



2020

**Tulare County Association of Governments
Title VI Program**

**Adopted:
Resolution No.: 2020-XXX**

Prepared by:

**Tulare County Association of Governments
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This document was prepared to comply with Title VI of the Civil Rights Act of 1964, including new provisions detailed in U. S. Department of Transportation's FTA Circular 4702.1B, "Title VI Requirements and Guidelines for Federal Transit Administration Recipient"

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I. Introduction

Tulare County Association of Governments (TCAG)

The Board of Governors directs TCAG. This Board is composed of one representative from each of the eight city councils, the five members of the County Board of Supervisors, three members-at-large and one representative of public transit. These sixteen members act as the Council of Governments (COG), the Regional Transportation Planning Agency (RTPA), and the Metropolitan Planning Organization (MPO). These members, plus the District 6 Director of Caltrans, sit as the Policy Advisory Committee. This body offers advice on issues that will be presented to the Board of Governors. The Tulare County Transportation Authority is governed by the elected members of the TCAG Board of Governors. The Authority is designated to act on Measure R (the Tulare County ½ percent sales tax) issues.

FTA Circular 4702.1B requires TCAG as a Metropolitan Planning Organization (MPO) that receives federal funds to prepare a Title VI Program. Title VI prohibits recipients of Federal financial assistance from discriminating on the basis of race, color, or national origin in their programs or activities, and it obligates Federal funding agencies to enforce compliance. The program objectives are as follows:

1. Ensure that the level and quality of public transportation service is provided in a nondiscriminatory manner;
2. Promote full and fair participation in public transportation decision-making without regard to race, color, or national origin.
3. Ensure meaningful access to transit-related programs and activities by persons with limited English proficiency.

Section 601 of Title VI of the Civil Rights Act of 1964 states the following:

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.

TCAG is committed to ensuring all persons have equal access to its projects, programs and activities. Discrimination on the basis of race, color, national origin, Limited English Proficiency (LEP), sex, age or disability will not be tolerated at any time. The following document establishes a framework to ensure that TCAG is compliant with Title VI.

II. TCAG's Title VI Notice to the Public



Notifying the Public of Rights under Title VI

Tulare County Association of Governments (TCAG) operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes he or she has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with TCAG.

- For more information about TCAG's Title VI civil rights program, and the procedures to file a complaint, contact Title VI Coordinator Ben Kimball at (559) 623-0455, e-mail [http://www.BKimball@tularecog.org](mailto:BenKimball@tularecog.org); or visit our administrative office at 210 N. Church St., Suite B, Visalia, CA 93291. For more information, visit <https://tularecog.org/tcag/planning/transit-planning/>
- A complainant may file a complaint directly with the Federal Transit Administration at the following address:

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

If information is needed in another language, contact (559) 623-0450.

Si se necesita esta información en español, llame (559) 623-0450.

Kung ang kailangang impormasyon ay sa Tagalog, tawagan ang (559) 623-0450

List of Locations Where Title VI Notice is Posted

TCAG's Title VI notice to the public is currently posted at the following locations:

- TCAG's front reception area
- TCAG's two meeting rooms
- TCAG's website: <https://tularecog.org/tcag/about-us/title-vi-program/>

III. Title VI Complaint Procedures

How to File a Title VI Complaint with TCAG

Any person who believes he or she has been discriminated against on the basis of race, color, or national origin by TCAG may file a complaint by completing and submitting TCAG's Title VI Complaint Form. A complaint may be filed by the individual or by a representative. Complaints must be filed within 180 days after the date of the alleged discrimination. TCAG will promptly investigate all complete complaints; complaints received with incomplete information may result in delayed investigations and responses.

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

- Within 10 business days of receiving a written complaint, the Title VI Coordinator or his/her designee shall send a letter to the complainant acknowledging receipt of the complaint and determine if our office has jurisdiction. The complainant will receive an acknowledgement letter informing him/her whether the complaint will be investigated by our office and will be provided with a contact name and phone number of the personnel assigned to investigate the complaint.
- The investigation will be conducted and completed within 30 days of the receipt of the formal complaint.
- If more information is needed to resolve the complaint, TCAG may contact the complainant. The complainant has 10 business days from the date of the request to send the additional information to the investigator assigned to the case (Title VI Coordinator or his/her designee). If the investigator is not contacted by the complainant or does not receive the additional information within 10 business days, TCAG can administratively close the case.
- A case can be administratively closed if the complainant no longer wishes to pursue their case.
- The complainant will be notified in writing of the cause to any planned extension to the 30-day rule.
- Following the investigation, the Title VI Coordinator will issue one of two letters to the complainant: 1) a closure letter or 2) a letter of finding (LOF). A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed. A LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member or other action will occur.

- TCAG's personnel files are confidential; therefore, specific information on disciplinary actions resulting from the complaints will not be divulged.
- If the complainant is unsatisfied with the decision, he/she has 30 days after the date of TCAG's closure letter or the LOF to appeal to the TCAG's Board of Governors. The complainant is entitled to review the denial, to present additional information and arguments, and to separation of functions (i.e. a decision by a person not involved with the initial decision to deny eligibility).
- The complainant is entitled to receive written notification of the decision of the appeal and the reasons for it.
- Any timeline set forth herein may be extended by TCAG upon a showing of good cause. The complainant will be notified in writing of such a change.
- The complainant may also file a complaint directly with the Federal Transit Administration (FTA), by contacting:

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

<https://www.transit.dot.gov/regulations-and-guidance/civil-rights-ada/file-complaint-fta>

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

TCAG Title VI Complaint Form

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

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

Signature and date are required below to complete form:

Signature _____ Date _____

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

TCAG Title VI Coordinator
210 N. Church Street, Suite B
Visalia, CA 93291

List of Title VI Investigations, Complaints, and Lawsuits

TCAG has not been involved in any Title VI investigations, complaints, or lawsuits.

Below is the summary table TCAG utilizes to Record Title VI complaints.

Table 3-1				
Tulare County Association of Governments Title VI Complaint Log				
Case #	Date Filed (mm/dd/yyyy)	Basis of Complaint (race, color or national origin)	Status	Disposition action(s) taken
Investigations	None	N/A	none	N/A
1.				
2.				
Lawsuits	None	N/A	none	N/A
1.				
2.				
Complaints	None	N/A	none	N/A
1.				
2.				

