



# **City of Millbrae**

## **Title VI Implementation Plan**

## **I. Summary**

The City of Millbrae's mission is to excel at providing quality services for the benefit of all residents while developing, maintaining, and enhancing the resources of the area.

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

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

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

## **II. Title VI and Related Authorities**

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

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

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

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

**Executive Order 13166** (issued August 16, 2000) improves access to services for persons with limited English proficiency. Agencies are directed to evaluate services provided and implement a system that ensures that Limited English Proficiency (LEP) persons are able to meaningfully access the services provided, consistent with, and without unduly burdening the fundamental mission of the local agency. Agencies are directed to ensure that recipients of federal financial

assistance provide meaningful access to programs, services and information to their LEP applicants and beneficiaries free of charge. Language barriers have the potential of prohibiting LEP persons from:

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

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

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

### **III. Title VI Program**

#### **A. City of Millbrae Equal Opportunity and Nondiscrimination Policy**

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

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

#### **B. Title VI Statement**

The City of Millbrae, under Title VI of the Civil Rights Act of 1964, is committed to operating its programs, activities, and services in such a way that no person shall be excluded from the equal distribution of its services and amenities based on their race, color, national origin, sex, disability, or age. The City has developed a notice to the public informing them of their rights under Title VI. **Appendix A** includes the Title VI Notice to the Public. Any person who believes

she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the City of Millbrae, Caltrans and/or Federal Highway Administration. The City's complaint process and complaint forms are included in **Appendix B**.

The City's objective is to:

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

The City is committed to complying with Title VI requirements for all programs and services delivered to the public. The Title VI Program (Program) serves as a guide and reflection of the City's commitment to preserving the civil rights for all individual and group benefactors of City programs and services. The City's Title VI Assurances, executed pursuant to DOT Order No. 1050.2A, are included as **Appendix C**.

### **C. City Governance**

The City is governed by an elected Council of five members. The City is a full service city with over 140 full and part time employees and five departments.

### **D. Subrecipients**

The City of Millbrae has no subrecipients.

### **E. Title VI Coordinator**

The City's one primary Title VI Coordinator, the Administrative Services Director, is responsible for the overall Title VI Program. The Title VI Coordinator provides guidance and technical assistance on Title VI matters and has overall program responsibility for preparing reports and developing program procedures. Additional assistance is provided by the Public Works Director (e.g., transportation and infrastructure projects). The Title VI Coordinator responsibilities include:

- a. Promptly processing and resolving Title VI complaints;
- b. Collecting demographic data (race, color, national origin) of participants in and beneficiaries of the City's Federal-aid programs, activities, and services;
- c. Promptly resolving areas of deficiency;
- d. Conducting periodic Title VI audits;
- e. Ensuring that Title VI requirements are included in policy directives and that the procedures used have built-in safeguards to prevent discrimination;
- f. Coordinating the development and implementation of staff training regarding the City's Title VI program; and
- g. Developing and coordinating Title VI information for public dissemination, including where appropriate in languages other than English.

The Administrative Services Director reports directly to the City Manager, the City's chief executive officer.

#### **F. Training**

The City informs all during its new hire orientation about its nondiscrimination policy, public participation plan, and language access plan. All staff are required to acknowledge the policy. The standard acknowledgement is attached as **Appendix D**.

The City provides additional training to staff as appropriate.

### **IV. Title VI Requirements**

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

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

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

#### **B. Complaint Procedures**

Any person who believes she or he has been discriminated against on the basis of race, color, national origin, sex, disability or age by the City of Millbrae (hereinafter referred to as "the City") may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form. The City will investigate the complaint according to the procedures detailed in **Appendix B**.

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

A list of Title VI complaints, investigations, and lawsuits filed against the City in the past three years is attached as **Appendix E**.

#### **C. Public Participation Plan**

The City is committed to ensuring that projects, programs, and services delivered by the City are sensitive to the various demographic backgrounds within the City. The City Public Participation Plan (PPP) is for use by the City to promote public involvement in the planning and decision-making process of projects, programs, and services.

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

#### **Goals and Objectives**

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

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

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

The public has a right to express their opinion during the regular Council meetings held the second and fourth Tuesday of every month at 7 p.m. in the Council chambers at 621 Magnolia Avenue, Millbrae, CA. The public also has the right to express their opinion at the meetings of the City's committees and commissions. Information about City Council as well as the City's committees and commissions is available on the City website at:

<https://www.ci.millbrae.ca.us/government/meeting-schedules-information/>.

Forms will be available to attendees to register their presence and desire to speak. Public hearings will begin with a reading of the public notice, purpose and proposed action which necessitated the public hearing. After an explanation of the proposed action is completed, the public will be invited to offer their comment. Translators should be present, as appropriate, to help communicate information and attain feedback. Limitations may be established on the length of oral presentations in order to afford all members of the public a reasonable opportunity to speak. After all registered persons have commented, a final opportunity will be offered for any additional public comment. This offering will precede the close of the public hearing.

At the close of the public hearing, it will be announced where the item will next be heard, either before a committee or the Council. Where appropriate, the City Manager, or designee, will provide a report summarizing and responding to key comments made by the public at a subsequent committee or Council meeting.

All relevant comments received verbally or in writing at a public hearing, or as otherwise conveyed to the City prior to the established deadline, will be entered into the public record of the comment process.

#### Outreach Efforts

The City will use multiple techniques to actively solicit policy input in the planning process for a project. The City will engage the community through the City's website, social media, and brochures placed at the library, community centers, public parks, and recreation areas within the communities. Appropriate techniques among the following will be used to inform, educate, and gain input from the public about the City's projects, services, or activities:

- Surveys or questionnaires - mail-in, online, telephone, personal interview

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

Low-income, minority, and limited English proficient (LEP) individuals often face additional barriers to participating in public decision making processes. To promote reasonable opportunities for participation by low-income, minority, and LEP individuals to provide input on plans and programs, the City will identify low-income, minority, and LEP populations within the service area and engage in targeted outreach to such populations where appropriate. The low-income threshold will be defined as households with a per capita income of 80 percent or less of the national average.

Further information on language access for LEP populations is included in the City's Language Access Plan, attached as **Appendix F**. LEP person is defined in the City's Language Access Plan.

