

**CITY OF WALNUT CREEK
PUBLIC WORKS DEPARTMENT
CIVIL RIGHTS ACT OF 1964
TITLE VI PROGRAM PLAN**



**CITY OF
WALNUT
CREEK**

2024

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Introduction

The City of Walnut Creek Public Works Department is a recipient and sub-recipient of financial assistance from Federal-aid programs. Recipients and sub-recipients of Federal-aid are required to comply with various nondiscrimination laws and regulations, including Title VI of the Civil Rights Act of 1964. Title VI of the Civil Rights Act of 1964 forbids discrimination against anyone in the United States because of race, color, or national origin by any program receiving Federal-aid. Subsequently, various other statutes, including the Federal-Aid Highway Act of 1973, added prohibitions against discrimination based on sex, age, disability, or socioeconomic status. The Civil Rights Restoration Act of 1987 defines the word "program" to make clear that discrimination is prohibited throughout an entire agency if any part of the agency receives Federal financial assistance.

The Walnut Creek Public Works Department strives to ensure that none of its activities or programs treats any part of the community differently than any other part. The Walnut Creek Public Works Department expects every manager, supervisor, employee, contractor and vendor sub-recipient of Federal-aid funds to be aware of and apply the intent of Title VI of the Civil Rights Act of 1964 and related statutes in performing assigned duties.

Federal statutes require recipients of Federal-aid programs to prepare and implement a program to clarify roles, responsibilities, and procedures established to ensure compliance with Title VI of the Civil Rights Act of 1964.

The City of Walnut Creek Public Works Department's Title VI Program Plan provides the policy direction necessary to ensure compliance with Title VI of the Civil Rights Act of 1964.

Title IV Non-Discrimination Policy Statement

It is the policy of the City of Walnut Creek Public Works Department that no person shall on the grounds of race, color, national origin, sex, disability, or age, be excluded from participation in, be denied the benefits of, or be subjected to discrimination in any operation of the City of Walnut Creek Public Works Department as provided by Title VI of the Civil Rights Act of 1964 and related statutes.



Heather Ballenger
Public Works Director

Title VI of the Civil Rights Act of 1964 and Related Authorities

Title VI of the Civil Rights Act of 1964 provides that no person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination, under any program or activity receiving Federal financial assistance (as implemented through 23 CFR 200.9 and 49 CFR 21).

Section 162(a) of the Federal-Aid Highway Act of 1973 (Section 324, Title 23 U.S.C.) prohibits discrimination on the basis of sex by recipients and sub-recipients of Federal financial assistance.

Section 504 of the Rehabilitation Act of 1973 prohibits discrimination on the basis of disability by recipients and sub-recipients of Federal financial assistance. The Age Discrimination Act of 1975 (Section 6101-6107, Title 42 U.S.C.) prohibits discrimination on the basis of age by recipients and sub-recipients or Federal financial assistance.

The Civil Rights Restoration Act of 1987 (Public Law 200-209) clarifies that the original intent of Congress in Title VI of the Civil Rights Act of 1964, Title IX of the Educational Amendments of 1972, the Age Discrimination Act of 1975, and Section 504 of the Rehabilitation Act of 1973 was to apply the non-discrimination statutes to all programs and activities of Federal-aid recipients, sub-recipients, contractors and vendors, whether all such programs are federally assisted or not.

Executive Order 12898 (issued February 11, 1994) addresses Environmental Justice regarding minority and low-income populations and requires agencies to 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) addresses improved 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 program, services and information to their LEP applicants and beneficiaries free of charge.