IV. Public Participation Plan

Purpose

The purpose of the Tulare County Association of Governments (TCAG) Public Participation Plan is to help ensure that citizens, organizations and public agencies are kept informed and involved in TCAG's various programs, projects and work activities. TCAG recognizes that the involvement of the public and agencies, organizations and other groups which represent the public is pivotal to the success of transportation programs, plans and projects in Tulare County. TCAG is committed to involving traditionally under-served persons such as persons of race, color or national origin, low-income and the elderly, those addressed by the Americans with Disabilities Act (ADA) and Native American tribal governments and communities in the transportation planning processes.

Annual Unmet Transit Needs Process

The Transportation Development Act (TDA) is a unique funding source for California; no other state has a similar program. The intent of the legislation is to provide a stable source of funding to meet the area's transit needs. This legislation requires TCAG, as the regional transportation planning agency for Tulare County, to conduct a public hearing every year to solicit input from the public on transit needs within Tulare County. TCAG distributes posters, in English, Spanish and other languages if requested, throughout the county soliciting input on existing transportation needs. Establishment of a Social Services Transportation Advisory Council (SSTAC) to assist TCAG in soliciting input of transit dependent and transit disadvantaged persons, including the elderly, handicapped, LEP and persons of limited means is required in the legislation. In appointing council members, the transportation-planning agency shall strive to attain geographic and minority representation among council members.

The SSTAC membership must consist of the following members:

- (1) One representative of potential transit users who is 60 years of age or older.
- (2) One representative of potential transit users who is disabled.
- (3) Two representatives of the local social service providers for seniors, including one representative of a social service transportation provider, if one exists.
- (4) Two representatives of local social service providers for the disabled, including one representative of a social service transportation provider, if one exists.
- (5) One representative of a local social service provider for persons of limited means.

(6) Two representatives from the local consolidated transportation service agency, designated pursuant to subdivision (a) of Section 15975 of the Government Code, if one exists, including one representative from an operator, if one exists.

(7) One representative of potential transit users from local youth.

Prior to making any allocation not directly related to public transportation services, specialized transportation services or facilities provided for the exclusive use of pedestrians and bicycles, TCAG must identify any unmet transit needs that are reasonable to meet for the jurisdiction. All unmet transit needs that are found reasonable to meet must be funded before any allocation is made for streets and roads within the jurisdiction.

An extensive public outreach effort takes place to advertise the Unmet Transit Needs Public Hearing and to solicit comments from the public on existing public transit needs for Tulare County. Posters, which are printed in English and Spanish, are distributed to various social service organizations that serve transit dependent and transit disadvantaged persons. Posters are placed at all transit centers and onboard most buses that operate within Tulare County. There is a tear-off postcard on the posters that can be completed and mailed in to our office with their comment. Comments are requested via our Facebook page from the general public. This past fiscal year more comments were received from our FB page than any other marketing source and the majority of those comments were in Spanish. In the past the tear off postcards were our most popular method of receiving comments. TCAG solicits the SSTAC to assist us in reaching the public about their transit needs. Public comments are received in person at the public hearing, via telephone, e-mail, FB and surface mail. The public hearing is in English and there are Spanish interpreters to assist with public testimony.

Outreach Strategies

TCAG is also responsible for the Regional Transportation Plan (RTP), which is a 20 year planning document that serves as TCAG's long-range plan. The RTP is a federally-mandated document that describes existing and projected transportation conditions, needs, alternatives and their consequences. Updates to the RTP take place every four years. It is a multi-year process to update the RTP which entails several public meetings, community outreach meetings and advertisements in the local media.

TCAG recognizes that the involvement of the public and agencies, organizations and other groups which represent the public is pivotal to the success of transportation programs, plans and projects in Tulare County. Listed below are the outreach strategies that were implemented by TCAG in an effort to reach the citizens of Tulare County.

TCAG implemented the following outreach strategies from September 2018 to August 2020:

- Posted important public documents such as the RTP, Unmet Needs Public Hearing, and Special Planning Studies on the TCAG website (<http://www.tularecog.org/>).

- TCAG provides translation to any language of its website content through Google Translator.
- TCAG annually sponsors a Walk 'n Roll to School art contest. Students from throughout the county submit their art work showing how to promote clean air quality in Tulare County. The goal of the contest is to promote active transportation in Tulare County. The contest is promoted at the school districts, through social media, radio ads and online via the TCAG website, Facebook and through other media channels. Entries are received from all over the county, cities and some unincorporated communities and students in public schools, Expanded Learning Programs, homeschooled students, and charter academies.




WALK N ROLL TO SCHOOL



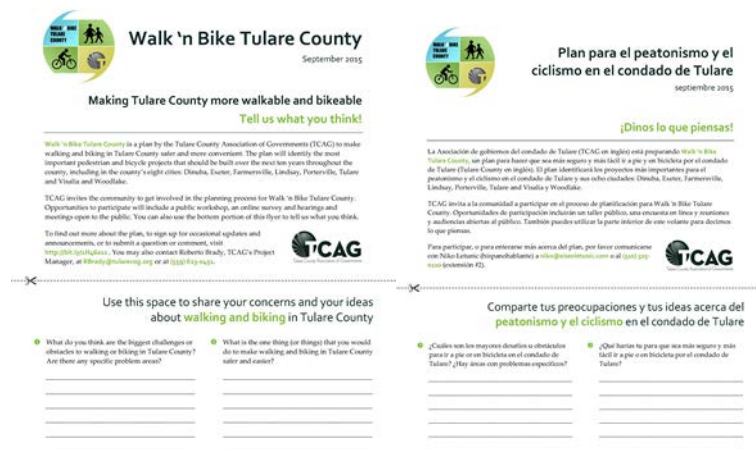
How can you help keep our air clean? Walking, biking, skateboarding?
Draw your ideas!

Art Work is due November 5, 2020

Entry for grades TK-12. Please use an 8 1/2 by 11 sheet to create your poster. Please put your name, grade, school, and phone number on the back of your art. Winners will be awarded a bike in December. Submit entries to 210 N. Church St., Suite B, Visalia, CA 93291. Contact us by email at tcaginfo@tularecog.org or call 559-623-0450.

www.tularecog.org

- TCAG staff prepared a Regional Active Transportation Plan (known more informally as Walk 'n Bike Tulare County), for the Tulare County region. This plan was prepared in response to growing interest among residents in the county and in recognition of the benefits of active transportation. The plan identified the highest-priority pedestrian and bicycle improvements for the County and its eight cities for the next ten years. Several opportunities for public input were provided. All outreach materials were available in English and Spanish. An online survey was available to the public for approximately two months. There were interactive maps (with instructions in English and in Spanish) on which people could pin markers to call out specific locations as well as make general comments. TCAG staff distributed a paper survey (in English and Spanish) to the public at the Tulare County Fair. In addition, a paper survey was distributed by partner organizations at community organized events. TCAG promotes active transportation in the county by providing funding and logistical support to its member agencies for the implementation of pedestrian and bicycle projects and programs. See the sample outreach poster below. One of the bike projects aimed to improve the safety of bicyclists and homeowners in a community that attracted a large population of bike riders. The study aimed to understand what the issues of the homeowners consisted of and what issues were being faced by the bicyclists. In an effort to reach all the biking community an iPad was left at area bike shops and the clients at the store were asked to complete the survey. This allowed many people in the bike community to be heard on the issues being faced in this particular community. In addition, the local biking clubs were involved and asked to attend the stakeholder's meetings that were held as a part of this study. Our TCAG staff also attended an event held in the community for the bicyclist to gather more information and surveys.