#### D. Language Assistance Plan

The City's policy is to administer its programs and activities in a manner that provides equal access to persons with limited English proficiency (LEP), consistent with Executive Order 13166. The City has adopted a Language Assistance Plan, attached as **Appendix F**, to identify reasonable steps to provide language assistance for LEP persons who seek meaningful access to City services.

#### E. Environmental Justice

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

#### F. Contracts and Agreements

The City reviews its federally assisted contracts for inclusion of applicable forms and provisions.

## **Appendix A**

### **TITLE VI NOTICE TO THE PUBLIC**

The City of Millbrae operates its programs and services without regard to race, color or national origin in accordance with Title VI of the Civil Rights Act of 1964. For information on their Title VI programs, please call Angela Louis at (650) 259-2333.

Any person who believes they have been discriminated against based on race, color or national origin with regard to City programs or activities has the right to file a complaint within 180 days of the alleged incident. Complaint forms are available at the phone number noted above or at City Hall, located at 621 Magnolia Avenue, Millbrae, CA. You also may file a complaint with the Federal Highway Administration through its Office of Civil Rights, East Building, 8th Floor E81-105, 1200 New Jersey Ave., SE, Washington, DC 20590.

## **Appendix B – Title VI Complaint Procedures and Complaint Forms**

# **TITLE VI COMPLAINT PROCEDURES**

## **COMPLAINT PROCESSING AND INVESTIGATION PROCEDURE**

The Title VI Coordinator has a file established for all Title VI complaints. All complaints are investigated by the Title VI Coordinator or legal counsel. A record of the investigation accompanies a copy of the original complaint in the case file. Additionally, any notification of legal action, as well as the results of any legal action, will be filed with the original complaint and investigation documents.

### **Procedures**

1. Upon receipt of a complaint regarding a violation of civil rights, a case folder is created with the name of the person filing the complaint and the date of the filing.
2. A copy of the complaint is placed in the case folder.
3. The case folder is filed within the Title VI file.
4. The original complaint is submitted to the Title VI Coordinator for an investigation.
5. Any additional correspondence from the person filing the complaint will be handled in the same manner with a copy being placed in their case folder.
6. Any correspondence from the third party claims adjuster or legal counsel pertaining to the claim will also be filed in the case folder.
7. If the third party claims adjuster determines it necessary, they will forward the claim to legal counsel.

## **TITLE VI ADMINISTRATOR/OFFICER PROCEDURES**

1. Direct complainant to the Title VI Complaint Form (if not previously provided). Forms are available for download from the website or as hard copies sent by mail or picked up by complainants at headquarters. If complainant is unable to complete a written form, City staff can fill one out on their behalf.
2. Once a Title VI Compliant Form is received, it is to be placed in the Title VI Complaint file. Make determination that the complaint is covered by Title VI and indicate that the form is completed and signed. Complaint form must be received within 180 days of alleged incident. If no investigation is initiated, clearly document the reason.
3. Inform complainant that a formal investigation is being conducted or that their complaint is not covered by Title VI. This must be done within 10 working days of receipt of the completed and signed Title VI Discrimination Complaint Form.
4. Research existing information and attempt to determine the employee who is the subject of the complaint. Determine who will be conducting investigation and see what is known already.
5. Inform investigator that there is a formal Title VI complaint and what additional information, documentation and investigation deadlines are involved. This should be done within 5 working days for receipt of the Title VI Complaint.
6. Investigators should conduct investigation as informed by the procedures and policies of City. This could include contact and interviews with any witnesses. Actions could include counseling and discipline for employees.
7. Draft Investigation Report.
8. Review Investigation Report with investigator. Discuss findings and/or recommendation for resolution.
9. Finalize Investigation Report.

10. If finding of violation of Title VI discrimination, recommend appropriate corrective action. If no finding of Title VI discrimination, explain why not.
11. Notify Complainant of finding (issue determination letter) and right to appeal and appeal process. Complainant should be notified of findings within 60 days of receipt of the complaint form.
12. Notify investigator of finding (including determination letter).
13. Send Investigation Report sent to City Manager's office.
14. Complainant has 15 days after receipt of determination letter to appeal findings to the City Manager.
15. Update complaint file and log.

## **INVESTIGATOR PROCESS**

The person conducting the on the ground investigation will be informed that the complaint is a formal Title VI Investigation within 10 working days of receipt (to the District) of a formal complaint.

Investigator must complete investigation (if necessary) and return completed Title VI Investigator Form within 20 working days of being informed of the formal complaint. Report must include names and titles of all who are contacted about the incident, any evidence reviewed (such as video tapes) and all other relevant information. Investigator is to state why the incident was not a case of discrimination or what action was taken regarding the person accused of acting in a discriminatory manner. Follow up information may be needed within the 60 day time frame to respond to the complainant with the findings. It is desired to submit a completed Title VI Investigator Form as soon as possible (well before the 20 working day due date).

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

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

# CITY OF MILLBRAE TITLE VI DISCRIMINATION INVESTIGATOR FORM

## **SECTION 1 - CASE INFORMATION (from Title VI Administrator)**

Title VI Complaint Form Number: \_\_\_\_\_

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

Investigator Name: \_\_\_\_\_

Investigation Completion Due Date \_\_\_\_\_

## **SECTION 2 – PREVIOUS INVESTIGATION**

Has this incident/complaint been investigated previously?  Yes  No

[If you answered "no" to this question, go to Section 3.]

Was the previous investigation conducted with the discrimination charge in mind?

Yes  No

[If you answered "no" to this question, go to Section 3.]

Did the previous investigation result in a finding that discrimination was involved?

Yes  No

Please explain why discrimination was not involved, if not previously documented:

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## **SECTION 3 – INVESTIGATION**

Date & time of incident: \_\_\_\_\_

Names, ID (if applicable) and title of employee accused of discrimination

Name: \_\_\_\_\_ Title: \_\_\_\_\_ ID# \_\_\_\_\_

Name: \_\_\_\_\_ Title: \_\_\_\_\_ ID# \_\_\_\_\_

Name: \_\_\_\_\_ Title: \_\_\_\_\_ ID# \_\_\_\_\_

Location of incident: \_\_\_\_\_

Was there a determination that discrimination was involved?  Yes  No

If yes, what corrective action was taken?

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If it was determined there was no discrimination, how was that determination made?

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Was the complainant contacted?  Yes  No

If yes, was complainant satisfied with the resolution of the issue/incident?

Yes  No  Unknown

Re: City of Millbrae VI Discrimination Complaint Form

Dear \_\_\_\_\_:

Title VI of the Civil Rights Act of 1964 requires that "No person in the United States shall, on the ground of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance."