Organization, Staffing and Responsibilities

The City of Walnut Creek Public Works Department Title VI Coordinator is responsible for the overall program implementation of Title VI and performs a lead and participatory role in the development and implementation of Title VI Program compliance. The Title VI Coordinator reports to the City of Walnut Creek Public Works Director and responsibilities include:

- Promptly processing and resolving Title VI complaints;
- The collection of statistical data (race, color, national origin, sex, age, and disability) of participants in and beneficiaries of the City's Federal-aid programs, activities and services;
- Identification and resolution of discrimination when found to exist;
- Ensuring Title VI reviews of the City's Federal-aid program areas;
- Ensuring that Title VI requirements are included in policy directives and that the procedures used have built-in safeguards to prevent discrimination;
- Coordinating of a Title VI and related statutes training program;
- Providing an annual report of Title VI activities goals, including an annual review of the Title VI Program Plan;
- Assisting program personnel to correct Title VI issues or practices that arise as a result of complaints or self-monitoring and review activities;
- Developing Title VI information for public dissemination, when appropriate, in languages other than English.

Designation of Title VI Coordinator

In complying with Title VI of the Civil Rights Act of 1964, and related statutes, I hereby designate Alex Wong, City of Walnut Creek, Title VI Coordinator.

Heather Ballenger
Public Works Director

Federal-Aid Title VI Implementation

A. Public Participation/Outreach Activities

1. The City of Walnut Creek Public Works Department will develop and disseminate a Title VI and related statutes information webpage to its customers that informs the customers that the City of Walnut Creek Public Works Department administers programs subject to the nondiscrimination requirements of Title VI.
2. Upon request from persons served by or participating in Federal-aid programs administered by the City of Walnut Creek Public Works Department, the City of Walnut Creek Public Works Department will provide sign language interpreters and make information available to the public in alternate formats when requested.

B. Programmatic Activities

1. Limited English Proficiency Program In accordance with Executive Order 13166, "Improving Access to Services for Persons with Limited English Proficiency", the City will develop an evaluation and implementation program to ensure that Limited English Proficiency (LEP) persons who are served by Federal-aid programs administered by the City of Walnut Creek Public Works Department are provided, free of charge, meaningful access to programs, services, and information without unduly burdening the fundamental activities of the City of Walnut Creek Public Works Department.

The City of Walnut Creek Public Works Department used the following criteria, known as the four factors, to determine what steps need to be taken to provide meaningful access for LEP individuals:

1. Number or proportion of LEP persons likely to be encountered by the City of Walnut Creek Public Works Department
2. Frequency with which LEP persons come into contact with the City of Walnut Creek Public Works Department
3. Importance of the program, activity, or service provided
4. Resources available to the City of Walnut Creek Public Works Department and the costs

The City of Walnut Creek Public Works Department has a LEP Plan (Attachment A). This plan provides the City of Walnut Creek Public Works Department's vision and specific actions on how the City will provide LEP access to City services.

2. Environmental Justice in Minority and Low-Income Populations

In accordance with Executive Order 12898, "Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations", the City of Walnut Creek Public Works Department will develop strategies to address disproportionately high and adverse health or environmental effects on minority and low-income populations to promote nondiscrimination in Federal-aid programs substantially affecting human health and the environment, and to 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.

3. Site and Facility Location

The City of Walnut Creek Public Works Department will not make a selection of a site or location of a facility for participants in or beneficiaries of the City of Walnut Creek Public Works Department's Federal-aid programs if that selection could intentionally exclude individuals from participation in, or deny them the benefits of, or subject them to discrimination on the grounds of race, color, or national origin, or could substantially impair the accomplishment of the objectives of nondiscrimination on the aforesaid grounds.

4. Title VI Assurances in Contract Documents and Agreements

The City of Walnut Creek Public Works Department will incorporate Title VI assurances as part of Master and Supplemental Agreements with Caltrans for each project including the City of Walnut Creek Public Works Department's reaffirmation of the nondiscrimination assurances. The City of Walnut Creek Public Works Department will include provisions of Title VI Assurances in every Federal Aid contract and agreements.