- After the completion of the RATP, TCAG was awarded an FTA Section 5304 Sustainable Communities Grant in April 2015 to promote bicycle and pedestrian safety in Tulare County. The Bike & Stride program goal was to enhance existing bike and pedestrian outreach efforts to include underserved communities and elementary school age kids as well as to ensure that future transportation investments would better reflect the needs of our county. TCAG staff put together various events like

bike rodeos and bike safety demonstrations. The Bike & Stride program targeted mainly rural communities and information was provided in English and Spanish. Our staff worked with Step Up, local law enforcement, the Active Transportation Advisory Committee, California Operation Life Saver, community groups, schools and school districts to put on these events.



- TCAG staff work with other public agencies and organizations which represent Limited English Proficient (LEP) persons, elderly, disabled and minorities to maintain a two-way dialogue regarding transportation processes and issues that are important to them.
- TCAG staff work with local non-profit organizations, advocacy groups, and public agencies that provide assistance to minority, low-income, and LEP persons to educate and inform them regarding transportation processes.
- Public meetings are held in locations that are accessible to transit riders and people with disabilities, and are scheduled at times that are convenient for members of the public to attend.
- TCAG uses maps, charts and other visualization techniques to convey transportation related information when doing presentations to the public.
- TCAG staff avoids using complex terminology and technical terms to help the general public clearly understand what transportation planning is and how they can become involved in the process.
- TCAG issues news releases regarding important transportation processes regularly on their website, which is available in Spanish using Google translate.

- Advertise public meetings at additional venues (libraries, senior centers, schools, etc.), through TCAG's Facebook page, Twitter and e-mail. TCAG staff regularly uses social media to reach the public. The website content is released in posts, making it easy for users to get more involved in their community.
- TCAG staff uses the Social Service Transportation Advisory Council (SSTAC) as a forum to address transit needs for traditionally under-served persons.
- TCAG staff uses exhibits and printed material to highlight and inform the public of the Regional Transportation Plan (RTP), Unmet Transit Needs hearing, and other transportation planning processes.
- Provide non-English language translation at meetings or for written documents when necessary or upon request. The TCAG monthly agenda provides a notice that if someone needs special assistance to participate in the meeting, including auxiliary aids, translation requests, or other accommodations, or to access the agenda and documents in the agenda packet, they can contact our office at least 3 days prior to the meeting.
- TCAG staff uses the Technical Advisory Committee (TAC), through the Tule River Tribe's representative, as a forum to keep the Tribe informed of transportation issues both significant to the Tribe and to the County as a whole.
- Conduct formal consultation with the Tule River Tribe Council at least once a year to determine if Tribal transportation issues are being adequately addressed.

Public Participation Plan (PPP) Updates

The Public Participation Plan (PPP) is not intended to be a static document. It is periodically reviewed to evaluate its effectiveness in promoting public participation for LEP persons in TCAG's transportation planning processes. The Plan is comprehensively reviewed every three years (at a minimum) in conjunction with the updating of the Title VI Program. In addition, the PPP is subject to additional updates due to changes in state and federal law and to address any needed changes as a result from the input of the public, other public agencies, organizations and other stakeholders which represent various segments of the public in transportation planning processes.

The PPP was updated this year in preparation for the Regional Transportation Plan. I have included in this report some of the outreach events that are highlighted in the PPP. TCAG continually strives to track and document all our outreach events. Our staff is committed to reach out to all minority, low income and LEP individuals when holding any transportation outreach events.

V. Limited English Proficiency (LEP) Plan

Introduction

The Limited English Proficiency (LEP) Plan has been prepared to address TCAG's responsibilities as a recipient of federal financial assistance as they relate to the needs of individuals with limited English proficiency language skills. The plan has been prepared in accordance with Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d, et seq. and its implementing regulations, which state that no persons shall be subjected to discrimination on the basis of race, color or national origin.

Executive Order 13166, titled Improving Access to Services for Persons with Limited English Proficiency, indicates that differing treatment based upon a person's inability to speak, read, write, or understand English is a type of national origin discrimination. It directs each agency to publish guidance for its respective recipients clarifying their obligation to ensure that such discrimination does not take place. This order applies to all state and local agencies which receive federal funds, including all TCAG departments receiving federal grant funds.

TCAG is the Metropolitan Planning Organization (MPO) for Tulare County and has developed this Limited English Proficiency (LEP) Plan to help identify reasonable steps for providing language assistance to persons with limited English proficiency (LEP) who wish to access services provided by TCAG. As defined in Executive Order 13166 LEP persons are those who do not speak English as their primary language and have limited ability to read, speak, write or understand English.

This plan outlines how to identify a person who may need language assistance, the ways in which assistance may be provided, staff training that may be required, and how to notify LEP persons that assistance is available.

In order to prepare this plan, TCAG undertook the U.S. Department of Transportation (U.S. DOT) four-factor LEP analysis which considers the following factors:

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

Four-Factor Analysis

1. The number or proportion of LEP persons eligible to be served or likely to be encountered by TCAG.

The currently available U.S. Census data was used to determine the geographic boundaries of its service area and identify LEP populations within that area. A review of the 2013-2017 American Community Survey (ACS) revealed that 419,508 individuals live within Tulare County. The survey revealed that 215,904 persons (51.47%) speak a language other than English. In addition, the survey revealed that 111,761 persons (27% of the total population) have limited English proficiency; that is, they speak English less than “very well”.

As demonstrated in Table 5-1 below, Spanish and Tagalog are the two languages that fall outside of the Safe Harbor Provision of over 5% or 1,000 individuals (whichever is less) of the total population within the service area, with regards to the written translation requirements of written documents.