The City of Millbrae is committed to ensuring that no person shall be excluded from the equal distribution of its services and amenities because of race, color or national origin as protected by Title VI, as amended. If you believe you have been subjected to discrimination under Title VI, you may file a written complaint. Please complete the enclosed form to initiate a formal complaint and investigation process. Your completed form should be returned to us at:

City of Millbrae, Title VI Administrator  
621 Magnolia Avenue  
Millbrae, CA 94030

This form must be filed within 180 calendar days of the alleged discriminatory incident. After the form is submitted, you will be contacted within 10 business days of our receipt of the form. An investigator will be assigned to the complaint. If you or another person identified as the primary contact for the complaint does not get confirmation of receipt of the complaint form within 10 business days, please contact us at 650-259-2334.

# TITLE VI DISCRIMINATION COMPLAINT FORM

The City of Millbrae is committed to ensuring that no person shall be excluded from the equal distribution of its services and amenities because of race, color or national origin. Any person who believes they have been discriminated against based on one of these categories may file a complaint. Complaints must be filed within 180 calendar days of the incident.

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

Please complete the information below and send to:

City of Millbrae, Title VI Coordinator  
621 Magnolia Avenue  
Millbrae, CA 94030  
or: [alouis@ci.millbrae.ca.us](mailto:alouis@ci.millbrae.ca.us)

## SECTION 1 - CONTACT INFORMATION

Name: \_\_\_\_\_

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

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

Phone: (Home) \_\_\_\_\_ (Cell) \_\_\_\_\_ (Work) \_\_\_\_\_

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

E-mail: \_\_\_\_\_ @ \_\_\_\_\_

## SECTION 2 – FILING FOR ANOTHER PERSON

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

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

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

\_\_\_\_\_  
Please explain why you have filed for a third party. \_\_\_\_\_

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

## SECTION 3 – DISCRIMINATION COMPLAINT

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

Race  Color  National Origin

Please describe the Race, Color or National Origin of the aggrieved party \_\_\_\_\_ Date \_\_\_\_\_ and time the alleged discrimination took place: Date \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_ Time \_\_\_\_\_ a.m. / p.m.

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

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

Name: \_\_\_\_\_

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

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#### **SECTION 4 – PREVIOUS OR EXISTING COMPLAINTS AND LAWSUITS**

Have you previously filed a Title VI discrimination complaint with the City?

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

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

Federal Agency  State Agency  Local Agency

Federal court  State court

Other (please specify): \_\_\_\_\_

Have you filed a claim or lawsuit regarding this complaint?  Yes  If  No \_\_\_\_\_

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

Federal Court  State Court

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

Name / Office: \_\_\_\_\_

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

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

Phone Number: \_\_\_\_\_

#### **SECTION 5 – SIGNATURE**

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

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Complainant's Signature

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Date

**Note:** A complaint also may be filed with: Federal Highways Administration, Office of Civil Rights, East Building, 8th Floor E81-105, 1200 New Jersey Ave., SE, Washington, DC 20590.

## **Appendix C – Title VI Assurances**

**The United States Department of Transportation (USDOT)**  
**Standard Title VI/Non-Discrimination Assurances**  
**DOT Order No. 1050.2A**

The City of Millbrae (herein referred to as the "Recipient"), HEREBY AGREES THAT, as a condition to receiving any Federal financial assistance from the U.S. Department of Transportation (DOT), through the Federal Highway Administration (FHWA), Federal Transit Administration (FTA), and Federal Aviation Administration (FAA), is subject to and will comply with the following:

**Statutory/Regulatory Authorities**

- Title VI of the Civil Rights Act of 1964 (42 U.S.C. § 2000d et seq., 78 stat. 252), (prohibits discrimination on the basis of race, color, national origin);
- 49 C.F.R. Part 21 (entitled Non-discrimination In Federally-Assisted Programs Of The Department Of Transportation-Effectuation Of Title VI Of The Civil Rights Act Of 1964);
- 28 C.F.R. section 50.3 (U.S. Department of Justice Guidelines for Enforcement of Title VI of the Civil Rights Act of 1964);

The preceding statutory and regulatory cites hereinafter are referred to as the "Acts" and "Regulations," respectively.

**General Assurances**

In accordance with the Acts, the Regulations, and other pertinent directives, circulars, policy, memoranda, and/or guidance, the Recipient hereby gives assurance that it will promptly take any measures necessary to ensure 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 otherwise subjected to discrimination under any program or activity, "for which the Recipient receives Federal financial assistance from DOT, including the FHWA, FTA, or FAA.

The Civil Rights Restoration Act of 1987 clarified the original intent of Congress, with respect to Title VI and other Non-discrimination requirements (The Age Discrimination Act of 1975, and Section 504 of the Rehabilitation Act of 1973), by restoring the broad, institutional-wide scope and coverage of these nondiscrimination statutes and requirements to include all programs and activities of the Recipient, so long as any portion of the program is Federally assisted.

**Specific Assurances**

More specifically, and without limiting the above general Assurance, the Recipient agrees with and gives the following Assurances with respect to its Federally assisted FHWA, FTA, and FAA assisted programs:

1. The Recipient agrees that each "activity," "facility," or "program," as defined in §§ 21.23(b) and 21.23(e) of 49 C.F.R. § 21 will be (with regard to an "activity") facilitated, or will be (with regard to a "facility") operated, or will be (with regard to a "program") conducted in compliance with all requirements imposed by, or pursuant to the Acts and the Regulations.
2. The Recipient will insert the following notification in all solicitations for bids, Requests For Proposals for work, or material subject to the Acts and the Regulations made in

connection with all FHWA, FTA and FAA programs and, in adapted form, in all proposals for negotiated agreements regardless of funding source:

1. "The City of Millbrae, in accordance with the provisions of Title VI of the Civil Rights Act of 1964 (78 Stat. 252, 42 U.S.C. §§ 2000d to 2000d-4) and the Regulations, hereby notifies all bidders that it will affirmatively ensure that any contract entered into pursuant to this advertisement, disadvantaged business enterprises will be afforded full and fair opportunity to submit bids in response to this invitation and will not be discriminated against on the grounds of race, color, or national origin in consideration for an award."
2. The Recipient will insert the clauses of Appendix A and E of this Assurance in every contract or agreement subject to the Acts and the Regulations.
3. The Recipient will insert the clauses of Appendix B of this Assurance, as a covenant running with the land, in any deed from the United States effecting or recording a transfer of real property, structures, use, or improvements thereon or interest therein to a Recipient.
4. That where the Recipient receives Federal financial assistance to construct a facility, or part of a facility, the Assurance will extend to the entire facility and facilities operated in connection therewith.
5. That where the Recipient receives Federal financial assistance in the form, or for the acquisition of real property or an interest in real property, the Assurance will extend to rights to space on, over, or under such property.
6. That the Recipient will include the clauses set forth in Appendix C and Appendix D of this Assurance, as a covenant running with the land, in any future deeds, leases, licenses, permits, or similar instruments entered into by the Recipient with other parties:
  - a. for the subsequent transfer of real property acquired or improved under the applicable activity, project, or program; and
  - b. for the construction or use of, or access to, space on, over, or under real property acquired or improved under the applicable activity, project, or program.
7. That this Assurance obligates the Recipient for the period during which Federal financial assistance is extended to the program, except where the Federal financial assistance is to provide, or is in the form of, personal property, or real property, or interest therein, or structures or improvements thereon, in which case the Assurance obligates the Recipient, or any transferee for the longer of the following periods:
  - a. the period during which the property is used for a purpose for which the Federal financial assistance is extended, or for another purpose involving the provision of similar services or benefits; or
  - b. the period during which the Recipient retains ownership or possession of the property.
8. The Recipient will provide for such methods of administration for the program as are found by the Secretary of Transportation or the official to whom he/she delegates specific authority to give reasonable guarantee that it, other recipients, sub-recipients, sub-grantees, contractors, subcontractors, consultants, transferees, successors in

interest, and other participants of Federal financial assistance under such program will comply with all requirements imposed or pursuant to the Acts, the Regulations, and this Assurance.

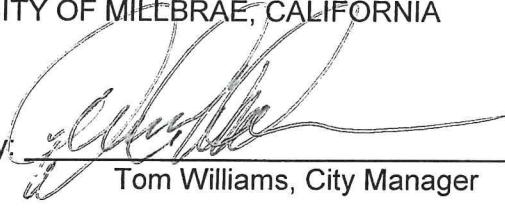
9. The Recipient agrees that the United States has a right to seek judicial enforcement with regard to any matter arising under the Acts, the Regulations, and this Assurance.

By signing this ASSURANCE, the City of Millbrae also agrees to comply (and require any sub-recipients, sub-grantees, contractors, successors, transferees, and/or assignees to comply) with all applicable provisions governing the FHWA, FTA, and FAA's access to records, accounts, documents, information, facilities, and staff. You also recognize that you must comply with any program or compliance reviews, and/or complaint investigations conducted by the FHWA, FTA, or FAA. You must keep records, reports, and submit the material for review upon request to FHWA, FTA, or FAA, or its designee in a timely, complete, and accurate way. Additionally, you must comply with all other reporting, data collection, and evaluation requirements, as prescribed by law or detailed in program guidance.

City of Millbrae gives this ASSURANCE in consideration of and for obtaining any Federal grants, loans, contracts, agreements, property, and/or discounts, or other Federal-aid and Federal financial assistance extended after the date hereof to the recipients by the U.S. Department of Transportation under the FHWA, FTA, and FAA. This ASSURANCE is binding on City of Millbrae, other recipients, sub-recipients, sub-grantees, contractors, subcontractors and their subcontractors', transferees, successors in interest, and any other participants in the FHWA, FTA, and FAA funded programs. The person(s) signing below is authorized to sign this ASSURANCE on behalf of the Recipient.

CITY OF MILLBRAE, CALIFORNIA

by:

  
Tom Williams, City Manager

DATED 3/8/19

## APPENDIX A

During the performance of this contract, the contractor, for itself, its assignees, and successors in interest (hereinafter referred to as the "contractor") agrees as follows:

1. **Compliance with Regulations:** The contractor (hereinafter includes consultants) will comply with the Acts and the Regulations relative to Non-discrimination in Federally-assisted programs of the U.S. Department of Transportation, (Title of Modal Operating Administration), as they may be amended from time to time, which are herein incorporated by reference and made a part of this contract.
2. **Non-discrimination:** The contractor, with regard to the work performed by it during the contract, will not discriminate on the grounds of race, color, or national origin in the selection and retention of subcontractors, including procurements of materials and leases of equipment. The contractor will not participate directly or indirectly in the discrimination prohibited by the Acts and the Regulations, including employment practices when the contract covers any activity, project, or program set forth in Appendix B of 49 CFR Part 21.
3. **Solicitations for Subcontracts, Including Procurements of Materials and Equipment:** In all solicitations, either by competitive bidding, or negotiation made by the contractor for work to be performed under a subcontract, including procurements of materials, or leases of equipment, each potential subcontractor or supplier will be notified by the contractor of the contractor's obligations under this contract and the Acts and the Regulations relative to Nondiscrimination on the grounds of race, color, or national origin.
4. **Information and Reports:** The contractor will provide all information and reports required by the Acts, the Regulations, and directives issued pursuant thereto and will permit access to its books, records, accounts, other sources of information, and its facilities as may be determined by the Recipient or the (Title of Modal Operating Administration) to be pertinent to ascertain compliance with such Acts, Regulations, and instructions. Where any information required of a contractor is in the exclusive possession of another who fails or refuses to furnish the information, the contractor will so certify to the Recipient or the (Title of Modal Operating Administration), as appropriate, and will set forth what efforts it has made to obtain the information.
5. **Sanctions for Noncompliance:** In the event of a contractor's noncompliance with the Nondiscrimination provisions of this contract, the Recipient will impose such contract sanctions as it or the (Title of Modal Operating Administration) may determine to be appropriate, including, but not limited to:

withholding payments to the contractor under the contract until the contractor complies; and/or cancelling, terminating, or suspending a contract, in whole or in part.

6. **Incorporation of Provisions:** The contractor will include the provisions of paragraphs one through six in every subcontract, including procurements of materials and leases of equipment, unless exempt by the Acts, the Regulations and directives issued pursuant thereto. The contractor will take action with respect to any subcontract or procurement as the Recipient or the (Title of Modal Operating Administration) may direct as a means of enforcing such provisions including sanctions for noncompliance. Provided, that if the

contractor becomes involved in, or is threatened with litigation by a subcontractor, or supplier because of such direction, the contractor may request the Recipient to enter into any litigation to protect the interests of the Recipient. In addition, the contractor may request the United States to enter into the litigation to protect the interests of the United States.