5. Data Collection

The City of Walnut Creek Public Works Department will gather, analyze, and maintain statistical data on race, color, national origin, sex, age, and disability of participants in, and beneficiaries of, the City of Walnut Creek Public Works Department's Federal-aid programs. Data gathering procedures will be reviewed and analyzed regularly to ensure the effectiveness of outreach methods in meeting the objectives of the Title VI program to ensure that no group is intentionally excluded in the decision making process or is not given the opportunity to voice their opinions or concerns.

6. Complaint Process

The City of Walnut Creek Public Works Department will take appropriate steps to ensure that no employee, agent, contractor, or vendor of the City of Walnut Creek Public Works Department intimidates, retaliates, threatens, coerces, or discriminates against any individual for the purpose of interfering with any right or privilege to file a complaint, or because an individual has filed a complaint, testified, assisted, or participated in any manner in an investigation, proceeding, or hearing arising thereunder. If any Federal-aid program beneficiary believes that they have been discriminated against on the basis of race, color, national origin, sex, age, or disability, they may exercise their right to file a complaint with the City of Walnut Creek Public Works Department. The City of Walnut Creek Public Works Department will develop and maintain procedures for prompt processing and disposition of complaints that allege discrimination on the basis of race, color, national origin, sex, age, or disability. The City of Walnut Creek Public Works Department will maintain records of each such complaint that includes the identification of the complainant by race, color, national origin, sex or disability; the nature of the complaint; the dates the complaint was filed and the investigation completed; the disposition of the complaint; the date of disposition; and other relevant information.

The City of Walnut Creek Public Works Department's Discrimination Complaint Procedure and Complaint Form are available on the City of Walnut Creek Public Works website. Requests should be made to the Department's Title VI Coordinator. A copy of both the Department's Discrimination Complaint Procedure and Complaint Form are attached in Attachment B.

7. Training

The Title VI Coordinator coordinates with program area staff to find Title VI training opportunities tailored for that specific program area. If the annual assessment reveals that program areas are lacking understanding of Title VI, the Title VI Coordinator will tailor training in order to increase the knowledge of program area staff.

8. Program Assessment

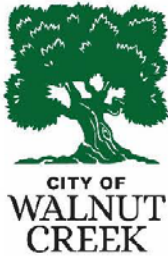
The City of Walnut Creek Public Works Department will perform a periodic assessment of each of the Public Participation/Outreach and Programmatic Activity areas in relation to the major Federal-aid Programs to determine the City of Walnut Creek Public Works Department's effectiveness in ensuring that no person is, on the basis of race, color, national origin, sex, disability, or age, excluded from participation in, denied the benefits of, or otherwise be subjected to, discrimination under any Federal-aid program or activity it administers. If Title VI compliance issues are identified, they will be addressed by immediate action and/or revision to the Title VI plan as appropriate.

9. Annual Work Plan

The Title VI Coordinator will annually review the City of Walnut Creek Public Works Department's policy directives and procedural directives for possible Title VI implications. If a directive is deemed to have potential discriminatory results, the issue will be brought to the Public Works Director for possible revision of the directive.

10. Compliance and Enforcement Procedures

Trends or patterns of discrimination can be identified through yearly program area review, sub-recipient reviews, and analyzing Title VI-relevant data or discrimination complaints. If a trend is identified, the Public Works Director will be notified and a plan will be drafted on how best to remedy the situation.



TITLE VI

Your Rights Under Title VI Of the Civil Rights Act of 1964

Title VI of the Civil Rights Act of 1964 provides that “no person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.” Related statutes provide protection against discrimination on the basis of sex, age, disability, and socioeconomic status.

