbestigasyon at tutugon ito. Magpapadala ang Awtoridad ng sulat ng pagtanggap sa loob ng 10 araw na ipinagbibigay-alam sa nagrereklamo kung iimbestigahan ng Awtoridad ang reklamo.

Mga Imbestigasyon

Tutugunan ng imbestigasyon ang mga reklamo laban sa anuman sa (mga) departamento ng Awtoridad. Ang imbestigasyon ay isasagawa nang kasabay at sa ilalim ng payo ng Tagapagsaayos ng mga Claim ng Ikatlong Partido (Third Party Claims Adjuster) ng Awtoridad.

Maaaring kabilang sa imbestigasyon ang (mga) pagtalakay sa reklamo kasama ang lahat ng apektadong partido upang matukoy ang problema. Ang nagrereklamo ay maaaring katawanin ng isang abogado o iba pang pipiliin niyang kinatawan at maaari siyang magdala ng mga testigo at magpakita ng testimonya at ebidensiya sa panahon ng imbestigasyon.

Ang imbestigasyon ay isasagawa at kukumpletuhin sa loob ng 60 araw mula nang matanggap ang pormal na reklamo. Kung kailangan ng higit pang impormasyon upang malutas ang kaso, maaaring makipag-ugnayan ang Awtoridad sa nagrereklamo. Ang nagrereklamo ay mayroong 5 araw ng opisina mula sa petsa ng sulat upang magpadala ng hinihiling na impormasyon sa imbestigador na nakatalaga sa kaso. Kung hindi nakipag-ugnayan ang nagrereklamo sa imbestigador o hindi nakatanggap ang imbestigador ng karagdagang impormasyon sa loob ng 5 araw ng trabaho, maaaring isara ng Awtoridad ang kaso bilang bahagi ng pamamalakad nito. Ang isang kaso ay maaari ding isara bilang bahagi ng pamamalakad kung hindi na gustong ituloy ng nagrereklamo ang kaniyang kaso.

Batay sa lahat ng impormasyong natanggap, isusulat ang isang ulat ng imbestigasyon ng Tagapagsaayos ng mga Claim ng Ikatlong Partido para isumite sa Tagapangasiwa ng Titulo VI at Punong Tagapagpaganap. Makakatanggap ang nagrereklamo ng sulat na nagsasaad ng huling pasiya ng Punong Tagapagpaganap sa katapusan ng 60 araw na limitasyon ng panahon. Maglalabas ng isa sa dalawang sulat sa nagrereklamo: isang sulat ng pagsasara o sulat ng napag-alaman (letter of finding, LOF). Nakabuod sa sulat ng pagsasara ang mga alegasyon at isinasaad nito na walang naging paglabag sa Titulo VI at isasara ang kaso. Binubuod ng LOF ang mga alegasyon at mga panayam tungkol sa pinaniniwalaang insidente, at ipinapaliwanag nito kung magkakaroon ng anumang pandisiplinang aksiyon, karagdagang pagsasanay ng miyembro ng tauhan, o iba pang aksiyon. Kung ninanais ng nagrereklamo na iapela ang desisyon, mayroon siyang 10 araw pagkatapos ng petsa ng sulat o ng LOF na gawin ito.

Maaari ding direktang maghain ang isang tao ng reklamo sa diskriminasyong batay sa lahi, kulay, o bansang pinagmulan sa Pederal na Pangasiwaan ng Pampublikong Transportasyon (Federal Transit Administration), sa:

Federal Transit Administration
Office of Civil Rights
Attn: Complaint Team
East Building, 5th Floor – TCR
1200 New Jersey Avenue, SE
Washington, DC 20590

PHỤ LỤC B

THỦ TỤC KHIẾU NẠI VỀ TIÊU ĐỀ VI/PHÂN BIỆT ĐỐI XỬ

Cơ Quan Quản Lý Đường Sắt Khu Vực Tri-Valley – San Joaquin Valley ("Cơ Quan Quản Lý" hoặc "Valley Link") cho phép mọi cư dân tiếp cận công bằng mọi dịch vụ vận chuyển của họ. Cơ Quan Quản Lý còn mong muốn thêm rằng mọi cư dân đều biết về quyền tiếp cận dịch vụ của họ. Thủ tục này được thiết kế với mục đích là hướng dẫn cho cư dân có thể hiểu rõ về luật pháp dân quyền, giúp bảo vệ khỏi sự phân biệt đối xử có thể xảy ra từ các chương trình và dịch vụ của Valley Link, bao gồm cụ thể Tiêu Đề VI trong Đạo Luật Dân Quyền năm 1964.

Tiêu Đề VI là gì?

Tiêu Đề VI là một phần trong Đạo Luật Dân Quyền năm 1964 quy định rằng "Bất kỳ người nào tại Hoa Kỳ cũng được phép tham gia, không bị từ chối quyền lợi trong, hoặc bị phân biệt đối xử theo, bất cứ chương trình hoặc hoạt động nào nhận hỗ trợ tài chính của liên bang trên cơ sở chủng tộc, màu da hoặc nguồn gốc quốc gia." Lưu ý rằng Tiêu Đề VI không giải quyết việc phân biệt đối xử dựa trên các yếu tố khác như giới tính, nhận biết giới tính hoặc tình trạng khuyết tật. Tiêu Đề chỉ bao gồm chủng tộc, màu da và nguồn gốc quốc gia, bao gồm khả năng thành thạo tiếng Anh hạn chế. Các luật về Dân Quyền khác nghiêm cấm các hình thức phân biệt đối xử khác.

Làm thế nào tôi nộp đơn khiếu nại?

Bất kỳ người nào tin rằng họ bị phân biệt đối xử bởi Valley Link có thể nộp đơn khiếu nại về Tiêu Đề VI/phân biệt đối xử bằng cách hoàn tất và nộp Mẫu Đơn Khiếu Nại về Tiêu Đề VI/Phân Biệt Đối Xử của Valley Link. Cơ Quan Quản Lý điều tra các khiếu nại nhận được không quá 180 ngày sau khi xảy ra sự việc cáo buộc. Valley Link sẽ giải quyết các khiếu nại có đầy đủ thông tin

Cách thức nộp đơn khiếu nại

Cách thức ưu tiên là nộp đơn khiếu nại sử dụng Mẫu Đơn Khiếu Nại về Tiêu Đề VI/Phân Biệt Đối Xử, và gửi về:

Title VI Coordinator
Tri-Valley – San Joaquin Valley Regional Rail Authority
1362 Rutan Court, Suite 100
Livermore, CA 94551
equity@valleylinkrail.com

Sau khi nhận được đơn khiếu nại, Cơ Quan Quản Lý sẽ xem xét để quyết định xem Cơ Quan Quản Lý có thẩm quyền tài phán để điều tra và hồi âm không. Cơ Quan Quản Lý sẽ gửi thư công nhận trong vòng 10 ngày thông báo cho người khiếu nại về việc khiếu nại có do Cơ Quan Quản Lý điều tra hay không.

Điều tra

Việc điều tra sẽ giải quyết các khiếu nại đối với bất cứ phòng ban nào của Cơ Quan Quản Lý. Công tác điều tra sẽ được thực hiện cùng với và theo ý kiến cố vấn của Người Giám Định bồi thường Bên Thứ Ba của Cơ Quan Quản Lý.

Việc điều tra có thể bao gồm (các) thảo luận về vấn đề khiếu nại với tất cả các bên bị ảnh hưởng để xác định vấn đề. Người khiếu nại có thể có luật sư hoặc người đại diện khác mà mình chọn và có thể đem theo nhân chứng cũng như trình tờ khai và bằng chứng trong khi điều tra.

Việc điều tra sẽ được tiến hành và hoàn tất trong vòng 60 ngày kể từ ngày nhận được đơn khiếu nại chính thức. Nếu cần thêm thông tin để giải quyết vụ việc, Cơ Quan Quản Lý có thể liên lạc với người khiếu nại. Người khiếu nại có 5 ngày làm việc kể từ ngày nhận được thư để gửi thông tin yêu cầu cho nhân viên điều tra được chỉ định cho vụ việc. Nếu người khiếu nại không liên lạc với nhân viên điều tra hoặc nhân viên điều tra không nhận được thông tin bổ sung trong vòng 5 ngày làm việc, Cơ Quan Quản Lý có thể đóng vụ việc về mặt hành chính. Vụ việc cũng có thể bị đóng về mặt hành chính nếu người khiếu nại không còn muốn theo đuổi vụ việc.

Căn cứ mọi thông tin nhận được, Người Giám Định Bồi Thường Bên Thứ Ba sẽ viết báo cáo điều tra để nộp lên Quản Trị Viên Tiêu Đề VI và Giám Đốc Điều Hành. Người khiếu nại sẽ nhận được thư cho biết quyết định cuối cùng của Giám Đốc Điều Hành trước khi kết thúc thời hạn 60 ngày. Người khiếu nại sẽ nhận được một trong hai bức thư: thư đóng vụ việc hoặc thư thông báo kết quả (LOF- Letter of Finding). Thư đóng vụ việc tóm tắt các cáo buộc và trình bày rằng không có vi phạm Tiêu Đề VI và vụ việc sẽ được đóng lại. LOF tóm tắt các cáo buộc và nội dung thẩm vấn về vụ việc cáo buộc, giải thích có xảy ra bất kỳ hành động vi phạm, đào tạo bổ sung cho nhân viên hay hành động khác không. Nếu người khiếu nại muốn kháng cáo quyết định, họ có 10 ngày sau khi nhận được thư đóng vụ việc hoặc LOF để thực hiện.

Cũng có thể nộp đơn khiếu nại về việc phân biệt đối xử dựa trên chủng tộc, màu da hoặc nguồn gốc quốc gia trực tiếp lên Cục Quản Lý Vận Tải Liên Bang tại:

Federal Transit Administration
Office of Civil Rights
Attn: Complaint Team
East Building, 5th Floor – TCR
1200 New Jersey Avenue, SE
Washington, DC 20590

부록 B

1964년 민권법 제6편에 따른 차별 민원 절차

트라이밸리 - 샌호아킨밸리 지방 철도공사(Tri-Valley-San Joaquin Valley Regional Rail Authority, 이후 "당국" 또는 "밸리 링크")은 보유한 교통 서비스에 대한 접근권을 모든 시민에게 평등하게 제공합니다. 당국은 모든 시민이 자신이 가진 이러한 접근권을 잘 이해하도록 하고자 합니다. 이 절차는 시민들이 밸리 링크의 프로그램 및 서비스에서 발생할 수도 있는 차별로부터 자신을 보호하는 민권 관련 법률(특히 1964년 민권법 제6편(Title VI of the Civil Rights Act of 1964)을 포함)을 이해할 수 있도록 돕는 교육적 도구로 설계되었습니다.

1964년 민권법 제6편이란 무엇인가요?

1964년 민권법 제6편은 "미국의 그 어느 누구도 인종, 피부색, 출신국으로 인해 연방 정부의 재정 지원으로 운영하는 프로그램이나 활동에 참여하는데 배제되거나, 이와 같은 프로그램이나 활동의 혜택을 받는 것이 거부되거나 이와 관련한 어떤 형태의 차별도 받지 않도록" 요구합니다. 한편 제6편은 성별, 성적 정체성, 장애 등 다른 요소에 바탕을 둔 차별에 대해서는 언급하지 않고 있습니다. 이 조항에서는 제한된 영어 구사 능력을 포함한 인종, 피부색, 출신국만을 다룹니다. 다른 형태의 차별은 기타 민권 관련 법률이 금지하고 있습니다.

민원을 어떻게 제출하나요?

자신이 밸리 링크에 의해 차별을 당했다고 생각하는 누구나 밸리 링크의 '1964년 민권법 제6편에 따른 차별 민원 양식'(Title VI / Discrimination Complaint Form)을 작성하고 제출하여 '1964년 민권법 제6편에 따른 차별 민원'(Title VI / discrimination complaint)을 제출할 수 있습니다. 당국은 사건이 발생한 이후 180일 이내에 제출된 민원에 대해 조사를 진행할 것입니다. 또한 밸리 링크는 완전히 작성된 민원을 처리할 것입니다.

민원 접수 방법

가장 좋은 방법은 '1964년 민권법 제6편에 따른 차별 민원 양식'을 사용해 민원을 서면으로 작성하고 다음 주소에 발송하는 것입니다.

Title VI Coordinator
Tri-Valley – San Joaquin Valley Regional Rail Authority
1362 Rutan Court, Suite 100
Livermore, CA 94551
equity@valleylinkrail.com

민원이 접수되면 당국은 조사하고 응답할 권한이 있는지 결정하기 위한 검토를 진행합니다. 당국은 해당 민원이 당국에 의해 조사될 것인지 여부를 민원인에게 알려주는 안내문을 10일 내로 발송할 것입니다.

조사

조사는 당국의 부서에 제기된 민원을 처리합니다. 당국의 어떠한 부서도 주사의 대상이 될 수 있습니다. 조사는 당국의 제삼자 손해사정인의 협력 및 조언 하에 진행됩니다.

조사 과정에서 문제를 파악하기 위해 모든 피영향자가 참여하는 민원 관련 토의가 진행될 수도 있습니다. 민원인은 조사 과정에서 변호사 또는 다른 대변인을 통해 자신을 대변할 수 있으며 증인을 부르거나 증언, 증거 등을 제출할 수도 있습니다.

조사는 공식적인 민원 접수로부터 60일 이내에 진행되고 완료됩니다. 사건을 해결하기 위해 추가적인 정보가 필요한 경우, 당국은 민원인에게 연락을 취할 수 있습니다. 민원인은 서신의 날짜로부터 5영업일 이내에 요청받은 정보를 사건을 맡은 조사관에게 보낼 수 있습니다. 조사관이 5영업일 이내에 민원인으로부터 연락을 받지 못하거나 추가 정보를 수령하지 못하면 당국은 직권적으로 사건을 종결할 수 있습니다. 또한 민원인이 조사 진행을 더 이상 원하지 않는 경우에도 사건을 직권적으로 종결할 수 있습니다.

수령한 모든 정보를 바탕으로 제삼자 손해사정인이 조사 보고서를 작성하며, 이 보고서는 제6편 관리자(Title VI Administrator) 및 최고 책임자(Executive Director)에게 제출됩니다. 민원인은 정해진 60일 기한 이내에 최고 책임자의 결정을 담은 서신을 받게 됩니다. 이에 따라 종결 안내서(closure letter)와 결정서(letter of finding, LOF) 가운데 한 가지 서신이 민원인에게 발송됩니다. 종결 안내서는 제기된 혐의를 요약하는 한편 제6편에 대한 위반이 성립되지 않으며 사건이 종결될 것임을 설명합니다. LOF는 제기된 혐의 및 해당 사건과 관련된 인터뷰를 요약하고, 징계 조치, 직원에 대한 추가 교육, 또는 기타 조치가 이루어지는지 여부를 설명합니다. 민원인이 이 결정에 대해 이의를 제기하고자 하는 경우 종결 안내서 또는 결정서의 날짜로부터 10일 이내에 이의를 제기할 수 있습니다.

또한 다음 주소로 인종, 피부색, 출신국으로 인한 차별에 대해 연방대중교통국(Federal Transit Administration)에 직접 민원을 제출할 수도 있습니다.

Federal Transit Administration
Office of Civil Rights
Attn: Complaint Team
East Building, 5th Floor – TCR
1200 New Jersey Avenue, SE
Washington, DC 20590

الملحق ب**الباب السادس/إجراء شكوى التمييز**

تمنح هيئة السكك الحديدية الإقليمية في سان هواكين فالي ("الهيئة" أو "Valley Link") جميع المواطنين حق الوصول المتساوي إلى جميع خدمات النقل الخاصة بها. وعلاوة على ذلك، تتمثل نية الهيئة في أن يدرك جميع المواطنين حقوقهم في هذا الوصول. صُمم هذا الإجراء ليكون بمثابة أداة تعليمية للمواطنين حتى يتمكنوا من فهم قوانين الحقوق المدنية التي تحمي من التمييز الذي قد ينتج عن برامج وخدمات Valley Link، بما في ذلك على وجه التحديد الباب السادس من قانون الحقوق المدنية لعام 1964.

ما هو الباب السادس؟

الباب السادس (Title VI) هو قسم من قانون الحقوق المدنية لعام 1964 والذي ينص على أنه "لا يجوز استبعاد أي شخص في الولايات المتحدة على أساس العرق، أو اللون، أو الأصل القومي من المشاركة في برامج أو الحرمان من مخصصات أو التعرض للتمييز بموجب أي برنامج أو نشاط يتلقى مساعدة مالية فيدرالية". لاحظ أن الباب السادس لا يتناول التمييز على أساس عوامل أخرى، مثل الجنس أو الهوية الجنسية أو الإعاقة. يغطي هذا الباب فقط العرق واللون والأصل القومي، بما في ذلك الإتقان المحدود للغة الإنجليزية. تحظر قوانين الحقوق المدنية الأخرى أشكالاً أخرى من التمييز.

كيف أقدم شكوى؟

يجوز لأي شخص يعتقد أنه تعرض للتمييز من قبل Valley Link تقديم شكوى التمييز وفقاً للباب السادس من خلال إكمال وتقديم نموذج شكوى التمييز إلى Valley Link. تحقق الهيئة في الشكاوى الواردة في مدة لا تزيد عن 180 يوماً بعد الحدث المزعوم. سنقوم هيئة Valley Link بمعالجة الشكاوى المكتملة.

