



# TITLE VI PROGRAM

DRAFT

City of Beverly Hills  
455 North Rexford Dr.  
Beverly Hills, CA 90241  
(310) 285 - 1000  
[www.BeverlyHills.org](http://www.BeverlyHills.org)

**Table of Contents**

Title VI of the Civil Rights Act of 1964 ..... 1

City of Beverly Hills Equal Opportunity and Non-Discrimination Policy ..... 1

I. Summary ..... 1

II. Introduction ..... 2

    Title VI and Related Authorities ..... 2

    Limited English Proficiency..... 2

    City Governance..... 3

III. Title VI Program..... 3

    Title VI Statement ..... 3

    Title VI Coordinator..... 3

    Title VI Requirements..... 4

        A. Notice of Rights ..... 4

        B. Complaint Procedures ..... 4

        C. Public Participation Plan ..... 6

        D. Environmental Justice..... 6

IV. Language Assistance Plan..... 7

**Appendix A** - Notice to the Public

**Appendix B** - Complaint Form

**Appendix C** - Title VI Complaint Procedure

**Appendix D** – Tracking of Title VI Complaints

**Appendix E** - Maps of Limited English Proficiency in the City of Beverly Hills

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

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

### **City of Beverly Hills Equal Opportunity and Nondiscrimination Policy**

The City of Beverly Hills is committed to providing equal opportunities to all employees, applicants, residents, customers, and persons doing business with the City and will ensure that people may participate in, enjoy the benefits of, and be free from discrimination under any program or activity it administers without regard to any protected status, including:

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

#### **I. Summary**

The City of Beverly Hills vision is to offer the highest quality of life achievable and maintain a unique and friendly character for residents, visitors, and neighbors.

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

The City of Beverly Hills periodically receives federal funding from the Federal Highway Administration (FHWA) and other federal program funding. As a recipient of such federal aid, the City is required to comply with Title VI and the related Department of Transportation regulations (Title 49 CFR Part 21).

The following Title VI Program and Language Assistance Plan was developed to guide the City of Beverly Hills in its administration and management of Title VI related activities.

## **II. Introduction**

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

**Title VI of the Civil Rights Act of 1964** states the following: “No person in the United States shall on the grounds of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.”

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

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

**Executive Order 12898** (issued February 11, 1994) addresses Environmental Justice regarding minority and low-income populations. Agencies must develop strategies to address disproportionately high and adverse human health or environmental effects of their programs on minority and low-income populations; promote nondiscrimination in federal programs substantially affecting human health and the environment; and provide minority and low income communities access to public information and an opportunity for public participation in matters relating to human health or the environment.

**Executive Order 13166** (issued August 16, 2000) improves access to services for persons with limited English proficiency. Agencies are directed to evaluate services provided and implement a system that ensures that Limited English Proficiency (LEP) persons are able to meaningfully access the services provided, consistent with, and without unduly burdening the fundamental mission of the local agency. Agencies are directed to ensure that recipients of federal financial assistance provide meaningful access to programs, services and information to their LEP applicants and beneficiaries free of charge. Language barriers have the potential of prohibiting LEP persons from:

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

### **Limited English Proficiency (LEP)**

Limited English Proficient persons refer to persons for whom English is not their primary language and who have a limited ability to read, write, speak or understand English. It includes people who reported to the U.S. Census that they speak English less than very well, not well or not at all.

LEP person are entitled to language assistance under Title VI of the Civil Rights Act of 1964, and federal assistance recipients shall take reasonable steps to ensure meaningful access to benefits, services, information and other important portions of their programs and activities.

## **City Governance**

The City is governed by an elected Council of five members. The City is a full service city with several hundred employees and 12 departments. The City is a full service city with over 1000 full or part time employees.