Any person who believes they have been discriminated against may file a written complaint within 180 days of the alleged discrimination. Additional information and Title VI Discrimination Complaint Forms can be obtained on the City of Walnut Creek’s website at <https://www.walnut-creek.org/>

**Title VI Discrimination Complaints
may be submitted to:**

Alex Wong
Title VI Coordinator
City of Walnut Creek
1666 North Main Street
Walnut Creek, CA94596
(925) 943-5899
wong@walnut-creek.org

**Para información en español,
o para presentar una Queja de
Discriminación del Título VI,
sírvase llamar al (925) 943-
5899 para asistencia.**

City of Walnut Creek
Public Works Department
LIMITED ENGLISH PROFICIENCY (LEP) PLAN



**CITY OF
WALNUT
CREEK**

1666 North Main Street
Walnut Creek, CA 94596
Phone: 925-943-5899

Introduction

On August 11, 2000, President William J. Clinton signed an executive order, Executive Order 13166: Improving Access to Service for Persons with **Limited English Proficiency (LEP)**, to clarify Title VI of the Civil Rights Act of 1964. It had as its purpose, to ensure accessibility to programs and services to otherwise eligible persons who are not proficient in the English language.

This executive order stated that individuals who do not speak English well and who have a limited ability to read, write and speak, or understand English are entitled to language assistance under Title VI of the Civil Rights Act of 1964 with respect to a particular type of service, benefit, or encountered. These individuals are referred to as being limited in their ability to speak, read, write, or understand English, hence the designation, “LEP,” or Limited English Proficient. The Executive Order states that:

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

Not only do all federal agencies have to develop LEP plans as a condition of receiving federal financial assistance, recipients have to comply with Title VI and LEP guidelines of the federal agency from which funds are provided as well.

Federal financial assistance includes grants, training, use of equipment, donations of surplus property, and other assistance. Recipients of federal funds range from state and local agencies, to nonprofits and organizations. Title VI covers a recipient’s entire program or activity. This means all parts of a recipient’s operations are covered, even if only one part of a recipient’s organization receives the federal assistance. Simply put, any organization that receives federal financial assistance is required to follow this Executive Order.

The City of Walnut Creek Public Works Department receives funds from the US Department of Transportation via the Federal Highway Administration for its infrastructure.

The US Department of Transportation published Policy Guidance Concerning Recipients’ responsibilities to Limited English Proficient Person in the December 14th, 2005 Federal Register.

The Guidance implies that the City of Walnut Creek Public Works Department is an organization that must follow this guidance:

This guidance applies to all DOT funding recipients, which include state departments of transportation, state motor vehicle administrations, airport operators, metropolitan planning organizations, and regional, state, and local transit operators, among many others. Coverage extends to a recipient’s entire program or activity, i.e., to all parts of a recipient’s operations.

This is true even if only one part of the recipient receives the Federal assistance. For example, if DOT provides assistance to a state department of transportation to rehabilitate a particular highway on the National Highway System, all of the operations of the entire state department of transportation—not

just the particular highway program or project—are covered by the DOT guidance.

Elements of an Effective LEP Policy

The US Department of Justice, Civil Rights Division has developed a set of elements that may be helpful in designing an LEP policy or plan. These elements include:

- Identifying LEP persons who need language assistance
- Identifying ways in which language assistance will be provided
- Training Staff
- Providing notice to LEP persons
- The recommended method of evaluating accessibility to available transportation services is the Four-Factor Analysis identified by the USDOT.

These recommended plan elements have been incorporated into this plan.

Methodology for Assessing Needs and Reasonable Steps for an Effective LEP Policy

The DOT guidance outlines four factors recipients should apply to the various kinds of contacts they have with the public to assess language needs and decide what reasonable steps they should take to ensure meaningful access for LEP persons:

1. The **number or proportion** of LEP persons eligible to be served or likely to be encountered by a program, activity, or service of the recipient or grantee.
2. The **frequency** with which LEP individuals come in contact with the program.
3. The **nature** and importance of the program, activity, or service provided by the recipient to the LEP Community.
4. The **resources** available to the Contra Costa County Public Works Department and overall cost.