**APPENDIX B**  
**CLAUSES FOR DEEDS TRANSFERRING UNITED STATES PROPERTY**

The following clauses will be included in deeds effecting or recording the transfer of real property, structures, or improvements thereon, or granting interest therein from the United States pursuant to the provisions of Assurance 4:

NOW, THEREFORE, the U.S. Department of Transportation as authorized by law and upon the condition that the City of Millbrae will accept title to the lands and maintain the project constructed thereon in accordance with (Name of Appropriate Legislative Authority), the Regulations for the Administration of (Name of Appropriate Program), and the policies and procedures prescribed by the (Title of Modal Operating Administration) of the U.S. Department of Transportation in accordance and in compliance with all requirements imposed by Title 49, Code of Federal Regulations, U.S. Department of Transportation, Subtitle A, Office of the Secretary, Part 21, Non-discrimination in Federally-assisted programs of the U.S. Department of Transportation pertaining to and effectuating the provisions of Title VI of the Civil Rights Act of 1964 (78 Stat. 252; 42 U.S.C. § 2000d to 2000d-4), does hereby remise, release, quitclaim and convey unto the City of Millbrae all the right, title and interest of the U.S. Department of Transportation in and to said lands described in Exhibit A attached hereto and made a part hereof.

**(HABENDUM CLAUSE)**

TO HAVE AND TO HOLD said lands and interests therein unto City of Millbrae and its successors forever, subject, however, to the covenants, conditions, restrictions and reservations herein contained as follows, which will remain in effect for the period during which the real property or structures are used for a purpose for which Federal financial assistance is extended or for another purpose involving the provision of similar services or benefits and will be binding on the City of Millbrae its successors and assigns.

The City of Millbrae, in consideration of the conveyance of said lands and interests in lands, does hereby covenant and agree as a covenant running with the land for itself, its successors and assigns, that (1) no person will on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination with regard to any facility located wholly or in part on, over, or under such lands hereby conveyed [,] [and]\* (2) that the City of Millbrae will use the lands and interests in lands and interests in lands so conveyed, in compliance with all requirements imposed by or pursuant to Title 49, Code of Federal Regulations, U.S. Department of Transportation, Subtitle A, Office of the Secretary, Part 21, Non-discrimination in Federally-assisted programs of the U.S. Department of Transportation, Effectuation of Title VI of the Civil Rights Act of 1964, and as said Regulations and Acts may be amended [, and (3) that in the event of breach of any of the above-mentioned non-discrimination conditions, the Department will have a right to enter or re-enter said lands and facilities on said land, and that above described land and facilities will thereon revert to and vest in and become the absolute property of the U.S. Department of Transportation and its assigns as such interest existed prior to this instruction].\*

(\*Reverter clause and related language to be used only when it is determined that such a clause is necessary in order to make clear the purpose of Title VI.)

**APPENDIX C**  
**CLAUSES FOR TRANSFER OF REAL PROPERTY ACQUIRED OR IMPROVED UNDER THE**  
**ACTIVITY, FACILITY, OR PROGRAM**

The following clauses will be included in deeds, licenses, leases, permits, or similar instruments entered into by the City of Millbrae pursuant to the provisions of Assurance 7(a):

- A. The (grantee, lessee, permittee, etc. as appropriate) for himself/herself, his/her heirs, personal representatives, successors in interest, and assigns, as a part of the consideration hereof, does hereby covenant and agree [in the case of deeds and leases add "as a covenant running with the land"] that:
  1. In the event facilities are constructed, maintained, or otherwise operated on the property described in this (deed, license, lease, permit, etc.) for a purpose for which a U.S. Department of Transportation activity, facility, or program is extended or for another purpose involving the provision of similar services or benefits, the (grantee, licensee, lessee, permittee, etc.) will maintain and operate such facilities and services in compliance with all requirements imposed by the Acts and Regulations (as may be amended) such that no person on the grounds of race, color, or national origin, will be excluded from participation in, denied the benefits of, or be otherwise subjected to discrimination in the use of said facilities.
  - B. With respect to licenses, leases, permits, etc., in the event of breach of any of the above Nondiscrimination covenants, City of Millbrae will have the right to terminate the (lease, license, permit, etc.) and to enter, re-enter, and repossess said lands and facilities thereon, and hold the same as if the (lease, license, permit, etc.) had never been made or issued.\*
  - C. With respect to a deed, in the event of breach of any of the above Non-discrimination covenants, the City of Millbrae will have the right to enter or re-enter the lands and facilities thereon, and the above described lands and facilities will there upon revert to and vest in and become the absolute property of the City of Millbrae and its assigns.\*

(\*Reverter clause and related language to be used only when it is determined that such a clause is necessary to make clear the purpose of Title VI.)

**APPENDIX D**  
**CLAUSES FOR CONSTRUCTION/USE/ACCESS TO REAL PROPERTY ACQUIRED UNDER**  
**THE ACTIVITY, FACILITY OR PROGRAM**

The following clauses will be included in deeds, licenses, permits, or similar instruments/agreements entered into by City of Millbrae pursuant to the provisions of Assurance 7(b):

- D. The (grantee, licensee, permittee, etc., as appropriate) for himself/herself, his/her heirs, personal representatives, successors in interest, and assigns, as a part of the consideration hereof, does hereby covenant and agree (in the case of deeds and leases add, "as a covenant running with the land") that (1) no person on the ground of race, color, or national origin, will be excluded from participation in, denied the benefits of, or be otherwise subjected to discrimination in the use of said facilities, (2) that in the construction of any improvements on, over, or under such land, and the furnishing of services thereon, no person on the ground of race, color, or national origin, will be excluded from participation in, denied the benefits of, or otherwise be subjected to discrimination, (3) that the (grantee, licensee, lessee, permittee, etc.) will use the premises in compliance with all other requirements imposed by or pursuant to the Acts and Regulations, as amended, set forth in this Assurance.
- E. With respect to (licenses, leases, permits, etc.), in the event of breach of any of the above Nondiscrimination covenants, City of Millbrae will have the right to terminate the (license, permit, etc., as appropriate) and to enter or re-enter and repossess said land and the facilities thereon, and hold the same as if said (license, permit, etc., as appropriate) had never been made or issued.\*
- F. With respect to deeds, in the event of breach of any of the above Non-discrimination covenants, City of Millbrae will there upon revert to and vest in and become the absolute property of City of Millbrae and its assigns.\*

(\*Reverter clause and related language to be used only when it is determined that such a clause is necessary to make clear the purpose of Title VI.)