## **III. Title VI Program**

### **Title VI Statement**

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

The City's objective is to:

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

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

### **Title VI Coordinator**

The City's one primary Title VI Coordinator, the Director of the Office of Emergency Management, Resilience and Recovery, who is responsible for the overall Title VI Program. The Title VI Coordinator provides guidance and technical assistance on Title VI matters and has overall program responsibility for preparing reports and developing program procedures. Additional assistance is provided by the Human Resources Director (e.g., personnel and job applicant issues) and Public Works Director (e.g., transportation and infrastructure projects). The Title VI Coordinator responsibilities include:

- a. Promptly processing and resolving Title VI complaints;
- b. Collecting demographic data (race, color, national origin) of participants in and beneficiaries of the City's Federal-aid programs, activities, and services;

- c. Promptly resolving areas of deficiency;
- d. Conducting periodic Title VI audits;
- e. Ensuring that Title VI requirements are included in policy directives and that the procedures used have built-in safeguards to prevent discrimination;
- f. Coordinating the development and implementation of staff training regarding the City's Title VI program; and
- g. Developing and coordinating Title VI information for public dissemination, including where appropriate in languages other than English.

## **Title VI Requirements**

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

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

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

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

### **B. Complaint Procedures**

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

Once the complaint is received, the City will review it to determine if our City has jurisdiction. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by the City.

The City has 14 days to investigate the complaint. If more information is needed to resolve the case, the City may contact the complainant. The complainant has 10 business days from the date of the letter to send requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within 10 business days, the City can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

After the investigator reviews the complaint, they will issue one of two letters to the complainant: a closure letter or a letter of finding (LOF). A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed. An LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member, or other action will occur. If the complainant wishes to appeal the decision, they have 15 days after the date of the letter or the LOF to do so.

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

### **C. Public Participation**

The City is committed to advancing that projects, programs, and services delivered by the City are sensitive to the various demographic backgrounds within the City. The City's encouragement of Public Participation promotes public involvement in the planning and decision-making process of projects, programs, and services.

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

#### **Goals and Objectives**

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

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

#### **Stakeholders**

##### Limited English Proficiency Populations

A LEP individual is someone with limited ability to read, write, speak, or comprehend English. Reasonable efforts will be made to engage LEP populations utilizing techniques, such as the development of public notices in appropriate non-English Languages that will provide contact information where individuals can be informed of the affected project or services to provide input and comments. In addition, non-profit organizations and other advocacy groups can be utilized to disseminate and provide insight into the needs of LEP populations.

### Low-Income Populations

The City will identify low-income populations within the service area. The low-income threshold will be defined as households with a per capita income of 80 percent or less of the national average. Low-income populations in the City will be given reasonable opportunity to provide input on plans and programs to avoid disproportionate harm or lack of benefit.

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

The public has a right to express their opinion during the regular Council meetings held. The meetings are held in the Council Chambers at 455 N. Rexford Dr., Beverly Hills. Information about City Council is available on the City website at:

<http://www.beverlyhills.org/citymanager/mayorandcouncilmembers>

### **Outreach Efforts**

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

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

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

### **D. Environmental Justice**

In accordance with Executive Order 12898 (Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations), the City will identify and address the environmental effects of programs, policies, and activities on minority and low-income populations. The City will consider demographic data into their project design and involve the public in the planning and development process to assess the environmental impacts of projects on the community. The public's input and data analysis enable the City to develop measures to mitigate any potential adverse effects on minority and low-income populations. The City is not required to conduct environmental justice analyses of projects where NEPA documentation is not required.

## IV. Language Assistance

### Plan Purpose

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

### Demographics

Beverly Hills population is approximately 34,183 persons. Of the total population in the City aged five years and older and who speaks a language other than English, 3,395 individuals speak English less than very well.

**City of Beverly Hills  
Limited English Proficiency Persons for the Population 5 Years and Over**

Languages	Persons
Asian and Pacific Island	857
Other	198
Other – Indo European	2,207
Spanish	133
Total LEP Population	3,395

Source: U.S. Census American Community Survey, Table B16003, 2013-2017 Estimates  
U.S. Census, Quick Facts Beverly Hills, California, 20018

Other – Indo European categorized languages are the most prevalent non-English language spoken in the City of Beverly Hills.