The greater the number or proportion of eligible LEP persons, the greater the frequency with which they have contact with a program, activity, or service and the greater the importance of that program, activity, or service, the more likely enhanced language services will be needed. The intent of DOT's guidance is to suggest a balance that ensures meaningful access by LEP persons to critical services while not imposing undue burdens on small organizations and local governments.

Smaller recipients with more limited budgets are typically not expected to provide the same level of language service as larger recipients with larger budgets.

The DOT guidance is modeled after the Department of Justice's guidance and requires recipients and

sub-recipients to take steps to ensure meaningful access to their programs and activities to LEP persons. More information for recipients and sub-recipients can be found at <http://www.lep.gov>.

The Four-Factor Analysis

This plan uses the recommended four-factor analysis of an individualized assessment considering the four factors outlined above. Each of the following factors is examined to determine the level and extent of language assistance measures required to sufficiently ensure meaningful access to City of Walnut Creek Public Works Department services and activities that may affect their quality of life.

Factor 1: The Proportion, Numbers and Distribution of LEP Persons

The Census Bureau has a range for four classifications of how well people speak English. The classifications are: 'very well,' 'well,' 'not well,' and 'not at all.' For our planning purposes, we are considering people that speak English less than 'very well' as Limited English Proficient persons. As seen in Table #1 below.

TABLE #1
LANGUAGE DEMOGRAPHIC FOR WALNUT CREEK

Source: U.S. Census Bureau, American Community Survey
 C16001 Language Spoken at Home for the Population 5 Years and Over

Estimate of Limited English Proficient speakers in Contra Walnut Creek ZIP Codes (94596, 94595, 94597, 94598)	Estimate	In Walnut Creek	Comments – Safe Harbor Threshold
Total:	85,565		
Speak only English	63219		
Spanish:	4256		
Speak English "very well"	3553		
Speak English less than "very well"	703	1%	
French, Haitian, or Cajun:	595		
Speak English "very well"	555		
Speak English less than "very well"	40	0%	
German or other West Germanic languages:	469		
Speak English "very well"	357		
Speak English less than "very well"	112	0%	
Russian, Polish, or other Slavic languages:	2474		
Speak English "very well"	1424		
Speak English less than "very well"	1050	1%	
Other Indo-European languages:	4546		
Speak English "very well"	3137		
Speak English less than "very well"	1409	2%	>5% Safe Harbor Threshold
Korean:	1166		
Speak English "very well"	409		
Speak English less than "very well"	757		
Chinese (incl. Mandarin, Cantonese):	3815		
Speak English "very well"	2205		
Speak English less than "very well"	1610	2%	>5% Safe Harbor Threshold
Vietnamese:	630		
Speak English "very well"	359		
Speak English less than "very well"	271	0%	
Tagalog (incl. Filipino):	1442		
Speak English "very well"	1084		
Speak English less than "very well"	358	0%	
Other Asian and Pacific Island languages:	1813		
Speak English "very well"	1120		
Speak English less than "very well"	693	1%	
Arabic:	439		
Speak English "very well"	316		
Speak English less than "very well"	123	0%	
Other and unspecified languages:	701		
Speak English "very well"	529		
Speak English less than "very well"	172	0%	

Factor 2: Frequency of Contact with LEP Individuals

The City of Walnut Creek Public Works Department has conducted an informal survey of our employees with regard to whether they have had encounters with LEP individuals in the performance of their job functions. We have offices accessible to the public and therefore accessible to LEP individuals. We also have staff that work in the field that could encounter LEP individuals.

Factor 3: The Nature and Importance of the Program, Activity, or Service to LEP

The Walnut Creek Public Works Department's main function is to maintain the City infrastructure, provide guidance in development, and provide parks and recreation programs throughout the City of Walnut Creek.

It is believed that denial or delay of access to services or information provided by the Walnut Creek Public Works Department could have implications on a LEP individual. Although the LEP population in the City is low, the Walnut Creek Public Works Department will ensure accessibility to all of our programs, services, and activities.