## APPENDIX E

During the performance of this contract, the contractor, for itself, its assignees, and successors in interest (hereinafter referred to as the "contractor") agrees to comply with the following nondiscrimination statutes and authorities; including but not limited to:

### **Pertinent Non-Discrimination Authorities:**

- Title VI of the Civil Rights Act of 1964 (42 U.S.C. § 2000d et seq., 78 stat. 252), (prohibits discrimination on the basis of race, color, national origin); and 49 CFR Part 21.
- The Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970, (42 U.S.C. § 4601), (prohibits unfair treatment of persons displaced or whose property has been acquired because of Federal or Federal-aid programs and projects);
- Federal-Aid Highway Act of 1973, (23 U.S.C. § 324 et seq.), (prohibits discrimination on the basis of sex);
- Section 504 of the Rehabilitation Act of 1973, (29 U.S.C. § 794 et seq.), as amended, (prohibits discrimination on the basis of disability); and 49 CFR Part 27;
- The Age Discrimination Act of 1975, as amended, (42 U.S.C. § 6101 et seq.), (prohibits discrimination on the basis of age);
- Airport and Airway Improvement Act of 1982, (49 USC § 471, Section 47123), as amended, (prohibits discrimination based on race, creed, color, national origin, or sex);
- The Civil Rights Restoration Act of 1987, (PL 100-209), (Broadened the scope, coverage and applicability of Title VI of the Civil Rights Act of 1964, The Age Discrimination Act of 1975 and Section 504 of the Rehabilitation Act of 1973, by expanding the definition of the terms "programs or activities" to include all of the programs or activities of the Federal-aid recipients, sub-recipients and contractors, whether such programs or activities are Federally funded or not);
- Titles II and III of the Americans with Disabilities Act, which prohibit discrimination on the basis of disability in the operation of public entities, public and private transportation systems, places of public accommodation, and certain testing entities (42 U.S.C. §§ 12131-12189) as implemented by Department of Transportation regulations at 49 C.F.R. parts 37 and 38;
- The Federal Aviation Administration's Non-discrimination statute (49 U.S.C. § 47123) (prohibits discrimination on the basis of race, color, national origin, and sex);
- Executive Order 12898, Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations, which ensures discrimination against minority populations by discouraging programs, policies, and activities with disproportionately high and adverse human health or environmental effects on minority and low-income populations;
- Executive Order 13166, Improving Access to Services for Persons with Limited English Proficiency, and resulting agency guidance, national origin discrimination includes discrimination because of Limited English proficiency (LEP). To ensure compliance with Title VI, you must take reasonable steps to ensure that LEP persons have meaningful access to your programs (70 Fed. Reg. at 74087 to 74100);
- Title IX of the Education Amendments of 1972, as amended, which prohibits you from discriminating because of sex in education programs or activities (20 U.S.C. 1681 et seq.).

## **Appendix D – Title VI Program and Language Assistance Plan Staff Training Form**

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 under any program or activity receiving federal financial assistance.

Employees of the City of Millbrae are expected to consider, respect, and observe this policy. Citizen questions or complaints shall be directed to the City of Millbrae Title VI Coordinator.

I hereby acknowledge receipt of City of Millbrae's Title VI Program and Language Assistance Plan. I have read the plan and am committed to ensuring that no person is excluded from participation in, or denied the benefits of services delivered by the City of Millbrae on the basis of race, color, or national origin, as protected by Title VI.

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Signature

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Print Name

---

---

Date

## **Appendix E – Title VI Investigations, Complaints, and Lawsuits**

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

- Active investigations
- Lawsuits
- Complaints naming the City of Millbrae

The following exhibit provides information on the complaints received in the previous three years. All complaints on the list below have been resolved through previous standard internal processes (investigation, re-training, discipline, etc.). There have been no Title VI lawsuits filed against the City.

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

## **Appendix F – Language Access Plan**

# **CITY OF MILLBRAE**

# **LANGUAGE ASSISTANCE PLAN**

June 2019

Prepared by:

City of Millbrae  
621 Magnolia Avenue,  
Millbrae, CA 94030

# I. INTRODUCTION

## About the City of Millbrae

The City of Millbrae is a California general law city. The City has [five departments and 150 employees] servicing approximately 23,000 residents. The City provides numerous services, including recreation, utilities, planning and building, and maintains capital facilities that include a wastewater treatment plant, parks, and roads.

The City department receiving federal funding is the Department of Public Works. While the City's policy is to provide language access to Limited English Proficient individuals citywide, this Language Access Plan focuses on programs and activities within and relating to the Department of Public Works.

## Overview of Language Access Plan

The first section in this document provides an overview of the City's Language Assistance Plan (LAP) and its purpose. The second section in this document provides the four-factor Limited English Proficient (LEP) analysis (as outlined by the Department of Transportation (DOT)) used to identify LEP needs and assistance measures. The four-factor LEP analysis includes:

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

The third and final section discusses the implementation of the Language Assistance Plan, which includes methodologies for identifying LEP individuals, providing services, establishing policies, monitoring the LAP, and recommendations for future LAP implementations.

## Purpose of Language Access Plan

The purpose of the City's language access plan is to assess the non-English language resources necessary for the City to provide services to LEP populations within its jurisdiction in a nondiscriminatory manner, and to outline the ways in which the City provides those services. A LEP person is one who does not speak English as their primary language and who has a limited ability to read, speak, write or understand English. In doing so, the City seeks to comply with the following authorities:

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, and national origin in programs and activities receiving federal financial assistance. One critical concern addressed by Title VI is the language barrier that Limited English Proficiency (LEP) persons face with respect to accessing information about and using transit service. Transit operators must ensure that this group has adequate access to the agency's programs and activities, including public participation opportunities.

Executive Order 13166, titled "Improving Access to Services for Persons with Limited English Proficiency," forbids funding recipients from "restricting an individual in any way in the enjoyment of any advantage or privilege enjoyed by others receiving any service, financial aid, or other benefit under the program," or from "utilize[-ing] criteria or methods of administration which have the effect of subjecting individuals to discrimination because of their race, color, or national origin, or have the effect of defeating or substantially impairing accomplishment of the objectives of the program as respects to individuals of a particular race, color, or national origin."