طرق تقديم الشكوى

الطريقة المفضلة هي تقديم شكواك كتابياً باستخدام نموذج شكوى التمييز وفقاً للباب السادس، وإرسالها إلى:

Title VI Coordinator

Tri-Valley – San Joaquin Valley Regional Rail Authority

1362 Rutan Court, Suite 100

Livermore, CA 94551

equity@valleylinkrail.com

بمجرد استلام الشكوى، سنقوم الهيئة بمراجعتها لتحديد ما إذا كانت الهيئة مختصة بالتحقيق والرد. سترسل الهيئة خطاب إقرار في غضون 10 أيام لإبلاغ مقدم الشكوى إذا كانت الهيئة ستحقق في الشكوى.

التحقيقات

سيتناول التحقيق الشكاوى المقدمة ضد أي من إدارات الهيئة. سيتم إجراء التحقيق جنبًا إلى جنب مع وتحت مشورة مسؤول تسوية مطالبات الطرف الثالث التابع للهيئة.

قد يشمل التحقيق مناقشة (مناقشات) الشكاوى مع جميع الأطراف المتأثرة لتحديد طبيعة المشكلة. يجوز أن ينبى مقدم الشكاوى محامياً أو ممثلاً آخر من اختياره نيابةً عنه، ويجوز له إحضار الشهود وتقديم الشهادات والأدلة في سياق التحقيق.

سيتم إجراء التحقيق وإكماله في غضون 60 يومًا من استلام نموذج الشكاوى الرسمي. إذا كانت هناك حاجة إلى مزيد من المعلومات لحل القضية، فيجوز للهيئة الاتصال بمقدم الشكاوى. وتتاح 5 أيام عمل لمقدم الشكاوى من تاريخ الرسالة لإرسال المعلومات المطلوبة إلى المحقق المكلف بالقضية. إذا لم يتصل مقدم الشكاوى بالمحقق أو لم يتلق المحقق المعلومات الإضافية في غضون 5 أيام عمل، يمكن للهيئة إغلاق القضية إداريًا. يمكن أيضًا إغلاق القضية إداريًا إذا لم يعد مقدم الشكاوى يرغب في متابعة قضيته.

استنادًا إلى جميع المعلومات الواردة، سيقوم مسؤول تسوية مطالبات الطرف الثالث بكتابة تقرير تحقيق لتقديمه إلى مدير الباب السادس والمدير التنفيذي. سيتلقى مقدم الشكاوى خطابًا يوضح القرار النهائي للمدير التنفيذي بحلول نهاية مهلة السنتين يومًا. سيتم إصدار أحد خطابين إلى مقدم الشكاوى: خطاب إغلاق أو خطاب النتائج (LOF). يلخص خطاب الإغلاق الادعاءات ويوضح أنه لم يكن هناك انتهاك للباب السادس وسيتم إغلاق القضية. يلخص خطاب النتائج الادعاءات والمقابلات المتعلقة بالحدث المزعوم، ويشرح ما إذا كان سيتم اتخاذ أي إجراء تأسيسي أو تدريب إضافي للموظف أو أي إجراء آخر. إذا رغب مقدم الشكاوى في استئناف القرار، ف لديه مهلة 10 أيام بعد تاريخ خطاب النتائج للقيام بذلك.

يجوز لأي شخص أيضًا تقديم شكوى بشأن التمييز على أساس العرق، أو اللون، أو الأصل القومي مباشرةً إلى إدارة النقل الفيدرالية، إلى:

Federal Transit Administration
Office of Civil Rights
Attn: Complaint Team
East Building, 5th Floor – TCR
1200 New Jersey Avenue, SE
Washington, DC 20590

APPENDIX C

TITLE VI / DISCRIMINATION COMPLAINT FORM

The Tri-Valley – San Joaquin Valley Regional Rail Authority / Valley Link is committed to ensuring that no person shall be excluded from the equal distribution of its services and amenities because of race, color, national origin (including language), age, sex, sexual orientation, gender identity or disability. Any person who believes they have been discriminated against based on one of these categories may file a complaint. Complaints must be filed within 180 calendar days of the incident.

Within 10 working days of receipt of your completed complaint form, Valley Link will contact you to confirm receipt of your complaint form and begin an investigation (unless the complaint is filed with an external entity first or simultaneously). The investigation may include discussion(s) of the complaint with all affected parties to determine the nature of the problem. The investigation generally will be conducted and completed within 60 days of receipt of a complete complaint form. Based upon all information received, an investigation report will be submitted to the Executive Director. The complainant will receive a letter stating Valley Link's final decision by the end of the 60-day time limit.

Please complete the information below and send to:

Tri-Valley – San Joaquin Valley Regional Rail Authority
Attn: Title VI Coordinator
1362 Rutan Court, Suite 1
Livermore, CA 94551
equity@valleylinkrail.com

SECTION 1 - CONTACT INFORMATION

Name: _____

Address: _____

City: _____ State: _____ Zip Code: _____

Phone: (Home) _____ (Cell) _____ (Work) _____

[Please note if any of the phone numbers are for a TDD or TTY.]

E-mail: _____@_____

SECTION 2 – FILING FOR ANOTHER PERSON

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

[If you answered "yes" to this question, go to Section 3.]

If not, please supply the name and relationship of the person for whom you are filing the complaint: _____

Please explain why you have filed for a third party. _____

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

SECTION 3 – DISCRIMINATION COMPLAINT

Which of the following describes the reason you believe the discrimination took place? Was it because of your:

- Race Color National Origin (including language)
- Age Sex Sexual orientation or gender identity
- Disability

If complaint is based on race, color or national origin, please describe the Race, Color or National Origin of the aggrieved party _____

Date and time the alleged discrimination took place:

Date ___/___/___ Time _____ a.m. / p.m.

Where did the alleged discrimination take place? Specific vehicle information is helpful (e.g. vehicle number).

Is there a person you can identify who discriminated against the aggrieved party?

Name: _____ ID# _____

In your own words, describe the alleged discrimination. Explain what happened and who you believe was responsible. Please use additional sheets if necessary.

SECTION 4 – PREVIOUS OR EXISTING COMPLAINTS AND LAWSUITS

Have you previously filed a discrimination complaint with Valley Link?

Yes, for this incident Yes, for a different incident No

Have you filed this complaint with any other agencies or a court?

Federal Agency State Agency Local Agency

Federal court State court

Other (please specify): _____

Have you filed a claim or lawsuit regarding this complaint? Yes _____ No _____

If yes, please provide a copy of the complaint form and note court where filed:

Federal Court State Court

Please provide contact person information for the agency/court where the complaint was filed.

Name / Office: _____

Address: _____

City: _____ State: _____ Zip Code: _____

Phone Number _____

SECTION 5 – SIGNATURE

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

Complainant's Signature

Date

Note: A complaint related to discrimination based on race, color or national origin also may be filed with: Federal Transit Administration, Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor – TCR, 1200 New Jersey Ave., SE, Washington, DC 20590.

APÉNDICE C**FORMULARIO DE QUEJA POR DISCRIMINACIÓN/TÍTULO VI**

Tri-Valley – San Joaquin Valley Regional Rail Authority/Valley Link se compromete a garantizar que no se excluya a ninguna persona de la distribución igualitaria de sus servicios y comodidades por motivos de raza, color, país de origen (incluyendo el idioma), edad, sexo, orientación sexual, identidad de género o discapacidad. Cualquier persona que considere que la discriminaron por alguno de estos motivos puede presentar una queja. Las quejas deben presentarse en un plazo de 180 días naturales desde el incidente.

En un plazo de 10 días hábiles después de haber recibido su formulario de queja completo, Valley Link se comunicará con usted para confirmar la recepción de su formulario de queja e iniciará una investigación (a menos que la queja se presente ante una entidad externa primero o de manera simultánea). La investigación podrá incluir una conversación sobre la queja con todas las partes afectadas para determinar la naturaleza del problema. En general, la investigación se hará y se completará en un plazo de 60 días desde la recepción del formulario de queja completo. Basándose en toda la información recibida, se presentará un informe de la investigación al director ejecutivo. La persona que presentó la queja recibirá una carta con la decisión final de Valley Link al final del plazo de 60 días.

Complete la información de abajo y envíela a:

Tri-Valley – San Joaquin Valley Regional Rail Authority
 Attn: Title VI Coordinator
 1362 Rutan Court, Suite 1
 Livermore, CA 94551
 equity@valleylinkrail.com

SECCIÓN 1: INFORMACIÓN DE CONTACTO

Nombre: _____

Dirección: _____

Ciudad: _____ Estado: _____ Código postal: _____

Teléfono: (Casa) _____ (Celular) _____ (Trabajo) _____

[Indique si alguno de los números de teléfono es TDD o TTY].

Correo electrónico: _____@_____

SECCIÓN 2: PRESENTACIÓN POR OTRA PERSONA

¿Presenta esta queja en su nombre? ____ Sí ____ No

[Si su respuesta es “sí”, vaya a la sección 3].

Si no, escriba el nombre y la relación con la persona en nombre de la que presenta la queja:

Explique por qué presenta la queja por un tercero. _____

Confirme si tiene el permiso de la parte perjudicada si presenta la queja en nombre de un tercero. Sí No

SECCIÓN 3: QUEJA POR DISCRIMINACIÓN

¿Por cuál de los siguientes motivos considera que lo discriminaron? Fue por su:

- Raza Color País de origen (incluyendo el idioma)
- Edad Sexo Orientación sexual o identidad de género
- Discapacidad

Si la queja es por motivos de raza, color o país de origen, especifique la raza, color o país de origen de la parte perjudicada. _____

Fecha y hora en que ocurrió la supuesta discriminación:

Fecha ___/___/___ Hora _____ a. m./p. m.

¿Dónde ocurrió la supuesta discriminación? La información específica del vehículo es útil (p. ej., número del vehículo).

¿Puede identificar a alguna persona que haya discriminado a la parte perjudicada?

Nombre: _____ N.º de id. _____

Con sus propias palabras, describa la supuesta discriminación. Explique qué pasó y quién cree que fue el responsable. Use más hojas si es necesario.

SECCIÓN 4: QUEJAS Y DEMANDAS PREVIAS O EXISTENTES

¿Ya había presentado una queja por discriminación ante Valley Link?

Sí, por este incidente Sí, por otro incidente No

¿Presentó esta queja ante alguna otra agencia o tribunal?

- Agencia federal Agencia del estado Agencia local
- Tribunal federal Tribunal del estado
- Otro (especifique): _____

¿Presentó un reclamo o una demanda relacionados con esta queja? Sí _____ No _____

Si la respuesta es "sí", dé una copia del formulario de queja e indique el tribunal donde se presentó:

Tribunal federal Tribunal del estado

Dé la información de la persona de contacto de la agencia/tribunal donde se presentó la queja.

Nombre/Oficina: _____

Dirección: _____

Ciudad: _____ Estado: _____ Código postal: _____

Número de teléfono: _____

SECCIÓN 5: FIRMA

Firme abajo para confirmar que la información de arriba es cierta. Puede adjuntar cualquier material escrito u otra información que considere relevante para su queja.

Firma de la persona que presenta la queja

Fecha

Nota: También se puede presentar una queja por discriminación por motivos de raza, color o país de origen a: Federal Transit Administration, Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor – TCR, 1200 New Jersey Ave., SE, Washington, DC 20590.

附錄 C

第六篇/歧視投訴表

三河谷-聖華金河谷地區鐵路局 (Valley Link) 致力於確保任何人不因種族、膚色、原國籍（包括語言）、年齡、性別、性取向、性別認同或殘疾的因素而無法獲得公平享有的服務和便利設施。認為自己由於這其中的一個類別而遭受歧視的任何人皆可提出投訴。投訴必須在事件發生後的 180 個日曆日內提出。

在接獲您完成的投訴表後 10 個工作日內，Valley Link 將聯絡您確認接獲您的投訴表並開始調查（除非投訴是先行或同時向外部實體提出）。調查可能包括與全部受影響的各方討論投訴，藉以確認問題的性質。調查一般將在接獲完整投訴表後 60 日內進行並完成。依據接獲的全部資訊，屆時將向執行董事提出調查報告。投訴人將接獲信函，得知 Valley Link 將在 60 日的期限結束前做出最終決定。

請完成下列資訊，並寄至：

Tri-Valley – San Joaquin Valley Regional Rail Authority
 收件人：Title VI Coordinator
 1362 Rutan Court, Suite 1
 Livermore, CA 94551
 equity@valleylinkrail.com

第 1 部份 – 聯絡資訊

姓名： _____
 地址： _____
 城市： _____ 州： _____ 郵遞區號： _____
 電話：（住宅） _____ （手機） _____ （公司） _____
 [請注意是否有任何電話號碼是 TDD 或 TTY。]
 電子郵件： _____ @ _____

第 2 部份 – 代表另一人提出

您是否自行提出投訴？ 是 否
 [若您對於此問題回答「是」，請前往第 3 部份。]
 若否，對於您代為投訴的人，請提供該人的姓名以及您與該人的關係：

請說明您為何代表第三方投訴。 _____

若您代表第三方投訴，請確認您已獲得受害方的同意。 是 否

第 3 部份 – 歧視投訴

您認為下列哪項敘述是造成歧視的原因？原因是您的：

- 種族 膚色 原國籍（包括語言）
- 年齡 性別 性取向或性別認同
- 殘疾

若針對種族、膚色或原國籍的歧視提出投訴，請說明受害方的種族、膚色或原國籍

涉嫌歧視的情況發生的日期和時間：

日期 ___/___/___ 時間 上午/下午_____

涉嫌歧視的情況在何處發生？特定的車輛資訊很有助益（例如車牌號碼）。

您是否可找到歧視受害方的人？

姓名：_____ 身分證件號碼_____

用您自己的話敘述涉嫌歧視的情況。說明發生的經過以及您認為哪一方必須負責。若有必要，請使用其他紙繼續回答。

第 4 部份 – 先前或目前的投訴和法律訴訟

您先前是否曾向 Valley Link 提出歧視投訴？

是，針對此次事件 是，針對其他事件 否

您是否曾向其他任何機構或法院提出此項投訴？

聯邦機構 州政府機構 地方機構

聯邦法院 州法院

其他（請說明）：_____

您是否從對於此項投訴提出索償或訴訟？ 是____ 否____

若是，請提供投訴表影本，並寫明您提出投訴的法院：

聯邦法院 州法院

對於您提出投訴的機構/法院，請提供聯絡人資訊。

姓名 / 辦公室： _____

地址： _____

城市： _____ 州： _____ 郵遞區號： _____

電話號碼 _____

第 5 部份 – 簽名

請在下方簽名，以證明以上內容真實無訛。您可附上您認為與投訴有關的任何書面資料或其他資訊。

投訴人簽名

日期

附註：亦可向下列機構針對種族、膚色或原國籍的歧視提出投訴：聯邦運輸局民權辦公室，收件人：Title VI Program Coordinator, East Building, 5th Floor – TCR, 1200 New Jersey Ave., SE, Washington, DC 20590。

APPENDIX C**TITULO VI / FORM PARA SA PAGREREKLAMO SA DISKRIMINASYON**

Nakatuon ang Tri-Valley – San Joaquin Valley Regional Rail Authority / Valley Link sa pagtiyak na walang tao ang hindi isasama sa pantay na distribusyon ng mga serbisyo at amenidad nito dahil sa lahi, kulay, bansang pinagmulan (kabilang ang wika), edad, kasarian, seksuwal na oryentasyon, kinikilalang kasarian, o kapansanan. Ang sinumang taong naniniwalang nadiskrimina siya batay sa isa sa mga kategoryang ito ay maaaring maghain ng reklamo. Dapat ihain ang mga reklamo sa loob ng 180 araw sa kalendaryo mula sa insidente.

Sa loob ng 10 araw ng trabaho mula nang matanggap ang iyong nakumpletong form para sa pagrereklamo, makikipag-ugnayan sa iyo ang Valley Link upang kumpirmahin ang pagtanggap ng iyong form para sa pagrereklamo at magsisimula ito ng imbestigasyon (maliban kung ihinain ang reklamo ng isang entidad mula sa labas o nang magkasabay). Maaaring kabilang sa imbestigasyon ang (mga) pagtalakay sa reklamo kasama ang lahat ng apektadong partido upang matukoy ang katangian ng problema. Sa pangkalahatan, ang imbestigasyon ay isasagawa at kukumpletuhin sa loob ng 60 araw mula sa pagkatanggap ng kumpletong form ng reklamo. Batay sa lahat ng impormasyong natanggap, isusumite ang isang ulat ng imbestigasyon sa Punong Tagapagpaganap. Makakatanggap ang nagrereklamo ng sulat na nagsasaad ng huling pasiya ng Valley Link sa katapusan ng 60 araw na limitasyon ng panahon.

Mangyaring kumpletuhin ang impormasyon sa ibaba at ipadala sa:

Tri-Valley – San Joaquin Valley Regional Rail Authority
 Attn: Title VI Coordinator
 1362 Rutan Court, Suite 1
 Livermore, CA 94551
 equity@valleylinkrail.com

SEKSIYON 1 - IMPORMASYON SA PAKIKIPAG-UGNAYAN

Pangalan: _____

Address: _____

Lungsod: _____ Estado: _____ Zip Code: _____

Telepono: (Bahay) _____ (Cellphone) _____ (Trabaho) _____

[Mangyaring tingnan kung ang alinman sa mga numero ng telepono ay para sa TDD o TTY.]

E-mail: _____@_____

SEKSIYON 2 – PAGHAIN PARA SA IBANG TAO

Ihinahain mo ba ang reklamong ito para sa iyong sarili? _____ Oo _____ Hindi

[Kung “oo” ang sinagot mo sa tanong na ito, pumunta sa Seksiyon 3.]