Factor 4: The Resources Available to the City of Walnut Creek and Overall Cost

US Department of Transportation Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient (LEP) Persons published in the Federal Register: December 14, 2005 (Volume 70, Number 239) states:

"A recipient's level of resources and the costs imposed may have an impact on the nature of the steps it should take in providing meaningful access for LEP persons. Smaller recipients with more limited budgets are not expected to provide the same level of language services as larger recipients with larger budgets. In addition, "reasonable steps" may cease to be reasonable where the costs imposed substantially exceed the benefits. Recipients should carefully explore the most cost-effective means of delivering competent and accurate language services before limiting services due to resource concerns."

Based on this guidance, we have reviewed our resources and deemed that given the low concentration of LEP individuals in the City, upon request, we will translate our vital documents into the language requested to ensure accessibility.

Although there will not be a fixed amount allocated from our yearly budget for the translation of documents, the cost associated with the necessary translation of document in order to comply with LEP requirements will be allocated on an as-needed basis and charged to the program that is responsible for the information being requested.

Safe Harbor Stipulation

Federal law provides a "Safe Harbor" situation so that recipients can ensure with greater certainty that they comply with their obligation to provide written translations in languages other than English. A "Safe Harbor" means that if a recipient provides written translation in certain circumstances, such action will

be considered strong evidence of compliance with the recipient's written-translation obligations under Title VI.

The failure to provide written translations under the circumstances does not mean there is non-compliance, but rather provides a guide for recipients that would like greater certainty of compliance than can be provided by a fact-intensive, four factor analysis. For example, even if a Safe Harbor is not used, if written translation of a certain document(s) would be so burdensome as to defeat the legitimate objectives of its program, it is not necessary. Other ways of providing meaningful access, such as effective oral interpretation of certain vital documents, might be acceptable under such circumstances.

Strong evidence of compliance with the recipient's written translation obligations under "Safe Harbor" includes providing written translations of vital documents for each eligible LEP language group that constitutes 5% or 1,000, whichever is less, of the population of persons eligible to be served or likely to be affected or encountered. Translation of other documents, if needed, can be provided orally.

This "Safe Harbor" provision applies to the translation of written documents only. It does not affect the requirement to provide meaningful access to LEP individuals through competent oral interpreters where oral language services are needed and are reasonable.

Providing Notice to LEP Persons

USDOT LEP guidance says:

Once an agency has decided, based on the four factors, that it will provide language service, it is important that the recipient notify LEP persons of services available free of charge. Recipients should provide this notice in languages LEP persons would understand.

The guidance provides several examples of notification including:

1. Signage, in languages that an LEP individual would understand that free language assistance is available with advance notice.
2. Stating in outreach documents that free language services are available from the agency.
3. Working with community-based organizations and other stakeholders to inform LEP individuals of the recipient's services, including the availability of language assistance services.

Options and Proposed Actions

Options:

Federal fund recipients have two (2) main ways to provide language services: oral interpretation either in person or via telephone interpretation service and written translation. The correct mix should be based on what is both necessary and reasonable in light of the four-factor analysis.