### Analysis

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

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

The DOT has adopted the Department of Justice's Safe Harbor Provision, which stipulates that translations of vital documents should be available for LEP populations that comprise five percent of the general population or 1,000 persons, whichever is lowest. For the City of Beverly Hills, five percent of the general population is 1,709. As demonstrated in the Table, all languages but one fall outside of the 5% threshold. Other – Indo European categorized languages, are the only group exceeding 1,709 persons according to the U.S. Census.

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

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

The City's experience with requests for language services has been minimal.

3. Resources available for LEP outreach

Bilingual City staff provides basic translation and interpretation. The costs for marketing materials and translation of documents have not been quantified.

Identifying the Need for Language Assistance

The City will continue to monitor the language needs of the community. The City will do the following:

- Continue to monitor the languages and English proficiency encountered by staff
- Use Cal Enviroscreen's Linguistic Isolation maps to identify the languages spoken in project areas by Census tracts: <https://oehha.ca.gov/calenviroscreen/indicator/linguistic-isolation>

### **Training**

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

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

**Appendix A – Notice to the Public**

English Notice to Public

**Title VI Notice of Rights  
City of Beverly Hills**

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

Pamela Mottice-Muller, Title VI Coordinator  
City of Beverly Hills  
455 North Rexford Drive  
Beverly Hills, CA 90210  
(310) 285 - 1014  
[www.BeverlyHills.org](http://www.BeverlyHills.org)

If the complainant is unable to write a complaint, a representative may file on his or her behalf, or City staff will provide assistance. Complaints must be filed within 180 calendar days of the alleged incident.

If information is needed in another language or an alternative format, please call (310) 285-2400.

## Appendix A – Notice to the Public

### Notificación Al Público De Los Derechos Bajo El Título VI Cuidad de Beverly Hills

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

City of Beverly Hills  
Title VI Coordinator, Pamela Mottice-Muller  
455 North Rexford Dr.  
Beverly Hills, CA 90210  
(310) 285-1014  
[www.BeverlyHills.org](http://www.BeverlyHills.org)

Si la persona no puede llenar su queja, un representante puede hacerlo en su nombre, o un empleado de Cuidad de Beverly Hills le puede ofrecer asistencia. Las quejas deben ser entregadas a no más tardar de 180 días del hecho que se alega. Si se necesita información en otro idioma, contacte al (310) 285-2400.

## Appendix B – Title VI Complaint Form



### City of Beverly Hills TITLE VI DISCRIMINATION COMPLAINT FORM Policy and Management Department

#### PERSONAL INFORMATION NOTICE

Pursuant to the Federal Privacy Act (P.L. 93-579) and the Information Practices Act of 1977 (Civil Code Sections 1798, et seq.), notice is hereby given for the request of personal information by this form. The requested personal information is voluntary. The principal purpose of the voluntary information is to facilitate the processing of this form. The failure to provide all or any part of the requested information may delay processing of this form. No disclosure of personal information will be made unless permissible under Article 6, Section 1798.24 of the IPA of 1977. Each individual has the right upon request and proper identification, to inspect all personal information in any record maintained on the individual by an identifying particular.

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

Mailing Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Home Telephone: ( ) \_\_\_\_\_ Work Telephone: ( ) \_\_\_\_\_

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

<p>Basis of Discriminatory Action(s):</p> <p><input type="radio"/> Race                      <input type="radio"/> Age</p> <p><input type="radio"/> Color                        <input type="radio"/> Sex</p> <p><input type="radio"/> National Origin          <input type="radio"/> Disability</p>	<p>If you have an attorney representing you, please provide the following information:</p> <p>Name: _____</p> <p>Firm Name: _____</p> <p>Address: _____</p> <p>Telephone Number: ( ) _____</p>
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Date and place of alleged discriminatory action(s). Please include the earliest and the most recent date of discrimination:

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

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

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

**TITLE VI DISCRIMINATION COMPLAINT**  
CITY OF Beverly Hills • POLICY and MANAGEMENT DEPARTMENT

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

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

Have you filed, or intend to file, a charge or complaint regarding the matters raised in this complaint with any of the following?

Yes  No If yes, check all that apply:

U.S. Equal Employment Opportunity Commission

Federal or State Court

Department of Fair Employment and Housing

Federal Highway Administration/ U.S. Dept. of Transportation

Federal Transit Administration/ U.S. Dept. of Transportation

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

Agency/Court: \_\_\_\_\_ Attorney Name: \_\_\_\_\_

Address: \_\_\_\_\_ Firm Name: \_\_\_\_\_

Date Filed: \_\_\_\_\_ Address: \_\_\_\_\_

Case Number: \_\_\_\_\_ Telephone Number: \_\_\_\_\_

Date of Trial/Hearing: \_\_\_\_\_

Status of case:

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

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

Signature of Complainant: \_\_\_\_\_

Date: \_\_\_\_\_

**ADA Notice:** For individuals with sensory disabilities, this document is available in alternate formats. For information call the City Clerk's (310) 285-2400

## **TITLE VI DISCRIMINATION COMPLAINT (INSTRUCTIONS)**

CITY OF BEVERLY HILLS • POLICY and MANAMAGEMENT DEPARTMENT

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

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

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

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

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

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

Once the complaint is filed, it will be reviewed by the City of Beverly Hills, Policy and Management Department located in Beverly Hills, CA. The Policy and Management Department will provide written acknowledgement to the complainant within five days of receiving the complaint by registered mail. Every effort will be made to obtain early resolution of complaints at the lowest level possible.

The City and its subrecipients, consultants, and contractors, irrespective of tier, are prohibited from retaliating against any individual because he or she opposed an unlawful policy or practice, or made charges, testified, or participated in any complaint action under Title VI, the Restoration Act of 1987 and other nondiscrimination authorities.

Submit the original signed form or letter in person or by mail to:

City of Beverly Hills  
Title VI Coordinator, Pamela Mottice-Muller  
455 North Rexford Dr.  
Beverly Hills, CA 90210

Telephone Number:	(310) 285-1014
Email:	pmottice@beverlyhills.org
TTY:	(310) 285-2400



City of Beverly Hills operates without regard to race, color or national origin.

If you need assistance completing this form, contact the City of Beverly Hills at:  
(310) 285 - 1014 Email: [PMottice@beverlyhills.org](mailto:PMottice@beverlyhills.org)

Please submit this form in person or by mail to:

City of Beverly Hills  
Title VI Coordinator, Pamela Mottice-Muller  
455 North Rexford Dr.  
Beverly Hills, CA 90210

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## **Appendix C – Title VI Complaint Procedures**

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

Once the complaint is received, the City will review it to determine if our City has jurisdiction. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by our City.

The City has 90 days to investigate the complaint. If more information is needed to resolve the case, the City may contact the complainant. The complainant has 10 business days from the date of the letter to send requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within 10 business days, the City can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

After the investigator reviews the complaint, they will issue one of two letters to the complainant: a closure letter or a letter of finding (LOF). A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed. An LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member, or other action will occur. If the complainant wishes to appeal the decision, they have 15 days after the date of the letter or the LOF to do so.

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

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## **Apéndice C – Procedimiento para quejas de Título VI**

Cualquier persona que crea que él o ella ha sido discriminada en base a su raza, color, origen nacional, sexo, incapacidad, o edad por la Ciudad de Beverly Hills (Ciudad) puede quejarse por medio de completar y presentar un formulario de queja de Título VI de la agencia. La Ciudad investiga las quejas que recibe dentro de 180 días a partir de la fecha del supuesto incidente. La Ciudad procesará los formularios de quejas que están completos.

Al recibir una queja, la Ciudad la revisará para determinar si la Ciudad puede actuar. El demandante recibirá una carta informándole si es que la queja será investigada por la Ciudad.

La Ciudad tiene 14 días para investigar la queja. En caso de que sea necesario solicitar información adicional, la Ciudad se comunicará con el demandante. El demandante tendrá 10 días hábiles a partir de la fecha de la carta para enviar la información solicitada al investigador. Si el investigador no es contactado por el demandante o no recibe la información adicional dentro de los 10 días hábiles, la Ciudad puede cerrar la investigación de forma administrativa. Una investigación también puede ser cerrada de forma administrativa si es que el demandante no desea continuar la investigación.