Kung hindi, mangyaring ilagay ang pangalan at relasyon ng tao kung para kanino mo ihinahain ang reklamo: _____

Mangyaring ipaliwanag kung bakit ka naghain para sa isang ikatlong partido (third party).

Mangyaring kumpirmahin na nakuha mo ang pahintulot ng naagrabyadong partido kung naghahain ka sa ngalan ng isang ikatlong partido. Oo Hindi

SEKSIYON 3 – REKLAMO SA DISKRIMINASYON

Alin sa mga sumusunod ang naglalarawan sa dahilan kung bakit naniniwala kang may nangyaring diskriminasyon? Ito ba ay dahil sa iyong:

- Lahi Kulay Bansang Pinagmulan (kabilang ang wika)
- Edad Kasarian Seksuwal na oryentasyon o kinikilalang kasarian
- Kapansanan

Kung ang reklamo ay batay sa lahi, kulay, o bansang pinagmulan, mangyaring ilarawan ang Lahi, Kulay, o Bansang Pinagmulan ng naagrabyadong partido _____

Petsa at oras kung kailan nangyari ang pinaniniwalaang diskriminasyon:

Petsa ___/___/___ Oras _____ a.m. / p.m.

Saan nangyari ang pinaniniwalaang diskriminasyon? Makakatulong ang partikular na impormasyon tungkol sa sasakyan (hal. numero ng sasakyan).

Mayroon bang tao na maaari mong matukoy na nandiskrimina sa naagrabyadong partido?

Pangalan: _____ ID# _____

Sa iyong sariling salita, ilarawan ang pinaniniwalaang diskriminasyon. Ipaliwanag kung ano ang nangyari at sino ang pinaniniwalaan mong responsable. Mangyaring gumamit ng mga karagdagang papel kung kinakailangan.

SEKSIYON 4 – NAKARAAN O KASALUKUYANG REKLAMO AT DEMANDA

Dati ka na bang naghain ng reklamo sa diskriminasyon sa Valley Link?

Oo, para sa insidenteng ito Oo, para sa ibang insidente Hindi

Ihinain mo ba ang reklamong ito sa anumang iba pang ahensiya o hukuman?

Pederal na Ahensiya Ahensiya ng Estado Lokal na Ahensiya

Pederal na hukuman Hukuman ng estado

Iba pa (mangyaring tukuyin): _____

Naghain ka na ba ng claim o demanda tungkol sa reklamong ito? Oo _____ Hindi _____
Kung oo, mangyaring magbigay ng kopya ng form para sa pagrereklamo at itala ang hukuman kung saan ka naghain:

_____ Pederal na Hukuman _____ Hukuman ng Estado

Mangyaring ilagay ang impormasyon tungkol sa tao kung kanino makikipag-ugnayan para sa ahensiya/hukuman kung saan ihinain ang reklamo.

Pangalan / Tanggapan: _____

Address: _____

Lungsod: _____ Estado: _____ Zip Code: _____

Numero ng Telepono _____

SEKSIYON 5 – LAGDA

Mangyaring lumagda sa ibaba upang pagtibayin ang pagiging totoo ng nasa itaas. Maaari kang maglakip ng anumang nakasulat na materyales o iba pang impormasyon na sa tingin mo ay may kaugnayan sa iyong reklamo.

Lagda ng Nagrereklamo

Petsa

Tandaan: Ang isang reklamong may kaugnayan sa diskriminasyong batay sa lahi, kulay, o bansang pinagmulan ay maaari ding ihain sa: Federal Transit Administration, Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor – TCR, 1200 New Jersey Ave., SE, Washington, DC 20590.

PHỤ LỤC C

ĐƠN KHIẾU NẠI VỀ TIÊU ĐỀ VI/PHÂN BIỆT ĐỐI XỬ

Cơ Quan Quản Lý Đường Sắt Khu Vực Tri-Valley – San Joaquin Valley/Valley Link cam kết đảm bảo rằng bất kỳ người nào cũng được cung cấp các dịch vụ và tiện ích một cách công bằng vì chủng tộc, màu da, nguồn gốc quốc gia (bao gồm ngôn ngữ), độ tuổi, giới tính, định hướng tình dục, nhận dạng giới tính hoặc tình trạng khuyết tật. Bất kỳ người nào tin rằng họ bị phân biệt đối xử trên cơ sở một trong những nhóm này có thể nộp đơn khiếu nại. Phải nộp đơn khiếu nại trong vòng 180 ngày kể từ ngày xảy ra sự việc.

Trong vòng 10 ngày làm việc kể từ ngày nhận được đơn khiếu nại hoàn chỉnh của bạn, Valley Link sẽ liên hệ với bạn để xác nhận đã nhận đơn khiếu nại của bạn và bắt đầu điều tra (trừ khi khiếu nại được nộp lên cơ quan bên ngoài trước tiên hoặc đồng thời). Việc điều tra có thể bao gồm (các) thảo luận về vấn đề khiếu nại với tất cả các bên bị ảnh hưởng để xác định tính chất của vấn đề. Việc điều tra thường sẽ được tiến hành và hoàn tất trong vòng 60 ngày kể từ ngày nhận được đơn khiếu nại hoàn chỉnh. Dựa trên mọi thông tin nhận được, báo cáo điều tra sẽ được gửi lên Giám Đốc Điều Hành. Người khiếu nại sẽ nhận được thư cho biết quyết định cuối cùng của Valley Link trước khi kết thúc thời hạn 60 ngày.

Vui lòng điền đầy đủ thông tin dưới đây và gửi về:

Tri-Valley – San Joaquin Valley Regional Rail Authority
Attn: Title VI Coordinator
1362 Rutan Court, Suite 1
Livermore, CA 94551
equity@valleylinkrail.com

PHẦN 1 – THÔNG TIN LIÊN HỆ

Tên: _____

Địa chỉ: _____

Thành phố: _____ Tiểu bang: _____ Mã Zip: _____

Điện thoại: (Nhà) _____ (Di động) _____ (Hãng làm) _____

[Vui lòng lưu ý nếu có bất kỳ số điện thoại nào là TDD hoặc TTY.]

E-mail: _____@_____

PHẦN 2 – NỘP ĐƠN CHO NGƯỜI KHÁC

Bạn có đang nộp đơn khiếu nại này cho chính mình? Có Không

[Nếu bạn trả lời là "có" cho câu hỏi này, vào Phần 3.]

Nếu không, vui lòng cung cấp tên và mối quan hệ của người mà bạn đang nộp đơn khiếu nại cho họ: _____

Vui lòng giải thích tại sao bạn nộp đơn cho một bên thứ ba. _____

Vui lòng xác nhận rằng bạn đã được phép của bên bị hại nếu bạn đang nộp đơn thay mặt cho bên thứ ba. Có Không

PHẦN 3 – KHIẾU NẠI PHÂN BIỆT ĐỐI XỬ

Điều nào sau đây mô tả lý do mà bạn tin rằng đã xảy ra phân biệt đối xử? Đó là vì:

chủng tộc Màu da Nguồn gốc quốc gia (bao gồm ngôn ngữ)
 Độ tuổi Giới tính Định hướng tình dục hoặc nhận dạng giới tính
 Khuyết tật

Nếu vấn đề khiếu nại dựa trên chủng tộc, màu da hoặc nguồn gốc quốc gia, vui lòng mô tả Chủng Tộc, Màu Da hoặc Nguồn Gốc Quốc Gia của bên bị hại _____

Ngày và giờ xảy ra cáo buộc phân biệt đối xử:

Ngày ___/___/___ Thời gian _____ sáng/chiều

Cáo buộc phân biệt đối xử diễn ra ở đâu? Thông tin cụ thể về phương tiện rất hữu ích (ví dụ số xe).

Bạn có thể nhận dạng bất kỳ người nào đã phân biệt đối xử đối với bên bị hại không?

Tên: _____ ID# _____

Mô tả cáo buộc phân biệt đối xử bằng từ ngữ của riêng bạn. Giải thích những gì đã xảy ra và người mà bạn tin rằng phải chịu trách nhiệm. Vui lòng sử dụng thêm trang giấy nếu cần.

PHẦN 4 – CÁC KHIẾU NẠI VÀ VỤ KIỆN TRƯỚC ĐÂY HOẶC HIỆN TẠI

Trước đây bạn có nộp đơn khiếu nại về phân biệt đối xử với Valley Link không?

Có, đối với sự việc này Có, đối với sự việc khác Không

Bạn có nộp đơn khiếu nại này lên bất kỳ cơ quan nào khác hoặc tòa án không?

Cơ Quan Liên Bang Cơ Quan Tiểu Bang Cơ Quan Địa Phương

Tòa án liên bang Tòa án tiểu bang

Khác (vui lòng nêu rõ): _____

Bạn có nộp đơn yêu cầu hoặc kiện tụng về khiếu nại này không? Có _____ Không _____

Nếu có, vui lòng cung cấp một bản đơn khiếu nại và ghi chú tòa án nộp đơn:

Tòa Án Liên Bang Tòa Án Tiểu Bang

Vui lòng cung cấp thông tin liên lạc cá nhân cho cơ quan/tòa án nơi nộp đơn khiếu nại.

Tên/Văn phòng: _____

Địa chỉ: _____

Thành phố: _____ Tiểu bang: _____ Mã Zip: _____

Số Điện Thoại _____

PHẦN 5 – CHỮ KÝ

Vui lòng ký tên dưới đây để chứng thực những nội dung trên là đúng sự thật. Bạn có thể kèm theo bất kỳ văn bản tài liệu hoặc thông tin nào khác mà bạn cho rằng có liên quan đến khiếu nại của bạn.

Chữ Ký của Người Khiếu Nại

Ngày

Ghi chú: Khiếu nại liên quan đến phân biệt đối xử trên cơ sở chủng tộc, màu da hoặc nguồn gốc quốc gia cũng có thể được nộp lên: Federal Transit Administration, Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor – TCR, 1200 New Jersey Ave., SE, Washington, DC 20590.

부록 C

제6편/차별 진정서 양식

트라이밸리 – 샌호아킨밸리 지방 철도공사(Tri-Valley – San Joaquin Valley Regional Rail Authority)/밸리 링크(Valley Link)는 어떠한 사람도 인종, 피부색, 출신 국가(언어 포함), 연령, 성별, 성적 지향, 성별 인식 또는 장애를 근거로 당사의 서비스 및 편의 시설의 평등한 분배에서 배제되지 않도록 노력합니다. 이러한 범주 중 하나를 근거로 차별받았다고 생각하는 사람은 진정서를 제출할 수 있습니다. 진정서는 발생 후 역일로 180일 이내에 제출해야 합니다.

작성된 진정서 양식이 접수된 후 10 영업일 이내에 밸리 링크는 귀하에게 연락하여 진정서 양식이 접수되었음을 확인하고 조사를 시작할 것입니다(진정서가 외부 기관에 먼저 제출되거나 동시에 제출되지 않는 한). 문제의 본질을 파악하기 위해 영향을 받은 모든 당사자가 참여하는 진정서에 대한 논의가 조사에 수반될 수 있습니다. 조사는 일반적으로 작성된 진정서 양식이 접수된 후 60일 이내에 수행되고 완료됩니다. 접수된 모든 정보를 바탕으로 조사 보고서를 상무 이사(Executive Director)에게 제출합니다. 진정인은 60일의 기한 내에 밸리 링크의 최종 결정이 기술된 서한을 받습니다.

다음 정보를 작성하여 아래 주소로 보내주십시오.

Tri-Valley – San Joaquin Valley Regional Rail Authority
Attn: Title VI Coordinator
1362 Rutan Court, Suite 1
Livermore, CA 94551
equity@valleylinkrail.com

섹션 1 – 연락처 정보

이름: _____

주소: _____

시: _____ 주: _____ 우편번호: _____

전화: (자택) _____ (휴대폰) _____ (직장) _____

[전화번호 중 TDD 또는 TTY용이 있으면 기록해 주십시오.]

이메일: _____@_____

섹션 2 – 다른 사람을 대리하여 제출

본인이 이 진정서를 제출하십니까? _____ 예 _____ 아니요

[이 질문의 답변이 "예"인 경우 섹션 3으로 이동하십시오.]

질문의 답변이 "아니요"라면 귀하가 대리하여 진정서를 제출하는 사람의 이름과 관계를 기입하십시오: _____

제3자를 대리하여 제출하는 이유를 작성해주시오. _____

제3자를 대리하여 제출하는 경우 피해를 호소하는 당사자의 허락을 받았는지
확인해주시오. ____ 예 ____ 아니요

섹션 3 - 차별 진정

다음 묘사된 항목 중 차별이 있었다고 생각하는 이유는 무엇입니까? 차별 이유:

- 인종 피부색 출신 국가(언어 포함)
- 연령 성별 성적 지향 또는 성별 인식
- 장애

인종, 피부색 또는 출신 국가를 근거로 진정하는 경우, 피해를 호소하는 당사자의 인종,
피부색 또는 출신 국가를 기입해주시오. _____

차별 혐의가 발생한 날짜와 시간:

날짜 ____/____/____ 시간 _____오전 /오후

차별 혐의가 발생한 장소는 어디입니까? 구체적인 차량 정보가 있으면 유용합니다(예:
차량 번호).

피해를 호소하는 당사자를 차별한 사람을 알아볼 수 있는 사람이 있습니까?

이름: _____ ID# _____

차별 혐의를 직접 기술했는지 기술했는지 설명해주시오. 어떤 일이 있었으며 누구에게 책임이 있다고
생각하는지 설명해주시오. 필요하면 용지를 추가해주시오.

섹션 4 - 이전 또는 기존 진정 및 소송

이전에 벨리 링크를 상대로 차별 진정서를 제출한 적이 있으십니까?

____ 예, 이번 사건에 대해 제출함 ____ 예, 다른 사건에 대해 제출함 ____ 아니요

다른 기관이나 법원에 이 진정서를 제출하셨습니다가?

- 연방 기관 주 기관 지방 기관
- 연방 법원 주 법원
- 기타(구체적으로 기입해주시오): _____

이 진정서와 관련해 청구 또는 소송을 제기하셨습니까? 예 _____ 아니요 _____

예인 경우, 진정서 양식 사본과 제출한 법원을 기록해주시시오.

_____ 연방 법원 _____ 주 법원

진정서를 제출한 기관/법원의 담당자 정보를 알려주시시오.

이름/사무실: _____

주소: _____

시: _____ 주: _____ 우편번호: _____

전화번호 _____

섹션 5 - 서명

위 내용이 사실임을 증명하기 위해 아래에 서명해주시시오. 귀하의 진정서와 관련되었다고 생각하는 서면 자료나 기타 정보를 첨부할 수 있습니다.

진정인 서명

날짜

참고: 인종, 피부색 또는 출신 국가를 근거로 한 차별과 관련한 진정은 다음 연락처로 제출할 수도 있습니다. Federal Transit Administration, Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor - TCR, 1200 New Jersey Ave., SE, Washington, DC 20590.

ملحق ج

الباب السادس/نموذج شكوى التمييز

تلتزم هيئة السكك الحديدية الإقليمية في سان هواكين فالي (Tri-Valley - San Joaquin Valley / Valley Link) بضمان عدم استبعاد أي شخص من التوزيع المتساوي لخدماتها ووسائل الراحة بسبب العرق، أو اللون، أو الأصل القومي (بما في ذلك اللغة)، أو العمر، أو الجنس، أو التوجه الجنسي، أو الهوية الجنسية، أو الإعاقة. يمكن لأي شخص يعتقد أنه تعرض للتمييز على أساس إحدى هذه الفئات تقديم شكوى. يجب تقديم الشكاوى في غضون 180 يومًا من تاريخ وقوع الحدث.

في غضون 10 أيام عمل من استلام نموذج الشكوى الخاص بك، ستتصل هيئة Valley Link بك لتأكيد استلام نموذج الشكوى الخاص بك وبدء التحقيق (ما لم يتم تقديم الشكوى إلى كيان خارجي أولاً أو في وقت واحد). قد يشمل التحقيق مناقشة (مناقشات) الشكوى مع جميع الأطراف المتأثرة لتحديد طبيعة المشكلة. سيتم إجراء التحقيق وإكماله بشكل عام في غضون 60 يومًا من استلام نموذج شكوى كامل. واستنادًا إلى جميع المعلومات الواردة، سيتم تقديم تقرير تحقيق إلى المدير التنفيذي. سيتلقى مقدم الشكوى خطابًا يوضح القرار النهائي لهيئة Valley Link بحلول نهاية مهلة الستين يومًا.

يرجى إكمال المعلومات أدناه وإرسالها إلى:

Tri-Valley – San Joaquin Valley Regional Rail Authority
Attn: Title VI Coordinator
1362 Rutan Court, Suite 1
Livermore, CA 94551
equity@valleylinkrail.com

القسم 1 - معلومات الاتصال

الاسم: _____
العنوان: _____
المدينة: _____ الولاية: _____ الرمز البريدي: _____
الهاتف: (المنزل) _____ (الهاتف الخليوي) _____ (هاتف العمل) _____
[يرجى ملاحظة ما إذا كان أي من أرقام الهواتف به خاصية الهاتف النصي لضعاف السمع (TTY) أو هاتف أصحاب الإعاقات السمعية (TDD).]
البريد الإلكتروني: _____ @ _____

القسم 2 - التقديم لشخص آخر

هل تقدم هذه الشكوى نيابة عنك؟ _____ نعم _____ لا
[إذا كانت إجابتك "نعم" عن هذا السؤال، فانقل إلى القسم 3.]
إذا لم يكن الأمر كذلك، فيرجى تقديم الاسم والعلاقة بالشخص الذي تقدم الشكوى نيابة عنه:

يرجى توضيح سبب تقديمك لشكوى لصالح طرف ثالث.