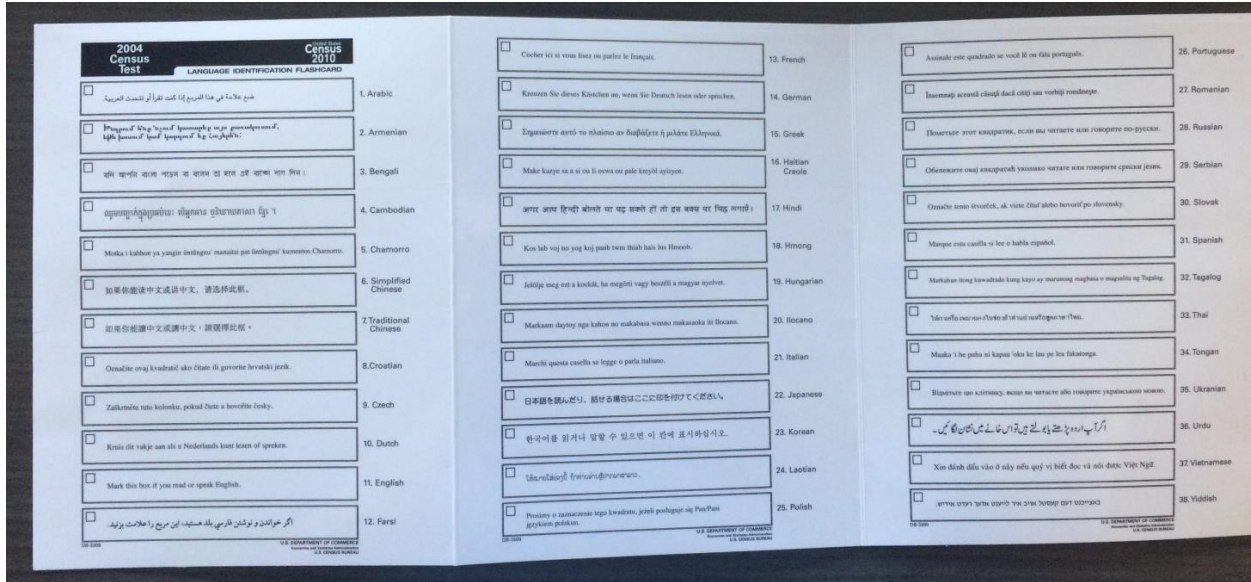
The City of Walnut Creek Public Works Department is defining an interpreter as a person who translates spoken language orally, as opposed to a translator, who translates written language or who transfers the meaning of written text from one language into another. The person who translates orally is not a translator, but an interpreter.

Due to limited financial and staffing resources, it is necessary to limit language aid to the most basic and cost-effective services. However, when requested appropriate assistance will be provided.

What the City of Walnut Creek Public Works Department will do?

- The Census Bureau “iSpeak” Language Identification Card will be distributed to all employees that may potentially encounter LEP individuals (Appendix A).
- Once the LEP individual’s language has been identified, staff will use the LEP Staff Reference Card (Appendix B) and use the appropriate listed resources to provide interpretation or translation services.

APPENDIX A



APPENDIX B

Title VI LEP Staff Resource Card

Interpretation & Translation Services

The Walnut Creek Public Works Department provides reasonable language assistance free of charge upon request. Below are some resources if asked for language assistance.

If asked for language assistance, it is always best to use in-house staff as a first resort. This is often the quickest method to offer language assistance. First determine the language needed. Staff should use the iSpeak cards to identify the person's language. Once a language has been identified, use in-house staff as a first resort.

If staff is not available, the Department has set-up an account with **Language Line Solutions**[®] to assist with interpretation and translation services.

Language Line Solutions[®]

Dial 1-866-874-3972, provide our Customer ID # (available from Title VI Coordinator and Division Clericals), and request the language that you need interpreted. Document the interpreter name and ID number for reference. Brief the interpreter and give any special instructions.

Access for Visually and Hearing Impaired

Dial 711 to reach Relay California. Relay California is a free service that provides full telephone access to people who are deaf, hard of hearing, deaf-blind, or speech disabled.

Meeting Locations & Facilities

The Walnut Creek Public Works Department strives to provide and hold meetings in locations accessible to people with disabilities.

Discrimination Complaint Procedure

Federal law prohibits discrimination on the basis of race, color, national origin, age, sex, or disability in any Walnut Creek Public Works Department program or activity. This prohibition applies to all branches of the City of Walnut Creek Public Works Department, its contractors, consultants, and anyone else who act on behalf of the City of Walnut Creek Public Works Department.