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

Una persona también puede enviar una queja directamente a la Administración Federal de Autopistas.

## Appendix D – Tracking of Title VI Complaints

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

- Active investigations
- Lawsuits
- Complaints naming the City of Beverly Hills

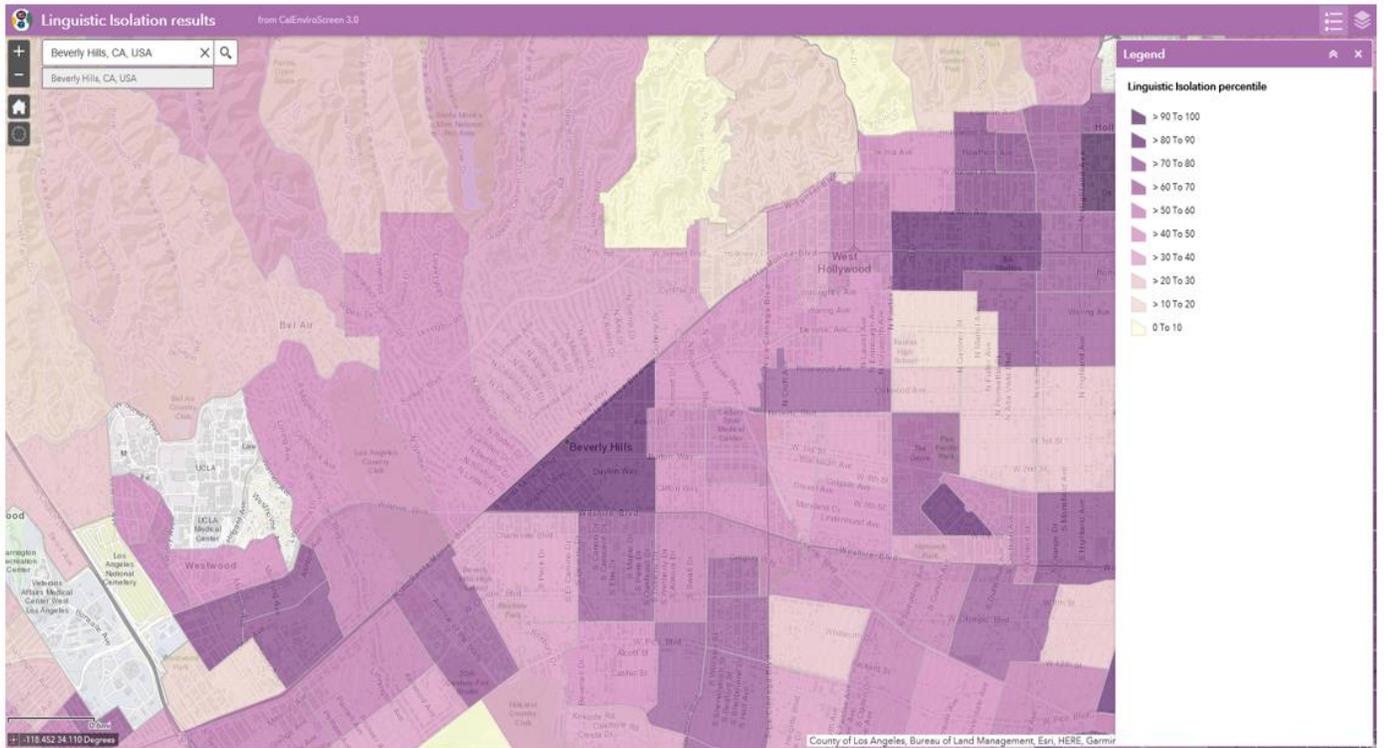
Below is the list that will be used for tracking these incidents:

### Investigations, Lawsuits and Complaints

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

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

## CalEnviroScreen 3.0 Linguistic Isolation Map



DRAFT