يرجى تأكيد حصولك على إذن من الطرف المتضرر إذا كنت تقوم بتقديم شكوى نيابة عن طرف ثالث.
 نعم _____ لا _____

القسم 3 - شكوى التمييز

أي مما يلي يصف سبب اعتقادك بحدوث التمييز؟ هل كان ذلك بسبب:

العرق _____ اللون _____ الأصل القومي (بما في ذلك اللغة) _____
 العمر _____ الجنس _____ التوجه الجنسي أو الهوية الجنسية _____
 الإعاقة _____

إذا كانت الشكوى تستند إلى العرق أو اللون أو الأصل القومي، فيرجى وصف العرق أو اللون أو الأصل القومي للطرف المتضرر _____

تاريخ ووقت حدوث التمييز المزعوم:

التاريخ ____/____/____ الوقت _____ صباحًا. مساءً

أين حدث التمييز المزعوم؟ معلومات المركبة المحددة تعد مفيدة (مثل رقم المركبة).

هل هناك شخص يمكنك التعرف عليه مارس التمييز ضد الطرف المتضرر؟
 الاسم: _____ رقم الهوية _____

بعبارة الخاصة، صف التمييز المزعوم. اشرح ما حدث ومن تعتقد أنه المسؤول. يُرجى استخدام أوراق إضافية إذا لزم الأمر.

القسم 4 - الشكاوى أو القضايا السابقة والحالية

هل سبق لك تقديم شكوى تمييز إلى هيئة Valley Link؟

نعم، لهذا الحدث _____ نعم، لحدث مختلف _____ لا _____

هل قمت بتقديم هذه الشكوى إلى أي وكالة أو محكمة أخرى؟

وكالة فيدرالية _____ وكالة تابعة للولاية _____ وكالة محلية _____

محكمة فيدرالية _____ محكمة تابعة للولاية _____

أخرى (يرجى التحديد): _____

هل قمت برفع دعوى أو خصومة قضائية بخصوص هذه الشكوى؟ نعم _____ لا _____

إذا كانت الإجابة بنعم، فيرجى تقديم نسخة من نموذج الشكوى وذكر المحكمة التي قُدمت فيها:

محكمة فيدرالية _____ محكمة تابعة للولاية _____

يرجى تقديم معلومات جهة الاتصال للوكالة/المحكمة حيث تم تقديم الشكوى.

الاسم / المكتب:

العنوان:

المدينة:

_____ الولاية: _____ الرمز البريدي:

رقم الهاتف

القسم 5 - التوقيع

يُرجى التوقيع أدناه للإقرار بصدق ما ورد أعلاه. يمكنك إرفاق أي مواد مكتوبة أو غيرها من المعلومات التي تعتقد أنها ذات صلة بشكواك.

_____ التاريخ

_____ توقيع مقدم الشكوى

ملاحظة: يمكن أيضًا تقديم شكوى تتعلق بالتمييز على أساس العرق، أو اللون، أو الأصل القومي إلى:

Federal Transit Administration, Office of Civil Rights, Attention: Title VI Program
Coordinator, East Building, 5th Floor – TCR, 1200 New Jersey Ave., SE, Washington,
.DC 20590.

APPENDIX D

PUBLIC PARTICIPATION PLAN

Adopted plan attached



PUBLIC PARTICIPATION PLAN

I. Introduction

The Tri-Valley – San Joaquin Valley Regional Rail Authority (Authority) is taking all necessary steps to ensure transportation equity in all of its activities and services through the preparation of a Public Participation Plan. The Public Participation Plan identifies a multi-faceted approach to reaching diverse populations within the Authority’s proposed project service area. It has been assembled to capture the methods, innovations and measurements of the agency’s commitment to meet and, when possible, exceed the prescribed requirements of Section 601 of the Civil rights Act of 1964 (Title VI). The Public Participation Plan will ensure that there is an established process to solicit and consider public comment regarding future service, project planning, environmental studies and construction. In particular, the plan will ensure that outreach to minority and/or limited English proficient (LEP) populations will occur during each and every public comment period.

Project development to-date has been advanced with outreach guided by the following elements of the Board adopted Sustainability Policy guiding equitable access (December 2018):

- Encourage engagement in planning and decision-making for the project to ensure a meaningful level of participation from disadvantaged communities and low- income communities and households.
- Strive to maximize benefits to disadvantaged communities and low-income communities and households in project planning and design.

The Public Participation Plan reflects these commitments and further builds on work previously completed to support completion of the Project Feasibility Report. The Public Participation Plan ensures there is a process to solicit and consider public comment prior to making significant decisions during project development. It will be updated no later than when the Authority is preparing to launch Valley Link service – but also any time sooner as needed to reflect current best practices and community needs and resources.

Project Overview

The Tri-Valley – San Joaquin Valley Regional Rail Authority was established on January 1, 2018 through the enactment of Assembly Bill 758 with the mandate to plan and deliver cost-effective and responsive transit connectivity between the Bay Area Rapid Transit (BART) system and the Altamont Commuter Express. The Feasibility Report adopted by the Board in October 2019, identifies a proposed project that is now undergoing environmental review and further project development and design. The Proposed Project is a new 42-mile, 7-station passenger rail project that will connect the existing Dublin/Pleasanton BART Station in Alameda County to the planned Altamont Corridor Express (ACE) North Lathrop Station in San Joaquin County utilizing existing transportation rights-of-way where feasible. Regular service is planned

for throughout the day in both directions with timed connections with both BART and ACE services. Initial Operating Segments are also under consideration – from the Dublin/Pleasanton BART Station to either the Greenville or Mountain House Station.

The Valley Link Project Feasibility Report (October 2019) identified many communities in the Valley Link Project as “Disadvantaged Communities,” by definition of the California Public Utilities Commission – suffering from a combination of economic, health and environmental burdens. These communities suffer from decades of disinvestment, geographic inequity and poverty, resulting in pockets of concentrated low-income communities lacking adequate access to jobs, healthcare and educational opportunities. The proposed Downtown Tracy, River Islands and North Lathrop stations are all within geographic areas identified as disadvantaged. Areas designated as low-income are also near these stations, as well as the Mountain House station.

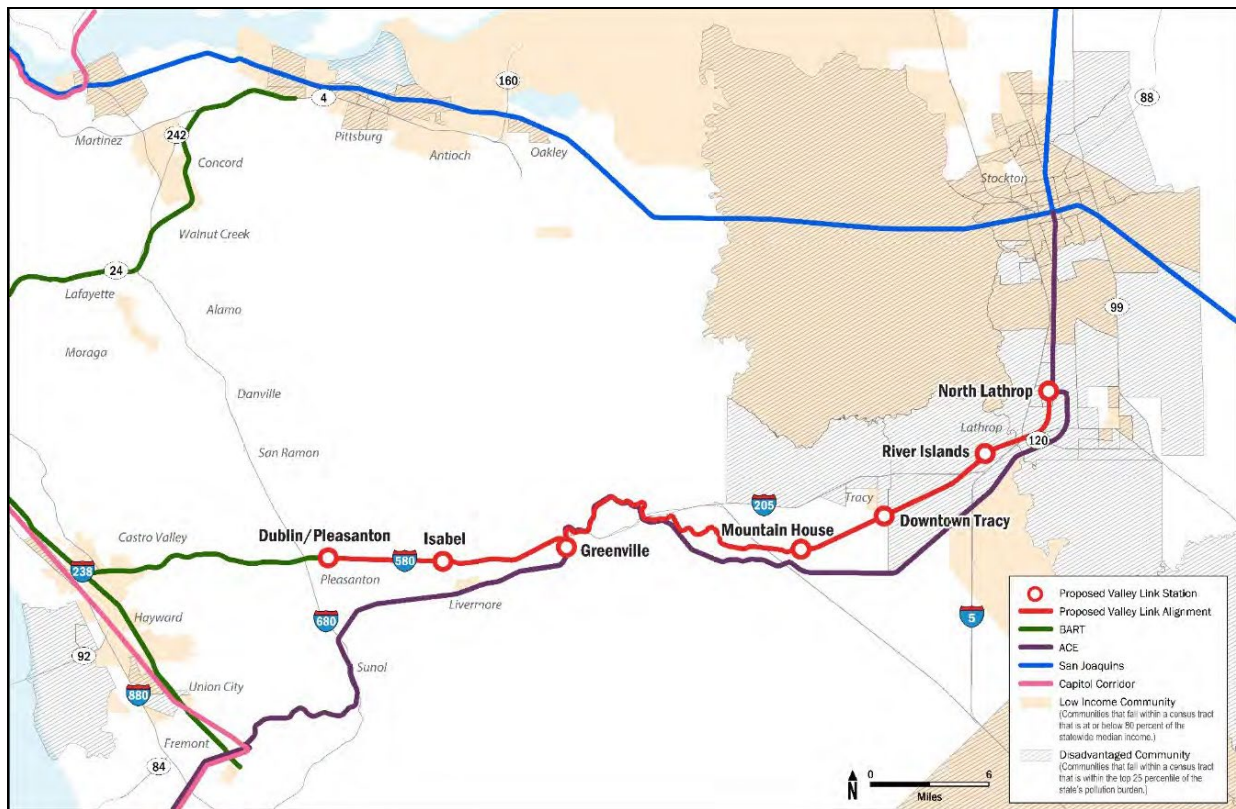


Figure 1 – Disadvantaged and Low-Income Communities

II. Project Goals & Policy Guidance

The following are the Board adopted goals that are guiding project development:

- Improve connectivity within the Northern California Megaregion: connecting housing, people, and jobs.
- Establish rail connectivity between BART’s rapid transit system and the ACE commuter service.
- Pursue Project implementation that is fast, cost-effective, and responsive to the goals and objectives of the communities it will serve.
- Be a model of sustainability in the design, construction, and operation of the system.

- Support the vision of the California State Rail Plan to connect the Northern California Megaregion to the State rail system. Valley Link supports State transportation goals.

To support the advancement of these goals, the Board further adopted the Sustainability Policy which identifies key objectives and strategies for the promotion of equitable access and community input into project development and design:

Equitable Access

- Encourage engagement in planning and decision-making for the project to ensure a meaningful level of participation from disadvantaged communities and low- income communities and households.
- Strive to maximize benefits to disadvantaged communities and low-income communities and households in project planning and design.

Station Area Planning

- Work in partnership with communities to identify and incorporate high priority local goals and objectives for individual stations.
- Initiate service at earliest possible date and preserve land and right-of-way to allow for the implementation of phased design and infrastructure in support of Sustainable Community Strategies (SB375).

To achieve these objectives, and promote a key project goal of, “responsiveness to the goals and objectives of the communities it will serve,” staff outlined a work program aimed at effectively reaching out to a variety of stakeholders and incorporating their input into the planning process that included the following key elements:

- Identify a point person in each community to assist with identification of best approach for meaningful outreach.
- Focus on use of non-traditional, creative, grassroots approaches.

This work program also included meetings of a Station Ad Hoc Committee for San Joaquin Stations which was reconvened to review preliminary station layouts and identify a process for developing goals and objectives for community station area planning. In addition, a survey was developed for wide distribution through social media, employer newsletters and email blasts and the project website.

The proposed Valley Link project, as outlined in the Project Feasibility Report responds to Sustainability Policy direction and includes basic station infrastructure identified as needed to operate the system. The Board adopted TOD Policy (December 2019) provides further direction and guidance regarding the station plans to be developed by local jurisdictions prior to completion of final design. These plans, in combination with a requirement to meet corridor-level housing thresholds of 2,200 housing units per station, are intended to facilitate transit-oriented, pedestrian-friendly station areas, seamless connections between rail, shuttle buses, and fixed bus service, and promotion of active transportation (bicycling and walking), use of zero emission vehicles, and shared rides. The Authority will work in partnership with local jurisdictions to support station area planning efforts, but these plans are not a part of the proposed project and are the responsibility of each sponsoring jurisdiction.

III. Community Outreach - Efforts To-Date

All outreach efforts completed to-date have been advanced subject to Board adopted project goals and policy guidance and focused on project development and design of the project. Since March of 2020, the ability to conduct in-person outreach and meetings has been limited due to restrictions imposed due to the Covid-19 pandemic and all efforts have been conducted remotely online. Every effort has been made, however, to ensure the continued advancement of effective outreach to minority and/or limited English proficient (LEP) through this new format.

Project Feasibility Report

Upon establishment of the Authority in January 2018, an 18-month effort to complete a Project Feasibility Report was initiated and extensive community outreach efforts were launched in parallel. As mandated by Assembly Bill 758, the following are key elements that, at a minimum, were required to be in the report:

- Recommendations for expediting the development of cost-effective and responsive connectivity between the BART and ACE rail systems in the Tri-Valley.
- The identification of a preferred entity or entities to deliver transit connectivity, including the role each entity will play in planning, designing, financing, constructing, operating, maintaining, and the leasing, development of land, facilities or equipment necessary to deliver transit connectivity.
- A funding plan describing any grants, loans, allocations, fund transfers, or awards of local, regional, state, federal, or private funds that are proposed to be made available for achieving transit connectivity.
- A description of any plan to finance the development of transit connectivity, including a description of any revenue source or sources to be pledged for financing, the duration of time to complete the financing, and the estimated total cost of financing.
- A proposed schedule for completion of transit connectivity.

- Preliminary design for the project or projects to complete transit connectivity, including the identification of right-of-way, routes, stations, equipment and any other facilities necessary to achieve transit connectivity.

A Draft Feasibility Report was completed on June 12, 2019 and released for public review and comment through July 31, 2019. The Authority received over 140 comments from the public which were responded to in the Final Project Feasibility Report, adopted in October 2019. Following is a summary of outreach efforts conducted throughout the entire 18-month effort which had particular focus on the preliminary design of the system including preliminary location of station facilities and design. All outreach efforts were directed by Board policy and guided by representatives from member agencies including the Ad Hoc Station Committee for San Joaquin Stations, comprised of Board members from the City of Tracy, the Mountain House Services District and the City of Lathrop. These Ad Hoc Committee members, as well as designated points of contact from local jurisdictions, provided insight into when and where station workshops could be most effective. They also identified opportunities for community briefings and non-traditional grassroots approaches to outreach such as pop-up meetings throughout the communities and booths at community events and fairs. These efforts were aimed at meeting the diverse individualized needs of the communities along the 42-mile system.

Station Workshops

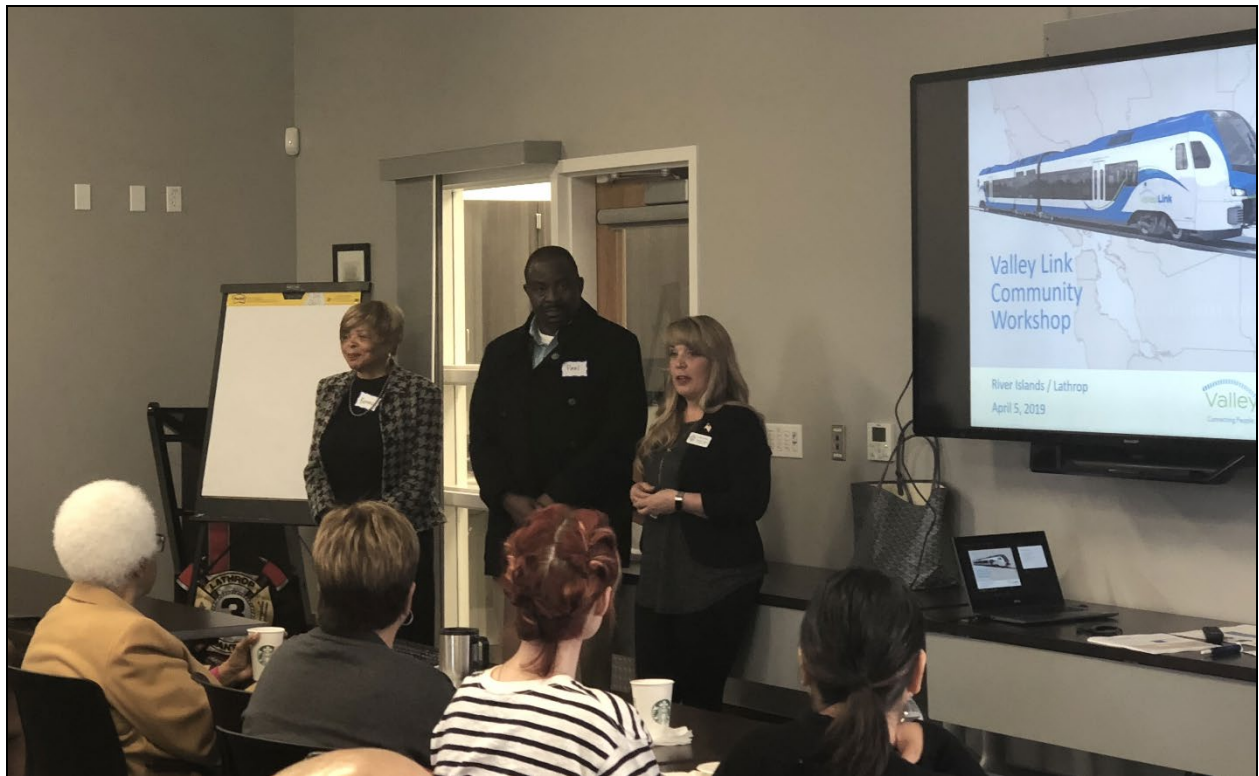


Station area workshops were held in the Lathrop, Tracy, Mountain House and Livermore communities at various days of the week and times. These workshops were used to collect input on priorities for various design aspects of the stations and the immediately surrounding areas. Topics included station architecture and amenities, modes and routes of access, and adjacent land-use opportunities. Project staff and consultants provided an update on project planning and provided opportunities to ask questions and make comments on the project. A project fact sheet was available in both English and Spanish at these meetings and at least one bilingual staff member was present to provide Spanish interpretation if requested. Following are the dates of these meetings:

Workshop	Date	Disadvantaged Community
Mountain House Workshop	February 16, 2019	X
Tracy Open House and Workshop	February 23, 2019	X
Livermore Workshop	March 13, 2019	
Lathrop/River Islands/Manteca Workshop	April 6, 2019	X



Board Chair Scott Haggerty speaks at a Community Workshop



Directors (from left) Bernice King Tingle, Paul Akinjo and Veronica Vargas at River Islands Workshop on April 6, 2019

Pop-Up Meetings and Community Briefings



Throughout the Spring of 2019, Authority staff and consultants, conducted over twenty pop-up meetings and community briefings – responding to opportunities in large part suggested by local jurisdictions, to reach project stakeholders at community events, farmers markets, transportation hubs and everyday congregate points such as a popular Hispanic market in the Tri-Valley. Pop-ups were held at the Dublin/Pleasanton BART station during the evening commute, an ACE station, and an informal park/ride lot in the Altamont Pass. Informational booths were set up and staffed at the Saint Patrick’s Day Parade Festival in Dublin, the Lathrop Fair

and Farmer’s Markets in Tracy and in the Tri-Valley. There was also a booth at the Las Positas Community College Club Day. In addition, there were briefings and presentations made on request to Chambers of Commerce, Realtor Associations, the Downtown Merchants group in Tracy and business associations such as Innovation Tri-Valley and the San Joaquin Partnership. A partial list of these activities is identified below:

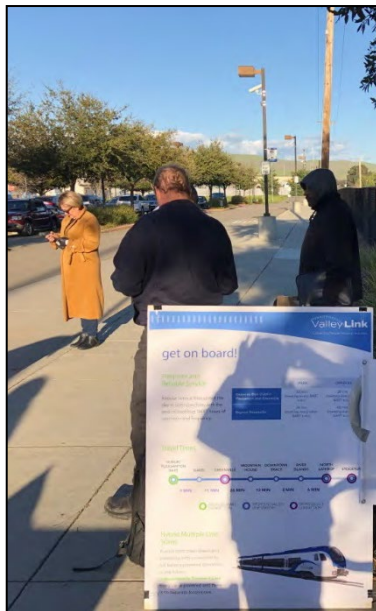
Event	Date	Disadvantaged Community
Mountain House Workshop	February 16, 2019	
El Concilio Coalition Meeting	February 22, 2019	X
Tracy Winter Farmer's Market	February 23, 2019	X
Tracy Open House and Workshop	February 23, 2019	X
CenTen Merchants Meeting	February 27, 2019	X
ACE Park and Ride Lot Pop-up (Vasco Road)	March 12, 2019	
Las Positas College Club Day	March 13, 2019	
Central Valley Association of Realtors (Lathrop Coffee)	March 13, 2019	X
ReMax Manteca Sales Meeting	March 13, 2019	X
St. Patrick's Day Festival – Day 1	March 16, 2019	
St. Patrick's Day Festival – Day 2	March 17, 2019	
Grantline (informal) Park and Ride Lot – Pop Up	March 19, 2019	
Livermore Farmers’ Market	March 24, 2019	
BART Station Pop-Up (Dublin-Pleasanton)	March 26, 2019	
San Joaquin Partnership Meeting	March 28, 2019	X
BART Station Pop-Up (Dublin-Pleasanton)	April 2, 2019	
Dublin Farmers’ Market	April 4, 2019	
Lathrop/River Islands Workshop	April 6, 2019	X
Contreras Market Pop-Up	June 1, 2019	



Lathrop Workshop in April 2019



Community briefings and commuter outreach pop-up events were held throughout the project area.





Pop-up at Las Positas College Club Day on March 13, 2019

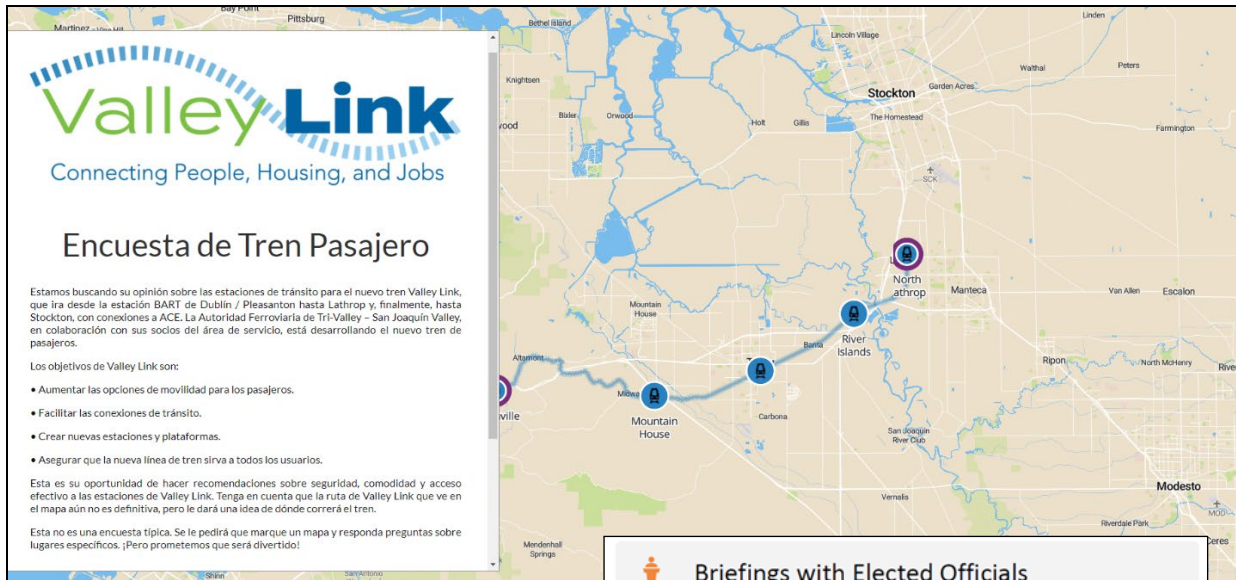
Bilingual Community Survey

An online survey, launched on February 12, 2019, was available in both English and Spanish and kept open through June, 2019. This map-based survey allowed participants to geo-locate their responses and could be accessed from a QR code on an informational handout. The public was encouraged to complete the survey at outreach events, on the project website, and through email blasts and social media sites. The survey provided an opportunity for members of the community to provide input on their own time from any location without having to work around the schedule of an event.

The survey allowed the public to provide input on stations and station area amenities. This preference-setting survey gathered a broad range of feedback from self-selected participants representing a variety of community sources. The online survey instrument includes text, maps, and images. Results of the survey were presented to the Board and included in outreach analyses for the Final Project Feasibility Report.

The survey questions specifically addressed:

- Current home and work locations
- Commute mode
- Commute travel time
- Likelihood and frequency of riding the future Valley Link
- Trip purpose for riding Valley Link
- Which station the respondent would use
- How the respondent would access the station
- Desired station amenities, with pictures (parking, bicycle, “people,” and aesthetic amenities)
- Commute choice goals and barriers to riding Valley Link
- Demographics
- Open answer opportunity to provide any additional information desired

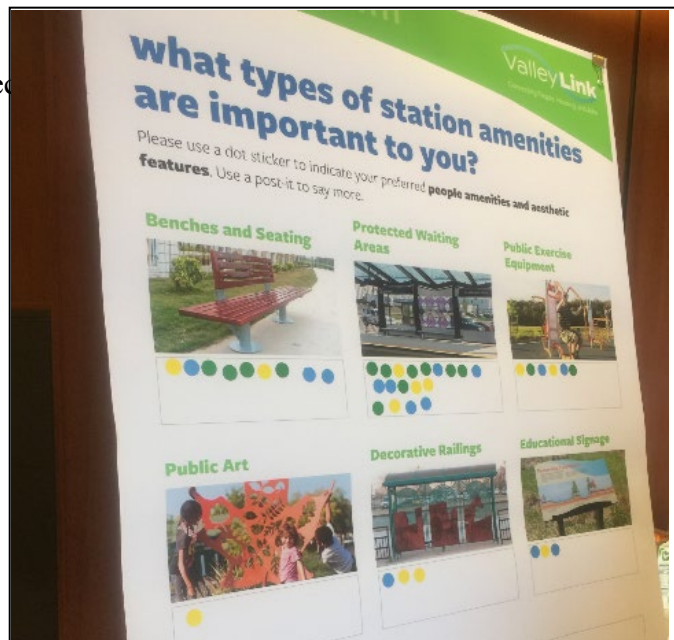
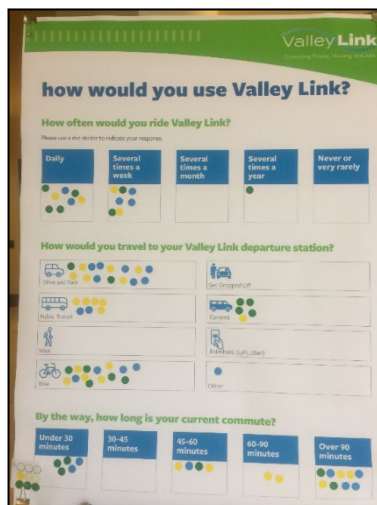


Outreach Results

The multi-targeted outreach approach of “meeting people where they are,” when layered onto traditional channels of communication such as the project website, social media postings and press releases, resulted in over 2,000 points of contact and in the distribution of nearly 3,500 Project Fact Sheets throughout the development of the Project Feasibility Report. This approach expanded outreach to segments of the community who would not typically participate in more traditional formats and allowed project staff to receive input from a broader cross-section of the community.

- Briefings with Elected Officials
- Interviews with Community Members
- Station Workshops
- Pop-up Community Events
- Commuter Outreach Popups
- Bilingual Community Survey
- Total Touch Points: 2,115**

The Commuter Rail Survey sought user input on transit stations for the Valley Link rail corridor.

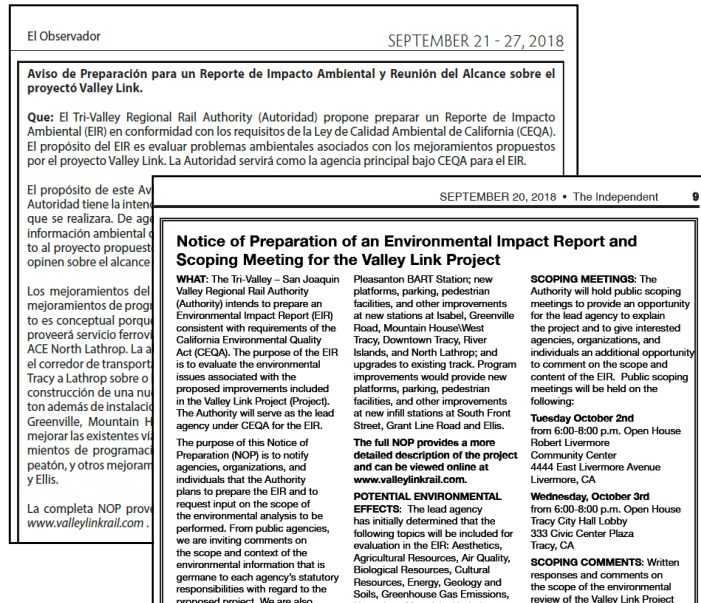


Environmental / CEQA

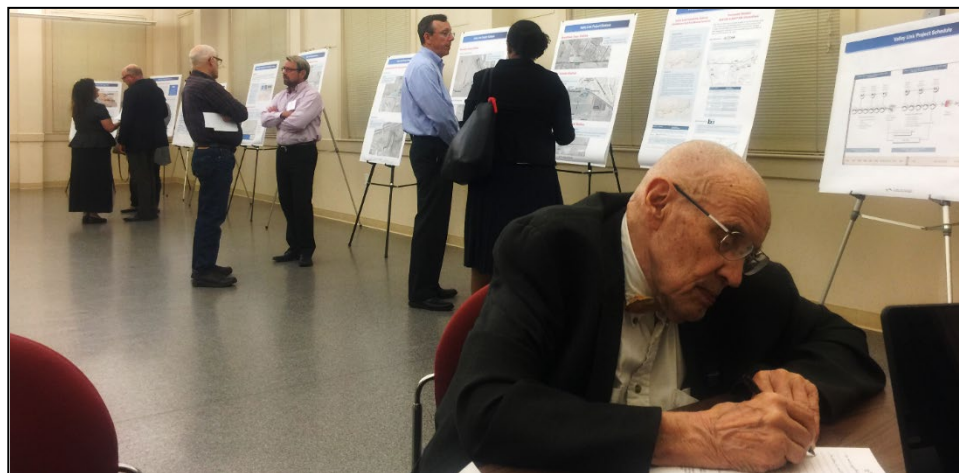
The Authority is currently in the process of preparing an Environmental Impact Report (EIR), consistent with all requirements of the California Environmental Quality Act (CEQA). The purpose of the EIR is to evaluate all environmental issues that may be associated with Valley Link Rail Project improvements. Following is a summary of all public outreach and issuance of public notices to-date.

Notice of Preparation of an EIR and Scoping Meetings

The Authority published a Notice of Preparation (NOP) for the Valley Link Project on September 13, 2018 and the public scoping period was open until October 15, 2018. Public scoping meetings were held on October 2, 2018 in Livermore at the Robert Livermore Community Center and in Tracy at the Tracy City Hall on October 3, 2018. The release of the NOP was publicized in the Livermore Independent, Pleasanton Weekly, Tri-Valley Herald, Tracy Press, Manteca Bulletin, Stockton Record, and El Observador newspapers immediately following the release of the NOP. Newspaper postings included a summary of the project and the NOP, information on the two upcoming scoping meetings, and information on how to provide comments. The NOP, scoping meetings, and instructions on how to provide comments were also posted to the project website at www.valleynlinkrail.com; sent out in an email blast to a list of 446 stakeholders; and mailed to 160 public agencies, nearby jurisdictions, tribes, local organizations, and other stakeholders. Included in the email and mailing contact list were cities and counties containing disadvantaged communities as defined by Senate Bill 535. Staff bilingual in Spanish and English were present at both scoping meetings, and the NOP was translated to Spanish and published in the El Observador newspaper.

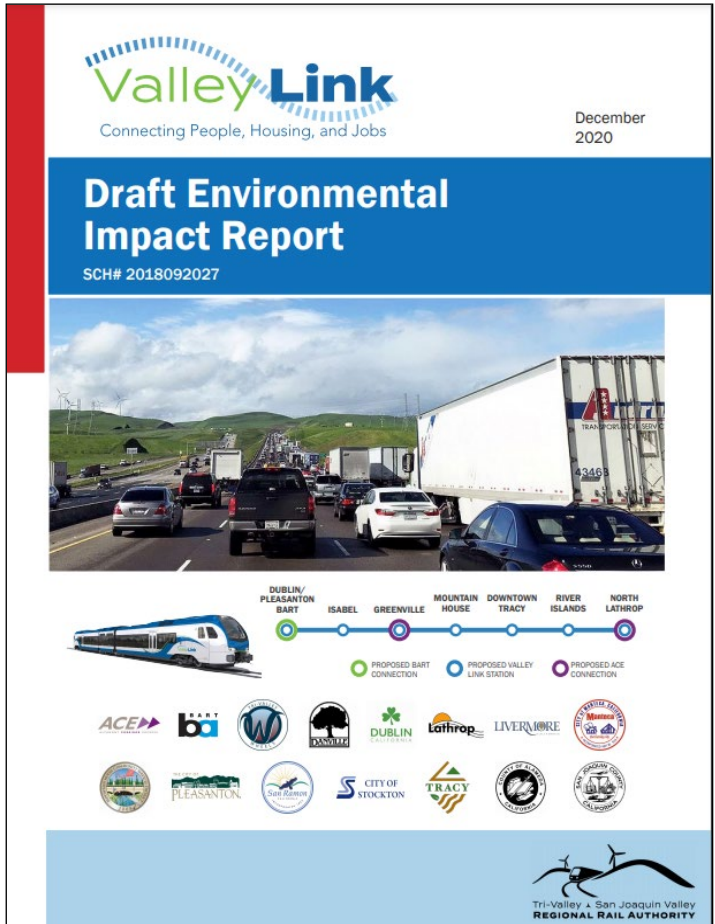


The Authority published a Notice of Preparation for the Valley Link Project in September 2018.



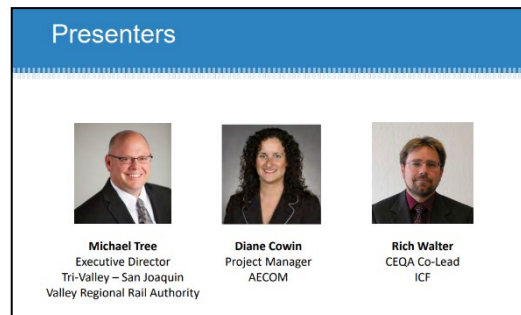
Notice of Availability (NOA) of a Draft EIR

The Authority, acting as lead agency under the California Environmental Quality Act (CEQA), prepared a Draft environmental impact report (EIR) for the Valley Link Project (Proposed Project) and issued an NOA December 2, 2020. Written comments on the Draft EIR were accepted from December 2, 2020 through January 21, 2021 by either mail or the email addresses posted in the NOA. The release of the NOA was publicized in the Livermore Independent, Pleasanton Weekly, Tri-Valley Herald, Tracy Press, Manteca Bulletin, Stockton Record, and El Observador newspapers immediately following the release of the NOA. Newspaper postings included information on the three planned Online Open House Meetings, and information on how to provide comments. The NOA, notice of meetings, and instructions on how to provide comments were also posted to the project website at www.valleylinkrail.com; sent out in an email blast to project stakeholders; and mailed to 160 public agencies, nearby jurisdictions, tribes, local organizations, and other stakeholders. It was also sent by mail to all property owners listed in the DEIR, Appendix C – Preliminary Right-of Way Requirements.



Draft EIR – Online Open House Meetings

The Authority held three online open house meetings to provide information about the Draft EIR and respond to general questions about the DEIR analysis. Under restrictions enacted due to the Covid-19 pandemic, these meetings could not be held in person. A presentation summarizing the project and the DEIR was provided instead at these online meetings and staff was available to answer questions. While staff was available to answer questions of a general nature at this meeting; the public was asked to submit all formal comments on the DEIR in writing.

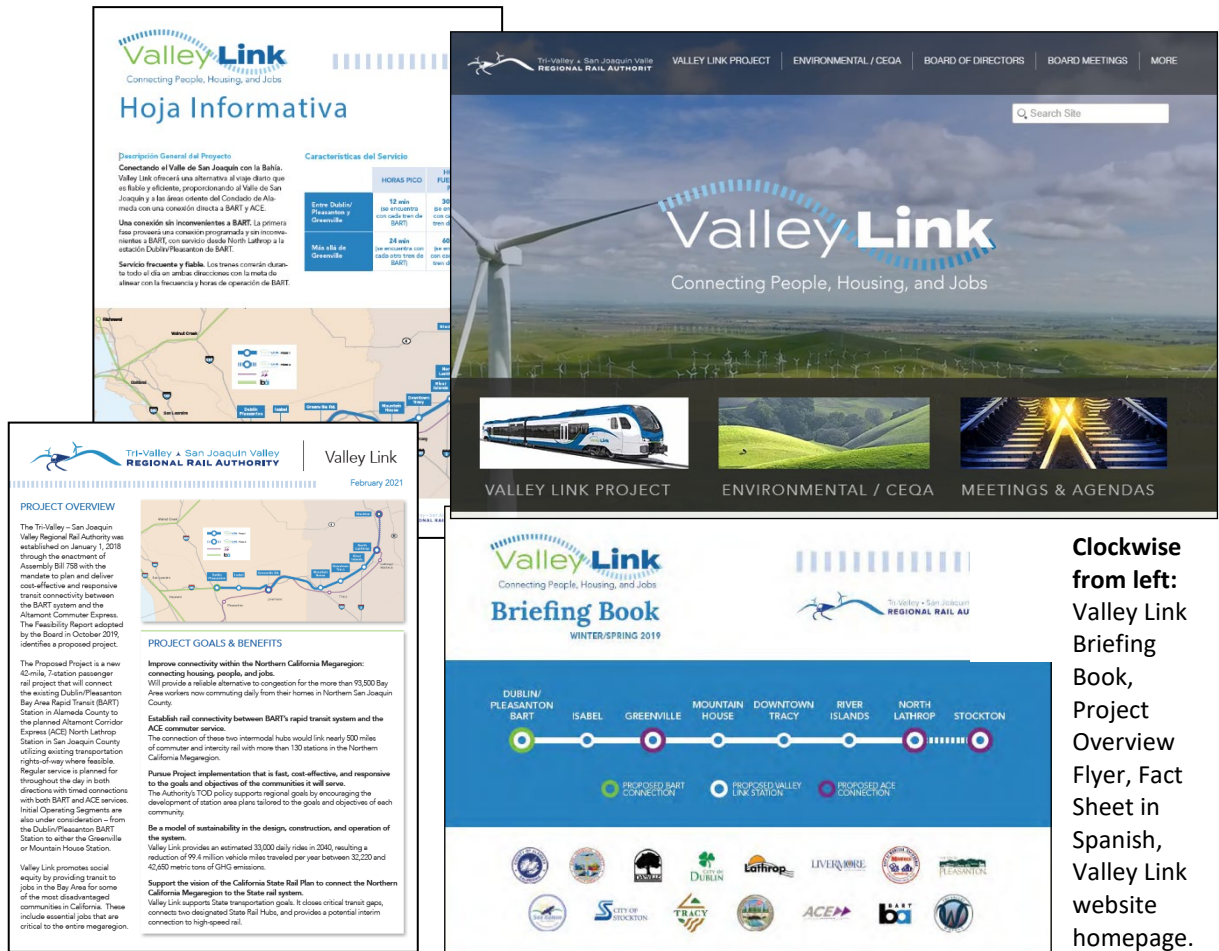


The three Online Open House Meetings were held on the dates and times listed below:

- Saturday, Dec. 12, 2020, from 9 am to 10:30 am.
- Wednesday, Dec. 16, 2020 from 11:30 am to 1pm.
- Thursday, Dec. 17, 2020 from 5 to 6:30 pm.

Ongoing Public Participation

In addition to targeted public participation in support of the Project Feasibility Report and advancement of the Environmental Impact Report, other efforts have been conducted on an ongoing basis to provide the public with project information and updates. These efforts have included the preparation of both written and electronic materials as well as regularly scheduled meetings of the Authority's Board and individual briefings of policymakers and stakeholder interests. Access to project materials and information about project Board meetings are provided on the project website and through email blasts to all individuals on the project email mailing list.



Clockwise from left: Valley Link Briefing Book, Project Overview Flyer, Fact Sheet in Spanish, Valley Link website homepage.

Outreach Materials

Access to project information materials is provided through the project website. This has included a Project Briefing Book with vital project information concisely outlined for project stakeholders and policymakers. Project fact sheets have also been prepared in both English and Spanish languages and these materials have been updated regularly as the project has advanced. In addition to the website, project updates have also been provided by email to the project mailing list. This email distribution list has been maintained since project inception and includes all who sign up through the website as well as at community outreach meetings and events.

Authority Board Meetings

The 15-member Authority Board of Directors is comprised of representatives from the cities of Dublin, Lathrop, Livermore, Manteca, Pleasanton, Stockton, Tracy, Danville, San Ramon, and the Mountain House Community Services District; the counties of Alameda and San Joaquin; and the Livermore Amador Valley Transit Authority (LAVTA), San Francisco Bay Area Rapid Transit District (BART) and the San Joaquin Regional Rail Commission (SJRRRC). Prior to restrictions due to the Covid-19 pandemic, these meetings were held regularly in-person on the second Wednesday of each month – alternating locations between the Cities of Tracy and Livermore and the public was given an opportunity to provide verbal or written comment on each item at the meeting. In May of 2020, these regularly scheduled meetings were switched to an online format using a meeting platform that allows for both Board members and members of the public to provide input and comments on items under consideration by the Board. Meeting agendas are posted on the Valley Link website a minimum of 72 hours in advance and also sent to all individuals on the Valley Link mailing list.



Top: Virtual Authority Board of Directors meeting.
Above and below: Pre- pandemic in-person Board of Directors meetings.



IV. Community Outreach – Future Efforts

As the Valley Link project is further advanced, the Authority will continue to support Board adopted project goals aimed at achieving equitable access. The Authority will encourage public participation at every decision opportunity. This will include targeted outreach to minority populations and those with limited English proficiency (LEP) when soliciting feedback on project development and decisions regarding future service and fare decisions, using the Language Assistance Plan. To ensure the effectiveness of this outreach, guiding principles and design guidance will be followed to ensure that meaningful and effective public participation may occur. A menu of public participation strategies has been identified and at critical project junctures, these strategies will be closely reviewed and, with continued guidance from local jurisdictions, a tailored approach will be selected from a menu of options described below to meet the individualized needs of each community. Additional ongoing strategies will also be used to promote and enhance outreach to low income, minority and LEP populations.

Guiding Principles and Design Strategies

To provide meaningful opportunities for the public, including low income, minority and limited English proficient populations, to be involved in Valley Link decisions, all outreach will be based on the following principles and design strategies. These factors will guide the Authority in choosing public participation strategies that are culturally sensitive and inclusive of low income, minority and LEP populations.

Community Partnerships

The Authority will work with community partners and stakeholders to identify the most effective methods to support participation within a particular area or cultural group.

Target Population Needs

The engagement process will accommodate participation in a variety of ways and be adjusted as needed. The methods will be tailored to match local and cultural preferences as much as possible, and all feedback received will be given careful and respectful consideration.

Clear, Focused and Understandable

Participation methods will have a clear purpose and use for the input, and will be described in language that is easy to understand. The Authority will strive to use videos, pictures, the use of real-life examples, art, pictograms and other digital tools that may be available whenever possible to explain harder to decipher technical details and increase public awareness and understanding.

Authentic and Meaningful

The Authority will support public participation as a dynamic and meaningful activity that requires teamwork and commitment at all levels of the organization. All feedback received will be given careful and respectful consideration.

Translation and Interpretive Services

Public hearing meeting notices will be produced and distributed according to the language translation thresholds in the Language Assistance Plan. These notices will advise that participants can request interpreter services 48 hours in advance of the meeting and, if needed, the Authority will provide at least one qualified interpreter at these meetings who is fluent in the requested language.

Public Participation Methods

The Authority will be successful in reaching out to low income, minority and LEP populations by using a variety of methods to provide information, invite participation and seek input. The following menu of methods will be used when selecting effective public participation activities.

Printed Materials Produced by Authority

Outreach information can be publicized in print materials produced by the Authority such as fact sheets, flyers and posters. If all information cannot be translated, notices could offer translated tags, describing where to obtain translation/interpretations.

Printed Materials Produced by Other Organizations

Coordinating with community partners can be cost-effective and can help partner organizations provide information that is of interest to the groups they represent. Information can be publicized in local and regional community newsletters, church bulletins, flyers and other publications including local social service providers.

Authority Website

The Valley Link website, www.valleylinkrail.com, is a communications tool that provides substantial information about the Valley Link project including policies and plans. It also provides information about past and present meetings. Important studies and environmental documents are also posted. The Authority's website offers translation into Spanish. The Authority also uses social networking applications such as Facebook and Twitter and links to these sites are posted on the website too.

Webcast Meetings

Webcast meetings and public participation methods to allow remote viewing and participation can provide access in lieu of in person meetings. Informational materials and videos can be posted online for advance review. Webcast meetings may include opportunities for web participants to ask questions or make comments through email or other web-based applications. Valley Link meetings have been in this format due to Covid-19 pandemic restrictions and consideration may be given to continuing to provide online access to meetings once restrictions are lifted and in-person meetings resume.

Postcards and Letters Distributed by Mail

Participation methods can be publicized by letter or postcards distributed by mail. While it is costly to contact all interested persons by mail (regardless of their communications preference), it can be the most effective method for reaching a specific geographic area or population group. For example, sending a postcard in a targeted language to promote a participation activity may be an effective and cost-efficient manner to reach members of a specific community who may be directly impacted by a specific activity.

Media Targeted to Ethnic Communities

Participation opportunities can be publicized through radio, television and newspapers that serve both English speaking and language-specific audiences, including Spanish, Chinese, Vietnamese and Korean. Some local news or radio shows and local publications, such as free neighborhood weekly papers, are considered to be good sources of information and events in the immediate area. The Authority can tailor its message to the appropriate audience and remind participants that they can contact the Authority to receive information in their preferred language.

Coordination with Community Events

In cooperation with community organizations, the Authority can continue its current practice of hosting information tables that provide materials about the Valley Link project and outreach methods at community events and activities. These events can range in scale from large city-wide events to localized activities. This outreach can be conducted in locations where people already gather, for instance, at community events such as fairs, festivals and farmer's markets.

Coordination with Other Agencies

The Authority may develop partnerships with agencies that regularly communicate with local residents. The Authority could identify agencies in the project area by considering who serves the population and where they convene. The following types of agencies may be considered to reach low income, minority and LEP populations: faith based, geographic-specific such as tenant associations, neighborhood and community, education, social services, recreation, environmental, political, youth- and senior oriented organizations.

Regular Meetings of Civic and Community Organizations

The Authority can provide updates on its policies, projects, strategies and methods by participating periodically in scheduled meetings of local civic and community organizations. These gatherings provide an opportunity to make a presentation and answer questions. Depending on the meeting format, the Authority may also be able to solicit public input at these meetings.

Community Meetings

There are a variety of meeting formats that can be tailored to achieve public participation goals. Some meetings are designed to share information and answer questions. Others are designed to engage the public in providing input, establishing priorities and helping to achieve consensus on a specific recommendation. It is important to create an agenda that works to achieve the Authority's goals but is relevant to and not overwhelming for the public. For all meetings, the venue should be a facility that is fully accessible for persons with disabilities and, preferably, is served by public transit. The venue should be a location that is familiar and comfortable for the target audience. A convenient meeting time is important to low income, minority and LEP survey participants. Public participation methods can be scheduled at varying times of day and on different days of the week.

Open Houses

This format provides opportunities for participants to receive information at their own pace by visiting a series of information stations that may include tabletop displays, maps, photographs, visualizations and other tools. Individual questions are responded to by staff and technical experts. Some open houses include a short educational presentation and comment period at a designated time. Participants are often given comment cards so they can provide written comments. Staff may be assigned to take verbal comments and transcribe them to provide a written record.

Workshops

Workshops feature an educational presentation designed to orient participants to the issue being discussed. Workshops often include break-out or discussion groups, where participants have the opportunity to discuss topics in small groups. Participants can share their feedback orally during the small group discussion and in writing on comment cards. Workshops include the use of tools

that promote interaction and include: electronic or show-of-hands polling, mapping exercises, discussion questions, priority setting methods and other techniques to promote dialogue and discussion.

Large Group Discussion

These meetings are usually focused on a specific topic and feature an informational presentation followed by a comment period. The comment period can be formal or informal depending on the number of participants and the meeting venue. Individual comments are often limited to 2-3 minutes, especially when there are a large number of people wanting to comment. This format can also include some interactive techniques suitable for a large group such as electronic or show of hands polling or short questionnaires or surveys.

Focus Groups

The Authority can host discussion groups with small, targeted groups of participants. Focus groups can provide in-depth information about projects, plans or issues that may impact a specific group or community. These groups can be both formal and informal and can be conducted in a specific language.

Special Events

The Authority can develop special events to announce, highlight or kick-off its outreach about a policy, program, project or activity. Events can be region-wide or focus on a specific station or geographic area. Along with providing information and/or collecting input, the events should include something interactive and/or entertaining to attract participation.

Walking Tours and On-Site Meetings

The Authority can host walking tours and on-site meetings specific to locations that interest the public, in order to highlight an initiative, project or facility. Walking tours can be primarily educational and the Authority may ask participants to complete a survey or questionnaire during or after the tour. Walking tours may be helpful in collecting community opinion on issues such as station improvements. The Authority can work with community partners to host language specific meetings if warranted.

Pop-Up Events

Informal “pop-up” events provide an opportunity to show up at various locations in the project area to present information and seek input from people who may not ordinarily make time to attend a more formal meeting. This may include setting up an informational table at key transit stations and park/rides, in the quad at community college locations, at local sporting events and at ethnic markets.

Key Person Interviews

Authority staff and Directors could meet individually with community leaders and stakeholders to exchange information and gain early insight into upcoming outreach and engagement methods. This could specifically target and include low income, minority and LEP populations. Interviewees would be asked the same set of questions to allow the Authority to compare responses and identify key themes and issues. The Authority may contact interviewees throughout the span of a project or activity to keep them engaged in the public participation process.

Surveys

The Authority may conduct surveys in print, by telephone and online to collect public opinion on specific topics or issues. The Authority could also consider strategies for letting people know that surveys are available in multiple languages, so as to increase the response rate from low income, minority and LEP populations.

Telephone Information and Comment Line

Access to Language Line Services (LLS), which is an over-the-phone language interpretation service may be implemented. The Service would allow staff to call the LLS number when a stakeholder is unable to speak English. The professionally trained and tested LLS interpreters listen to the customer, analyze the message and accurately convey its original meaning to the Authority staff member, then respond to the customer in his/her own language. The LLS offers interpretation in 170 languages

Ongoing Public Participation Methods

The Authority will continue to promote and enhance the use of its ongoing public participation methods to reach out to low income, minority and LEP population through the following ongoing methods.

- Authority website (www.valleylinkrail.com)
- Valley Link Facebook page
- Valley Link communications via Twitter
- Regular communications with media
- Authority Board meetings
- Key person interviews
- Partnerships with community-based organizations
- Communication with elected officials
- Press briefings and news releases
- Regular emails to community members – on mailing list
- Participation in community fairs and festivals
- Language interpreters at public meetings when needed
- Written language assistance services

V. Conclusion

The Authority's Public Participation plan will ensure that no person shall on the grounds of race, color, national origin, sex, disability, age or any other protected category described by state or federal law be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any of the Authority's programs or activities. The Plan has been assembled to capture the methods, innovations and measurements representative of the Authority's commitment to meet and exceed the prescribed requirements as a recipient of public investment, Title VI regulations, and on behalf of LEP, low-income and minority communities. At this point in the development of Valley Link, the Authority has not determined the precise mode of travel to be operated, its frequency, specific geographic locations to be served, or on-board or station/terminal amenities. Once such decisions are made, the Authority will adopt more specific public participation procedures to ensure adequate opportunities for public input in service and fare decisions. The Plan will be updated no later than when the Authority is preparing to launch Valley Link service – but any time sooner as needed to reflect current best practices and community needs and resources.