The United States Department of Transportation (DOT) published guidance that directed its recipients to ensure meaningful access to the benefits, services, information, and other important portions of their programs and activities for LEP residents. Given the diversity of the City's population, it is critical to provide language assistance. The City's language assistance plan (LAP) includes a four factor analysis and implementation plan that complies with the requirements of DOT LEP guidance.

## II. FOUR FACTOR ANALYSIS

### FACTOR 1:

**The number or proportion of LEP persons in the service area who may be served or are likely to encounter a City program, activity or service.**

To identify the concentrations of LEP populations within the City who do not speak English fluently and would benefit from the Language Assistance Plan, staff analyzed Census data from the American Community Survey (ACS) 2017 Five-year Estimates. Exhibit 1 illustrates the breakdown – by language – of the estimated number of San Mateo County residents who speak English “very well” or less than “very well.” For the purposes of this analysis, staff focused on those residents indicating they spoke English less than “very well.” There are approximately 4,386 residents in the City who indicated they speak English less than “very well,” representing 20.2% percent of the populace.

In developing this Language Assistance Plan, the City has paid particular attention to the federal Department of Justice (DOJ) guidelines regarding the “Safe Harbor Provision” for translation of written materials. The US Department of Transportation's Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient (LEP) Persons states that 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” constitutes “strong evidence of compliance with the recipient's written translation obligations.”

These safe harbor provisions apply to the translation of written documents only. They do not affect the requirement to provide meaningful access to LEP individuals through competent oral interpreters where oral language services are needed and are reasonable. A recipient may determine, based on the Four Factor Analysis, that even though a language group meets the threshold specified by the Safe Harbor Provision, written translation may not be an effective means to provide language assistance measures.

Based on these guidelines, one language group has more than 1,000 persons in the City of Millbrae who speak English less than “very well” and thus require translation of vital documents, Chinese.

### FACTOR 2:

**The frequency with which LEP persons come in contact with City programs, activities or services.**

The City comes into contact with LEP individuals through a variety of services. The City maintains service desks at City Hall for its departments where individuals, including LEP individuals, seek services from the City. City employees and contractors also come into contact with LEP individuals when conducting public works projects throughout the City, and at public meetings. Additionally, the City promulgates notices and other communications to residents and businesses both electronically and in hard copy.

The City does not keep official records of the number of contacts, though anecdotally the City receives requests for translation and interpretation services only sporadically. The City's experience with LEP individuals has been primarily with Chinese language speakers. Most of the LEP individuals speak Cantonese, with some requesting Mandarin interpretation.

## **FACTOR 3:**

**The nature and importance of programs, activities or services provided by the City to the LEP population.**

The City administers a number of programs, activities, and services to LEP populations. These services range in importance.

**Public Meetings:**

The City holds a variety of public meetings, including City Council meetings, Planning Commission meetings, and other meetings of official city bodies. These meetings are where the City and its elected officials and appointed conduct public business, and opportunities for residents to communicate with their government. Attendance at these meetings by LEP individuals is rare.

**Public Works Projects:**

The City maintains various property and infrastructure, including roads, sidewalks, public facilities, utility lines, libraries, wastewater treatment plant, and others that provides services to residents ranging from water, wastewater treatment, and transportation. The City regularly conducts work to maintain and expand this infrastructure. Public works projects affect LEP individuals residing near the work or using the infrastructure.

The planning process for infrastructure maintenance and upgrades takes place through the City's Capital Improvement Program (CIP). The Public Works Department presents the CIP to the City Council for approval on an annual basis at a publicly noticed meeting. The public has the opportunity to comment on the CIP, and the Council may amend the CIP in response to those comments.

**Service Desks:**

The City maintains several service desks at City Hall where the public can interface with City staff. This includes a Public Works desk, a Planning/Building desk, and a Finance desk. The public, including LEP persons, use these service desks to pay bills, obtain information about city projects, apply for permits, register for programs, and other activities.

## **FACTOR 4:**

**The resources available to City and overall cost to provide LEP assistance.**

Bilingual City staff provides basic translation and interpretation. The City also contracts for language translation and interpretive services as needed. The City also publishes some media notices in Chinese. The costs for marketing materials and translation of documents have not been quantified.

The City's budget does not have a specific line item for providing language access and outreach; costs for translators and outsourcing translation needs are split among several different departments depending on which department is responsible for the outreach project being undertaken.

# III. LANGUAGE ASSISTANCE IMPLEMENTATION PLAN

## IDENTIFYING LEP INDIVIDUALS

As indicated in the analyses provided in Factors One and Two in the previous section, there is substantial evidence that there is a significant LEP population within the City.

The City analyzed Census data from 2017 and found that approximately 4,386 residents in the city indicated that they speak English less than "very well," or 20.2 percent of the total city population. One language group, Chinese, has more than 1,000 persons who speak English less than "very well" and require a translation of vital documents. The City is working to translate vital documents into Chinese.

## PROVISION OF SERVICES

The City is committed to providing meaningful access to information and services to its LEP residents and customers. Many of these LEP populations rely heavily on the City for essential services. The City uses various methods to accomplish this goal. The City also maintains the list of community-based organizations serving LEP populations in and around Millbrae in Exhibit 2 as a resource for outreach to LEP populations and assessing their needs. More methods pertaining to outreach are discussed in the City's Public Participation Plan.

### Translation of Vital Documents

Currently the City disseminates all information in English, with some "vital documents" available in Chinese. "Vital" written documents include complaint forms, written notices of important legal rights, documents that are critical for obtaining services and benefits, documents identifying upcoming fare and service changes, and notices advising LEP individuals of free language assistance. [Translated documents include direct mailers, permit application instructions, and other customer outreach materials like construction-related notices and information pieces.] The City is working to expand its translation of vital documents, and other documents as appropriate.

### Multilingual Staffing

Customer service personnel all speak English. Currently, there are multiple full time City employees at City Hall that provide bilingual services on an as-needed basis in Chinese, Tagalog, Spanish, and Greek during business hours. If City staff is not available to provide interpretation, the City also contracts with Language Line for instant translation services in multiple languages. Staff are equipped with "I Speak" cards to help identify language needs.