Table 5-1 Tulare County - Languages Spoken at Home		
Ability to Speak English	Population	Percent
<i>Total Population (5 years and older)</i>	419,508	100.00%
Speak only English	203,604	48.53%
<i>Speak language other than English</i>	215,904	51.47%
Speak English less than "very well"	111,761	26.64%
Spanish or Spanish Creole	103,159	24.59%
French (incl. Haitian, Patois, Cajun)	15	0.00%
German or other Germanic Languages	205	0.05%
Russian, Polish or other Slavic languages	115	0.03%
Other Indo-European languages	1,888	0.45%
Chinese (incl. Mandarin, Cantonese)	507	0.12%
Korean	136	0.03%
Vietnamese	140	0.03%
Other Asian & languages	1,113	0.27%
Tagalog	1,362	0.32%
Other Asian and Pacific Island languages	3,439	0.82%
Arabic	776	0.18%
Other and unspecified languages	19	0.00%

Source: U.S. Census Bureau, 2013-2017 American Community Survey

2. The frequency with which LEP persons come into contact with TCAG's services.

TCAG's contact with LEP persons has been primarily with Spanish speakers during outreach efforts when preparing its long-range transportation plan, during the Unmet Transit Needs Process that takes place every year and at its booth at the Tulare County Fair.

TCAG staff collaborates with various community-based organizations to reach out to the community and communicate about our transportation planning activities. Through our partnerships with these organizations we try to reach out to individuals such as LEP, low-income, minority households, the elderly, and those addressed by the Americans with Disabilities Act (ADA). TCAG has a booth at the Tulare County Fair every year, where contact with our large Hispanic population (many of them LEP persons) takes place. This event has been very helpful in providing insight into the needs and concerns of residents who often do not participate in regional transportation planning.

During the Unmet Transit Needs process TCAG reaches out to many groups throughout the county. We work with community service organizations to distribute posters advertising the meeting in English, Spanish and other languages if needed through our LanguageLine translation service. There are TCAG staff members present at the public hearing available to translate for any Spanish speaking individuals and we use LanguageLine Solutions if needed for any other translation requests. We post information on our website and FB page advertising the Unmet Transit Needs and requesting feedback from our followers. In 2020 most of the unmet transit needs comments were received via Facebook and most of those comments were from Spanish speaking individuals.

3. The nature and importance of the program, activity or service provided by the program to people's lives.

TCAG engages in a variety of programs, activities and services throughout Tulare County. Services of importance to LEP persons in general are long-term in nature. When TCAG updates the Regional Transportation Plan (RTP) we reach out to LEP persons, low-income, the elderly and those addressed by the Americans with Disabilities Act (ADA). We contact community-based organizations in the county and ask them to assist in our distribution of surveys in English and Spanish. The surveys are intended to determine how people in the county are using the current transportation systems and the long-term transportation needs of the community. TCAG provides translation services at the public outreach meetings held throughout the county seeking input on the preparation of the RTP.

The Unmet Transit Needs process is designed to address the transit needs for traditionally underserved persons. TCAG strives to reach out to LEP persons, low-income, minorities, the elderly, and people with disabilities to determine what their transit needs are and how the transit systems that operate within Tulare County can address those needs. At the public hearing non-English language translation is provided. TCAG staff holds two public meetings, one in the afternoon in Visalia and another is held in the evening in Porterville. Porterville and Visalia are our two largest transit providers therefore a meeting is held in each city. There is also surveys on our website and FB page encouraging input from all transit riders on transit needs that exist within the community. The meetings have been instrumental in helping to address the ridership needs of the individuals

living within Tulare County. This process helps to address transportation needs for transit riders, which are traditionally underserved persons.

4. The resources available to TCAG for LEP outreach, as well as the costs associated with that outreach.

TCAG provides non-English language translation at meetings when necessary or upon request to allow LEP populations to participate in the transportation planning process

There are staff members at TCAG that speak Spanish and are able to translate documents into Spanish if needed.

TCAG has a contract in effect with LanguageLine Solutions to provide interpretation and translation services as needed. The contract designates up to \$3,000 is available to be used for translation and/or interpretation services by TCAG staff. On the following table is a listing of funding that is allocated for outreach, which would include reaching out to LEP persons and community groups that work with under-served populations:

Table 5-2

Outreach Budget Title VI		
Service	Provided by	Unit Cost
Spanish Interpretations & Translation Services	TCAG staff members available	TBD
Interpretation in another language (Tagalog)	LanguageLine Solutions	\$0.94 per minute
Translate to other languages - Title VI Notice to the Public Complaint Form (Tagalog)	TCAG Staff member available	TBD
Fliers/advertisements for public events	PR Consultant	TBD
Spanish-language radio spots for public meetings	PR Consultant	TBD

Language Assistance Measures

TCAG uses a variety of methods to help Tulare County residents to understand our transportation projects and long range transportation plan. The following is a list of the methods used to reach the residents in our county:

- Statements are placed in public notices that interpreter services are available at our public meetings.
- The TCAG monthly agenda provides a notice that if special assistance is needed to participate in the meeting, including auxiliary aids, translation requests, or other accommodations they can contact our office at least 3 days prior to the meeting.
- All TCAG documents such as the RTP, Unmet Needs public hearing and special transportation studies are posted on the TCAG website. TCAG provides translation of its website content through Google Translator.
- TCAG staff use maps, charts and other visualization techniques to convey transportation related information at the Tulare County Fair and other public meetings.
- Provide non-English translation at meetings or for written documents when necessary or upon request.
- Tailor public participation activities to reflect the unique LEP population within a respective community.
- Avoid complex terminology and technical terms to help target the presentation in a way that is appropriate when addressing the general public and LEP persons.

- Develop relationships with local social service organizations, and public agencies that provide services to LEP persons and seek opportunities to provide information about TCAG transportation planning projects.

Providing Notice to LEP Persons

In order to make sure the public is aware of the language assistance available from TCAG, the following will be provided:

- TCAG staff has a Notice posted in TCAG's reception area and meeting rooms.
- Notice is posted on the TCAG website in Spanish and Tagalog.
- Flyers for major community workshops and similar meetings include instructions on how to request translation services.
- TCAG provides a link in their transit section to all the transit providers that operate in Tulare County on their website. <https://tularecog.org/tcag/planning/transit-planning/>

Monitoring and Updating the LEP Plan

TCAG monitors and update the LEP Plan as needed. At a minimum, the LEP Plan is reviewed and updated every three years in conjunction with TCAG's submission of their Title VI Program to FTA. TCAG monitors and evaluate the LEP Plan as follows:

- The LEP Plan has been assigned to TCAG's Title VI Coordinator, who will ensure compliance and correct implementation.
- Maintain on-going communication with organizations serving LEP populations.

Staff LEP Training

The following training procedure has been implemented by the TCAG Title VI Coordinator:

1. Staff has been trained on Title VI procedures and LEP responsibilities.
2. Staff has been informed of the language assistance services offered to the public by TCAG.
3. Staff has been trained on whom to contact when professional interpreter services are required.
4. Staff has received training on how to handle a potential Title VI/LEP complaint.
5. Staff has received training on how to document language assistance requests.

The Title VI Coordinator has developed a schedule for training of new employees about Title VI requirements.

VI. Minority Representation on Non-Elected Transit Advisory Committee

TCAG has one non-elected transit advisory council. As required by the Transportation Development Act (TDA) of 1971, the Social Services Transportation Advisory Council (SSTAC) was established. The TDA requires that the council is made up of a broad representation of social service and transit providers representing the elderly, the handicapped, and persons of limited means. The table below depicts the racial breakdown of the membership of the SSTAC.

SSTAC Membership Composition Summary

Table 6-1				
Body	Caucasian	African American	Hispanic	Asian American
Tulare County Population	27.7%	2.2%	65.6%	4%
SSTAC*	55.6%	0%	44.4%	0%

As indicated in the PPP and the LEP Plan, TCAG reaches out to minorities, disabled individuals, the elderly and LEP persons in its recruiting efforts. TDA requires that the SSTAC is composed of a wide range of individuals and TCAG recruits for members on the SSTAC using a variety of resources. The TCAG Governing Board is informed of any vacancies and is requested to recommend individuals as is the Technical Advisory Committee (TAC). Vacancies are posted on our website, the transit providers that operate within Tulare County are informed, and several social service organizations that provide services to the elderly, minorities, disabled individuals, and LEP persons are provided with notification of any vacancies on the council.

VII. TCAG Determination of Site or Location of Facilities

TCAG is not an operator of public transit and has no future plans to operate a public transit facility. TCAG therefore, has never constructed and has no plans to construct any type of facilities.

VIII. TCAG Compliance with Title VI Program – Requirements for Metropolitan Transportation Planning Organizations

TCAG, as the Metropolitan Planning Organization for Tulare County, is required to comply with the DOT's Title VI Regulations. In addition to complying with all general requirements set out in Section 4 of Chapter III of FTA Circular 4702.1B, TCAG must comply with Section 1 – 4 of Chapter VI which conveys specific responsibilities on TCAG as the MPO for the region.

MPO's shall include the following information in their Title VI Program.

- a. In its regional transportation planning capacity, the MPO shall submit to the State as the primary recipient, and also to FTA:
 - (1) All general requirements set out in section 4 of Chapter III of Circular FTA 4702.1B;
 - (2) A demographic profile of the metropolitan area that includes identification of the locations of minority populations in the aggregate;
 - (3) A description of the procedures by which the mobility needs of the minority populations are identified and considered within the planning process;
 - (4) Demographic maps that overlay the percent minority and non-minority populations as identified by Census or American Community Survey (ACS) data, at Census tract or block group level, and charts that analyze the impacts of the distribution of State and Federal funds in the aggregate for public transportation purposes, including Federal funds managed by the MPO as a designated recipient;
 - (5) An analysis of impacts identified in paragraph (4) that identifies any disparate impacts on the basis of race, color, or national origin, and, if so, determine whether there is a substantial legitimate justification for the policy that resulted in the disparate impacts, and if there are alternatives that could be employed that would have a less discriminatory impact.

Identification of the Locations of Minority Populations in Tulare County

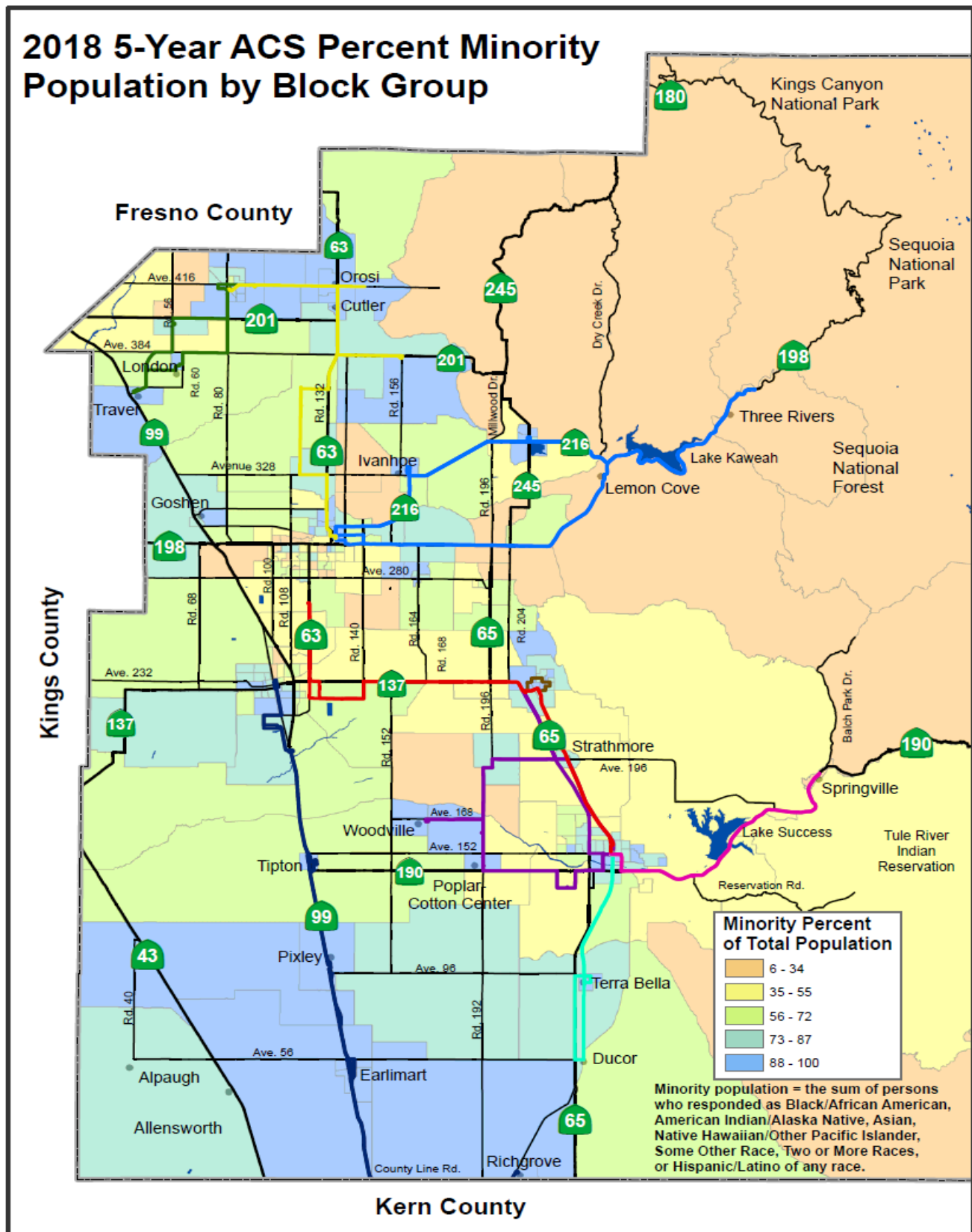
Data about the race/ethnicity of the population of the region is listed in the table below.

Table 8-1 <i>Total Population by Race/Ethnicity in Tulare County</i>		
	<i>Tulare County</i>	<i>Share of Total Population</i>
<i>Non-Hispanic</i>		
<i>White Alone</i>	<i>129,136</i>	<i>27.7%</i>
<i>Black or African American alone</i>	<i>10,256</i>	<i>2.2%</i>
<i>American Indian and Alaskan Native alone</i>	<i>13,053</i>	<i>2.8%</i>
<i>Asian alone</i>	<i>18,647</i>	<i>4.0%</i>
<i>Native Hawaiian and Other Pacific Islander alone</i>	<i>932</i>	<i>0.2%</i>
<i>Two or more races</i>	<i>12,587</i>	<i>2.7%</i>
<i>Hispanic any race</i>	<i>305,823</i>	<i>65.6%</i>
Total Population	466,195	100%

Source: U.S. Census Bureau, 2019

According to the U. S. Census Bureau, Hispanics of any race at 65.6% of the population are largest single racial/ethnic group in Tulare County. The next group is the white alone at 27.7% of the population. The Asian alone group is at 4%, followed by the American Indian and Alaskan Native at 2.8%, Black or African American alone is at 2.2%, American Indian and Two or more races are at 2.7%.

The map below indicates the locations of Tulare County Minority populations in the aggregate, 2018 5-Year ACS.



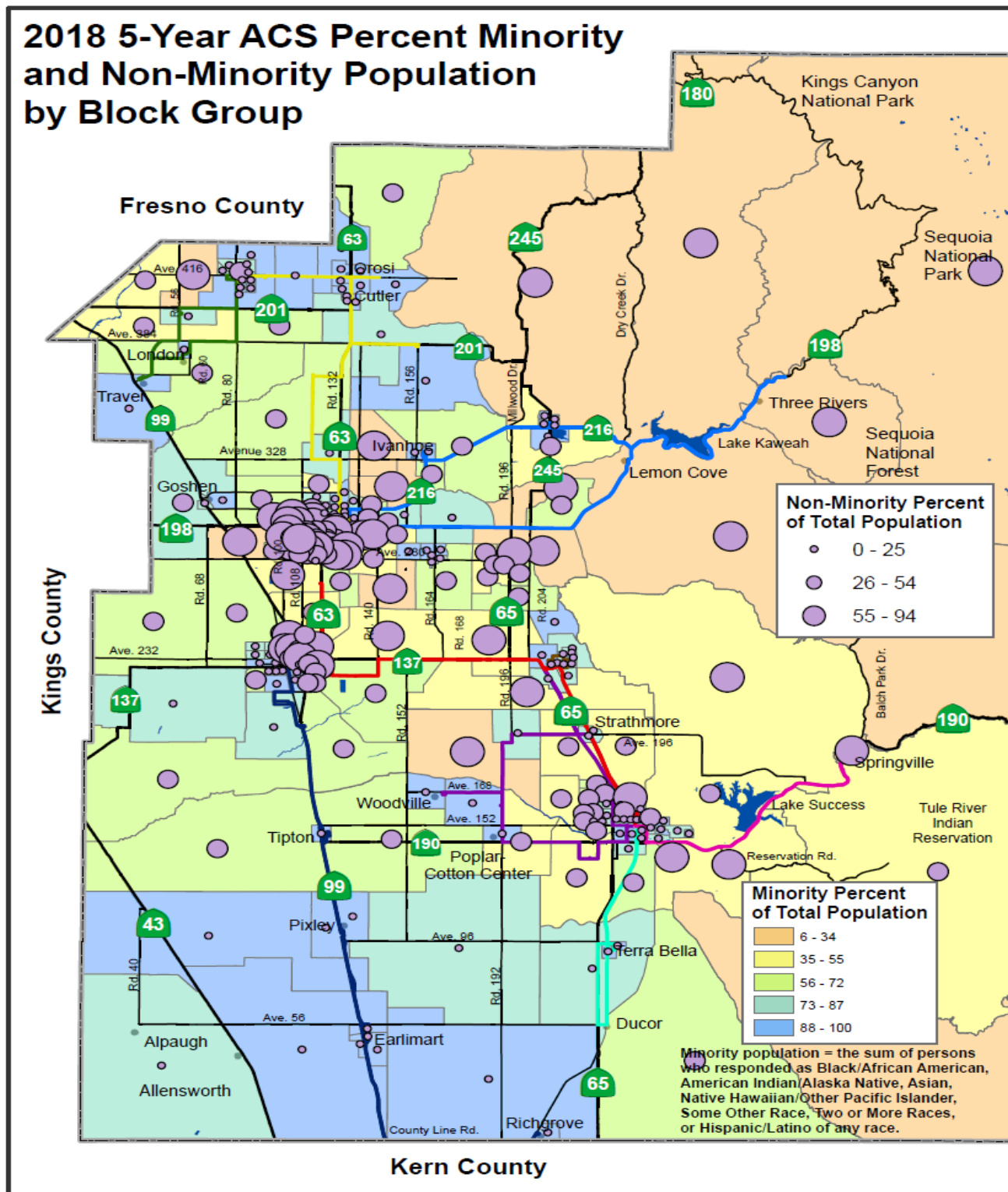
Mobility Needs of Minority Populations and The Planning Process

The mobility needs of minority populations are identified during the Unmet Transit Needs Public Hearing process. The public hearing takes place every year. An extensive outreach effort is undertaken to reach the elderly, disabled, minority and LEP populations in an effort to determine what the unmet transit needs within Tulare County are. The meeting takes place in English and there are interpreters available to translate for any Spanish speaking individuals, in addition LanguageLine Solutions is available to translate for other languages. The unmet transit needs are submitted verbally at the public hearing, over the telephone, through our Facebook page, via e-mail and are mailed in to TCAG's office.

The transit providers within Tulare County respond to the requests and submit the response to TCAG indicating whether they believe this is an unmet transit need reasonable to meet, not an unmet transit need, an operational issue or an unmet transit need that is not reasonable to meet. The SSTAC reviews the responses from the transit providers to determine which transit needs are reasonable to meet. The SSTAC recommendations are formally voted upon by TCAG's Governing Board. Once the recommendations are acted on by our board the transit providers must implement these unmet transit needs the following fiscal year.

Identification of Minority and Non-Minority Populations

The map below identifies the location of minority and non-minority populations within Tulare County.



Disparate Impacts on the Basis of Race, Color or National Origin

The following table identifies federal funds received by each city and unincorporated areas.

Federal Funding for Years 2017-2020 for Tulare County	Visalia ¹	Tulare	Porterville	Dinuba	Woodlake	Tule River Tribal Council	Unincorporated ²
2017	\$6,895,962	\$3,687,381	\$4,721,342	\$195,179	\$90,675		\$357,156
2018	\$3,802,811	\$0	\$1,737,762	\$296,930	\$68,764		\$357,156
2019	\$1,241,097	\$1,532,983	\$4,914,319	\$206,871	\$66,727		\$0
2020							
Total	\$11,939,870	\$5,220,364	\$11,373,423	\$698,980	\$226,166	\$0	\$714,312

1-Visalia Urbanized area includes the cities of Exeter, Farmersville, Tulare, and a small unincorporated area.

2-County of Tulare provides transit service to City of Lindsay in addition to all unincorporated areas

As indicated on the demographic map of Tulare County minorities are dispersed throughout the county. Minorities reside in all cities and unincorporated areas of the county; therefore, since minorities are distributed throughout Tulare County, there exist no disparate impacts on the basis of race, color, or national origin.

Subrecipient Compliance Requirements

FTA Circular 4702.1B Section 5 requires subrecipients to submit Title VI compliance reports to the recipient from whom they receive funding. The recipient determines the schedule of submittal for the report. TCAG complies with this requirement for each of its subrecipients as well as in its capacity as a subrecipient.

TCAG has received California Department of Transportation (Caltrans) Planning Grants in the past. TCAG complies with the Caltrans Title VI requirements in addition to the TCAG Title VI requirements.

TCAG has been delegated FTA Section 5307 Designated Recipient Role for the Visalia urbanized area and Porterville urbanized area. The Cities of Visalia and Porterville are eligible to apply independently to FTA for use of the FTA 5307 funding for use in their urbanized area, and TCAG does not directly carry out the projects funded with 5307 funding, TCAG enters into a Supplemental Agreement with FTA which allows the city to receive and dispense 5307 funding as described in the applicable Grant Agreement. Under the Supplemental Agreement the recipient agency assumes all responsibilities set forth in the grant agreement inclusive of Title VI compliance.

IX. TCAG Board Resolution



Notificación al Público de los Derechos del Título VI

Tulare County Association of Governments (TCAG) opera sus servicios sin consideración a raza, color de piel, y origen nacional de acuerdo con el Título VI de la Ley de Derechos Civiles. Cualquier persona que crea que ha sido agraviada por cualquier práctica discriminatoria ilegal bajo el Título VI puede presentar una queja con TCAG.

- Para obtener más información sobre el programa de derechos civiles del Título VI de TCAG y los procedimientos para presentar una queja, comuníquese con el Coordinador del Título VI de TCAG Ben Kimball al 559-623-0455, correo electrónico http://www.BKimball@tularecog.org/; o visite nuestra oficina administrativa al 210 N. Church St., Suite B, Visalia, CA 93291. Para mas información, visita <https://tularecog.org/tcag/about-us/title-vi-program/>
- Un reclamante puede presentar una queja directamente con la Administración Federal de Tránsito en la siguiente dirección:

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

*If information is needed in another language, contact (559) 623-0450
Si se necesita esta información en español, llame (559) 623-0450
Kung ang kailangang impormasyon ay sa Tagalog, tawagan ang (559) 623-0450*

EXHIBIT B: TCAG Title VI Complaint Form (Spanish)

SECCIÓN I:		
Nombre:		
Dirección (física):		
Cuidad:	Estado:	Código postal:
Teléfono:	Teléfono secundario (<i>opcional</i>):	
Correo electrónico:		
Requisitos accesible en que formato:	<input type="checkbox"/> Letra Grande	<input type="checkbox"/> Texto en cinta
	<input type="checkbox"/> Teletipo	<input type="checkbox"/> Por Otros Medios
SECCIÓN II:		
¿Está usted presentando esta queja en su propio nombre?	SÍ*	NO
*Si contestó “sí” a la pregunta anterior, pase a la Sección III.		
Si contestó “no” ¿de parte de quien está usted presentando esta queja?		
¿Qué es su relación con esta persona?:		
Por favor, explique por qué está presentando esta queja a nombre de otra persona:		
Por favor, confirme que ha recibido el permiso de la persona agraviado para presentar esta queja en su nombre.	SÍ	NO
SECCIÓN III:		
Creo que la discriminación a que fue sometido fue a causa de (<i>marque todo lo que aplique</i>): <input type="checkbox"/> Raza <input type="checkbox"/> Color <input type="checkbox"/> Origen Nacional		
Fecha de la presunta discriminación (mm/dd/aaaa)		
<p>Explique lo más claramente posible lo que pasó y por qué cree que fue discriminado. Incluya detalles específicos, tales como el nombre y la información de contacto de la persona(s) que lo discriminó (si se conoce), así como los nombres y la información de contacto de algún posible testigo, y cualquier otra información que nos ayudará a investigar su denuncia. Sí necesita más espacio para escribir, por favor use el dorso de esta forma.</p>		

EXHIBIT B: TCAG Title VI Complaint Form (Spanish) Page 2

SECCIÓN IV:		
¿Ha presentado anteriormente una queja del Título VI con TCAG?	SÍ	NO
SECCIÓN V:		
¿Ha presentado esta queja con alguna otra organización federal, estatal o local, o ante algún tribunal federal o estatal?		
<input type="checkbox"/> SÍ* <input type="checkbox"/> NO		
*Sí contesto "sí" a la pregunta anterior, marque todo lo que aplique:		
<input type="checkbox"/> Agencia Federal _____	<input type="checkbox"/> Agencia Estatal _____	
<input type="checkbox"/> Tribunal Federal _____	<input type="checkbox"/> Tribunal Estatal _____	
<input type="checkbox"/> Agencia Local _____		
Sí contesto "sí", proporcione la información de contacto de un representante de la agencia/tribunal donde se presentó la queja.		
Nombre:		
Título de contacto:		
Agencia/Tribunal:		
Contacto dirección (agencia/tribunal):		
Teléfono de contacto (agencia/tribunal):		
Correo electrónico de contacto:		
SECCIÓN VI:		
Nombre de la agencia que la queja es en contra:		
Persona de contacto:		
Título de contacto:		
Teléfono de contacto:		

Puede adjuntar cualquier material escrito o cualquier información que usted considere relevante a su queja. La presentación de esta queja con TCAG no le impide presentar una denuncia ante la Administración Federal de Tránsito.

Firma y la fecha son requeridos abajo para completar el formulario:

Firma _____ Fecha _____

Por favor envíe esta forma en persona o por correo a la siguiente dirección:

TCAG Coordinador del Título VI
210 N. Church St., Suite B
Visalia, CA 93291

EXHIBIT C: Notifying the Public of Rights Under Title VI (Tagalog)



Ipinababatid sa Publiko ang Karapatang Saklaw ng Title VI

Tulare County Association of Governments (TCAG) (Kalipunan ng mga Pamahalaan ng Tulare County) ay nagpapatupad ng mga programa at mga serbisyo ng walang pagtatangi sa lahi, kulay, bansang pinagmulan ng naaayon sa Title VI of Civil Rights Act. Sinumang tao ang naniniwala na siya ay naagrabyado ng kahit anong uri ng paglabag sa batas ng diskriminasyon na saklaw ng Title VI ay maaring magsampa ng reklamo sa TCAG.

- Para sa karagdagang impormasyon tungkol sa karapatan ng programa civil ng TCAG's Title VI, at ang pamamaraan ng pagsasampa ng reklamo, tawagan ang Title VI Coordinator Ben Kimbal sa 559-623-0450, email [http://www.BKimball@tularecog.org/](mailto:www.BKimball@tularecog.org/); o bumisita sa kanilang tagapamahalang tanggapan na nasa 210 N. Church St., Suite B, Visalia, CA 93291. Para sa karagdagang impormasyon, bisitahin ang www.tularecog.org/
- Ang taong nagrereklamo ay maaaring dumiretsong magsampa ng kanyang reklamo sa Federal Transit Administration sa sumusunod na address:

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

*If information is needed in another language, contact (559) 623-0450
Si se necesita esta información en español, llame (559) 623-0450
Kung ang kailangang impormasyon ay sa Tagalog, tawagan ang (559) 623-0450*

EXHIBIT D: TCAG Title VI Complaint Form (Tagalog)

SEKSYON I: Pakisulat ng malinaw para madaling mabasa		
Pangalan:		
Tirahan:		
Lungsod:	Estado:	Zip Code:
Telepono:	Pangalawang Telepono (<i>Opsyonal</i>):	
Email Address:		
Kailangang Porma na Makukuha?	<input type="checkbox"/> Malalaking Titik	<input type="checkbox"/> Audio Tape
	<input type="checkbox"/> TDD	<input type="checkbox"/> Ibang Porma
SEKSYON II:		
Isinasampa mo ba ang reklamong ito para sa iyong sarili?	OO*	HINDI
*Kung “oo” ang sagot mo sa huling katanungan, pumunta ka sa Seksyon III.		
Kung “hindi” ang sagot mo sa huling katanungan, ano ang pangalan ng taong ipinagsampa mo ng reklamo?		
Ano ang kaugnayan mo sa taong ito?		
Pakipaliwanag mo kung bakit nagsampa ka ng reklamo para sa taong ito:		
Patibayan mo na ikaw ay pinagkalooban ng pahintulot ng mga naagrabyang tao para magsampa ng reklamo para sa kanila.	OO	HINDI
SEKSYON III:		
Ako ay naniniwalang ang diskriminasyon na naranas ko ay naayon sa (<i>Lagyan ng tsek lahat ng naaangkop</i>): <input type="checkbox"/> Lahi <input type="checkbox"/> Kulay <input type="checkbox"/> Bansang Pinagmulan		
Petsa ng ibinibintang na diskriminasyon (buwan/araw/taon)		
<p>Ipaliwanag na mabuti haggat maari kung ano ang nangyari at bakit ka naniniwalang may diskriminasyon na naganap laban sa iyo. Isiwalat mo lahat ang mga taong kasangkot. Ilagay mo ang pangalan at kontak impormasyon ng tao o mga taong para sa iyo ay nagdiskriminasyon laban sa iyo (kung nalalaman mo), pati na rin ang pangalan o mga pangalan at kontak impormasyon ng mga taong saksi. Kung kailangan ang karagdagang espasyo, maari mong gamitin ang likuran ng papel na ito.</p>		

EXHIBIT D: TCAG Title VI Complaint Form (Tagalog) Page 2

SEKSYON IV:		
Nakapagsampa ka na ba noon ng reklamo ng Title VI sa TCAG?	OO	HINDI
SEKSYON V:		
Isinampa mo ba ang iyong reklamo sa ibang Pederal, Estado, o lokal na ahensiya o sa kahit alinmang hukumang Pederal o Estado? [] OO* [] HINDI *Kung oo, lagyan ng tsek lahat ng naaangkop: [] Ahensiyang Pederal _____ [] Ahensiyang Estado _____ [] Hukumang Pederal _____ [] Ahensiyang Lokal _____ [] Hukumang Estado _____		
King sinagot mo ng “oo” ang seksyon sa itaas, magbigay ka ng impormasyon tungkol sa taong kontak mo na nasa ahensiya/hukuman kung saan nakasampa ang iyong reklamo.		
Pangalan:		
Katungkulan:		
Ahensiya:		
Address:		
Telepono:		Email:
SEKSYON VI:		
Pangalan ng ahensiyang sinampahan ng reklamo:		
Taong Kontak:		
Katungkulan:		
Numero ng Telepono:		

Maaari kang maglagip ng anumang papeles o magdagdag ng iba pang impormasyon na sa akala mo ay may kaugnayan sa iyong reklamo.

Kailangan ang lagda at petsa sa ibaba para makumpleto ang form na ito:

Lagda _____ Petsa _____

Pakidala mo ang form na ito o maari mong ibuson ang form na ito sa address na nasa ibaba:

TCAG Title VI Coordinator – ATTN: Ben Kimball

210 N. Church Street, Suite B

Visalia, CA 93291