Federal law requires that the City of Walnut Creek Public Works Department investigate, track, and report discrimination complaints. Complaints must be filed in writing and will be investigated within sixty days of submission. If you need assistance to file your complaint or need interpretation services, please contact:

Alex Wong
Title VI Coordinator
City of Walnut Creek
wong@walnut-creek.org
925-943-5899

Who is eligible to file a complaint?

Anyone who believes they have been excluded from participation in, denied the benefits of, or otherwise subjected to discrimination under any City of Walnut Creek Public Works Department program or activity because of their race, color, national origin, age, sex, or disability may file a complaint.

Discrimination includes lack of access, harassment, retaliation and disparate impacts from a program or activity. Harassment includes a wide range of abusive and humiliating verbal or physical behaviors. Retaliation includes intimidating, threatening, coercing, or engaging in other discriminatory conduct against anyone because they filed a complaint or otherwise participated in a discrimination investigation.

How do you file a complaint?

Complaints must be filed in writing within 180 days from the last date of the alleged discrimination. However, contact Alex Wong, Title VI Coordinator if you believe your complaint may fall outside this deadline.

Reasonable efforts will be made to assist persons with disabilities, non-English speakers, and others unable to file a written complaint.

Complaints may be submitted via mail, email, fax, or in person to:

Alex Wong
Title VI Coordinator
City of Walnut Creek
wong@walnut-creek.org
925-943-5899

What happens after a complaint is filed?

Title VI complaints must be investigated within sixty (60) days. Investigating a complaint includes interviewing all parties involved and key witnesses. The investigator may also request relevant information such as books, records, electronic information, and other sources of information from all involved parties. You may specify if there is a particular individual or individuals that you feel should not investigate your complaint due to conflict of interest or other reasons.

In some cases, complaints will be forwarded to the Federal Highway Administration for investigation. If your complaint is forwarded to one of these agencies, you will be provided the name and contact information of the employee handling your complaint.

Federal law prohibits retaliation against individuals because they have filed a discrimination complaint or otherwise participated in a discrimination investigation. Any alleged retaliation should be reported in writing to the investigator.

Discrimination Complaint Form

Complainant _____

Job Title _____ Department _____

Email Address _____ Supervisor's Name _____

Home Address _____

Work # () _____ Home # () _____ Cell # () _____

ISSUE(S)

- | | | |
|---|--|---|
| <input type="checkbox"/> Denial of Selection | <input type="checkbox"/> Denial of Training | <input type="checkbox"/> Denial of Promotion |
| <input type="checkbox"/> Termination | <input type="checkbox"/> Lay-off | <input type="checkbox"/> Denial of Leave |
| <input type="checkbox"/> Constructive Discharge | <input type="checkbox"/> Disciplinary Action | <input type="checkbox"/> Harassment |
| <input type="checkbox"/> Differential Treatment | <input type="checkbox"/> Sexual Harassment | <input type="checkbox"/> Other (please specify) |
| <input type="checkbox"/> Denial of Reasonable Accommodation | | |

ALLEGATION(S) BASED ON:

- | | | |
|---|---|--|
| <input type="checkbox"/> Age | <input type="checkbox"/> National Origin/Ancestry | <input type="checkbox"/> Retaliation |
| <input type="checkbox"/> Sex/Gender | <input type="checkbox"/> Race/Color | <input type="checkbox"/> Religion |
| <input type="checkbox"/> Disability | <input type="checkbox"/> Political Belief | <input type="checkbox"/> Gender Identity |
| <input type="checkbox"/> Pregnancy | <input type="checkbox"/> Sexual Orientation | <input type="checkbox"/> Medical Condition |
| <input type="checkbox"/> Marital Status | <input type="checkbox"/> Genetic Characteristics | <input type="checkbox"/> Union Activity |
| <input type="checkbox"/> Other (please specify) | | |

Name and title(s) of person(s) causing discrimination and/or harassment:

Name(s), title(s), and contact information of witness(es) or person(s) who may have relevant information or evidence helpful to the investigation and resolution of the complaint:
