



**SAN JOAQUIN COUNCIL OF GOVERNMENTS**

# **TITLE VI PROGRAM REPORT**

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Adopted January 25, 2024  
Via Resolution R-24-20

## **SAN JOAQUIN COUNCIL OF GOVERNMENTS**

Created in 1968, The San Joaquin Council of Governments (SJCOG) is a joint powers authority comprised of the County of San Joaquin and the cities of Escalon, Lathrop, Lodi, Manteca, Ripon, Stockton, and Tracy. The agency serves as the federally-designated metropolitan planning organization (MPO), the state-designated regional transportation planning agency (RTPA), the implementing agency for the habitat conservation program, the local transportation authority (overseeing Measure K, the local half-cent transportation sales tax), and as a technical resource for the San Joaquin region.

A fifteen-member Board composed of twelve locally elected officials and three ex-officio members directs SJCOG. Under the direction of the Executive Director, a professional staff carries out the activities of SJCOG.

### **BOARD OF DIRECTORS**

Mayor David Bellinger (Chair).....	City of Escalon
Councilmember Diane Lazard (Vice-Chair).....	City of Lathrop
Supervisor Robert Rickman.....	County of San Joaquin
Supervisor Miguel Villapudua.....	County of San Joaquin
Supervisor Steven Ding.....	County of San Joaquin
Mayor Kevin J. Lincoln II.....	City of Stockton
Mayor Leo Zuber.....	City of Ripon
Councilmember Dan Wright.....	City of Stockton
Mayor Lisa Craig.....	City of Lodi
Mayor Gary Singh.....	City of Manteca
Mayor Nancy Young.....	City of Tracy
Vice Mayor Kimberly Warmsley.....	City of Stockton
District 10 Director Vacant (Ex-Officio).....	Caltrans
Gary Giovanetti (Ex-Officio).....	San Joaquin Regional Transit District
William Trezza (Ex-Officio).....	Port of Stockton

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## Overview

This report provides information and analysis on compliance by the San Joaquin Council of Governments (SJCOG) with Title VI of the 1964 Civil Rights Act (Title VI) regarding nondiscriminatory delivery of services and benefits under federally-funded programs or activities. This was prepared by SJCOG consistent with Federal Transit Administration (FTA) Circular 4702.1B, dated October 1, 2012 (Circular).

- **Section I** is an introduction to Title VI and SJCOG's role.
- **Section II** complies with FTA's general reporting requirements.
- **Section III** addresses program-specific requirements.
- **Appendices** provide additional information.

## Section I: Introduction to Title VI and SJCOG's Role

Title VI is an extension of the Civil Rights Act of 1964 which prohibits discrimination on the basis of race, color, and national origin in programs and activities receiving federal financial assistance. Specifically, Title VI provides that "no person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance" (42 U.S.C. Section 2000d).

Federally funded agencies, such as SJCOG, are required to file a report to the FTA demonstrating adherence to Title VI of the 1964 Civil Rights Act. The Civil Rights Restoration Act of 1987 extended Title VI's applicability to all programs sponsored by federally-aided agencies, regardless of the program's specific funding source.

In the MPO capacity, SJCOG receives funding from the FTA and Federal Highway Administration (FHWA). Pursuant to the reporting requirements established in the Circular, this program provides a framework to ensure SJCOG's activities, programs, and policies are compliant with Title VI.

In addition, the concept of environmental justice (EJ) emerged from the regulations of Title VI regulations and is founded on the principles of:

- (1) mitigating disproportionately high and adverse health or environmental effects on minority or low-income populations;
- (2) ensuring that all affected communities have the ability to participate fully in transportation decision-making processes; and
- (3) preventing the denial, reduction or delay of receiving benefits by minority and low-income populations. This report, along with the Regional Transportation Plan/Sustainable Communities Strategy (RTP/SCS), are two examples of the agency applying environmental justice measures into its planning work.

Finally, Presidential Executive Order 13166 requires agencies to identify and develop services to help persons with LEP access federally conducted and funded programs. In accordance with Federal law, and in keeping with SJCOG’s policy to enhance access and opportunities for input for all interested parties, SJCOG has developed a Language Assistance Plan for LEP populations in the San Joaquin region.

## **Section II: Compliance with Title VI General Requirements**

The Circular provides instructions for the completion of this Title VI Program Update as they apply to SJCOG in its role as an MPO. The reporting period covered in this document is Fiscal Years (FY) 2023/2024 to 2026/2027. The following requirements are imposed on all FTA recipients and sub-recipients to ensure that their programs, policies, and activities comply with the Department of Transportation (DOT) Title VI regulations.

### **A. How to File a Title VI Complaint with SJCOG**

Any person who feels he or she, as individuals, or as a member of any class of persons, on the basis of race, color, or natural origin has been excluded from or denied benefits of, or been subjected to discrimination under a program or activity through SJCOG, may file a written complaint with the SJCOG Deputy Executive Director/Chief Finance Officer. Such complaint must be filed within 180 days of the date the person believes the discrimination took place.

SJCOG will promptly investigate all signed, written complaints; complaints with incomplete information may result in delayed investigations and responses.

The following procedures will be followed to investigate formal Title VI complaints:

#### **I. Referral to Review Officer**

Upon receipt of the complaint, the Deputy Executive Director shall appoint one or more staff members, as appropriate, to evaluate and investigate the complaint, in consultation with SJCOG general counsel.

Staff shall complete its review no later than 45 calendar days after the date SJCOG received the complaint.

If more time is required, the Deputy Executive Director shall notify the complainant of the estimated time frame for completing the review. Upon completion of the review, staff shall make a recommendation regarding the merit of the complaint and whether SJCOG should take remedial actions to provide redress.

Additionally, the staff review officer may recommend improvements to SJCOG’s processes relative to Title VI and EJ. SJCOG staff shall forward its recommendations to the Deputy Executive Director for concurrence. If the Deputy Executive Director concurs, he/she shall issue SJCOG’s written response to the complainant.

#### **II. Request for Reconsideration**

If the complainant disagrees with the response, the complainant may request reconsideration by submitting the request, in writing, to the Executive Director, within ten (10) calendar days after

its receipt.

The request for reconsideration shall be detailed to contain any items the complainant believes were not fully addressed by the Deputy Executive Director. The Executive Director shall notify the complainant of his decision either to accept or reject the request for reconsideration within ten (10) calendar days.

In cases where the Executive Director agrees to reconsider, the matter shall be returned to staff for re-evaluation. The re-evaluation will follow directions set in Section I, above.

### **III. Submission of complaint to the Federal Transit Administration**

If the complainant is dissatisfied with SJCOG's resolution of the complaint, they may also submit a complaint directly to the FTA for investigation by contacting:

FTA Office of Civil Rights  
Attn.: Complaint Team  
East Building, 5th Floor – TRC  
1200 New Jersey Ave., SE  
Washington, DC 20590

In accordance with Chapter IX, Complaints, of FTA Circular 4702. 1B, complaints must be submitted within 180 calendar days after the date of the alleged discrimination.

### **IV. Submission of complaint to the Federal Highway Administration**

If the complainant is dissatisfied with SJCOG's resolution of the complaint, they may also submit a complaint directly to the FHWA for investigation by contacting:

FHWA U.S DOT  
ATTN.; Office of Civil Rights  
1200 New Jersey Ave., SE  
8th Floor E81-105  
Washington, DC 20590

The Title VI procedures for filing a complaint and complaint forms are posted on the SJCOG website at [www.sjcog.org/civilrights](http://www.sjcog.org/civilrights).

Given that the complaint forms are a vital document under the Department of Transportation's Title VI regulations, it has been translated into the Spanish language in accordance with SJCOG's LEP Plan and are also included as part of Appendix A of this plan and the LEP Plan Appendix C.

## **B. Record of Title VI Investigations, Complaints, or Lawsuits**

In compliance with 49 CFR Section 21.9, SJCOG maintains a file of any active transit-related Title VI active investigations conducted by entities other than FTA, lawsuits, and complaints

naming the agency.

Since the last reporting period in 2018, **SJCOG has had no Title VI investigations, complaints, or lawsuits filed against it.**

**Table 1: San Joaquin Council of Governments Complaint log**

Case#	Complainant Name	Complainant Address	Date Filed	Basis	Status	Disposition
None	N/A	N/A	None	N/A	N/A	N/A

### C. Notice of Rights under Title VI

SJCOG’s policy is not to discriminate against any person with respect to a SJCOG program, service, or activity. This commitment is incorporated into all public outreach efforts to engage all segments of the population in the transportation planning process. SJCOG actively provides information regarding its Title VI obligations to the public using a variety of methods, such as having its Title VI Program, its LEP Plan and Title VI complaint procedure available on the agency website and provided to staff, citizens, consultants, and sub recipients. SJCOG’s Title VI Notice to the Public (“Notice”) is included below in English and Spanish translation This Notice is available on the SJCOG website and posted in the main reception area.

· SAN JOAQUIN COUNCIL OF GOVERNMENTS ·

**NOTICE OF PUBLIC RIGHTS UNDER TITLE VI**

The San Joaquin Council of Governments (SJCOG) operates its programs and services without regard to race, color, or national origin in accordance with Title VI of the Civil Rights Act. Any person who believes he or she has been subjected to discrimination under Title VI may file a complaint with SJCOG.

For more information on SJCOG’s Title VI Program and the procedures to file a complaint, go to; contact; or visit us at:

[Info@sjcog.org](mailto:Info@sjcog.org) | [www.sjcog.org/civilrights](http://www.sjcog.org/civilrights) | (209) 235-0600 | 555 E Weber Avenue, Stockton, CA 95202

A complainant may also file a complaint directly with the Federal Transit Administration (FTA) and/or the Federal Highway Administration at:

<p>FTA Office of Civil Rights                  Attn.: Complaint Team                  East Building, 5<sup>th</sup> Floor – TRC                  1200 New Jersey Ave., SE                  Washington, DC 20590</p>	<p>FHWA U.S DOT                  ATTN.; Office of Civil Rights                  1200 New Jersey Ave., SE                  8<sup>th</sup> Floor E81-105                  Washington, DC 20590</p>
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If information is needed in Spanish, contact (209) 235-0600.  
 Si se necesita información en español, comuníquese al (209) 235-0600.

· CONSEJO DE GOBIERNOS DE SAN JOAQUIN ·  
**Notificación al Público de Derechos Bajo Título VI**

El Consejo de Goveiernos de San Joaquin (SJCOG) opera sus programas y servicios, sin distinción de raza, color y origen nacional, de conformidad con el Título VI de la Ley de Derechos Civiles. Cualquier persona que cree que él o ella ha sido discriminada por cualquier práctica discriminatoria ilegal bajo el Título VI, puede presentar una queja ante el SJCOG.

Para obtener más información sobre el programa de derechos civiles y los procedimientos para presentar una queja, vaya a, comuníquese, o visite:

Info@sjcog.org | [www.sjcog.org/civilrights](http://www.sjcog.org/civilrights) | (209) 235-0600 | 555 E Weber Avenue, Stockton, CA 95202

El demandante puede presentar una queja directamente con la Administración Federal de Transporte Y Administración Federal de Carreteras en:

FTA Office of Civil Rights  
Attn.: Complaint Team  
East Building, 5<sup>th</sup> Floor – TRC  
1200 New Jersey Ave., SE  
Washington, DC 20590

FHWA U.S DOT  
ATTN.; Office of Civil Rights  
1200 New Jersey Ave., SE  
8<sup>th</sup> Floor E81-105  
Washington, DC 20590

If information is needed in English, contact (209) 235-0600.

Si se necesita información en ingles, comuníquese al (209) 235-0600.

#### **D. Annual Certifications and Assurances**

The SJCOG Board approves the SJCOG certifications and assurances annually with the adoption of the SJCOG annual overall work program (OWP). Once approved, the SJCOG staff then enters that document into FTA’s Transit Award Management System (TrAMS) system further documenting compliance.

#### **E. Promoting Inclusive Public Participation**

SJCOG implements a public involvement process to provide complete information, timely public notice and full public access to key decisions and to support early and continuing public involvement in developing its regional plans. SJCOG’s current Public Participation Plan (PPP) is in the process of being updated and is anticipated to go to the Board in March 2024. The current Plan and its subsequent updates can be accessed via the following link,

<https://www.sjcog.org/127/Public-Participation-Plan>.

The PPP describes the agency’s core values related to public participation and provides goals and strategies for increasing public information and engagement in the planning process. This plan outlines several initiatives to support engagement with low-income and minority communities, including:

- targeted outreach to low-income, minority and other historically underrepresented and underserved communities via partnerships with community-based organizations, for input regarding the RTP/SCS and other planning documents,
- a toolbox for implementing inclusive public engagement practices throughout the planning process, and
- an updated LEP Plan to provide meaningful access to planning activities for persons with limited English proficiency.

The PPP is updated as needed to ensure meaningful access to public participation is maintained. In addition to the update of the PPP, SJCOG routinely provides feedback surveys at public outreach meetings. This helps SJCOG assess what is working and what is not.

With each RTP/SCS cycle, SJCOG seeks to improve its public engagement efforts, including more efforts to involve minority and LEP populations in the regional transportation planning process. Although SJCOG does not implement or construct transportation projects, SJCOG recognizes that it plays a critical role in policy development that could impact all individuals in the region. Like previous plans, the 2022 RTP/SCS was supported by a comprehensive public involvement program that complied with Title VI and the Executive Order on Environmental Justice and is fully documented in the 2022 RTP/SCS, Chapter 2: Civic Engagement and further detailed in the *Appendix K: Civic Engagement Report*, the full report is available at: <https://www.sjcog.org/608/Adopted-2022-RTPSCS-Plan>

Moreover, approaching transportation investment with an environmental justice and social equity framework continues to be a key concern for SJCOG. With guidance from Title VI of the Civil Rights Act and various federal and state laws intended to promote the equitable distribution of benefits and burdens from transportation projects and programs, SJCOG continually strives to engage historically underserved and underrepresented communities of the region in the planning and decision-making process and improve methods for analyzing how the Plan affects these communities.

In addition to conducting technical analyses to understand the 2022 RTP/SCS’s impact on disadvantaged communities, EJ also entails designing an inclusive planning process that engages the affected communities. The 2022 RTP/SCS was developed with meaningful and extensive participation of key stakeholders that range from community-based organizations to public agencies, civic groups, and individual advocates and residents. Civic Engagement activities during the development of the 2022 RTP/SCS are summarized in Appendix K, found online at <https://www.sjcog.org/DocumentCenter/View/7081/K-Civic-Engagement-Report>.

## **F. Meaningful Access to Services by Persons with Limited English Proficiency**

Presidential Executive Order 13166 requires federal agencies to implement measures to ensure that people who speak limited English have meaningful access to federally-conducted and federally-funded programs and activities, consistent with Title VI of the Civil Rights Act of 1964.

Both the United States Department of Transportation (US DOT) and FTA have implemented guidance or directives in furtherance of Executive Order 13166. In compliance with these directives, SJCOG is committed to taking reasonable steps to ensure that all persons have meaningful access to its programs, services, and information, at no additional cost to individuals making the requests.

A copy of SJCOG’s Language Assistance Plan for LEP is provided as Attachment C of this report.

Key elements of the LEP plan include:

- Translating vital documents into the largest LEP language – Spanish. The agency will determine, on a case-by-case basis, the effectiveness and appropriateness to translate other, non-vital documents.
- Use of “visualization” techniques, including maps, charts, and photographs to illustrate trends, choices being debated, etc.
- Avoid overly complex or technical terms and write in clear, compelling language in a style appropriate to the intended audience.
- Tailor county-based public participation activities to reflect a diverse population.
- Review prior experiences with LEP populations to determine the types of language services that are needed.
- Use personal interviews or audio recording devices to obtain oral comments at key public workshops/meetings.
- Contract with a language translation firm for on-call assistance (for example, interpreters for public meetings or translating documents).
- Establish competency of translators; have translators available at meetings as requested.

SJCOG provides staff and all new hires information on Title VI requirements, including information on how to provide language assistance to an LEP caller or visitor. Staff who routinely field telephone calls from the public have developed protocols for assisting non- English speakers in Spanish. In addition, SJCOG has developed a short list of approved, on-call translators for additional assistance if needed.

### **G. Minority Representation on Planning and Advisory Bodies**

Title 49 CFR Section 21.56(b) (1) (vii) states that a recipient of federal funding may not, on the grounds of race, color, or national origin, “deny any person the opportunity to participate as a member of a planning advisory, or similar body which is an integral part of the program.” Recipients that have transit-related, non-elected planning boards, advisory, councils or similar committees, the membership of which is selected by the recipient, must provide a table depicting the racial breakdown of the membership of those committees and a description of efforts made to encourage the participation of minorities on such committees.

The following is a brief summary of the two SJCOG committees that meet this description.