APPENDIX E

LANGUAGE ASSISTANCE PLAN

Adopted plan attached



**LANGUAGE ASSISTANCE PLAN FOR INDIVIDUALS
WITH LIMITED ENGLISH PROFICIENCY**

Proposed for Adoption March 10, 2021

1. Introduction

This Language Assistance Plan (Plan) has been prepared to address the responsibilities of the Tri-Valley – San Joaquin Valley Regional Rail Authority (Authority), an intended recipient of federal financial assistance, as they relate to the language access needs of individuals with limited English proficiency (LEP). The Plan has been prepared in accordance with Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d, et seq., and its implementing regulations, which state that no person shall be subjected to discrimination on the basis of race, color or national origin. Executive Order 13166, titled "Improving Access to Services for Persons with Limited English Proficiency," indicates that differing treatment based upon a person's inability to speak, read, write or understand English is a type of national origin discrimination. It directs each federal agency to publish guidance for its respective recipients clarifying their obligation to ensure that such discrimination does not take place. The Executive Order applies to all state and local agencies which receive federal funds, including the Authority, which in the future may receive federal assistance through the U.S. Department of Transportation (U.S. DOT).

2. Plan Summary

The Authority has developed this Plan to help identify reasonable steps for providing language assistance to persons with limited English proficiency who wish to access the Authority's services. As defined in Executive Order 13166, LEP persons are those who do not speak English as their primary language and have limited ability to read, speak, write or understand English. This Plan outlines how to identify a person who may need language assistance, the ways in which assistance may be provided, staff training that may be required, and how to notify LEP persons that assistance is available.

3. LEP Four Factor Analysis

In order to prepare this Plan, the Authority undertook the four-factor LEP analysis described in the U.S. DOT's Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient Persons (DOT LEP Guidance), published at 70 Federal Register 74087, on December 14, 2005. The four-factor LEP analysis considers the following factors:

1. The number or proportion of LEP persons in the service area who may be served or are likely to encounter an Authority program, activity or service.
2. The frequency with which LEP persons come in contact with Authority programs, activities or services.
3. The nature and importance of programs, activities or services provided by the Authority to the LEP population.
4. The resources available to the Authority and overall cost to provide LEP assistance.

A summary of the results from the LEP four-factor analysis follows.

3.1 Factor One: The number or proportion of LEP persons in the service area who may be served or are likely to encounter an Authority program, activity or service

The Authority has no ridership demographics or similar data sources at this time. Accordingly, this Plan relies entirely upon data from the U.S. Census Bureau's American Community Survey for the three Tri-Valley cities (Dublin, Pleasanton, and Livermore) and San Joaquin County to assess the level of English proficiency and use of languages other than English within Valley Link's generally-anticipated service area.

Table 1 shows the languages (other than English) spoken at home for all persons, aged five years old and older, within the service area. Of the total service area population (820,701), 334,322 people, or 40.74%, speak a language other than English at home. The Census Bureau classifies how well people speak English using the following descriptions: "very well," "well," "not well," and "not at all." An LEP person is defined for purposes of this Plan as someone who speaks English less than "very well." Within the service area, 132,422 people, or 16.14% of the population, speak English less than "very well."

Table 1. Distribution of English proficiency within the Authority's service area population, aged 5 years and older.

Language Spoken at Home	TOTAL Valley Link Service Area		San Joaquin County	Livermore	Dublin	Pleasanton
	Percent of Population	Population	Population	Population	Population	Population
Total Population		820,701	690,215	43,399	51,591	35,496
Spanish:	23.19%	190,300	180,312	5,439	3,157	1,392
Speak English less than "very well"	9.15%	75,061	71,124	2,402	1,145	390
French, Haitian, or Cajun:	0.15%	1,245	652	253	183	157
Speak English less than "very well"	0.03%	228	134	72	22	0
German or other West Germanic languages:	0.19%	1,588	1,239	53	164	132
Speak English less than "very well"	0.02%	182	151	0	19	12
Russian, Polish, or other Slavic languages:	0.26%	2,103	986	74	618	425
Speak English less than "very well"	0.09%	710	397	39	245	29
Other Indo-European languages:	5.43%	44,571	32,169	2,132	6,106	4,164
Speak English less than "very well"	1.89%	15,543	13,028	533	1,156	826
Korean:	0.47%	3,866	1,144	194	1,022	1,506
Speak English less than "very well"	0.24%	1,979	603	46	562	768
Chinese (incl. Mandarin, Cantonese):	2.26%	18,561	7,808	2,116	5,204	3,433
Speak English less than "very well"	1.28%	10,467	4,905	1,165	2,599	1,798
Vietnamese:	0.97%	7,965	6,687	295	864	119
Speak English less than "very well"	0.55%	4,476	3,924	155	354	43
Tagalog (incl. Filipino):	2.96%	24,328	21,680	950	1,249	449
Speak English less than "very well"	1.24%	10,190	9,393	411	241	145
Other Asian and Pacific Island languages:	4.11%	33,710	24,750	1,707	4,230	3,023
Speak English less than "very well"	1.46%	11,958	9,866	415	955	722
Arabic:	0.47%	3,823	3,010	109	628	76
Speak English less than "very well"	0.14%	1,134	916	0	184	34
Other and unspecified languages:	0.28%	2,262	1,614	216	393	39
Speak English less than "very well"	0.06%	494	323	43	128	0

Source: U.S. Census Bureau, American Community Survey 2015-2019, 5-Year Estimates

The six most prevalent languages (other than English) spoken at home within the Authority's service area population are listed in Table 2.

Table 2. Top Six Languages (other than English) spoken at home within the Authority's service area population, aged 5 years and older.

	Population in Valley Link Service Area	Percent of Population in Valley Link Service Area
Spanish	190,300	23.19%
Tagalog (incl. Filipino)	24,328	2.96%
Chinese (incl. Mandarin, Cantonese)	18,561	2.26%
Vietnamese	7,965	0.97%
Korean	3,866	0.47%
Arabic	3,823	0.47%

Source: U.S. Census Bureau, American Community Survey 2015-2019, 5-Year Estimates

The number of people speaking a language other than English at home (334,322, or 40.74% of the population) is larger than the group reporting that they speak English less than very well (132,422 people, or 16.14% of the population). Table 3 identifies the languages that are considered "Safe Harbor" languages in the service area because there are at least 1,000 people (or 5% of the population, whichever is less), who speak these languages at home and who also speak English less than "very well."

Table 3. "Safe Harbor" Languages for the Authority: Languages (other than English) spoken at home within the Authority's service area population, aged 5 years and older, by at least 1,000 people (or 5% of the population, whichever is less) who speak English less than "very well"

	Population in Valley Link Service Area	Percent of Population in Valley Link Service Area
Spanish	75,061	9.15%
Chinese (incl. Mandarin, Cantonese)	10,467	1.28%
Tagalog (incl. Filipino)	10,190	1.24%
Vietnamese	4,476	0.55%
Korean	1,979	0.24%
Arabic	1,134	0.14%

Source: U.S. Census Bureau, American Community Survey 2015-2019, 5-Year Estimates

When determining the precise Valley Link service locations and alignment, the Authority will further analyze this information to review the language needs of potentially-impacted communities to maximize opportunities for input and information-sharing in appropriate language in addition to English. To the extent that it is helpful and feasible, Census block-level information will be utilized and mapped to inform staff and consultant work. In addition, when infrastructure improvements are considered and underway, the Authority will review language needs of neighboring areas to ensure public outreach and information includes messaging for LEP individuals. For example, if a new facility is being considered or built in an area with a recognizable density of LEP individuals, the Authority will communicate about the facility and

related construction impacts in the language(s) spoken by such group(s). Mapping will be used to assist in identifying these needs, as will engagement with local governments and community-based organizations that work with the LEP population.

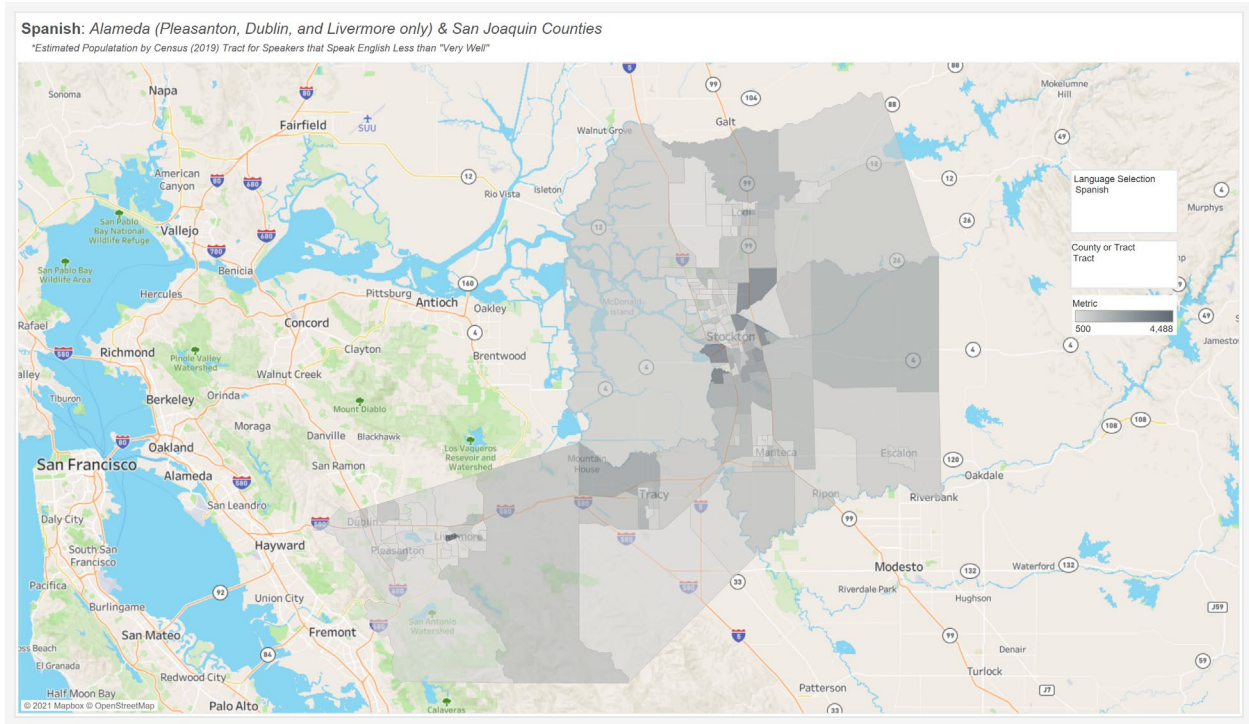


Figure 1 Estimated Population by Census Tract for Spanish Speakers that Speak English less than "Very Well"

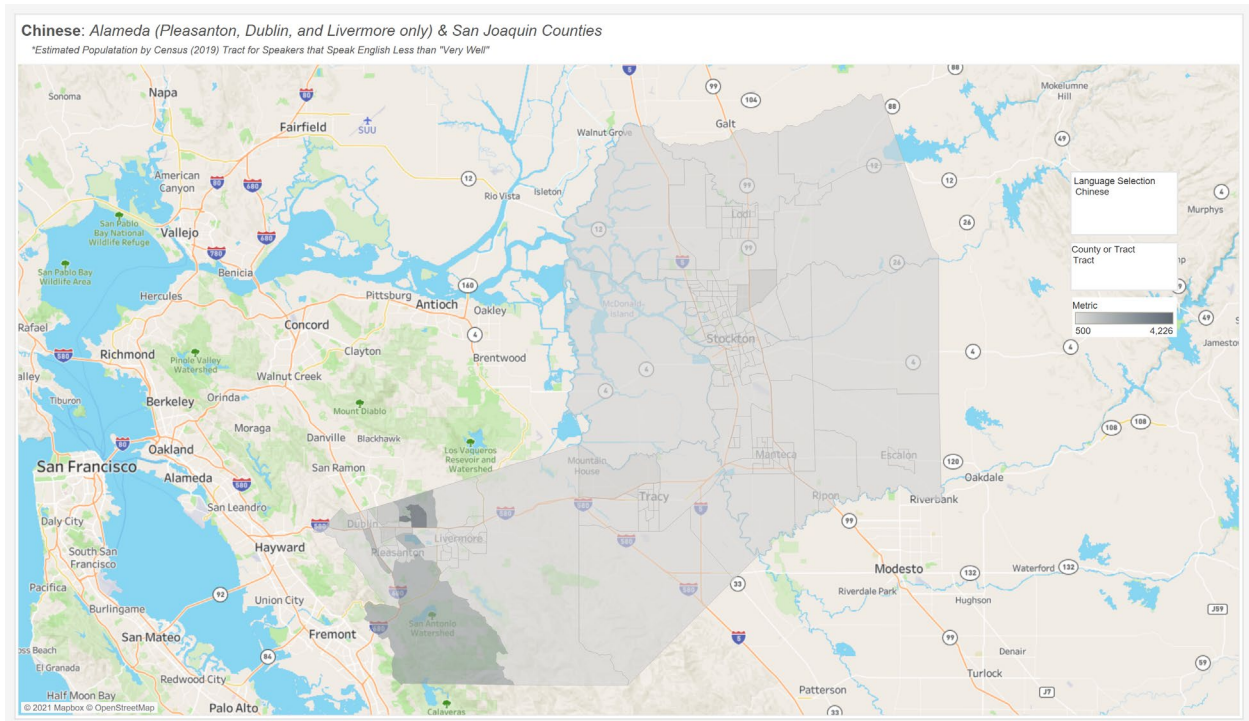


Figure 2 Estimated Population by Census Tract for Chinese Speakers that Speak English less than "Very Well"

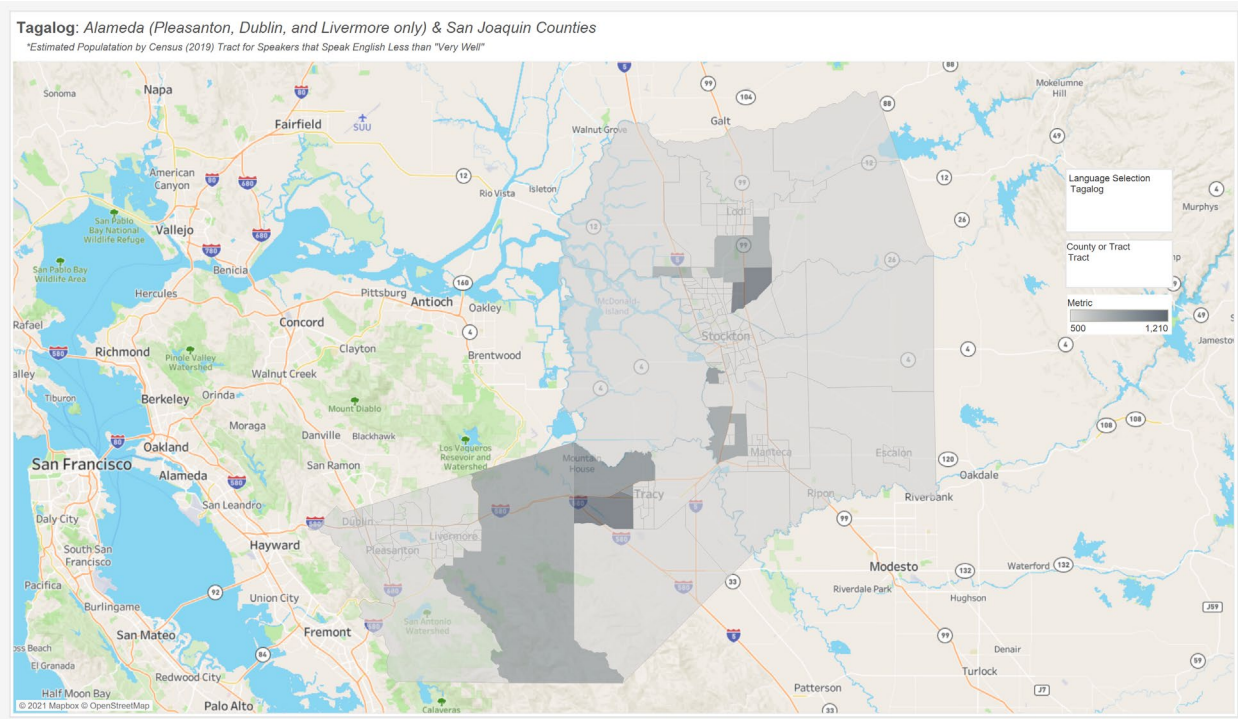


Figure 3 Estimated Population by Census Tract for Tagalog Speakers that Speak English less than "Very Well"

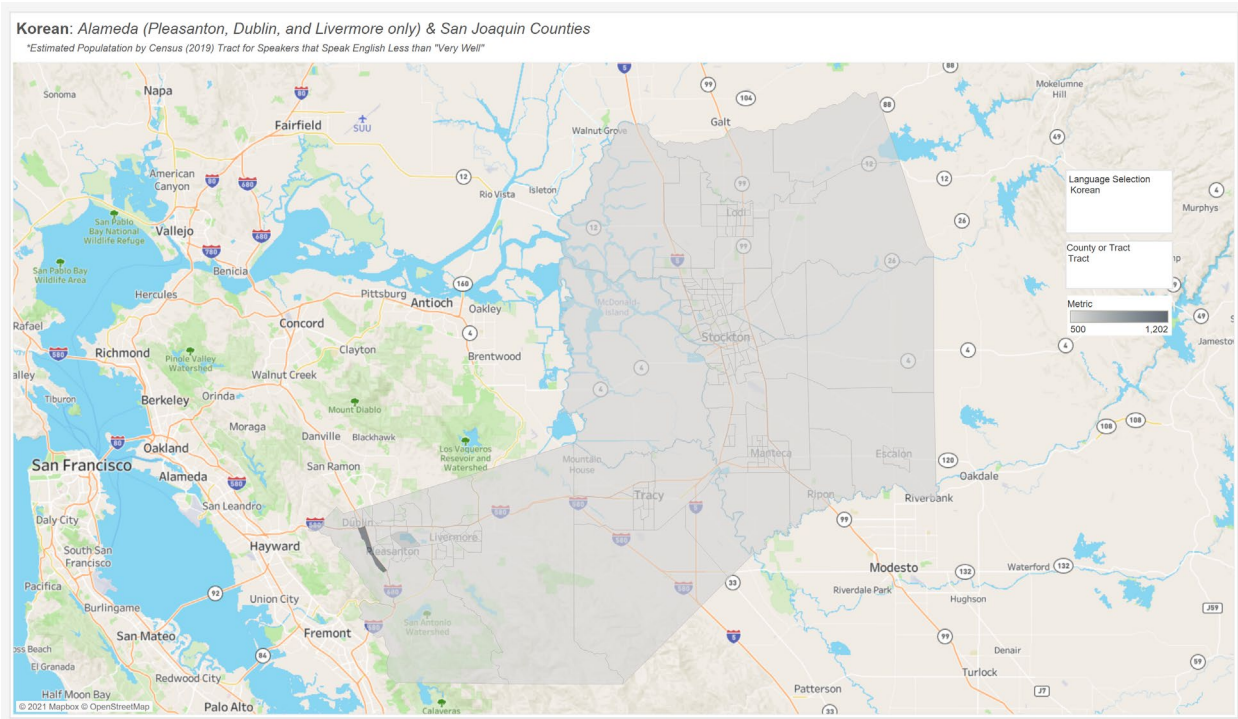


Figure 4 Estimated Population by Census Tract for Korean Speakers that Speak English less than "Very Well"

Additional maps will also be developed as part of the first update to this Plan once the Valley Link service area is more certain.