*Social Services Transportation Committee*

The purpose of the Social Services Transportation Committee (SSTAC) is to monitor and promote improvements to those public transportation services for persons with disabilities and seniors residing in San Joaquin County. This is accomplished by identifying needs or shortcomings in the existing transportation service system and suggesting feasible ways to meet those needs and/or overcome the shortcomings.

The membership includes representatives from the region’s public transit and local social service agencies, as well as people representing populations that are typically dependent on public transit such as: senior citizens, people with disabilities, and low-income residents.

The racial composition of the SSTAC is provided in the table below:

**Table 2: SSTAC Membership Composition**

<b>Racial Composition</b>	<b>Caucasian</b>	<b>African American</b>	<b>Hispanic</b>	<b>Asian</b>	<b>Native American</b>	<b>Total Membership</b>
<b>Number of Participants</b>	<b>3</b>	<b>3</b>	<b>5</b>	<b>2</b>	<b>0</b>	<b>13</b>

*Interagency Transit Committee*

The Interagency Transit Committee (ITC) was created in August 2004 to improve communication and coordination among the transit agencies within the San Joaquin County and to improve the transit experience for the end user. Membership is comprised of representatives from each of the transit agencies as well as from member jurisdictions.

The racial composition of the ITC is provided in the table below:

**Table 3: ITC Membership Summary**

<b>Racial Composition</b>	<b>Caucasian</b>	<b>African American</b>	<b>Hispanic</b>	<b>Asian</b>	<b>Native American</b>	<b>Total Membership</b>
<b>Number of participants</b>	<b>5</b>	<b>1</b>	<b>4</b>	<b>4</b>	<b>0</b>	<b>8 Members 6 Alternates</b>

**H. Providing Assistance to Sub recipients**

Chapter II (5) of FTA Circular 4702.1B requires sub recipients submit compliance reports to the recipient consistent with reporting timelines established by the recipient. SJCOG complies with this requirement for each of its sub recipients as well as in its capacity as a sub recipient.

SJCOG currently is the sub recipient of a California Department of Transportation (Caltrans) Planning Grant. SJCOG complies with the Caltrans Title VI requirements in addition to the SJCOG Title VI requirements.

Caltrans is the Designated Recipient for the Cities of Lodi, Manteca, and Tracy for FTA Section 5307. Each of the above cities are eligible to apply independently to FTA for use of the FTA Section 5307 funding and SJCOG does not directly carry out the projects funded with 5307

funding. As such, SJCOG enters into a Memorandum of Understanding (MOU) with each Transit Operator which allows the cities to receive and dispense 5307 funding as described in the applicable MOU.

This MOU was developed in cooperation with each transit agency. The MOU requires that all transit operators have representation on SJCOG Interagency Transit Committee; that all transit operators and SJCOG public involvement efforts are consistent with Title VI; and that locally-acceptable methodology for the distribution of funds (established through a comprehensive planning process) include collaboration with all transit stakeholders in the UZA. SJCOG acts as a reviewer of short-range transit plans, to ensure compliance with Title VI.

### **Section III: Compliance with Requirements Specific to Metropolitan Planning Organizations**

SJCOG, as the MPO for San Joaquin County, is responsible for the integration of MPO-specific requirements as described in Chapter VI of FTA Circular 4702.1B. In February 2021, SJCOG underwent its federally-required quadrennial certification review. This review was conducted by representatives from the FHWA California Division and FTA Region IX on June 1, 2021. Both FHWA and FTA found SJCOG in compliance with federal transportation regulations (see Appendix D).

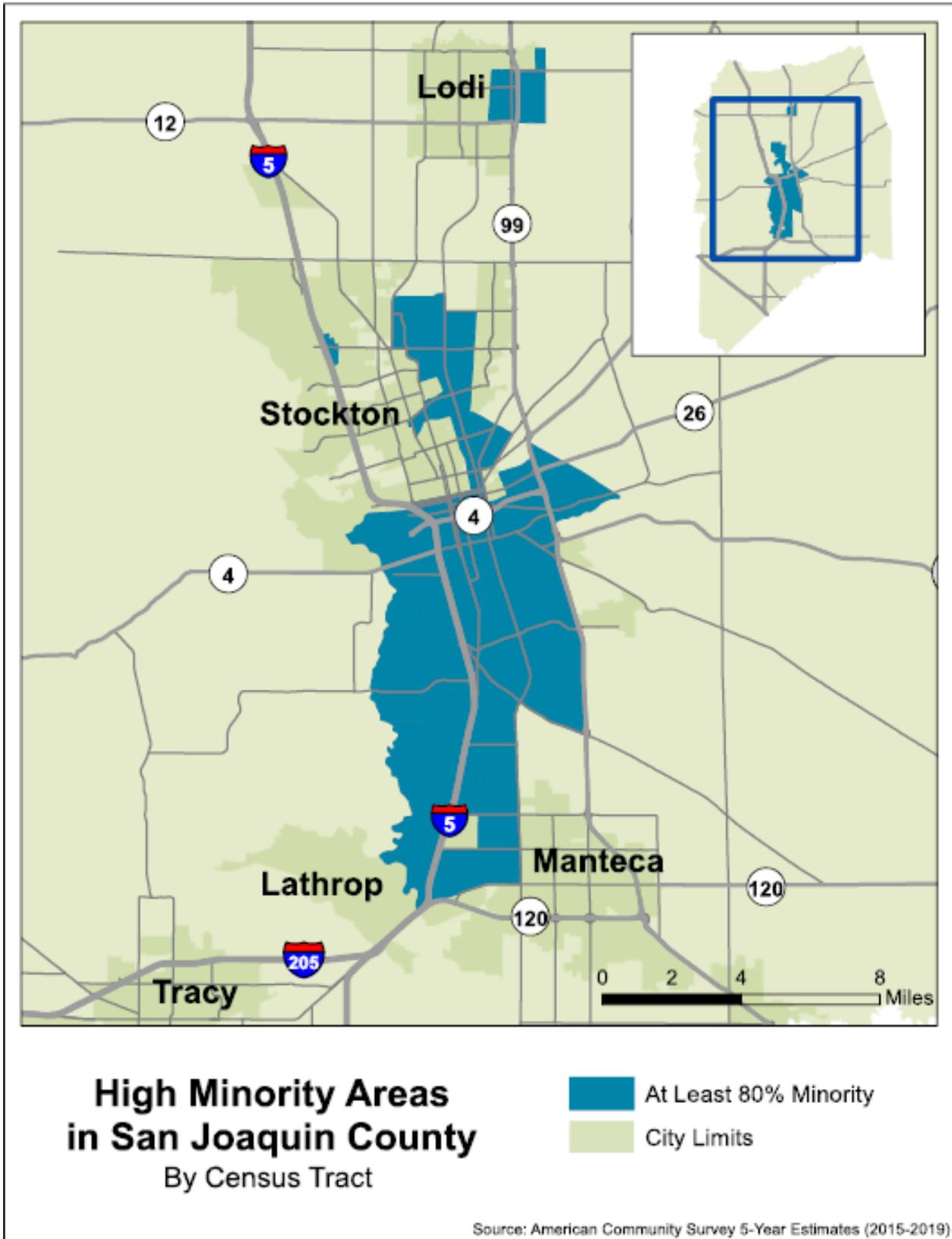
It should also be noted that SJCOG is not a provider of fixed-route public transportation, and therefore, the requirements set out in Chapter IV of FTA Circular 4702.1B for transit providers are not applicable to SJCOG.

#### **I. Identification of the Locations of Minority Populations in San Joaquin County**

As of the 2000 Census, San Joaquin County became a “majority minority” region, where non-Hispanic Whites do not make up an absolute majority (e.g. they make up less than 50 percent of the total population). This report uses the term “minority” primarily for maintaining consistency with the federal definition of disadvantaged populations. Minority populations include persons who identify as any of the following groups (as defined by the Census Bureau): American Indian or Native Alaskan Alone (non-Hispanic/non-Latino); Asian Alone (non-Hispanic/non-Latino); Black of African American Alone (non-Hispanic/non-Latino); Hispanic or Latino of Any Race; Native Hawaiian or Pacific Islander Alone (non-Hispanic/non-Latino); and Other (Some Other Race, Two or More Races). All residents who identify as Hispanic or Latino, even if they also identify with another race, are considered Hispanic or Latino. The “non-minority” population therefore consists of persons who identify as non-Hispanic Whites or “White Alone”.

Since 2000, the region has become increasingly diverse (Table 4). Accordingly, the region’s minority population increased by 32.1% since 2000 to 68% of the total regional population, while the white non-Hispanic/Latino population decreased by 10.1% to 32% of the total regional population. Like the rest of California and the United States, San Joaquin County is expected to become even more diverse over time. Based on historical trends, the region’s minority population is forecasted to reach approximately 78% by 2050.

Figure 1: Census Tracts Meeting 80% Minority Threshold



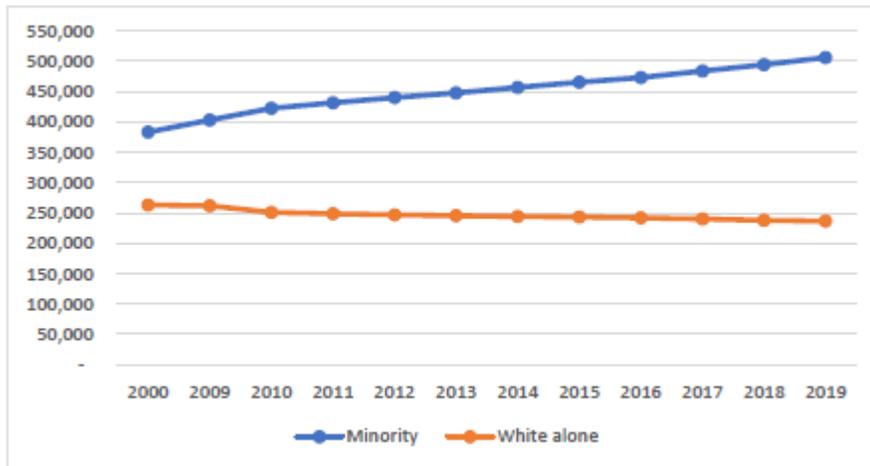
At a local level, between 2000 and 2019, the minority population increased in every community in the region (Table 5). During this time period, the south county communities of Lathrop, Manteca, Tracy, and Ripon experienced the most significant increases in minority populations. Escalon, Lodi, and Stockton observed to have the slowest rates of growth in minority population between 2000 and 2019. Stockton, however, has almost 50% of the region’s minority population as of 2019.

**Table 4: Change in Population by Minority Status in San Joaquin County, 2000 – 2019**

Race	2000	2010	2019	Change 2000-2019
<b>Minority</b>	383,164	422,532	506,094	+32.1%
<b>White, non-Hispanic</b>	263,095	251,081	236,509	-10.1%
<b>Total</b>	646,259	673,613	742,603	+14.9%

Source: SJCOG 2022 RTP/SCS Table P3-1, Data Source U.S. Census Bureau, American Community Survey B03002; P004

*Figure 2: Change in Population by Minority Status in San Joaquin County, 2000 – 2019*



**Table 5: San Joaquin County Minority Populations by Jurisdiction 2000-2019**

Jurisdiction	2000	2010	2019	Change 2000-2019
Escalon	1,398	2,101	2,011	+43.8%
Lathrop	6,456	12,919	17,781	+175.4%
Lodi	20,799	26,494	34,432	+65.5%
Manteca	17,702	33,104	47,529	+168.5%
Ripon	2,302	4,485	5,674	+146.5%
Stockton	165,232	217,650	245,531	+48.6%
Tracy	26,206	51,401	60,681	+131.6%
<b>San Joaquin County</b>	<b>383,164</b>	<b>422,532</b>	<b>506,094</b>	<b>+32.1%</b>

Source: SJCOG 2022 RTP/SCS Table P3-2, Data Source U.S. Census Bureau, American Community Survey Tables B03002, P004

**Low-Income Population**

Using the federal definition of poverty, nearly 15% of San Joaquin County lives below the poverty threshold. Since 2000, the absolute number of individuals living in poverty in San Joaquin County has increased by 8.6%. In contrast, the number of individuals living above the poverty threshold has increased at a significantly higher rate of 38.1%.

Because it is not possible to predict the share or location of the low-income population into the future, for the purposes of analyzing future costs and benefits of the Draft Plan, the various spatial analyses included in the report will hold poverty areas constant. Figure 3 displays census tracts where at least 40 percent of the population is living at or below 150 percent of the poverty level.

**Table 6: Change in population by Poverty in San Joaquin County 2000-2019**

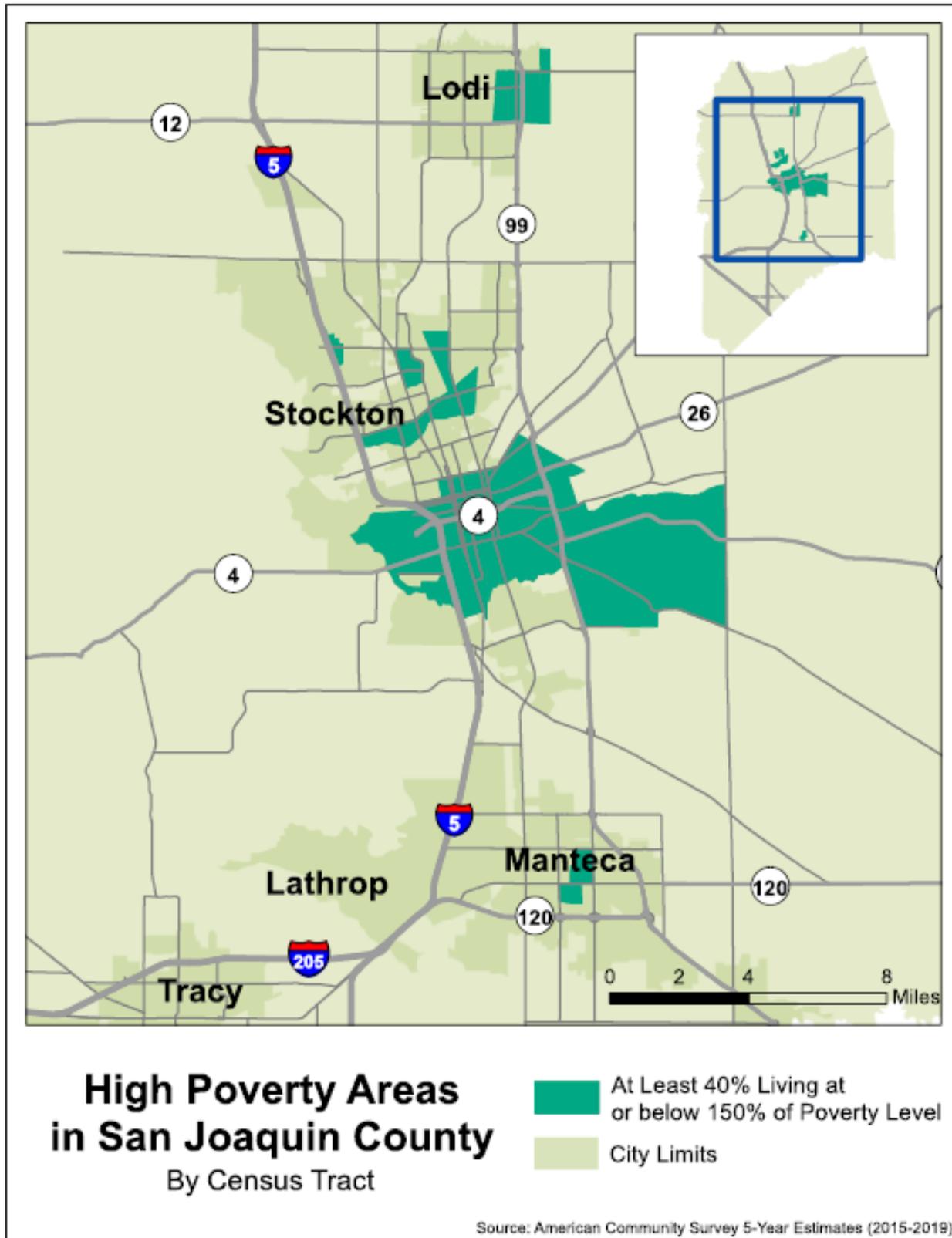
Label	2000	2010	2019	Percentage Change 2000-2019
<b>Below Poverty</b>	97,105	105,502	105,461	+8.6%
<b>Above Poverty</b>	450,193	552,092	621,533	+38.1%
<b>San Joaquin County</b>	547,298	657,594	726,994	n/a

Source: SJCOG 2022 RTP/SCS Table P3-2, Data Source U.S. Census Bureau, American Community Survey Tables C17002, P088

\*Total population for whom poverty status is determined

Because there is no way to predict the share or location of the low-income population into the future, for the purposes of analyzing future costs and benefits of the Draft Plan, the various spatial analyses included in the report will hold poverty areas constant.

Figure 3: Census Tracts Meeting 40% Poverty Threshold



*Environmental Justice Areas*

Environmental justice is about equal and fair access to a healthy environment, with the goal of protecting minority and low-income communities from incurring disproportionate negative environmental impacts. San Joaquin County is a diverse demographic and region, which provides a keen opportunity to promote environmental justice, which affects residents’ daily lives.

As part of the 2022 RTP/SCS update SJCOG identifies EJ communities based on the relative concentration of low income or minority population at a census tract level defined in Appendix P2 of the RTP/SCS (See figure 5). The demographic makeup of EJ communities is therefore distinct from the rest of the region (Table 7). Overall, San Joaquin County has a minority population of 68.2% and at least 19.1% of residents live below poverty. In EJ communities, there is a slightly higher rate of residents that identify as minority of at least 68.3% minority compared to outside of EJ communities where at least 68.0% are minority. In EJ communities, there is also a higher rate of residents living in poverty compared to the rest of the region (31.7% versus 19.9%). Because of higher shares of low-income and minority populations, EJ communities represent the communities with some of the greatest needs in San Joaquin County.

**Table 7: Environmental Justice Areas and Balance of Region, 2019**

	Environmental Justice Areas			Balance of the Region (BOR)			Region	
	Share within EJ Areas		% of EJ Areas	Share outside of EJ Areas		% of BoR		
<b>Minority</b>	204,556	40.4%	68.3%	301,538	59.6%	68.0%	506,094	68.2%
<b>Low-Income</b>	94,772	68.4%	31.7%	88,391	63.8%	19.9%	138,581	19.1%*
<b>Total Population</b>	<b>299,328</b>	<b>40.3%</b>	<b>100.0%</b>	<b>443,275</b>	<b>59.7%</b>	<b>100.0%</b>	<b>742,603</b>	<b>100.0%</b>

Table Source: SJCOG 2022 RTP/SCS Table P3-4, Data Source U.S. Census Bureau, American Community Survey  
 \*Share calculated using the percent total for whom poverty status was determined in 2019, which was 726,994 people

**J. Description of the Procedures by Which the Mobility Needs of Minority Populations are Identified and Considered within the Planning Process**

Because San Joaquin County is rich in racial and ethnic diversity, SJCOG expanded its public outreach activities during the 2022 RTP/SCS planning process in order to ensure we heard from a diversity of perspectives in the region. Taking cues from best practices in regional planning, several key activities enabled unprecedented success in identifying and considering the mobility needs of minority populations in San Joaquin County. These activities are briefly summarized in this section.

*Community-Based Outreach Mini-Grant Program*

Through a competitive bid process, SJCOG awarded grant funding to five local groups to conduct outreach in historically underrepresented and underserved communities (Table 8). These mini grantees played an integral role in helping to elevate transportation needs in communities of concern. A summary of mini-grantee outreach activities is included in the 2022 RTP/SCS

Appendix K3 (page 47), which can be found here,

<https://www.sjco.org/DocumentCenter/View/7081/K-Civic-Engagement-Report>.

*Participation at Community Events and Gatherings*

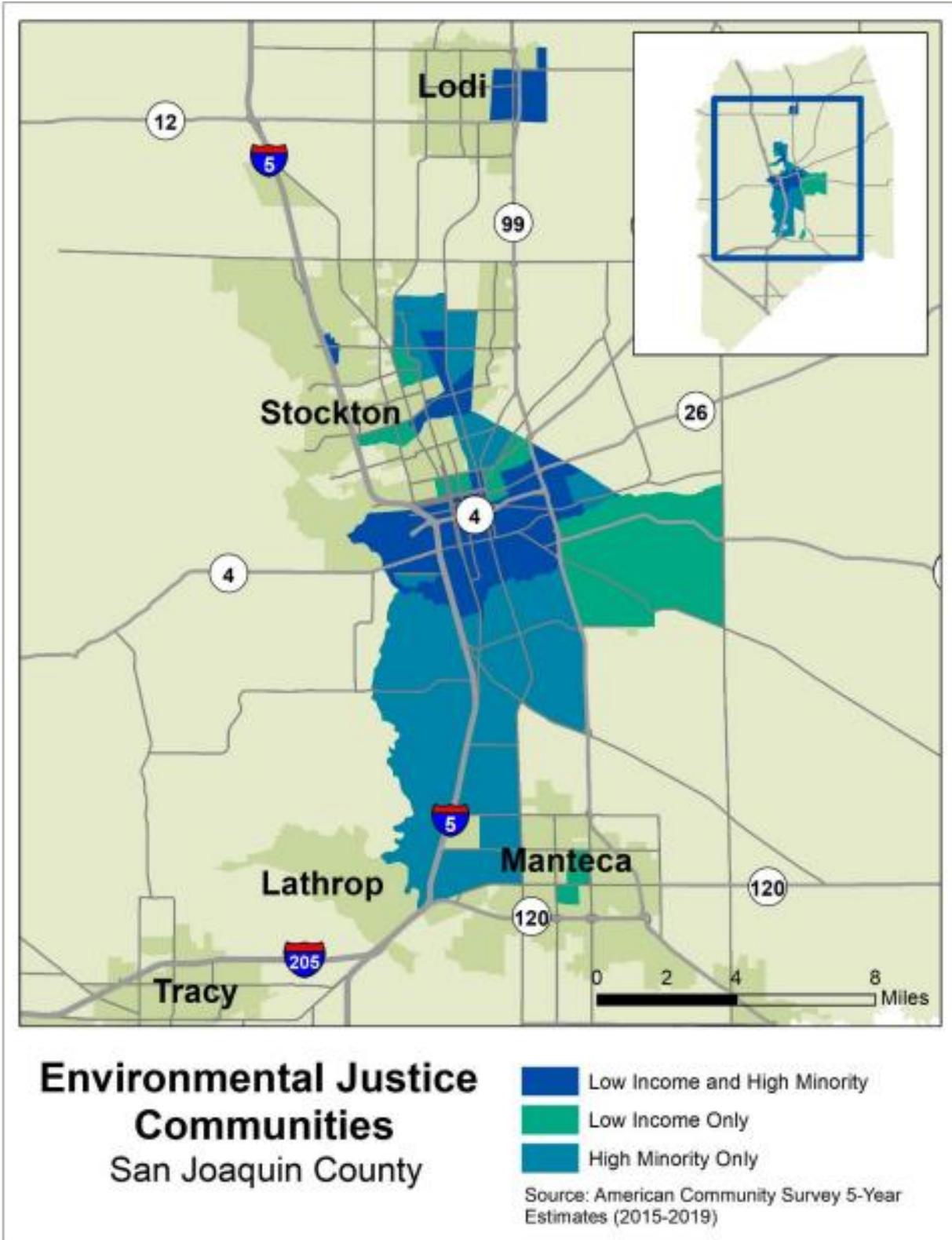
During the regional planning process, SJCOG made an effort to raise the visibility and accessibility of the agency and the 2022 RTP/SCS. To accomplish this, SJCOG participated in over 30 community events and gatherings throughout the region to meet constituents where they live, work, and play. Events included community resource fairs, farmers markets, as well as locally significant festivals. In preparation for this kind of outreach, staff developed educational materials featuring infographics and ensured information was available in-language for English and Spanish speakers. At all community events and gatherings, SJCOG staff provided information about the agency and its work, as well as invited participation and input for the 2022 RTP/SCS.

To view materials developed for public outreach, as well as review a log of community outreach activities, please visit Appendix K, Sections 4 and 7 at the link above.

**Table 8: 2022 Community-Based Outreach Mini-Grantees**

<b>AGENCY / ORGANIZATION</b>	<b>DEMOGRAPHIC FOCUS</b>	<b>GEOGRAPHIC FOCUS</b>
<b>Little Manila Rising</b>	African American, Hispanic/Latino, Asian Youth and Adults	South Stockton
<b>New Genesis Housing Development</b>	African American and Latino residents	Stockton, Lodi, Manteca, Tracy
<b>Public Health Advocates</b>	African American residents	Stockton
<b>Stockton Baptist Church</b>	Seniors (65+), Youth, immigrants/refugees, Hispanic and Asian residents	Stockton, Manteca, Lodi, Lathrop, and unincorporated areas of San Joaquin County near these cities
<b>Grass Roots</b>	Low-income, Youth, African American, Hispanic, Pacific Islander, Asian, Low-income families with children. African American youth and adults	Stockton, French Camp Manteca, Lathrop, Tracy

Figure 5: Identified EJ Communities



### *Data Analysis of Input Provided by Minority Populations*

With the large quantities of data and input provided by community members and residents in the planning process, SJCOG conducted analyses to identify minority population needs. Running cross-tabulations based on minority status enabled SJCOG to compare and contrast the mobility needs of minority populations with non-minority populations in San Joaquin County. These findings were summarized following each round of community input in the regional planning process and communicated to the RTP/SCS Working Group and SJCOG Board for consideration.

To review the findings and conclusions regarding the mobility needs of minority populations, please visit the following sections of Appendix K:

- I. SUMMARY
- II. SURVEY OVERVIEW
- III. KEY FINDINGS
- IV. METHODS
- V. SURVEY RESPONDENTS
- VI. ENCOURAGING GROWTH IN THE SAN JOAQUIN COUNTY REGION
- VII. REGIONAL PRIORITY RANKS

### **K. Analysis of MPO's Transportation System That Identifies and Addresses Any Disparate Impacts**

As part of the 2022 RTP/SCS update, SJCOG performed an analysis of the Regional Transportation Plan to identify any disparate impacts on the basis of race, color, or national origin. This analysis provides a description of the procedures by which the mobility needs of minority populations are identified and considered with the planning process; a more robust analytical methodology that identifies the benefits and the burdens of metropolitan transportation system investments for different socioeconomic groups; demographic maps that show the impacts of the distribution of State and Federal funds in the aggregate for transportation projects; and an analysis of SJCOG's transportation system investments that identifies and addresses disparate impacts.

The purpose of this analysis is for SJCOG to demonstrate compliance with federal regulations related to Title VI of the Civil Rights Act of 1964. For the full report see Appendix P1 and P2 of the RTP/SCS.

The first step in the analysis is to identify the combined share of federal and state transit investments in the Draft Plan (Table 10). The investments included in the plan total \$12.5 billion over a 24-year period, for a wide range of projects that include roadway maintenance, highway projects, active transportation programs and transit operations. Of the total Draft Plan investments, \$4.7 billion are allocated to transit operations, maintenance, modernization and expansion. Therefore, public transit makes up a significant share of investments made in the Draft Plan, approximately 38 percent of the \$12.5 billion total. Of the total Draft Plan investments made in public transit, 29.6 percent (or \$1.4 billion) comes from various federal and state sources, listed in Appendix P2 of the RTP/SCS. The Title VI analysis is conducted on this amount (\$1.4

billion).

**Table 9: Share of Population and Public Transit Commute by Minority Status**

Population	Total	Minority	Non-Minority
<b>Total Population</b>	742,603	506,094	236,509
<b>Percent of Population</b>	X	68.2%	31.8%
<b>Commute Population</b>	303,147	199,455	103,692
<b>Percent of Commute Population</b>	X	65.8%	34.2%
<b>Public Transit Commuters</b>	5,055	3,656	1,399
<b>Percent of Total Public Transit Commuters</b>	X	72.3%	27.7%

Table Source: SJCOG 2022 RTP/SCS Table P5-1, Data Source: U.S. Census Bureau, American Community Survey 2015-2019 Five Year Estimates

This analysis relies on a calculated share of transportation system usage. The share of public transit commuters by minority status was determined by dividing the estimate of minority commuters with the total estimate of commuters by public transit (Table 9). Compared to their share of the total commute population (65.8 percent), minority commuters make up a greater share of total public transit commuters (72.3 percent).

Next, federal and state investments in transit are allocated to minority and non-minority populations using the same methodology used in the transportation investment analysis found in Appendix P4 of the RTP/SCS. Essentially, federal and state investments in public transit are allocated to minority or non-minority populations based on their respective share of use for means of transportation to work. This allocation of funding to minority and non-minority populations based on their use of the transit system constitutes a “benefit.” The results for each subgroup are compared to estimate the relative benefit accrued to minority and non-minority populations. The total state and federal public transit benefit to minority populations is approximately \$999 million, compared to \$382 million to non-minority populations (Table 10).

**Table 10: Disparate Impact Analysis Results, Population and Commuter Based**

	Total	Minority	Non-Minority
<b>Total State and Federal Funding for Public Transit</b>	\$1,380,741,432	\$998,613,388	\$382,128,044
<b>Per Capita Benefit</b>		\$1,973	\$1,616
<b>Per Commuter Benefit</b>		\$5,007	\$3,685
<b>Share of Total State and Federal Investment</b>		72.3%	27.7%
<b>Total Draft Plan Public Transit Funding</b>	\$4,663,930,878	\$3,373,161,482	\$1,290,769,396
<b>Per Capita Benefit</b>		\$6,665	\$5,458
<b>Per Commuter Benefit</b>		\$16,912	\$12,448
<b>Share of Total Draft Plan Investment</b>		72.3%	27.7%

Table Source: SJCOG 2022 RTP/SCS Table P5-2

Finally, investments are distributed on a per capita basis, so that investment benefits allocated to the region’s minority transit commuters can be compared to investment benefits allocated to the region’s non- minority commuters. The results from this analysis are summarized in Table 10.

Following FTA guidance, SJCOG’s disparate impact analysis of Draft Plan investments reveals that, on a per capita basis, minority populations in the region would receive \$1,973 of federal and state public transit investment benefits compared to \$1,616 for non-minority populations. The share of investments based on a per capita basis is proportional to the share of minority (68.2 percent) and non-minority (31.8 percent) populations in the region. On a transit commuter basis, minority riders would receive \$5,007 of the federal and state public transit investment benefit compared to \$3,685 for non-minority transit riders. The share of investment benefits based on a per-commuter basis is proportional to the share of minority (72.3 percent) and non-minority (27.7 percent) transit ridership. For additional comparison, the disparate impact analysis was also applied to the total Draft Plan investment in public transit.

Based on this analysis, the minority population of San Joaquin County benefits more from public transit funding than the non-minority population on a per capita basis, as well as a per commuter basis. The minority population subgroup garners more of the benefit due to higher usage of public transit for work commutes. As a result, investments in public transit generally have a greater benefit for minority populations proportionate to their share of use and their share of the regional population. Therefore, based on the results presented in Tables 10 and 11, SJCOG concludes that the Draft Plan is in compliance with Title VI of the Civil Rights Act of 1964 for the distribution of federal and state transit funds.

In addition, SJCOG performed another analysis of the 2022 RTP investments for their relative benefit on minority and low-income populations, compared to non-minority and non-low-income populations.

#### *Transportation Investment Analysis*

The transportation investment analysis includes the following components:

- The transportation investment analysis is a population-based analysis, which quantifies the benefits of the region’s transportation investments, and assigns these benefits to low-income and minority populations based on their share of system usage. This share of benefits is then compared to the overall share of minority and low-income populations in the region.
- A public transit investment analysis, which satisfies Title VI requirements.

#### *Population-Based Analysis*

This analysis illustrates the distribution of the investments relative to different population subgroups in the region by comparing the estimated share of investments that benefit low-income and minority populations to the share of their respective use of the transportation system. This evaluation centers on populations of concern, low-income and minorities, to estimate the average distribution of benefits across the region.

To conduct the analysis, the Draft Plan investments were divided into categories matching available data on means of transportation to work. Draft Plan investments were divided into five categories: Regional Roadways and Highways, Roadway Operations and Maintenance, Bus Transit, Rail Transit, and Bicycle and Pedestrian. Overall, the Draft Plan investment strategy is a balanced approach to support the development of a multi-modal transportation system. Table 11 displays the funding amounts made available by modal category in the Draft Plan.

**Table 11: Draft Plan Funding by Modal Category**

Model Category	Funding (in Millions)	Percent of Total Funding
<b>Regional Roads and Highways</b>	\$2,721	21.8%
<b>Roadways Operations and Maintenance</b>	\$4,638	37.2%
<b>Bus Transit</b>	\$3,247	26.0%
<b>Rail Transit</b>	\$1,485	11.9%
<b>Bicycle &amp; Pedestrian (Active Transportation)</b>	\$384	3.1%
<b>Total</b>	<b>\$12,476*</b>	<b>100%</b>

Table Source: SJCOG 2022 RTP/SCS Table P4-6,

\*Total funding is \$12.670 (billion) with airport projects.

For the population-based analysis, as a first step, share of transportation system usage by income and minority status was determined using the most recent data available from the Census Transportation Planning Package (CTPP). Alongside demographic information, the CTPP data includes detailed estimates of means of transportation to work. Using this data, the share of transportation system usage was determined by calculating the percent of work trips by means of transportation by income and minority status and summarized in Table 12.

For this analysis, low-income workers were defined using the Regional Housing Needs Assessment (RHNA) income guidelines, which include extremely low, very low, and low-income households. Using this definition, households with income below \$51,545 were designated as low-income households for the transportation investment analysis. To match this income limit with available data, workers from households with income below \$50,000 were used for the analysis.

**Table 12: Share of Transportation System Usage by Income and Minority Status**

Means of Transportation to Work	Income Status*		Minority Status	
	Low Income	All Others	Minority	Non-Minority
<b>Drove Alone or Carpool</b>	26.0%	74.0%	63.2%	36.8%
<b>Bus</b>	38.3%	61.7%	76.9%	23.1%
<b>Rail</b>	12.0%	88.0%	62.5%	37.5%
<b>Bicycle &amp; Pedestrian</b>	45.1%	54.9%	54.3%	45.7%

Table Source: SJCOG 2022 RTP/SCS Table P4-7, Data Source: U.S. Census Bureau, American Community Survey 2012-2016 Five Year Estimates. Special Tabulation: Census Transportation Planning Package

\*using 2016 dollars

To determine relative benefits by income status, transportation investments from the Draft Plan were assigned to either low-income households or all other households. Following in Table 13, expenditure by modal category was determined by allocating expenditures by the respective share of transportation system usage by low-income population. The share of benefit for all other workers was then calculated by subtracting the calculated share for low-income workers from all expenditures for each modal category of funding. Overall, project investment totaled to \$3.5 billion for low-income households, while investment totaled \$8.9 billion for all other households. Compared to their share of total population in the region (26.4 percent), low-income households

receive 28.1 percent of total benefit from Draft Plan investments based on their share of usage of the transportation system.

**Table 13: Funding Expenditure by Mode and Income Status**

Modal Category	All Expenditures	Low Income Households	All Other Households
<b>Share of Total Population</b>	X	26.4%	73.6%
<b>Regional Roadways &amp; Highways</b>	\$2,721,354,416	\$707,552,148	\$2,013,802,268
<b>Roadway Operations and Maintenance</b>	\$4,638,416,071	\$1,205,988,178	\$3,432,427,893
<b>Bus Transit</b>	\$3,247,248,040	\$1,243,695,999	\$2,003,552,041
<b>Rail Transit</b>	\$1,484,605,791	\$178,152,695	\$1,306,453,096
<b>Bicycle and Pedestrian</b>	\$384,078,224	\$173,219,279	\$210,858,945
<b>Total</b>	<b>\$12,475,702,542</b>	<b>\$3,508,608,300</b>	<b>\$8,967,094,242</b>
<b>Share of Total Benefits</b>	<b>X</b>	<b>28.1%</b>	<b>71.9%</b>

Table Source: SJCOG 2022 RTP/SCS Table P4-8, Data Source: U.S. Census Bureau, American Community Survey 2012-2016 Five Year Estimates. Special Tabulation: Census Transportation Planning Package

Table 14 below summarizes the calculated benefit by minority status. Overall, the Draft Plan investment benefit totaled \$8.3 billion for minority populations, while for non-minority populations the benefit totaled \$4.2 billion. Compared to their share of the total population in the region (62.5 percent), minority populations receive 66.4 percent of the total benefit of Draft Plan investments based on their share of usage of the transportation system.

**Table 14: Funding Expenditure by Mode and Minority Status**

Modal Category	All Expenditures	Minority	Non-Minority
<b>Share of Total Population</b>	X	62.5%	37.5%
<b>Regional Roadways &amp; Highways</b>	\$2,721,354,416	\$1,719,895,990	\$1,001,458,425
<b>Roadway Operations and Maintenance</b>	\$4,638,416,071	\$2,931,478,957	\$1,706,937,114
<b>Bus Transit</b>	\$3,247,248,040	\$2,497,133,743	\$750,114,297
<b>Rail Transit</b>	\$1,484,605,791	\$927,878,619	\$556,727,172
<b>Bicycle and Pedestrian</b>	\$384,078,224	\$208,554,476	\$175,523,748
<b>Total</b>	<b>\$12,475,702,542</b>	<b>\$8,284,941,786</b>	<b>\$4,190,760,756</b>
<b>Share of Total Benefits</b>	<b>X</b>	<b>66.4%</b>	<b>33.6%</b>

Table Source: SJCOG 2022 RTP/SCS Table P4-9, Data Source: U.S. Census Bureau, American Community Survey 2012-2016 Five Year Estimates. Special Tabulation: Census Transportation Planning Package

In addition to calculating total benefit to low-income and minority populations based on transportation system usage, a comparison of funding expenditures per household was conducted. To calculate relative benefits for low-income households, the total benefit for each modal category in Table 15 was divided by the total estimate of low-income households which results in per household expenditures by modal category. Using similar methods for the minority population, per capita expenditures by modal category are summarized in Table 16.

On a per-household basis, the result of the analysis indicates a disproportionate share of Draft Plan expenditures accruing to non-low-income households (Table 16). Modal category

expenditures benefitting low-income households are less when compared to all other households except for bicycles and pedestrian. The disparity is most pronounced in the roadway and rail categories.

On a per capita basis, the result of the analysis indicates that non-minority populations are receiving a disproportionate share of Draft Plan expenditures (Table 17) except for bus transit. Modal category expenditures benefitting minority populations are slightly less when compared to non-minority populations.

**Table 15: Funding Expenditures per Household by Income Status**

Category	All	Low Income Household	All Other Households
<b>Households</b>	228,567	88,898	139,669
<b>Regional Roadways and Highways</b>	\$11,906	\$7,959	\$14,418
<b>Roadways Operation and Maintenance</b>	\$20,293	\$13,566	\$24,575
<b>Bus Transit</b>	\$14,207	\$13,990	\$14,345
<b>Rail Transit</b>	\$6,495	\$2,004	\$9,345
<b>Bicycle and Pedestrian</b>	\$1,680	\$1,949	\$1,510
<b>Total</b>	<b>\$54,582</b>	<b>\$39,468</b>	<b>\$64,202</b>

Table Source: SJCOG 2022 RTP/SCS Table P4-10, Data Source: U.S. Census Bureau, American Community Survey 2015-2019 Five Year Estimates

**Table 16: Funding Expenditures per Capita by Minority Status**

	All	Minority	Non-Minority
<b>Population</b>	742,603	506,094	236,506
<b>Regional Roadway &amp; Highway</b>	\$3,665	\$3,398	\$4,234
<b>Roadway Operations and Maintenance</b>	\$6,246	\$5,792	\$7,217
<b>Bus Transit</b>	\$4,372	\$4,934	\$3,172
<b>Rail Transit</b>	\$1,999	\$1,833	\$2,354
<b>Bicycle and Pedestrian</b>	\$517	\$412	\$742
<b>Total</b>	<b>\$16,800</b>	<b>\$16,370</b>	<b>\$17,719</b>

Table Source: SJCOG 2022 RTP/SCS Table P4-11, Data Source U.S. Census Bureau, American Community Survey 2015-2019 Five Year Estimates

An important limitation to this analysis is that it relies on data regarding means of transportation to work, thus only capturing a specific trip purpose. Therefore, the calculated share of transportation system usage may not represent a comprehensive picture of actual system usage by the region’s population.

To provide further understanding of benefits to environmental justice communities, additional analyses are included to assess equity impacts of roadway (see Roadway Expenditure Benefits) and transit projects (see High-Quality Transit Access to Low-Income Employment) included in the Draft Plan.

# Appendix A: SJCOG Title VI Procedures and Complaint Forms

## **San Joaquin Council of Governments Title VI Complaint Procedures**

Title VI of the Civil Rights Act of 1964 (Title VI) prohibits discrimination on the basis of race, color, or national origin in programs and activities from agencies receiving federal financial assistance. The law aims to ensure that individuals are not excluded from participation, denied benefits, or subjected to discrimination based on these protected characteristics. Recipients of federal funds must take affirmative steps to eliminate discrimination and promote equal opportunity. Any person who feels he or she, as individuals, or as a member of any class of persons, on the basis of race, color, or natural origin has been excluded from or denied benefits of, or been subjected to discrimination under a program or activity offered through SJCOG, may file a written complaint with the SJCOG Deputy Director/Chief Finance Officer.

Such complaint must be filed within 180 days of the date the person believes the discrimination took place. SJCOG will promptly investigate all signed, written complaints; complaints with incomplete information may result in delayed investigations and responses.

The following procedures will be followed to investigate formal Title VI complaints:

### **I. Referral to Review Officer**

Upon receipt of the Complaint, the Deputy Executive Director shall appoint one or more staff members, as appropriate, to evaluate and investigate the complaint, in consultation with SJCOG general counsel.

Staff shall complete its review no later than 45 calendar days after the date SJCOG received the complaint.

If more time is required, the Deputy Executive Director shall notify the complainant of the estimated time frame for completing the review. Upon completion of the review, staff shall make a recommendation regarding the merit of the complaint and whether SJCOG should take remedial actions to provide redress.

Additionally, the staff review officer may recommend improvements to SJCOG's processes relative to Title VI and environmental justice. SJCOG staff shall forward its recommendations to the Deputy Executive Director for concurrence. If the Deputy Executive Director concurs, he/she shall issue SJCOG's written response to the complainant.

### **II. Request for Reconsideration**

If the complainant disagrees with the response, the complainant may request reconsideration by submitting the request, in writing, to the Executive Director, within ten (10) calendar days after its

receipt.

The request for reconsideration shall be detailed to contain any items the complainant believes were not fully addressed by the Deputy Executive Director. The Executive Director shall notify the complainant of his decision either to accept or reject the request for reconsideration within ten (10) calendar days.

In cases where the Executive Director agrees to reconsider, the matter shall be returned to staff for re-evaluation. The re-evaluation will follow directions set in Section I, above.

### **III. Submission of complaint to the Federal Transit Administration**

If the complainant is dissatisfied with SJCOG's resolution of the complaint, they may also submit a complaint directly to the Federal Transit Administration (FTA) for investigation by contacting:

FTA Office of Civil Rights  
Attn.: Complaint Team  
East Building, 5th Floor – TRC  
1200 New Jersey Ave., SE  
Washington, DC 20590

In accordance with Chapter IX, Complaints, of FTA Circular 4702. 1B, complaints must be submitted within 180 calendar days after the date of the alleged discrimination.

### **IV. Submission of complaint to the Federal Highway Administration**

If the complainant is dissatisfied with SJCOG's resolution of the complaint, they may also submit a complaint directly to the Federal Highway Administration (FHWA) for investigation by contacting:

FHWA U.S DOT  
ATTN.; Office of Civil Rights  
1200 New Jersey Ave., SE  
8th Floor E81-105  
Washington, DC 20590

## **Procedimiento de Denuncia en Virtud del Título VI El Consejo de Gobiernos de San Joaquín**

El Título VI de la Ley de Derechos Civiles de 1964 (Título VI) prohíbe la discriminación por motivos de raza, color u origen nacional en los programas y actividades de las agencias que reciben asistencia financiera federal. La ley tiene por objeto garantizar que no se excluya a las personas de la participación, se les denieguen las prestaciones o sean objeto de discriminación por razón de estas características protegidas. Los receptores de fondos federales deben tomar medidas afirmativas para eliminar la discriminación y promover la igualdad de oportunidades. Cualquier persona que sienta que él o ella, como individuos, o como miembro de cualquier clase de personas, por motivos de raza, color u origen natural, ha sido excluido de o se le han negado los beneficios de, o ha sido sujeto a discriminación bajo un programa o actividad ofrecida a través del Consejo de Gobiernos de San Joaquín, puede presentar una queja por escrito al Subdirector / Oficial en Jefe de Finanzas del Consejo de Gobiernos de San Joaquín. Dicha queja debe ser presentada dentro de los ciento ochenta (180) días siguientes a la fecha en que la persona cree que la discriminación tuvo lugar. El Consejo de Gobiernos de San Joaquín investigará con prontitud todas las quejas escritas y firmadas; las quejas con información incompleta puede resultar en que la investigación se demore.

Los siguientes procedimientos se seguirán para investigar las quejas formales del Título VI:

### **I. Remisión al Oficial de Revisión**

Al recibir la denuncia, el Director Ejecutivo Adjunto nombrará a uno o más miembros del personal, según corresponda, para evaluar e investigar la queja, en consulta con el Abogado General del Consejo de Gobiernos de San Joaquín.

El personal deberá completar su revisión a más tardar cuarenta y cinco (45) días naturales después de la fecha en que el Consejo de Gobiernos de San Joaquín recibió la queja.

Si más tiempo es requerido, el Director Ejecutivo Adjunto notificará al demandante del estimado plazo para completar la revisión. Al término de la revisión, el personal hará una recomendación sobre el mérito de la queja y si el Consejo de Gobiernos de San Joaquín debe tomar medidas correctivas para proporcionar reparación.

Además, el Oficial de Revisión del Personal puede recomendar que se mejore el proceso del Consejo de Gobiernos de San Joaquín en relación con el Título VI y la justicia ambiental. El personal del Consejo de Gobiernos de San Joaquín enviará sus recomendaciones al Director Ejecutivo Adjunto para su aprobación. Si el Director Ejecutivo Adjunto está de acuerdo, él/ ella emitirá la respuesta por escrito del Consejo de Gobiernos de San Joaquín al demandante.

## **II. Solicitud de Reconsideración**

Si el demandante no está de acuerdo con la respuesta, el demandante puede solicitar reconsideración presentando una solicitud, por escrito, al Director Ejecutivo, dentro de diez (10) días naturales después de su recepción.

La solicitud de reconsideración se detallará de forma que incluya todos los puntos que el demandante considere que no han sido tratados en su totalidad por el Director Ejecutivo Adjunto. El Director Ejecutivo Adjunto notificará al demandante de su decisión de aceptar o rechazar la solicitud de reconsideración dentro de los diez (10) días naturales siguientes a la recepción de la misma.

En los casos en que el Director Ejecutivo acepte reconsiderar la decisión, el asunto se devolverá al personal para su reevaluación. La reevaluación seguirá las instrucciones establecidas en la sección I, indicado más arriba.

## **III. Presentación de denuncia ante la Administración Federal de Tránsito**

Si el demandante no está satisfecho con la resolución de la queja por parte del Consejo de Gobiernos de San Joaquín, el demandante puede presentar una queja directamente a la Administración Federal de Tránsito (FTA, siglas en inglés), haga llegar su solicitud a la dirección siguiente:

FTA Office of Civil Rights (División de Derechos Civiles  
Administración Federal de Tránsito)  
Atención: Complaint Team  
East Building, 5th Floor- TRC  
1200 New Jersey Ave. SE  
Washington, DC 20590

De conformidad con el Capítulo IX Quejas, de la Circular 4702. IB, las denuncias deben presentarse en un plazo de ciento ochenta (180) días naturales a partir de la fecha de la presunta discriminación.

## **IV. Presentación de denuncia ante la Administración Federal de Carreteras**

Si el demandante no está satisfecho con la resolución de la queja por parte del Consejo de Gobiernos de San Joaquín, puede presentar una queja directamente a la Administración Federal de Carreteras (FHWA, siglas en inglés), haga llegar su solicitud a la dirección siguiente:

FHWA U.S. DOT  
Atención: Office of Civil Rights (División de Derechos Civiles)  
1200 New Jersey Ave. SE  
8th Floor E81-105  
Washington, DC 20590



**SAN JOAQUIN COUNCIL OF GOVERNMENTS**

555 E. Weber Avenue • Stockton, California 95202

209.235.0600 • 209.235.0438 (fax)

[www.sjcog.org](http://www.sjcog.org)

*San Joaquin Council of Government (SJCOC) Title VI Complaint Form*

Complaints must be filed within 180 days of the alleged act of discrimination.

<b>Section I:</b>				
Name:				
Address:				
Telephone (Home):		Telephone (Work):		
Email Address:				
Accessible Format Requirements: (Check all that apply)	Large Print	Audio Tape	TDD	Other
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Section II:</b>				
Are you filing this complaint on your own behalf?	Yes*		No	
*If you answered "yes" to this question, go to Section III.				
If not, please supply the name and relationship of the person for whom you are complaining:				
Please explain why you have filed for the 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	
<b>Section III:</b>				
I believe the discrimination I experienced was based on (check all that apply):				
Race [ ]	Color [ ]	National Origin [ ]		
Date of Alleged Discrimination (Month, Day, Year):				
In the space below, what happened and why you believe you were discriminated against. Describe all persons who were involved. Include name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, please use the back of this form.				

<b>Section IV:</b>		
Have you previously filed a Title VI complaint with this agency?	Yes	No
<b>Section V:</b>		
Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court?		
Yes <input type="checkbox"/>	No <input type="checkbox"/>	If yes, check all that apply:
<input type="checkbox"/> Federal Agency:	<input type="checkbox"/> State Agency:	<input type="checkbox"/> Local Agency:
<input type="checkbox"/> Federal Court:	<input type="checkbox"/> State Court:	
Please provide information about a contact person at the agency/court where the complaint was filed:		
Name:	Title:	
Agency:	Phone:	
Address:		
<b>Section VI:</b>		
Name of agency complaint is against:		
Contact Person:		
Title:		
Phone:		
You may attach any written materials or other information that you feel is relevant to your complaint.		
Signature and date required below:		
Signature:	Date:	
Please submit this form by email to <a href="mailto:info@sjcog.org">info@sjcog.org</a> or by mail to: San Joaquin Council of Governments Title VI Coordinator 555 East Weber Avenue Stockton, CA 95202		



SAN JOAQUIN COUNCIL OF GOVERNMENTS

555 E. Weber Avenue • Stockton, California 95202

209.235.0600 • 209.235.0438 (fax)

www.sjcog.org

*San Joaquin Consejo de Gobierno (SJCOC) Titulo VI Queja Forma*

Queja debe ser presentada dentro de 180 días del presunto acto de discriminacion.

<b>Sección I:</b>					
Nombre:					
Direccion:					
Telefono (Casa):		Telefono (Trabajo):			
Correo Electronico:					
Requisitos de format accesible: (Marque todos que aplican) * Dispositivo de telecomunicaciones para personas sordas.		Letra de gran tamaño	Cinta de audio	TDD*	Otro
<b>Sección II:</b>					
¿Está presentando esta denuncia en su nombre?		Sí*		No	
* Si contestaste "sí" a esta pregunta, vaya a la sección III.					
Si no, por favor suministrar el nombre y la relación de la persona para quien se queja:					
Por favor explique por qué han presentado para el tercero:					
Por favor confirme que ha obtenido el permiso de la parte agraviada si está presentando en nombre de un tercero		Sí		No	
<b>Sección III:</b>					
Creo que la discriminación que viví fue basada en (marque todos que aplican):					
Raza [ ]		Color [ ]		Nacionalidad [ ]	
Fecha de la supuesta discriminación (mes, día, año):					
En el siguiente espacio, explique lo más claramente posible lo que sucedió y por qué usted cree que fue discriminado. Describa todas las personas que participaron. Incluya los nombres e información de contacto de las personas que lo/a discriminó (si se conoce) así como los nombres y la información de contacto de cualquier testigo. Si necesita más espacio, use el dorso de este formulario.					

<b>Sección IV:</b>		
¿Usted ha presentado anteriormente una queja del título VI con esta agencia?	Sí	No
<b>Sección V:</b>		
¿Se presentó esta queja con cualquier otro Federal, estado o agencia local o con cualquier Tribunal Federal o estatal?		
Sí <input type="checkbox"/>	No <input type="checkbox"/>	En caso afirmativo, marque todas las que aplican:
<input type="checkbox"/> Agencia Federal para el:	<input type="checkbox"/> Estado Agencia:	<input type="checkbox"/> Agencia local de:
<input type="checkbox"/> Tribunal Federal de:	<input type="checkbox"/> Estado de corte:	
Sírvanse facilitar información sobre una persona de contacto en la Agencia/corte donde fue la denuncia:		
Nombre:	Título:	
Agencia:	Telefono:	
Direccion:		
<b>Sección VI:</b>		
Nombre de denuncia de la agencia esta en contra de:		
Persona de contacto:		
Titulo:		
Telefono:		
Puede conectar cualquier material escrito u otra información que es relevante a su queja.		
Firma y fecha especificadas a continuación:		
Firma:	Fecha:	
Por favor, envíe este formulario (en persona o por correo) para: San Joaquin Consejo de Gobiernos Coordinador del título VI 555 East Weber Avenue Stockton, CA 95202		

## **Appendix B: Public Participation Plan**

Due to document size, the Public Participation Plan has been linked and not attached. It can also be accessed by clicking on the link below,

<https://www.sjog.org/127/Public-Participation-Plan>.

# Appendix C: SJCOG Limited English Proficiency Plan

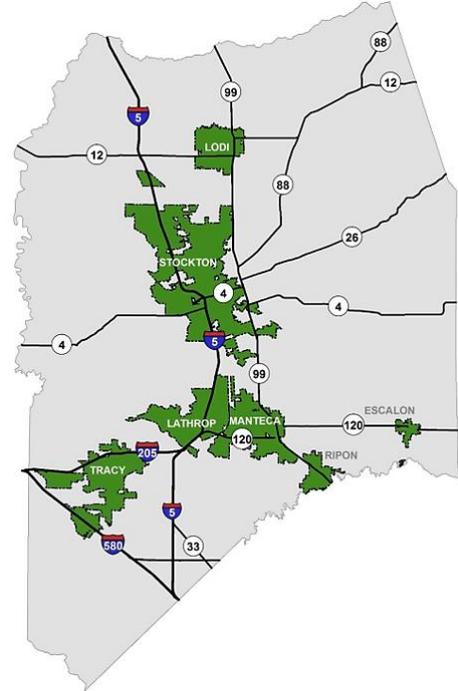
# SAN JOAQUIN COUNCIL OF GOVERNMENTS

## LIMITED ENGLISH PROFICIENCY PLAN

### Introduction

The San Joaquin Council of Governments (SJCOG) is the transportation planning, coordinating, and financing agency for the San Joaquin region. SJCOG also is the regions federally designated metropolitan planning organization (MPO). As such, it is subject to meeting the requirements under the Title VI of the Civil Rights Act of 1964 (Title VI), and Executive Order 13166 to provide meaningful access to its services, programs and activities to persons with limited English proficiency. This document, or Limited English Proficiency (LEP) Plan, is intended to ensure that SJCOG’s language assistance measures reflect the needs of LEP persons across the San Joaquin region.

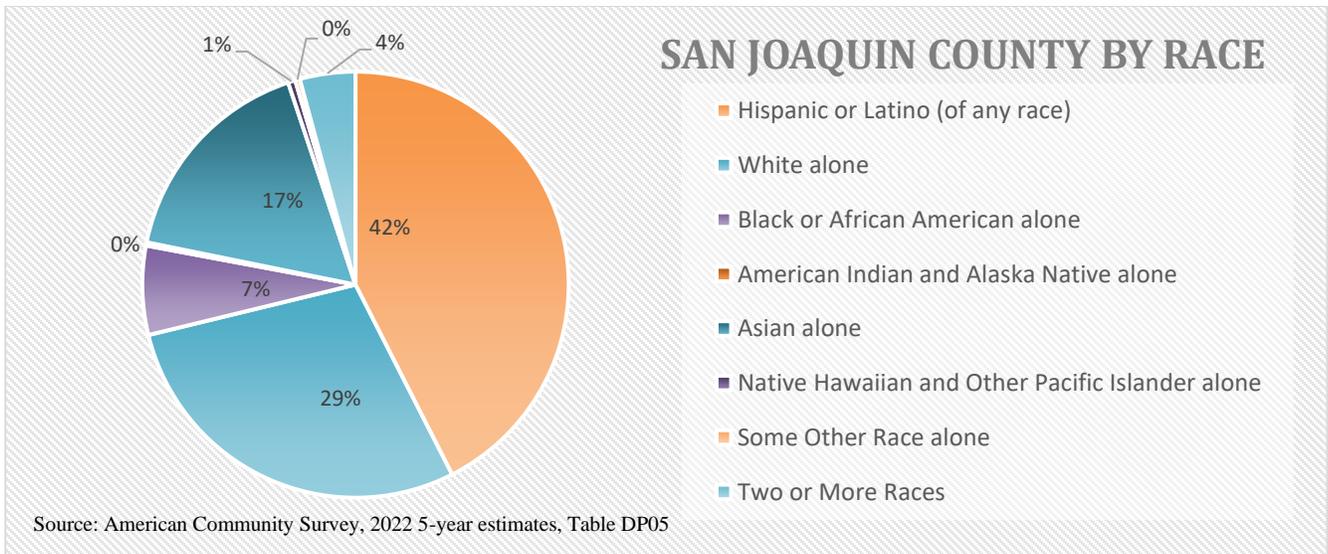
Figure 1. San Joaquin County Map



### Demographics

SJCOG’s service area includes San Joaquin County and the cities of Escalon, Lathrop, Lodi, Manteca, Ripon, Stockton, and Tracy, with a population of 779,445. (American Community Survey (ACS 5-Year Estimates Data Profiles-DP05) San Joaquin County make up is a combination of urban, suburban, and rural settings. The population is increasingly diverse, with a portion speaking a language other than English as reflected in Figure 2 below.

Figure 2. San Joaquin County by Race



The LEP Plan describes how to identify individuals who may need language assistance, methods to provide such assistance, staff training, and how to provide notification to LEP individuals impacted or encountered during the planning and development process.

## Purpose

The main objective of this plan is to ensure that community members throughout the San Joaquin region have the opportunity to participate in the transportation planning and decision-making process. In addition to this LEP Plan, a separate but related document, SJCOG's Public Participation Plan (PPP), also lays out ways in which SJCOG seeks broad public participation in our Regional Transportation Plan/Sustainable Communities Strategy (RTP/SCS) and in other studies and planning work. Together these Plans work together to enhance the public participation process for San Joaquin residents.

The Public Participation Plan, and any updates, can be accessed via the following link, <https://www.sjco.org/127/Public-Participation-Plan>.

### Who is a Limited English Proficient Individual?

As defined by the US Government (<https://www.lep.gov/commonly-asked-questions>) an LEP individual is described as, individuals for whom English is not their primary language and who have a limited ability to read, write, speak, or understand English. This Plan is intended to ensure that SJCOG's language assistance measures reflect the needs of LEP persons across the San Joaquin region.

## Guiding Policies

### Title VI and Executive Order 13166

Two federal documents provide the foundation for the development of the LEP plan: Title VI of the Civil Rights Act of 1964, and Executive Order 13166 "Improving Access to Services for Persons with Limited English Proficiency," signed in 2000.

Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d et seq., and its implementing regulations state, "No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance."

The Supreme Court, in *Lau v. Nichols*, 414 U.S. 563 (1974), interpreted Title VI regulations promulgated by the former Department of Health, Education, and Welfare to hold that Title VI prohibits conduct that has a disproportionate effect on LEP individuals because such conduct constitutes national origin discrimination.

In August 2000, President Bill Clinton issued Executive Order 13166, "Improving Access to Services for Persons with Limited English Proficiency," which directs Federal agencies to examine the services they provide to ultimately develop and implement a system by which LEP individuals can meaningfully access those services (see Appendix G: References).

This Executive Order states,

“Each Federal Agency shall prepare a plan to improve access to its federally conducted programs and activities by eligible LEP persons. Each plan shall be consistent with the standards set forth in the LEP Guidance and shall include the steps the agency will take to ensure that eligible LEP persons can meaningfully access the agency’s programs and activities.”

On October 25, 2001, President George W. Bush affirmed his commitment to Executive Order 13166 through a memorandum issued by Assistant Attorney General for Civil Rights, Ralph F. Boyd, Jr. Federal agencies were directed to provide guidance and technical assistance to recipients of Federal funds as to how they can provide meaningful access to limited English proficient individuals of Federal programs.

### **Policy Guidance from U. S. Department of Transportation**

On December 14, 2005, in accordance with Executive Order 13166, the DOT issued its Policy Guidance Concerning Recipients’ Responsibilities to Limited English Proficient Persons. This document states, “Title VI and its implementing regulations require that DOT recipients take responsible steps to ensure meaningful access to the benefits, services, information, and other important portions of their programs and activities for individuals who are Limited English Proficient and that recipients should use the DOT LEP Guidance to determine how best to comply with statutory and regulatory obligations to provide meaningful access to the benefits, services, information, and other important portions of their programs and activities for individuals who are LEP.”

Adopting the framework established by the Department of Justice in its August 11, 2000 Guidance, the DOT identifies four factors that should be considered by a recipient of federal funds in assessing the needs of LEP persons and for implementing a plan to address those needs. These four factors consider the following:

FACTOR 1: The number or proportion of LEP persons eligible to be served or likely to be encountered by SJCOG;

FACTOR 2: The frequency with which LEP individuals come in contact with SJCOG’s programs, activities, or services.

FACTOR 3: The nature and importance of SJCOG’s programs, activities, or services to LEP person’s lives; and

FACTOR 4: The resources available to SJCOG and the costs associated to provide language assistance.

## **Four Factor LEP Analysis for SJCOG**

The following is an assessment of needs in the San Joaquin region in relation to the four factors and the transportation planning process.

### **1. The number or proportion of LEP persons in the service area.**

In order to gain a comprehensive understanding of the profile of individuals that may be participating in the transportation planning process, SJCOG examines the 2022 ACS demographic

data for the San Joaquin region. For the purpose of this LEP Plan, individuals who identified themselves during the survey as speaking a language other than English (Table B16001) are considered LEP individuals. This LEP Plan addresses only LEP individuals and specifically identifies the three most common languages spoken in the San Joaquin region.

According to Table B16001 from the U.S. Census Bureau, 2018-2022 American Community Survey 5-Year Estimates, 43.41 percent of the county’s 742,018 residents, over the age of 5, spoke a language other than English at home. Approximately 27.88 percent of those speak Spanish, followed by 3.14 percent Tagalog and 2.25 percent Punjabi. This is a shift from the last assessment where Spanish, Tagalog, and Khmer were the top three languages identified. However, Spanish speakers remain the largest limited English-speaking populations followed by Tagalog speakers and now Punjabi, speakers. Recognizing such a sizeable proportion of residents are Spanish speakers and that on occasion Tagalog or Punjabi speakers will also need assistance, SJCOG has developed processes aimed at improving communication and outreach.

**Table 1: San Joaquin County Population Estimates Based on Languages Spoken**

Language Spoken	Estimate	Percent
<b>Speak only English</b>	419,931	56.59%
<b>Spanish</b>	206,877	27.88%
<b>Tagalog (incl. Filipino)</b>	23,330	3.14%
<b>Punjabi</b>	16,681	2.25%
<b>Khmer</b>	7,733	1.04%
<b>Vietnamese</b>	7,544	1.02%
<b>Chinese (incl. Mandarin, Cantonese)</b>	7,482	1.01%
<b>Other*</b>	52,440	7.07%
<b>Total</b>	<b>742,018</b>	<b>100.00%</b>

\*For a full list of languages please refer to the original source below, or see Attachment A  
Source: 2022 ACS 1-year estimate, Table B16001: Language Spoken at Home by Ability to Speak English for the Population 5 Years and Over

**2. The frequency with which LEP individuals come into contact with the programs/ activities.**

SJCOG oversees numerous projects throughout the community and in various neighborhoods. SJCOG’s prior experience with LEP populations has been primarily with Spanish speakers. This is consistent with the identified majority of LEP individuals as Spanish language speakers above. In developing long range transportation plans and other transportation planning activities, SJCOG gathers input from a range of minority and low-income residents from community-based organizations. Some of these documents and planning activities include but are not limited to the Regional Transportation Plan/Sustainable Communities Strategies (RTP/SCS), Unmet Transit Needs (UTN), and public notices and hearings, most of which are translated in Spanish. Planning material and outreach materials on these efforts and others are often translated into Spanish to actively engage and involve residents who often do not participate in regional government planning activities.

**3. The nature and importance of service provided by SJCOG**

SJCOG undertakes a variety of planning and policy initiatives to encourage a more sustainable region now and in the future. To that end, SJCOG assists with regional transportation and land use planning. Under federal and state mandates, SJCOG is tasked with developing a RTP and a Federal Transportation Improvement Program (FTIP) every four years. With the passage of California's SB 375 into state law, SJCOG has also been given the added responsibility of developing a SCS to address greenhouse gas emissions as an element of the RTP. Evaluating the impact of proposed transportation investments on the underserved and underrepresented community groups is a significant step in developing a comprehensive transportation investment plan. As a result, SJCOG takes appropriate steps during the planning and public outreach process to invite all members of the community in the public participation process, including reaching out to the LEP community. This ensures a variety of input from all stakeholders and community members and ensures that every effort is taken to make the planning process as inclusive as possible.

#### **4. The resources available to the recipient of the federal funds to assure meaningful access to the service by LEP persons**

In the San Joaquin region, SJCOG is committed to including all residents in the transportation and decision-making process, specifically those from the Spanish, Tagalog, or Punjabi speaking communities. As such, a variety of resources and strategies are currently employed to cater to the immediate LEP needs, and to include others who represent LEP interests at regional decision-making tables, on advisory groups, and citizen panels from across the region.

SJCOG provides publicity in Spanish for public hearings/public notices pertaining to the RTP/SCS, UTN process, Public Participation Plan, and LEP/Title VI documents. Agendas include a statement regarding the availability of language assistance upon request.

A web-based translation tool is available on the SJCOG website, which translates web content into a variety of different languages including Spanish. LEP individuals can request that vital documents or portions thereof be translated into Spanish, Tagalog, or Punjabi.

SJCOG staff works with the El Concilio and Coalition of Mexican American organizations, both large umbrella groups for the Hispanic, Latino, and Spanish speaking communities. SJCOG staff periodically attends monthly meetings of these groups to solicit input and comments on various planning activities/programs. Staff also works with the Asian-American Chamber of Commerce, representing Asian-owned businesses and entrepreneurs, and community service providers such as Asian Pacific Self-Development and Residential Association (APSARA) and Lao-Khmu, serving Stockton's Cambodian, Khmer-speaking community.

Additionally, staff reaches out to Latino Times, Bilingual News, and Asian American news outlets as well news organizations that reach out to LEP communities to make sure stories about the organization's projects and public notices are accessible to those who are limited English proficient. SJCOG has staff members who are fluent enough in Spanish to help translate some written materials and/or read comments received in Spanish. Staff members also answers calls from the main telephone line that come in in Spanish. In some cases, outside translation services are procured. However, in most cases, the cost to implement multiple language programs, especially to provide translated materials or simultaneous translation is significant and unfunded.

#### **Four Factor Analysis Conclusion**

SJCOG determined that translation of Vital Documents and access to services should be provided

in the Spanish language as a matter of course. Upon request, and subject to available resources, SJCOG will provide translation to Tagalog and Punjabi languages. Based on the above Four Factor Analysis findings, SJCOG developed *Vital Document Guidelines* to advise staff on agency protocol for document translation (see Attachment C).

## Safe Harbor Provision

As a recipient of federal funding, SJCOG is required by the Federal law's "Safe Harbor" provision to undertake reasonable efforts to provide translation of vital written documents, as needed. The written translation need is based on each eligible LEP language group that constitutes 5 percent or 1,000 individuals, whichever is less, of the population eligible to be served or likely to be affected or encountered.

The safe harbor provision does not affect the requirement to provide meaningful access to LEP individuals through oral interpreters, when oral language services are needed and are reasonable.

Translation of documents, if needed, can be provided orally. The failure to provide written translations under the circumstances outlined above does not mean there is noncompliance. Instead, the safe harbor provisions provide a guide to enhance compliance requirements than can be provided by a fact-intensive, four factor analysis.

## Current Language Assistance Measures

As part of SJCOG's evaluation of its prior experiences with LEP persons, the agency developed an inventory of language assistance services currently being provided.

SJCOG currently offers a wide range of tools for LEP populations, including written and oral language assistance, as well as community outreach and local media engagement. These language assistance tools and strategies are detailed below:

### Written Language Assistance

- Translate selected RTP outreach materials into Spanish language or as requested.
- Provide RTP Executive Summary in English and Spanish language.
- Translate surveys, public notices, and press releases into Spanish on a routine basis.
- Utilize third-party, multi-lingual website translation services (e.g., Google Translate) to translate online content for various SJCOG programs and services.
- Advertise notice of availability of Spanish translation for SJCOG meetings.
- Advertise key opportunities for public participation in Spanish community newspapers.
- Avoid overly complex or technical terms and write in clear, compelling language in a style appropriate to the intended audience.
- Oral Language Assistance

- Employ a multi-lingual staff member who speaks Spanish for on-the-spot interpreter assistance (e.g. to assist callers who speak Spanish).
- Spanish speaking translators available upon request for meetings and workshops.
- Develop partnerships with advocates of LEP persons.
- Partner with community non-profits that can assist in tailoring presentations, meeting materials and meeting announcements.
- Local LEP participants Media and Public Relations
- Place notices in non-English language community newspapers to announce important opportunities for public participation.
- Work with non-English language media outlets (print or electronic media) to place articles or public service announcements about SJCOG’s work or announce participation opportunities.
- Current staff awareness of language assistance guidelines detailing agency protocol on how to interact and provide services to LEP populations.

## Future Language Assistance Measures

SJCOG has identified additional language assistance services that may be implemented to further provide meaningful access to LEP persons. These suggestions for future language assistance services are based on interviews with community-based organizations and best practices reviews from similar regional MPO agencies. Moreover, these suggestions take into account agency resources and staff time. Future outreach efforts to LEP populations that SJCOG will consider include the following:

- Request public service announcements in non-English language community newspapers, radio stations, or television stations to announce public meetings for the long-range regional transportation plan, major corridor studies, or to announce other important transportation news.
- Expand current mechanisms for SJCOG staff to document LEP participation at SJCOG hosted meetings and events.
- Increase staff awareness of the availability of translated materials.
- Provide financial assistance (in response to competitive requests for proposals) to community-based organizations that work with LEP persons for such activities as co-hosting and conducting meetings in multiple languages and assistance with identifying LEP individuals for participation in community focus groups or public meetings.
- Use I-Speak language cards to identify languages spoken by communities.

## Plan Monitoring and Updating

SJCOG will monitor and update its LEP Plan, as needed, to ensure meaningful access to its programs and services by LEP persons. SJCOG will use a combination of qualitative and quantitative approaches to monitor whether the LEP services effectively meets the needs of LEP persons across the San Joaquin region. Every four years, SJCOG will review demographic data of the region's LEP populations and solicit feedback from SJCOG staff, LEP persons and community-based organizations serving LEP individuals to evaluate the effectiveness of its LEP. By establishing an evaluative review of the LEP Plan, SJCOG can assess whether its language assistance services are effective and have impacted relations with LEP communities. SJCOG will monitor its implementation plan by soliciting regular feedback from staff and third-party contractors, community-based organizations and LEP persons.

In compliance with U.S. DOT guidelines, SJCOG will monitor and evaluate its LEP Plan by reviewing the following information:

- Changes in the number and proportion of LEP persons in the SJCOG service area
- New demographic data from U.S. Census and ACS
- Changes in the frequency of contact with LEP language groups (e.g., translated website page views)
- Nature and importance of programs, services and activities to LEP persons
- Expansion of services and programs
- Changes in the availability of resources, including technological advances and/or identification of additional financial resources
- The effectiveness of current language assistance measures in meeting the needs of LEP persons
- Feedback from LEP persons on the effectiveness of current language assistance services
- Staff knowledge and understanding of the LEP Plan and how to implement the plan
- The effectiveness of staff LEP training and agency-wide language assistance protocol (e.g., "Vital Documents Guidelines")

In addition, SJCOG provides staff and all new hires information on Title VI requirements, including information on how to provide language assistance to an LEP caller or visitor. Staff who routinely field telephone calls from the public have developed protocols for assisting Spanish speakers. In addition, SJCOG has developed a short list of approved, on-call translators for additional assistance if needed.

[Attachment A: Table B16001 Language Spoken at Home by Ability to Speak English for the Population 5 Years and Over](#)

[Attachment B: Title VI Complaint Form – English and Spanish](#)

[Attachment C: Vital Documents Guidelines](#)

[Attachment D: San Joaquin Council of Governments Title VI Complaint Procedures](#)

[Attachment E: Title VI Public Notice – English and Spanish](#)

[Attachment F: I-Speak Language Cards](#)

[Attachment G: Reference](#)

**Attachment A: Table B16001 Language Spoken at Home by Ability to Speak English for the Population 5 Years and Over**

Language Spoken at Home by Ability to Speak English for the Population 5 Years and Over		United States <sup>®</sup> <b>Census</b> Bureau
<b>Note: The table shown may have been modified by user selections. Some information may be missing.</b>		
<b>DATA NOTES</b>		
TABLE ID:	B16001	
SURVEY/PROGRAM:	American Community Survey	
VINTAGE:	2022	
DATASET:	ACSDT1Y2022	
PRODUCT:	ACS 1-Year Estimates Detailed Tables	
UNIVERSE:	Population 5 years and over	
MLA:	U.S. Census Bureau. "Language Spoken at Home by Ability to Speak English for the Population 5 Years and Over." American	
FTP URL:	None	
API URL:	<a href="https://api.census.gov/data/2022/acs/acs1">https://api.census.gov/data/2022/acs/acs1</a>	
<b>USER SELECTIONS</b>		
GEOS	San Joaquin County, California	
TABLES	B16001	
TOPICS	Language Spoken at Home	
<b>EXCLUDED COLUMNS</b>		
	None	
<b>APPLIED FILTERS</b>		
	None	
<b>APPLIED SORTS</b>		
	None	
<b>PIVOT &amp; GROUPING</b>		
PIVOT COLUMNS	None	
PIVOT MODE	Off	
ROW GROUPS	None	
VALUE COLUMNS	None	
<b>WEB ADDRESS</b>		
	<a href="https://data.census.gov/table/ACSDT1Y2022.B16001?q=San%20Joaquin%20County,%20b16001&amp;t=Language%20Spoken%20at%20Home">https://data.census.gov/table/ACSDT1Y2022.B16001?q=San%20Joaquin%20County,%20b16001&amp;t=Language%20Spoken%20at%20Home</a>	
<b>TABLE NOTES</b>		
	Although the American Community Survey (ACS) produces population, demographic and housing unit estimates, the decennial census is the official source of population totals for April 1st of each decennial year. In between censuses, the Census Bureau's Population Estimates Program produces and disseminates the official estimates of the population for the nation, states, counties, cities, and towns and estimates of housing units for states and counties.	
	Information about the American Community Survey (ACS) can be found on the ACS website. Supporting documentation including code lists, subject definitions, data accuracy, and statistical testing, and a full list of ACS tables and table shells (without estimates) can be found on the Technical Documentation section of the ACS website.	
	Sample size and data quality measures (including coverage rates, allocation rates, and response rates) can be found on the American Community Survey website in the Methodology section.	
	Source: U.S. Census Bureau, 2022 American Community Survey 1-Year Estimates	
	Data are based on a sample and are subject to sampling variability. The degree of uncertainty for an estimate arising from sampling in 2016, changes were made to the languages and language categories presented in tables B16001, C16001, and B16002. For more information, see: 2016 Language Data User note.	
	The 2022 American Community Survey (ACS) data generally reflect the March 2020 Office of Management and Budget (OMB) delineations of metropolitan and micropolitan statistical areas. In certain instances the names, codes, and boundaries of the principal cities shown in ACS tables may differ from the OMB delineations due to differences in the effective dates of the geographic entities.	
	Estimates of urban and rural populations, housing units, and characteristics reflect boundaries of urban areas defined based on 2020 Census data. As a result, data for urban and rural areas from the ACS do not necessarily reflect the results of ongoing urbanization.	

	<p>Explanation of Symbols:- The estimate could not be computed because there were an insufficient number of sample observations. For a ratio of medians estimate, one or both of the median estimates falls in the lowest interval or highest interval of an open-ended distribution. For a 5-year median estimate, the margin of error associated with a median was larger than the median itself. N The estimate or margin of error cannot be displayed because there were an insufficient number of sample cases in the selected geographic area. (X) The estimate or margin of error is not applicable or not available. median- The median falls in the lowest interval of an open-ended distribution (for example "2,500-") median+ The median falls in the highest interval of an open-ended distribution (for example "250,000+"). ** The margin of error could not be computed because there were an insufficient number of sample observations. *** The margin of error could not be computed because the median falls in the lowest interval or highest interval of an open-ended distribution. ***** A margin of error is not appropriate because the corresponding estimate is controlled to an independent population or housing estimate. Effectively, the corresponding estimate has no sampling error and the margin of error may be treated as zero.</p>
<b>COLUMN NOTES</b>	None

Table: ACSDT1Y2022.B16001

	San Joaquin County, California	
Label	Estimate	Margin of Error
Total:	742,018	±543
Speak only English	419,931	±11,102
Spanish:	206,877	±8,375
Speak English "very well"	123,431	±6,625
Speak English less than "very well"	83,446	±6,634
French (incl. Cajun):	1,080	±444
Speak English "very well"	1,028	±433
Speak English less than "very well"	52	±87
Haitian:	0	±218
Speak English "very well"	0	±218
Speak English less than "very well"	0	±218
Italian:	857	±586
Speak English "very well"	555	±413
Speak English less than "very well"	302	±407
Portuguese:	2,166	±830
Speak English "very well"	1,881	±855
Speak English less than "very well"	285	±236
German:	675	±291
Speak English "very well"	612	±290
Speak English less than "very well"	63	±107
Yiddish, Pennsylvania Dutch or other West Germanic languages:	141	±183
Speak English "very well"	141	±183
Speak English less than "very well"	0	±218
Greek:	863	±601
Speak English "very well"	548	±537
Speak English less than "very well"	315	±299
Russian:	944	±695
Speak English "very well"	518	±503
Speak English less than "very well"	426	±481
Polish:	186	±308
Speak English "very well"	186	±308
Speak English less than "very well"	0	±218
Serbo-Croatian:	62	±105
Speak English "very well"	0	±218
Speak English less than "very well"	62	±105
Ukrainian or other Slavic languages:	0	±218
Speak English "very well"	0	±218

Table: ACSDT1Y2022.B16001

	San Joaquin County, California	
Label	Estimate	Margin of Error
Speak English less than "very well"	0	±218
Armenian:	0	±218
Speak English "very well"	0	±218
Speak English less than "very well"	0	±218
Persian (incl. Farsi, Dari):	2,678	±1,622
Speak English "very well"	2,094	±1,443
Speak English less than "very well"	584	±477
Gujarati:	540	±559
Speak English "very well"	321	±340
Speak English less than "very well"	219	±341
Hindi:	3,865	±1,708
Speak English "very well"	3,117	±1,565
Speak English less than "very well"	748	±490
Urdu:	6,236	±2,485
Speak English "very well"	3,617	±1,606
Speak English less than "very well"	2,619	±1,244
Punjabi:	16,681	±4,954
Speak English "very well"	9,250	±3,469
Speak English less than "very well"	7,431	±2,070
Bengali:	448	±385
Speak English "very well"	340	±274
Speak English less than "very well"	108	±138
Nepali, Marathi, or other Indic languages:	571	±460
Speak English "very well"	358	±351
Speak English less than "very well"	213	±304
Other Indo-European languages:	1,712	±895
Speak English "very well"	826	±485
Speak English less than "very well"	886	±627
Telugu:	6,944	±2,895
Speak English "very well"	5,656	±2,497
Speak English less than "very well"	1,288	±791
Tamil:	1,144	±927
Speak English "very well"	1,027	±869
Speak English less than "very well"	117	±143

Table: ACSDT1Y2022.B16001

	San Joaquin County, California	
Label	Estimate	Margin of Error
Malayalam, Kannada, or other Dravidian languages:	1,483	±837
Speak English "very well"	1,483	±837
Speak English less than "very well"	0	±218
Chinese (incl. Mandarin, Cantonese):	7,482	±1,849
Speak English "very well"	2,398	±1,078
Speak English less than "very well"	5,084	±1,390
Japanese:	325	±232
Speak English "very well"	259	±207
Speak English less than "very well"	66	±113
Korean:	218	±241
Speak English "very well"	45	±76
Speak English less than "very well"	173	±229
Hmong:	4,807	±2,119
Speak English "very well"	3,635	±2,020
Speak English less than "very well"	1,172	±632
Vietnamese:	7,544	±2,837
Speak English "very well"	2,870	±1,543
Speak English less than "very well"	4,674	±1,773
Khmer:	7,733	±2,615
Speak English "very well"	3,043	±1,179
Speak English less than "very well"	4,690	±1,853
Thai, Lao, or other Tai-Kadai languages:	4,060	±2,012
Speak English "very well"	2,534	±1,369
Speak English less than "very well"	1,526	±842
Other languages of Asia:	926	±810
Speak English "very well"	439	±448
Speak English less than "very well"	487	±385
Tagalog (incl. Filipino):	23,330	±4,864
Speak English "very well"	13,432	±3,093
Speak English less than "very well"	9,898	±2,311
Ilocano, Samoan, Hawaiian, or other Austronesian languages:	2,530	±1,151
Speak English "very well"	1,224	±757
Speak English less than "very well"	1,306	±791
Arabic:	3,432	±1,845
Speak English "very well"	1,890	±1,319
Speak English less than "very well"	1,542	±844
Hebrew:	0	±218
Speak English "very well"	0	±218
Speak English less than "very well"	0	±218
Amharic, Somali, or other Afro-Asiatic languages:	550	±556
Speak English "very well"	317	±383
Speak English less than "very well"	233	±243
Yoruba, Twi, Igbo, or other languages of Western Africa:	2,370	±1,793
Speak English "very well"	1,466	±1,192
Speak English less than "very well"	904	±745

Table: ACSDT1Y2022.B16001

	San Joaquin County, California	
Label	Estimate	Margin of Error
Swahili or other languages of Central, Eastern, and Southern Africa:	0	±218
Speak English "very well"	0	±218
Speak English less than "very well"	0	±218
Navajo:	29	±50
Speak English "very well"	0	±218
Speak English less than "very well"	29	±50
Other Native languages of North America:	54	±88
Speak English "very well"	54	±88
Speak English less than "very well"	0	±218
Other and unspecified languages:	544	±457
Speak English "very well"	323	±277
Speak English less than "very well"	221	±371

**Attachment B: Title VI Complaint Form – English and Spanish**



**SAN JOAQUIN COUNCIL OF GOVERNMENTS**

555 E. Weber Avenue • Stockton, California 95202

209.235.0600 • 209.235.0438 (fax)

[www.sjcog.org](http://www.sjcog.org)

*San Joaquin Council of Government (SJCOC) Title VI Complaint Form*

Complaints must be filed within 180 days of the alleged act of discrimination.

<b>Section I:</b>				
Name:				
Address:				
Telephone (Home):		Telephone (Work):		
Email Address:				
Accessible Format Requirements: (Check all that apply)	Large Print	Audio Tape	TDD	Other
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Section II:</b>				
Are you filing this complaint on your own behalf?	Yes*		No	
*If you answered "yes" to this question, go to Section III.				
If not, please supply the name and relationship of the person for whom you are complaining:				
Please explain why you have filed for the 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	
<b>Section III:</b>				
I believe the discrimination I experienced was based on (check all that apply):				
Race [ ]	Color [ ]	National Origin [ ]		
Date of Alleged Discrimination (Month, Day, Year):				
In the space below, what happened and why you believe you were discriminated against. Describe all persons who were involved. Include name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, please use the back of this form.				

<b>Section IV:</b>		
Have you previously filed a Title VI complaint with this agency?	Yes	No
<b>Section V:</b>		
Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court?		
Yes <input type="checkbox"/>	No <input type="checkbox"/>	If yes, check all that apply:
<input type="checkbox"/> Federal Agency:	<input type="checkbox"/> State Agency:	<input type="checkbox"/> Local Agency:
<input type="checkbox"/> Federal Court:	<input type="checkbox"/> State Court:	
Please provide information about a contact person at the agency/court where the complaint was filed:		
Name:	Title:	
Agency:	Phone:	
Address:		
<b>Section VI:</b>		
Name of agency complaint is against:		
Contact Person:		
Title:		
Phone:		
You may attach any written materials or other information that you feel is relevant to your complaint.		
Signature and date required below:		
Signature:	Date:	
Please submit this form by email to <a href="mailto:info@sjcog.org">info@sjcog.org</a> or by mail to: San Joaquin Council of Governments Title VI Coordinator 555 East Weber Avenue Stockton, CA 95202		



SAN JOAQUIN COUNCIL OF GOVERNMENTS

555 E. Weber Avenue • Stockton, California 95202

209.235.0600 • 209.235.0438 (fax)

www.sjcog.org

*San Joaquin Consejo de Gobierno (SJCOC) Titulo VI Queja Forma*

Queja debe ser presentada dentro de 180 dias del presunto acto de discriminacion.

<b>Sección I:</b>					
Nombre:					
Direccion:					
Telefono (Casa):		Telefono (Trabajo):			
Correo Electronico:					
Requisitos de format accesible: (Marque todos que aplican) * Dispositivo de telecomunicaciones para personas sordas.		Letra de gran tamaño	Cinta de audio	TDD*	Otro
<b>Sección II:</b>					
¿Está presentando esta denuncia en su nombre?		Sí*		No	
* Si contestaste "sí" a esta pregunta, vaya a la sección III.					
Si no, por favor suministrar el nombre y la relación de la persona para quien se queja:					
Por favor explique por qué han presentado para el tercero:					
Por favor confirme que ha obtenido el permiso de la parte agraviada si está presentando en nombre de un tercero		Sí		No	
<b>Sección III:</b>					
Creo que la discriminación que viví fue basada en (marque todos que aplican):					
Raza [ ]		Color [ ]		Nacionalidad [ ]	
Fecha de la supuesta discriminación (mes, día, año):					
En el siguiente espacio, explique lo más claramente posible lo que sucedió y por qué usted cree que fue discriminado. Describa todas las personas que participaron. Incluya los nombres e información de contacto de las personas que lo/a discriminó (si se conoce) así como los nombres y la información de contacto de cualquier testigo. Si necesita más espacio, use el dorso de este formulario.					

<b>Sección IV:</b>		
¿Usted ha presentado anteriormente una queja del título VI con esta agencia?	Sí	No
<b>Sección V:</b>		
¿Se presentó esta queja con cualquier otro Federal, estado o agencia local o con cualquier Tribunal Federal o estatal?		
Sí <input type="checkbox"/>	No <input type="checkbox"/>	En caso afirmativo, marque todas las que aplican:
<input type="checkbox"/> Agencia Federal para el:	<input type="checkbox"/> Estado Agencia:	<input type="checkbox"/> Agencia local de:
<input type="checkbox"/> Tribunal Federal de:	<input type="checkbox"/> Estado de corte:	
Sírvanse facilitar información sobre una persona de contacto en la Agencia/corte donde fue la denuncia:		
Nombre:	Título:	
Agencia:	Telefono:	
Direccion:		
<b>Sección VI:</b>		
Nombre de denuncia de la agencia esta en contra de:		
Persona de contacto:		
Titulo:		
Telefono:		
Puede conectar cualquier material escrito u otra información que es relevante a su queja.		
Firma y fecha especificadas a continuación:		
Firma:	Fecha:	
Por favor, envíe este formulario (en persona o por correo) para: San Joaquin Consejo de Gobiernos Coordinador del título VI 555 East Weber Avenue Stockton, CA 95202		

# Attachment C: Vital Document Guidelines

## ***Vital Document Guidelines***

The San Joaquin Council of Governments (SJCOG) is committed to full compliance with Title VI of the Civil Rights Act of 1964 (Title VI) and Executive Order 13166 to provide meaningful access by ensuring effective communication exists between the project, activity, or services and individuals with limited English proficiency (LEP). In accordance with the United States Department of Transportation (U.S.DOT) guidelines, SJCOG must determine which “Vital Documents” should be translated into the languages that meet SJCOG’s translation threshold.

To assist staff in determining the critical information and documents for translation, SJCOG has developed “Vital Documents Guidelines.” Classification of a document as “vital” depends upon the importance of the program, information, service, or encounter involved, and the consequence to the LEP person if the information in question is not provided accurately or in a timely manner.

### ***Categories of Vital Documents***

SJCOG’s Vital Documents have been defined as follows:

1. Any document that is critical for obtaining services and benefits.

Classification of a document as “vital” depends upon the importance of the program, information, service, or encounter involved, and the consequence to the LEP person if the information in question is not provided accurately or in a timely manner.

2. Any document that is required by law.

The importance of SJCOG documents to LEP persons varies depending on multiple factors including time-sensitivity and impact on legal rights. SJCOG has ranked Vital Documents into three tiers, according to the definition above. SJCOG will re-evaluate these tiers on an on-going basis as language assistance demands and needs evolve.

Although a document may be classified as “vital”, SJCOG is not required to provide a word- for word translation. Instead, a summary of relevant information may be sufficient. The decision to translate Vital Documents will be weighed against available resources and staff capacity. SJCOG will continue to revise these guidelines as the agency updates its LEP Plan.

#### *Tier 1: Critical documents*

Tier 1 documents are the agency’s highest priority. SJCOG will translate Tier 1 Vital Documents into Spanish without request. Tier 1 documents include:

- Documents that, without translation, would seriously impede access by LEP persons to SJCOG services or programs.
- Documents which, without translation, would deprive LEP persons of an awareness of their legal rights, particularly rights to language assistance.

Tier 1 documents include Title VI information, legal and public hearing notices, and select information for SJCOG services such as:

- Notification to beneficiaries of protection under Title VI
- Title VI complaint forms

- Documents which would have life-threatening consequences, if not translated, such as information on construction projects that include information on construction safety and impacts.

*Tier 2: Documents that will enhance access to SJCOG services and programs*

Tier 2 documents include information that will enhance or facilitate the customer experience for LEP individuals. SJCOG will translate any Tier 2 Vital Document into Spanish upon request, though some Tier 2 Vital Documents, at SJCOG’s discretion and subject to available resources, will be translated without request. These documents could include the following:

- General SJCOG information
- Meeting announcements, agenda packets and other information for SJCOG Board Committee Meetings

*Tier 3: Documents that will enhance and support participation of LEP persons in transportation decision-making*

Tier 3 includes documents that encourage LEP persons to participate in SJCOG transportation planning efforts. SJCOG will translate any Tier 3 Vital Document into Spanish upon request, though some Tier 3 Vital Documents, at SJCOG’s discretion and subject to available resources, will be translated without request. These documents may include the following:

- Information regarding long-range, regional transportation planning
- Long-term plans regarding transportation funding investments
- Environmental Impact Reports
- Legal notices published in newspapers announcing public comment periods on various documents or for other planning-related programs.

**Attachment D: San Joaquin Council of Governments Title VI Complaint Procedures**

## **San Joaquin Council of Governments Title VI Complaint Procedures**

Title VI of the Civil Rights Act of 1964 (Title VI) prohibits discrimination on the basis of race, color, or national origin in programs and activities from agencies receiving federal financial assistance. The law aims to ensure that individuals are not excluded from participation, denied benefits, or subjected to discrimination based on these protected characteristics. Recipients of federal funds must take affirmative steps to eliminate discrimination and promote equal opportunity. Any person who feels he or she, as individuals, or as a member of any class of persons, on the basis of race, color, or natural origin has been excluded from or denied benefits of, or been subjected to discrimination under a program or activity offered through SJCOG, may file a written complaint with the SJCOG Deputy Director/Chief Finance Officer.

Such complaint must be filed within 180 days of the date the person believes the discrimination took place. SJCOG will promptly investigate all signed, written complaints; complaints with incomplete information may result in delayed investigations and responses.

The following procedures will be followed to investigate formal Title VI complaints:

### **I. Referral to Review Officer**

Upon receipt of the Complaint, the Deputy Executive Director shall appoint one or more staff members, as appropriate, to evaluate and investigate the complaint, in consultation with SJCOG general counsel.

Staff shall complete its review no later than 45 calendar days after the date SJCOG received the complaint.

If more time is required, the Deputy Executive Director shall notify the complainant of the estimated time frame for completing the review. Upon completion of the review, staff shall make a recommendation regarding the merit of the complaint and whether SJCOG should take remedial actions to provide redress.

Additionally, the staff review officer may recommend improvements to SJCOG's processes relative to Title VI and environmental justice. SJCOG staff shall forward its recommendations to the Deputy Executive Director for concurrence. If the Deputy Executive Director concurs, he/she shall issue SJCOG's written response to the complainant.

### **II. Request for Reconsideration**

If the complainant disagrees with the response, the complainant may request reconsideration by submitting the request, in writing, to the Executive Director, within ten (10) calendar days after its receipt.

The request for reconsideration shall be detailed to contain any items the complainant believes were not fully addressed by the Deputy Executive Director. The Executive Director shall notify the complainant of his decision either to accept or reject the request for reconsideration within ten (10)

calendar days.

In cases where the Executive Director agrees to reconsider, the matter shall be returned to staff for re-evaluation. The re-evaluation will follow directions set in Section I, above.

### **III. Submission of complaint to the Federal Transit Administration**

If the complainant is dissatisfied with SJCOG's resolution of the complaint, they may also submit a complaint directly to the Federal Transit Administration (FTA) for investigation by contacting:

FTA Office of Civil Rights  
Attn.: Complaint Team  
East Building, 5th Floor – TRC  
1200 New Jersey Ave., SE  
Washington, DC 20590

In accordance with Chapter IX, Complaints, of FTA Circular 4702. 1B, complaints must be submitted within 180 calendar days after the date of the alleged discrimination.

### **IV. Submission of complaint to the Federal Highway Administration**

If the complainant is dissatisfied with SJCOG's resolution of the complaint, they may also submit a complaint directly to the Federal Highway Administration (FHWA) for investigation by contacting:

FHWA U.S DOT  
ATTN.; Office of Civil Rights  
1200 New Jersey Ave., SE  
8th Floor E81-105  
Washington, DC 20590

## **Procedimiento de Denuncia en Virtud del Título VI El Consejo de Gobiernos de San Joaquín**

El Título VI de la Ley de Derechos Civiles de 1964 (Título VI) prohíbe la discriminación por motivos de raza, color u origen nacional en los programas y actividades de las agencias que reciben asistencia financiera federal. La ley tiene por objeto garantizar que no se excluya a las personas de la participación, se les denieguen las prestaciones o sean objeto de discriminación por razón de estas características protegidas. Los receptores de fondos federales deben tomar medidas afirmativas para eliminar la discriminación y promover la igualdad de oportunidades. Cualquier persona que sienta que él o ella, como individuos, o como miembro de cualquier clase de personas, por motivos de raza, color u origen natural, ha sido excluido de o se le han negado los beneficios de, o ha sido sujeto a discriminación bajo un programa o actividad ofrecida a través del Consejo de Gobiernos de San Joaquín, puede presentar una queja por escrito al Subdirector / Oficial en Jefe de Finanzas del Consejo de Gobiernos de San Joaquín. Dicha queja debe ser presentada dentro de los ciento ochenta (180) días siguientes a la fecha en que la persona cree que la discriminación tuvo lugar. El Consejo de Gobiernos de San Joaquín investigará con prontitud todas las quejas escritas y firmadas; las quejas con información incompleta puede resultar en que la investigación se demore.

Los siguientes procedimientos se seguirán para investigar las quejas formales del Título VI:

### **I. Remisión al Oficial de Revisión**

Al recibir la denuncia, el Director Ejecutivo Adjunto nombrará a uno o más miembros del personal, según corresponda, para evaluar e investigar la queja, en consulta con el Abogado General del Consejo de Gobiernos de San Joaquín.

El personal deberá completar su revisión a más tardar cuarenta y cinco (45) días naturales después de la fecha en que el Consejo de Gobiernos de San Joaquín recibió la queja.

Si más tiempo es requerido, el Director Ejecutivo Adjunto notificará al demandante del estimado plazo para completar la revisión. Al término de la revisión, el personal hará una recomendación sobre el mérito de la queja y si el Consejo de Gobiernos de San Joaquín debe tomar medidas correctivas para proporcionar reparación.

Además, el Oficial de Revisión del Personal puede recomendar que se mejore el proceso del Consejo de Gobiernos de San Joaquín en relación con el Título VI y la justicia ambiental. El personal del Consejo de Gobiernos de San Joaquín enviará sus recomendaciones al Director Ejecutivo Adjunto para su aprobación. Si el Director Ejecutivo Adjunto está de acuerdo, él/ ella emitirá la respuesta por escrito del Consejo de Gobiernos de San Joaquín al demandante.

### **II. Solicitud de Reconsideración**

Si el demandante no está de acuerdo con la respuesta, el demandante puede solicitar reconsideración presentando una solicitud, por escrito, al Director Ejecutivo, dentro de diez (10) días naturales después de su recepción.

## **Procedimiento de Denuncia en Virtud del Título VI El Consejo de Gobiernos de San Joaquín**

La solicitud de reconsideración se detallará de forma que incluya todos los puntos que el demandante considere que no han sido tratados en su totalidad por el Director Ejecutivo Adjunto. El Director Ejecutivo Adjunto notificará al demandante de su decisión de aceptar o rechazar la solicitud de reconsideración dentro de los diez (10) días naturales siguientes a la recepción de la misma.

En los casos en que el Director Ejecutivo acepte reconsiderar la decisión, el asunto se devolverá al personal para su reevaluación. La reevaluación seguirá las instrucciones establecidas en la sección I, indicado más arriba.

### **III. Presentación de denuncia ante la Administración Federal de Tránsito**

Si el demandante no está satisfecho con la resolución de la queja por parte del Consejo de Gobiernos de San Joaquín, el demandante puede presentar una queja directamente a la Administración Federal de Tránsito (FTA, siglas en inglés), haga llegar su solicitud a la dirección siguiente:

FTA Office of Civil Rights (División de Derechos Civiles)  
Administración Federal de Tránsito)  
Atención: Complaint Team  
East Building, 5th Floor- TRC  
1200 New Jersey Ave. SE  
Washington, DC 20590

De conformidad con el Capítulo IX Quejas, de la Circular 4702. IB, las denuncias deben presentarse en un plazo de ciento ochenta (180) días naturales a partir de la fecha de la presunta discriminación.

### **IV. Presentación de denuncia ante la Administración Federal de Carreteras**

Si el demandante no está satisfecho con la resolución de la queja por parte del Consejo de Gobiernos de San Joaquín, puede presentar una queja directamente a la Administración Federal de Carreteras (FHWA, siglas en inglés), haga llegar su solicitud a la dirección siguiente:

FHWA U.S. DOT  
Atención: Office of Civil Rights (División de Derechos Civiles)  
1200 New Jersey Ave. SE  
8th Floor E81-105  
Washington, DC 20590

**Attachment E: Title VI Notice**

· SAN JOAQUIN COUNCIL OF GOVERNMENTS ·  
**NOTICE OF PUBLIC RIGHTS UNDER TITLE VI**

The San Joaquin Council of Governments (SJCOG) operates its programs and services without regard to race, color, or national origin in accordance with Title VI of the Civil Rights Act. Any person who believes he or she has been subjected to discrimination under Title VI may file a complaint with SJCOG.

For more information on SJCOG's Title VI Program and the procedures to file a complaint, go to; contact; or visit us at:

[Info@sjcog.org](mailto:Info@sjcog.org) | [www.sjcog.org/civilrights](http://www.sjcog.org/civilrights) | (209) 235-0600 | 555 E Weber Avenue, Stockton, CA 95202

A complainant may also file a complaint directly with the Federal Transit Administration (FTA) and/or the Federal Highway Administration at:

FTA Office of Civil Rights  
Attn.: Complaint Team  
East Building, 5<sup>th</sup> Floor – TRC  
1200 New Jersey Ave., SE  
Washington, DC 20590

FHWA U.S DOT  
ATTN.; Office of Civil Rights  
1200 New Jersey Ave., SE  
8<sup>th</sup> Floor E81-105  
Washington, DC 20590

If information is needed in Spanish, contact (209) 235-0600.

Si se necesita información en español, comuníquese al (209) 235-0600.

## Notificación al Público de Derechos Bajo Título VI

El Consejo de Goveiernos de San Joaquin (SJCOG) opera sus programas y servicios, sin distinción de raza, color y origen nacional, de conformidad con el Título VI de la Ley de Derechos Civiles. Cualquier persona que cree que él o ella ha sido discriminada por cualquier práctica discriminatoria ilegal bajo el Título VI, puede presentar una queja ante el SJCOG.

Para obtener más información sobre el programa de derechos civiles y los procedimientos para presentar una queja, vaya a, comuníquese, o visite:

Info@sjcog.org | [www.sjcog.org/civilrights](http://www.sjcog.org/civilrights) | (209) 235-0600 | 555 E Weber Avenue, Stockton, CA 95202

El demandante puede presentar una queja directamente con la Administración Federal de Transporte Y Administración Federal de Carreteras en:

FTA Office of Civil Rights  
Attn.: Complaint Team  
East Building, 5<sup>th</sup> Floor – TRC  
1200 New Jersey Ave., SE  
Washington, DC 20590

FHWA U.S DOT  
ATTN.; Office of Civil Rights  
1200 New Jersey Ave., SE  
8<sup>th</sup> Floor E81-105  
Washington, DC 20590

If information is needed in English, contact (209) 235-0600.

Si se necesita información en ingles, comuníquese al (209) 235-0600.

# Attachment F: I Speak Language Cards

# I speak ...

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## A

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### Amharic

እኔ አማርኛ ነው ምናገረው.

### Arabic

أنا أتحدث اللغة العربية

### Armenian

Ես խոսում եմ հայերեն

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## B

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### Bengali

আমি বাংলা কথা বলতে পারী

### Bosnian

Ja govorim bosanski

### Bulgarian

Аз говоря български

### Burmese

ကျွန်တော်/ကျွန်မ မြန်မာ လို ပြောတတ် ပါတယ်။

---

## C

---

### Cambodian

ខ្ញុំនិយាយភាសាខ្មែរ

### Cantonese

我講廣東話 (Traditional)

我讲广东话 (Simplified)

### Catalan

Parlo català

### Croatian

Govorim hrvatski

### Czech

Mluvím česky

---

## D

---

### Danish

Jeg taler dansk

### Dari

من دری حرف می زنم

### Dutch

Ik spreek het Nederlands

---

## E

---

### Estonian

Ma räägin eesti keelt

---

## F

---

### Finnish

Puhun suomea

### French

Je parle français

---

## G

---

### **German**

Ich spreche Deutsch

### **Greek**

Μιλώ τα ελληνικά

### **Gujarati**

હુ ગુજરાતી બોલુ છુ

---

# H

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## Haitian Creole

M pale kreyòl ayisyen

## Hebrew

אני מדבר עברית

## Hindi

मैं हिंदी बोलता हूँ ।

## Hmong

Kuv has lug Moob

## Hungarian

Beszélek magyarul

---

## I

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### **Icelandic**

Èg tala íslensku

### **Ilocano**

Agsaonak ti Ilokano

### **Indonesian**

syay bisa berbahsa Indonesia

### **Italian**

Parlo italiano

---

## J

---

### **Japanese**

私は日本語を話す

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## K

---

### Kackchiquel

Quin chagüic'ká chabal' ruin' rí  
tzújon cakchiquel

### Korean

한국어 합니다

### Kurdish

man Kurdii zaanim

### Kurmanci

man Kurmaanji zaanim

---

## L

---

### Laotian

ຂອຍປາກພາສາລາວ

### Latvian

Es runāju latviski

### Lithuanian

Aš kalbu lietuviškai

---

## M

---

### Mandarin

我講國語 (Traditional)

我讲国语/普通话 (Simplified)

### Mam

Bán chiyola tuj kíyol mam

### Mon

အဲဟို အင်္ဂလိပ် ချာန်

---

## N

---

### Norwegian

Jeg snakker norsk

---

## P

---

### Persian

من فارسی صحبت می کنم.

### Polish

Mówię po polsku

### Portuguese

Eu falo português do Brasil  
(for Brazil)

Eu falo português de Portugal  
(for Portugal)

### Punjabi

ਮੈਂ ਪੰਜਾਬੀ ਬੋਲਦਾ/ਬੋਲਦੀ ਹਾਂ।

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## Q

---

### Qanjobal

Ayin tí chí walq' anjob' al

### Quiche

In kinch'aw k'uin ch'e quiche

---

## R

---

### Romanian

Vorbesc românește

### Russian

Я говорю по-русски

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## S

---

### Serbian

Ja govorim српски

### Sign Language (American)



I, ME



SIGN, SIGN LANGUAGE

## **Slovak**

Hovorím po slovensky

## **Slovenian**

Govorim slovensko

## **Somali**

Waxaan ku hadlaa af-Soomaali

## **Spanish**

Yo hablo español

## **Swahili**

Ninaongea Kiswahili

## **Swedish**

Jag talar svenska

---

## **T**

---

## **Tagalog**

Marunong akong mag-Tagalog

## **Tamil**

நான் தமிழ் பேசுவேன்

**Thai**

พุดภาษาไทย

**Turkish**

Türkçe konuşurum

---

## U

---

**Ukrainian**

Я розмовляю українською мовою

**Urdu**

میں اردو بولتا ہوں

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## V

---

**Vietnamese**

Tôi nói tiếng Việt

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## W

---

**Welsh**

Dwi'n siarad

---

## X

---

**Xhosa**

Ndithetha isiXhosa

---

## Y

---

**Yiddish**

איך רעד יידיש

**Yoruba**

Mo nso Yooba

---

## Z

---

**Zulu**

Ngiyasikhuluma isiZulu

## Selected Indigenous Languages of Mexico

Agrupación Lingüística	Variante Lingüística	Frase en español	Frase en lengua
chichimeo jonaz	chichimeco jonaz	yo hablo chichimeca	ikáují úza' é~í
mazateco	mazateco del norte	yo hablo mazateco Hablo la lengua de Santa María Chilchotla	Cha'ña enná Cha'ña énn nda xo
maya	maya	Yo hablo maya	teen k-in t'aan maya
mixe	mixe bajo	Yo hablo mixe	Madyakpiëch ayuuk
	mixe alto, de Tlahuitoltpec	Yo hablo mixe	Xaamkëjxpët ayuujk èts nkajpyxyppy
mixteco	mixteco del oeste de la costa	yo hablo mixteco	Yuu kain se'en savi ñu ñundua

## Selected Indigenous Languages of Mexico

Agrupación Lingüística	Variante Lingüística	Frase en español	Frase en lengua
náhuatl	náhuatl de la huasteca veracruzana (se entiende junto con Yeracruz y San Luis Potosí)	yo hablo náhuatl	Na nilajitowa náhuatl
tojolabal	tojolabal	yo hablo tojolabal	Ja 'ke'ni wala kúmaniyon tojol-abál
triqui	triqui de la baja	yo hablo triqui	'unj a'mii xna' ánj nu'a
tseltal	tseltal (variante unificada)	Yo hablo tseltal	Te jo'one ja k'op te bats'il k'op tseltal
tsotsil	tseltal (variante unificada)	Yo hablo tsotsil	Vu'une jna'xi k'opoj ta bats'i k'op
zapoteco	zapoteco de la planicie costera	yo hablo zapoteco	Naa riné' diidxazá
chinanteco	chinanteco del sureste medio	yo hablo chinanteco	Jnea lo'n jujimí kíee 'dsa mo'kuõo

**A - pg. 3**

Amharic  
Arabic  
Armenian

**B - pg. 3**

Bengali  
Bosnian  
Bulgarian  
Burmese

**C - pg. 4**

Cambodian  
Cantonese  
Catalan  
Croatian  
Czech

**D - pg. 5**

Danish  
Dari  
Dutch

**E - pg. 5**

Estonian

**F - pg. 5**

Finnish  
French

**G - pg. 6**

German  
Greek  
Gujarati

**H - pg. 7**

Haitian Creole  
Hebrew  
Hindi  
Hmong  
Hungarian

**I - pg. 8**

Icelandic  
Ilocano  
Indonesian  
Italian

**J - pg. 8**

Japanese

**K - pg. 9**

Kackchiquel  
Korean  
Kurdish  
Kurmanji

**L - pg. 9**

Laotian  
Latvian  
Lithuanian

**M - pg. 10**

Mandarin  
Mam  
Mon

**N - pg. 10**

Norwegian

**P - pg. 11**

Persian  
Polish  
Portuguese  
Punjabi

**Q - pg. 11**

Qanjobal  
Quiche

**R - pg. 12**

Romanian  
Russian

**S - pg. 12, 13**

Serbian  
Sign Language  
Slovak  
Slovenian  
Somali  
Spanish  
Swahili  
Swedish

**T - pg. 13, 14**

Tagalog  
Tamil  
Thai  
Turkish

**U - pg. 14**

Ukrainian  
Urdu

**V - pg. 14**

Vietnamese

**W - pg. 14**

Welsh

**X - pg. 15**

Xhosa

**Y - pg. 15**

Yiddish  
Yoruba

**Z - pg. 15**

Zulu

**See page 16,17**  
for selected  
indigenous  
languages  
of Mexico.

# Limited English Proficiency Resources

## <https://www.lep.gov>

“I Speak” is provided by the Department of Homeland Security Office for Civil Rights and Civil Liberties (CRCL).

Special thanks to the Department of Justice Bureau of Justice Assistance and the Ohio Office of Criminal Justice Services, for inspiration and permission to use their “I Speak” guide as the initial source.

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## Office for Civil Rights and Civil Liberties

[www.dhs.gov/crcl](http://www.dhs.gov/crcl)

Toll Free: 1-866-644-8360

Toll Free TTY: 1-866-644-8361

Email: [crcl@dhs.gov](mailto:crcl@dhs.gov)



## Attachment G: References

Federal Transit Administration. Circular 4702.1B: Title VI and Title VI-Dependent Guidelines for Federal Transit Administration Recipients (October 2012)

U.S. Department of Transportation Federal Highway Administration Federal Transit

Administration. *Implementing Title VI Requirements in Metropolitan and Statewide Planning*. (October 1999)

The White House, Office of the Press Secretary. Executive Order 13166: Improving *Access to Services for Persons with Limited English Proficiency*. (August 2000).

U.S. Census Bureau, American Community Survey.

U.S. Department of Transportation. *Policy Guidance Concerning Recipients Responsibilities to Limited English Proficient Persons*. (December 2005).

Department of Justice. *Guidance to Federal Financial Assistance Recipients Regarding Title VI Prohibition Against National Origin Discrimination Affecting Limited English Proficient Persons*. (June 2002)

Department of Justice. *Language Access Assessment and Planning Tool for Federally Conducted and Federally Assisted Programs*. (May 2011)

**Appendix D: SJCOG Certification Review Compliance Letter**



Federal Highway Administration  
California Division Office  
650 Capitol Mall, Suite 4-100  
Sacramento, CA 95814-4708  
(916) 498-5001



Federal Transit Administration  
Region IX Office  
90 Seventh Street, Suite 15-300  
San Francisco, CA 94103-6701  
(415) 734-9490

June 1, 2021

**ELECTRONIC CORRESPONDENCE ONLY**

Councilmember Sol Jobrack, SJCOG Chair  
San Joaquin Council of Governments  
555 E Weber Avenue  
Stockton, CA 95202-2804

SUBJECT: SJCOG Federal Certification Review

Dear Councilmember Jobrack:

This letter notifies you that the Federal Highway Administration (FHWA) and the Federal Transit Administration (FTA) jointly certify the planning process for the San Joaquin County, California Transportation Management Area (TMA). This certification is based on the findings from the Federal Certification Review conducted from February 2021 through May of 2021.

The findings include Recommendations and Commendations. There are no Corrective Actions. The overall conclusion of the Certification Review is that the planning process for the San Joaquin County, California TMA complies with the spirit and intent of Federal metropolitan transportation planning laws and regulations under 23 USC 134 and 49 USC 5303. The planning process at San Joaquin Council of Governments (SJCOG) is a continuing, cooperative, and comprehensive process and reflects a significant professional commitment to deliver quality in transportation planning.

We would like to thank Ms. Diane Nguyen and her staff for their time and assistance in planning and conducting the review. Enclosed is a report that documents the results of this review and offers recommendations and commendations for continuing quality improvements and enhancements to the planning process. This report has been transmitted concurrently to the Metropolitan Planning Organization, Caltrans, and the regional public transportation operators.

If you have any questions regarding the Certification Review process, the Certification action, and/or the enclosed report, please direct them to either Mr. Antonio Johnson, FHWA California Division Planner and Air Quality Team Leader at (916) 498-5889, or by email at [antonio.johnson@dot.gov](mailto:antonio.johnson@dot.gov), or Ms. Dominique Kraft, FTA Region IX Community Planner at (415) 734-9469, or by email at [dominique.kraft@dot.gov](mailto:dominique.kraft@dot.gov).

Sincerely,

*Vincent Mammano*

Vince Mammano  
Division Administrator

Sincerely,

RAYMOND S TELLIS

Ray Tellis  
Regional Administrator

**Appendix E: SJCOG Board of Directors Resolution**



## **RESOLUTION SAN JOAQUIN COUNCIL OF GOVERNMENTS**

**R-24-20**

### **Approving SJCOG 2024 Title VI Program Report**

WHEREAS, the San Joaquin Council of Governments (SJCOG) is a Council of Government, Regional Transportation Planning Agency, Congestion Management Agency, Local Transportation Authority, and Metropolitan Planning Organization (MPO) for the San Joaquin County region under state and federal law; and

WHEREAS, the Federal Transit Administration (FTA) and Caltrans: California Department of Transportation (Caltrans) requires MPOs to report every three years on their compliance with Title VI of the Civil Rights Act; and

WHEREAS, Title VI and its implementing regulations require that FTA funding recipients take responsible steps to ensure equal access to all programs and services regardless of participant race, color, or national origin, and provide meaningful access to the benefits, services, information, and other important portions of their programs and activities for individuals who are Limited English Proficient (LEP); and

WHEREAS, as a recipient of FTA funds, SJCOG is subject to these requirements and must submit a Title VI Program Report to FTA and Caltrans; and

WHEREAS, SJCOG has developed a 2024 Title VI Program Report meeting the requirements of the U.S. Department of Transportation FTA Circular 4702.IB;

NOW THEREFORE, BE IT RESOLVED, that the Board hereby approves the 2024 SJCOG Title VI Program Report.

BE IT FURTHER RESOLVED:

1. The Board hereby authorizes the submittal of the 2024 Title VI Program to FTA and other applicable State and Federal agencies.
2. That SJCOG's Executive Director, or his designee, is hereby designated and authorized to submit the 2024 Title VI Program to FTA and other agencies and to execute all related documents on behalf of the Board.

PASSED AND APPROVED this day 25th of January, 2024 by the following votes of the San Joaquin Council of Governments, to wit:

**AYES:** Mayor Bellinger, Escalón; Councilmember Blower, Stockton; Mayor Craig, Lodi; Supervisor Ding, SJ County; Mayor Lincoln, Stockton; Supervisor Rickman, SJ County; Mayor Singh, Manteca; Supervisor Villapudua, SJ County; Councilmember Wright, Stockton; Mayor Young, Tracy; Mayor Zuber, Ripon.

**NOES:** None.

**ABSENT:** Councilmember Lazard, Lathrop.



DAVID BELLINGER  
Chair