3.2 Factor Two: The frequency with which LEP persons come in contact with Authority programs, activities or services

The Authority is required to assess the frequency with which LEP persons have, or could have, contact with Authority services, including its staff and consultants. At this point in the development of the Authority's Valley Link transportation service, the public's only interface with Authority programs, activities and services is planning exercises and Board meetings as the Authority has not yet selected a final service model or launched any form of public transit services. Accordingly, the Authority has little relevant data for this aspect of the analysis but this aspect of the analysis will be updated as opportunities for the Authority to regularly interface with the public increase. In the meantime, the Authority will collect data on interactions with individuals using translation services or indicating a need for the same during planning studies, outreach activities and the like.

Public participation and community outreach efforts to-date, as outlined in the Public Participation Plan, have been guided by the Authority's Board adopted Sustainability guiding equitable access (December 2018):

- Encourage engagement in planning and decision-making for the project to ensure a meaningful level of participation from disadvantaged communities and low-income communities and households.
- Strive to maximize benefits to disadvantaged communities and low-income communities and households in project planning and design.

Outreach efforts were tailored to match the needs of each of the local jurisdictions and developed in consultation with Station Ad Hoc Committee members as well as designated points of contact from local jurisdictions who provided insight into when and where station workshops could be most effective. They also identified opportunities for community briefings and non-traditional grassroots approaches to outreach such as pop-up meetings throughout the communities and booths at community events and fairs. These efforts were aimed at meeting the diverse individualized needs of the communities along the 42-mile system and included a bi-lingual surveys and bi-lingual fact sheets.

The multi-targeted outreach approach of “meeting people where they are,” when layered onto traditional channels of communication such as the project website, social media postings and press releases, resulted in over 2,000 points of contact and in the distribution of nearly 3,500 Project Fact Sheets throughout the development of the Project Feasibility Report (October 2019). This approach expanded outreach to segments of the community who would not typically participate in more traditional formats and allowed project staff to receive input from a broader cross-section of the community

3.3 Factor Three: The nature and importance of programs, activities or services provided by the Authority to the LEP population

At this time, the Authority provides neither public transportation services nor customer service information on the users of transportation services. However, a proposed new 42-mile, 7-station passenger rail project is now undergoing environmental review, project development and design. The proposed project will connect the existing Dublin/Pleasanton Bay Area Rapid Transit (BART) Station in Alameda County to the planned Altamont Corridor Express (ACE) North Lathrop Station in San Joaquin County utilizing existing transportation rights-of-way where feasible. Regular service is planned for throughout the day in both directions with timed connections with both BART and ACE services. Initial Operating Segments are also under consideration – from the Dublin/Pleasanton BART Station to either the Greenville or Mountain House Station.

The Valley Link Project Feasibility Report (October 2019) identified many communities in the Valley Link project as “Disadvantaged Communities,” by definition of the California Public Utilities Commission – suffering from a combination of economic, health and environmental burdens. These communities suffer from decades of disinvestment, geographic inequity and poverty, resulting in pockets of concentrated low-income communities lacking adequate access to jobs, healthcare and educational opportunities. The proposed Downtown Tracy, River Islands and North Lathrop stations are all within geographic areas identified as disadvantaged. Areas designated as low-income are also near these stations, as well as the Mountain House station.

During the planning process, the Authority seeks input from future Valley Link passengers regarding the service type, station locations and amenities. Input from the LEP population is important to this process, as it helps ensure the community's transportation needs and desires are considered. Engagement in the planning process also may support future potential riders in developing personal connections with and knowledge about the Authority and its future services.

In time, the Authority intends to build the infrastructure needed to operate Valley Link services. These services are expected to serve LEP individuals through fixed-route transit services, at transit stations and other facilities and through fare sales and customer service. Language services will be important for all such interactions. Ongoing community outreach events will act as additional opportunities where LEP individuals and Authority staff may communicate through language services.

3.4 Factor Four: The resources available to the Authority and overall cost to provide LEP assistance

The Authority has assessed the available resources that could be used to provide LEP assistance, including determining the costs of professional interpreters and translation and taking an inventory of available organizations with whom resources could be shared. The Authority also used this information to determine which of its documents and materials would be the most valuable to be available in multiple languages. Translation of documents and other printed material is achieved through a contractor on an as-needed basis, costing the agency approximately of \$2,000 per year thus far. Depending on which languages become more prominent in the service area and the speed with which development of the Valley Link service progresses, more money may be spent on translation services in the next few years.

The Authority and the agency that helps administer the new organization (Livermore Amador Valley Transit Authority, or LAVTA) currently employ several Spanish-speaking staff members, including the entire staff of three who work at the Downtown Livermore Transit Center. LAVTA Transit Center staff handle about twenty Spanish-speaking calls a day. Overall, LAVTA has indicated that approximately one out of twenty people encountered by Customer Service are not proficient in English. Customer Service indicates individuals who are not proficient in English, speak other languages including Chinese, Tagalog, Spanish, Arab, and Farsi. Additionally, both LAVTA and the Authority have access to a Language Line telephone translation service. For in-person meetings, Authority staff can be accompanied by a translator to ensure clear communication with LEP individuals.

4. Language Assistance Plan

This portion of the Plan addresses how the Authority will ensure meaningful access to its services, resources, benefits, and information through language assistance for LEP persons.

The Four Factor Analysis above shows the geographic breakdown of LEP persons based on data from the 2015-2019 American Community Survey. Spanish speakers account for over half of the population who identifies as speaking English less than "very well" in the Authority's service area. Chinese and Tagalog speakers each account for approximately 8% of the LEP population in the service area. Vietnamese, Korean and Arabic are the other three of the Authority's Safe Harbor languages.

As a result of the Four Factor Analysis, the Authority will translate its existing vital documents into all six Safe Harbor languages by the end of 2021, and continue this practice as new vital documents are identified.

Based on the four-factor analysis, the Authority has also identified desired language assistance activities in the following five areas:

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

4.1 Identifying LEP individuals who need language assistance

Moving forward, the Authority will aim to identify LEP persons who needs language assistance utilizing:

- Census data, provided in response to Factor One, to determine the number and proportion of LEP persons eligible for service;
- Records on past use of language assistance, either at meetings, online or over the phone, with a focus on determining which events/venues are most likely to benefits from language assistance in the future;
- Data on use of the Authority's language line;
- Greeters at Authority-sponsored events. By informally engaging participants in conversation it is possible to informally gauge each attendee's ability to speak and understand English;
- Data on how many times and into what languages the Authority website pages have been translated, thereby allowing the Authority to consider pre-translation of those pages in the Authority's website updates; and
- Work with community based organizations (CBOs) to identify LEP persons in the Authority's project area as well as their frequency and points of contact with the Authority.

4.2 Language Assistance Measures

There are numerous language assistance measures available to LEP persons, including both oral and written language services. There are also various ways in which the Authority staff may respond to LEP persons, whether in person, by telephone or in writing.

Moving forward, the Authority will assist LEP persons who needs language assistance by

- Working with local senior centers to provide vital information to LEP groups on the Authority's programs and services;
- Networking with local human service organizations that provide services to LEP individuals and seeking opportunities to provide them and their clients with information on Authority programs and services;
- Providing a statement in notices and publications that interpreter services are available for public hearings and Board of Director meetings;
- Providing a statement in flyers that interpreter services are available at public hearings and workshops;
- Engaging on-call interpreters for in-person and telephonic communications using professional interpretation services and a language line;
- Engaging Spanish-speaking and other bilingual staff to provide language assistance services;
- Encouraging recruitment of public-facing employees with the skill to speak multiple languages;
- Translating all vital documents into all Safe Harbor languages;

- Translating additional documents (including public hearing information) into Spanish; and
- Utilizing the Authority's Public Participation Plan to perform targeted outreach to LEP persons.

4.3 Staff Training

The Authority will train staff on its role and responsibilities in providing meaningful access to services for LEP persons, including by

- Identifying Authority staff that are likely to come in contact with LEP persons;
- Developing curriculum and a corresponding PowerPoint to educate Authority staff on providing meaningful access to services for LEP persons;
- Providing staff with a description of language assistance services offered by the Authority; and
- Providing staff with specific procedures to be followed when encountering an LEP person and information on accessing available language assistance resources.

4.4 Communications with LEP Persons

The Authority will communicate with LEP persons as follows:

- In oral communications:
 - Provide a statement affirming that the Authority will make reasonable accommodations to provide an interpreter at public hearings and meetings with advance notice;
 - Utilize the Public Participation Plan to perform outreach to LEP persons; and
 - Utilize a language line when a customer calls in and is unable to speak English or Spanish.
- In written communications:
 - Use the services of a professional translation provider to ensure that vital documents (defined as those documents without which a person would be unable to access services) are accurate;
 - Provide information about the Authority's non-discrimination policies and information on the local/federal complaint process in all Safe Harbor languages on the Authority's website and in other languages upon request;
 - Ensure the www.valleylinkrail.com website can be viewed in English and Spanish from an easily-accessed dropdown menu at the top of any page, and explore similar mechanisms for Chinese, Korean, Tagalog, Vietnamese, and Arabic;
 - Conduct surveys in English and Spanish; and
 - Utilize the Public Participation Plan to perform outreach to LEP persons.

4.5 Monitoring and Updating the LEP plan

This Plan is designed to be flexible, and should be viewed as a "living document." As such, it is important to consider whether new documents and services need to be made accessible for LEP persons, and also to monitor changes in demographics and types of services offered by the Authority.

The Authority will examine and update its LEP Plan periodically and, at a minimum, when:

- The Authority begins to make significant capital investments to develop and operate its Valley Link transit services; and
- Higher concentrations of LEP individuals are present in the service area.

To ensure updates are effective and meaningful, the Authority will:

- Record how many times the language line has been utilized and for which languages;
- Determine how the needs of LEP persons have been addressed;
- Determine whether and how the LEP population in the service area changes;
- Determine whether local language assistance programs have been effective and sufficient to meet the need;
- Determine whether the Authority's financial resources are sufficient to fund language assistance resources needed;
- Determine whether Authority staff and consultants have fully complied with the goals of this LEP Plan; and
- Determine whether complaints have been received concerning the Authority's failure to meet the needs of LEP individuals.

5. Dissemination of the Language Assistance Plan

This Plan will be disseminated to customers and the community as follows:

- A link to the Plan and the Title VI Program will be included on the Authority's website, www.valleylinkrail.com;
- The LEP Plan will be shared with human service organizations in the Authority's project area; and
- The Plan will be translated (if requested and if feasible) and shared (at no cost) with any person or agency who requests a copy via telephone, fax, mail, or in person.

6. Contact Information

Questions or comments regarding this Plan may be submitted to the Tri-Valley – San Joaquin Valley Regional Rail Authority Executive Director as follows:

Michael Tree, Executive Director
Tri-Valley – San Joaquin Valley Regional Rail Authority
1362 Rutan Court, Suite 100 Livermore, CA 94551
Phone: (925) 455-7555 Fax: (925) 443-1375
Email: equity@valleylinkrail.com

APPENDIX F

EVIDENCE OF BOARD ADOPTION OF TITLE VI PROGRAM

Resolution R04-2021 attached



RESOLUTION NO. R04-2021

* * *

RESOLUTION OF THE BOARD OF DIRECTORS OF THE TRI-VALLEY-SAN JOAQUIN VALLEY REGIONAL RAIL AUTHORITY APPROVING AND AUTHORIZING SUBMITTAL OF THE 2021 TITLE VI PROGRAM TO THE FEDERAL TRANSIT ADMINISTRATION

WHEREAS, the Federal Transit Administration (FTA), an operating administration of the United States Department of Transportation, has been authorized to provide funding to support public transportation under 49 U.S.C. Chapter 53, and other federal statutes administered by the FTA; and

WHEREAS, Title VI of the Civil Rights Act of 1964 requires recipients of federal financial assistance to operate their programs and services without regard to, or discrimination based on, race, color or national origin; and

WHEREAS, the FTA issued Circular FTA C 4702.1B, effective October 1, 2012, setting forth requirements and guidelines for Title VI compliance for its grantees; and

WHEREAS, the above-referenced Circular details required elements of a Title VI Program, which the FTA requires each recipient of FTA grants and assistance to submit before receiving federal financial assistance for the first time and then every three years on a schedule established by the FTA to evidence grantees' compliance with Title VI; and

WHEREAS, the Tri-Valley – San Joaquin Valley Regional Rail Authority (Authority), as a potential future recipient of federal financial assistance from the FTA, must submit an updated Title VI Program to the FTA before submitting an application for assistance; and

WHEREAS, the Authority's initial Title VI Program must include, in part:

1. A notice of rights provided under Title VI of the Civil Rights Act of 1964;
2. A discrimination complaint form and process;
3. A Public Participation Plan, including descriptions of prior public participation activities undertaken by the Authority; and
4. A plan for engaging persons with limited English proficiency; and

WHEREAS, staff has developed and provided a proposed Title VI Program for Board consideration and approval including the above-referenced items, which is partially attached as Attachment 1 and shall include the Public Participation Plan and Language Assistance Plan presented for Board review under Agenda Items 8.b and 8.c, respectively, at this March 10, 2021 Board meeting.

NOW, THEREFORE, BE IT RESOLVED BY the Tri-Valley-San Joaquin Valley Regional Rail Authority Board of Directors:

1. Adopts the Authority's 2021 Title VI Program, in a form consistent with that attached as Attachment 1;
2. Adopts and authorizes staff to incorporate into the Title VI Program the Public Participation Plan and Language Assistance Plan presented as Agenda Items 8.b and 8.c, respectively, during this March 10, 2021 Board of Directors meeting;
3. Authorizes staff to complete and incorporate Spanish-language translations of certain elements of the Title VI Program as noted in Attachment 1;
4. Authorizes the Executive Director to submit the Authority's complete initial Title VI Program to the Federal Transit Administration and take any other steps necessary to give effect to this Resolution, including responding to any follow-up inquiries from the FTA and making any revisions to the Program required by the FTA after it reviews of the Program.

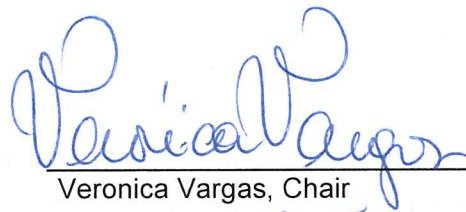
Regularly passed and adopted this 10th day of March, 2021 by the following vote:

AYES: Akinjo, Haubert, Hernandez, Hudson, Kiick, King-Tingle, McPartland, Narum, Rickman, Stepper, Woerner, Vargas, Zuber

NOES: N/A

ABSENT: Cantu, Jobrack

ABSTAIN: N/A

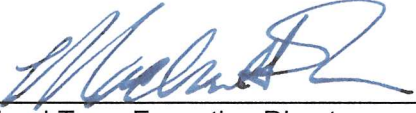

Veronica Vargas, Chair

ATTEST:

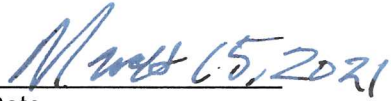

Michael Tree, Executive Director

CERTIFICATION

The undersigned duly qualified Executive Director, acting on behalf of Tri-Valley – San Joaquin Valley Regional Rail Authority, certifies that the foregoing is a true and correct copy of a resolution adopted at a legally convened meeting of the Tri-Valley – San Joaquin Valley Regional Rail Authority Board of Directors held on March 10, 2021.



Michael Tree, Executive Director



Date