### Public Meetings

The City publishes agendas for its public meetings 72 hours in advance. Each agenda includes a notice that translation and interpretation is available upon request with specified advance notice. For select

meetings anticipated to be of interest to LEP persons, the City provides interpretation and translation services without receiving a request.

## **MONITORING**

The City will monitor on an ongoing basis activities and information that require LEP accessibility.

Monitoring methods include:

- Assess new customer information documents prior to production to determine whether the document is “vital” and what level of translation is needed.
- Assess and analyze outreach efforts pertaining to LEP populations.
- Analyze newly available demographic data from the U.S. Census, the ACS, and customer survey.
- Gather information from CBOs and regional agencies and partners to stay current on needs of LEP populations in the City.
- Track interactions with LEP individuals to assess common needs.

## **OPPORTUNITIES FOR IMPROVEMENT**

The City continually seeks to improve access to its programs and activities for LEP individuals. Key improvements that can be made include:

- Translate more information on City services and projects into Chinese.
- Provide complaint forms in multiple languages.
- Listing Google Translate options on the City's website in each respective language rather than listing them all in English.
- Translate printed information disseminated to the public into more languages (currently only translated into Chinese).
- Improve communication with targeted organizations (such as CBOs) to ensure that more LEP individuals participate in outreach efforts.
- Make more multilingual social media posts
- Review existing customer information documents to determine whether the document is “vital” and what level of translation is needed.
- Review current translation and language assistance efforts to determine whether they are adequate and/or effective.

**Exhibit 1: City-wide LEP Populations by Language**

	Millbrae city, California	
	Estimate	Margin of Error
<b>Total:</b>	21,714	+/-178
<b>Speak only English</b>	10,932	+/-571
<b>Spanish:</b>	1,497	+/-347
<b>Speak English "very well"</b>	917	+/-235
<b>Speak English less than "very well"</b>	580	+/-197
<b>French, Haitian, or Cajun:</b>	79	+/-59
<b>Speak English "very well"</b>	49	+/-31
<b>Speak English less than "very well"</b>	30	+/-48
<b>German or other West Germanic languages:</b>	73	+/-42
<b>Speak English "very well"</b>	73	+/-42
<b>Speak English less than "very well"</b>	0	+/-23
<b>Russian, Polish, or other Slavic languages:</b>	135	+/-67
<b>Speak English "very well"</b>	64	+/-43
<b>Speak English less than "very well"</b>	71	+/-54
<b>Other Indo-European languages:</b>	846	+/-230
<b>Speak English "very well"</b>	519	+/-149
<b>Speak English less than "very well"</b>	327	+/-148
<b>Korean:</b>	635	+/-262
<b>Speak English "very well"</b>	342	+/-197
<b>Speak English less than "very well"</b>	293	+/-114
<b>Chinese (incl. Mandarin, Cantonese):</b>	5,591	+/-443
<b>Speak English "very well"</b>	3,001	+/-300
<b>Speak English less than "very well"</b>	2,590	+/-286
<b>Vietnamese:</b>	176	+/-114
<b>Speak English "very well"</b>	167	+/-112
<b>Speak English less than "very well"</b>	9	+/-13
<b>Tagalog (incl. Filipino):</b>	896	+/-265
<b>Speak English "very well"</b>	677	+/-214
<b>Speak English less than "very well"</b>	219	+/-99
<b>Other Asian and Pacific Island languages:</b>	623	+/-160
<b>Speak English "very well"</b>	409	+/-136
<b>Speak English less than "very well"</b>	214	+/-90
<b>Arabic:</b>	200	+/-81
<b>Speak English "very well"</b>	157	+/-60
<b>Speak English less than "very well"</b>	43	+/-47
<b>Other and unspecified languages:</b>	31	+/-36
<b>Speak English "very well"</b>	24	+/-28
<b>Speak English less than "very well"</b>	7	+/-13

## Exhibit 2: List of CBO Contacts

Public Advocates 131 Steuart Street, Suite 300, San Francisco, CA 94105 – 415-431-7430 <a href="http://www.publicadvocates.org">http://www.publicadvocates.org</a>
Urban Habitat 1212 Broadway, Suite 500, Oakland, CA 94612 – 510-839-9510 <a href="http://urbanhabitat.org/uh/newfront">http://urbanhabitat.org/uh/newfront</a>
Transform 436 14 <sup>th</sup> Street, Suite 600, Oakland, CA 94612 – 510-740-3150 <a href="http://www.transformca.org">http://www.transformca.org</a>
San Mateo County Hispanic Chamber of Commerce 475 El Camino Real, Suite 100A, Millbrae, CA 94030 <a href="http://smchcc.com">http://smchcc.com</a>
Japanese Chamber of Commerce 1875 South Grant Street, Suite 760, San Mateo, CA 94402 - 650-522-8500 <a href="http://www.jccnc.org">http://www.jccnc.org</a>
Organization of Chinese Americans (Peninsula Chapter of San Mateo) P.O. Box 218, San Mateo, CA 94401 – 650-533-3065 <a href="http://www.ocasanmateo.org">http://www.ocasanmateo.org</a>
San Bruno Chinese Church/Chinese School 250 Courtland Dr., San Bruno, CA 94066 – 650-589-9760 <a href="http://www.sanbrunochinesechurch.org">http://www.sanbrunochinesechurch.org</a>
Chinese Progressive Association 1042 Grant Ave., 5 <sup>th</sup> Floor, San Francisco, CA 94133 – 415-391-6986 <a href="http://www.cpasf.org">http://www.cpasf.org</a>
Northern Peninsula Mandarin School 3115 Del Monte Street, San Mateo, CA 94403 – 650-762-8189 <a href="http://www.npms.org">http://www.npms.org</a>
Filipino Community Center San Francisco 4681 Mission St., San Francisco, CA 94112 – 415-333-6267 <a href="http://filipinocc.org">http://filipinocc.org</a>
Liwanag Kultural Center 222 Lausanne Avenue, Daly City, CA 94014 <a href="http://liwanag.org">http://liwanag.org</a>
College of San Mateo 1700 W. Hillsdale Blvd., San Mateo, CA 94402 – 650-457-6161 <a href="http://www.collegeofsanmateo.edu">http://www.collegeofsanmateo.edu</a>
Asian Pacific Islander American Public Affairs Association Bay Area Chapter 1963 Sabre Street, Hayward, CA 94545 – 510-538-2791 <a href="http://apapa.org">http://apapa.org</a>
Indo American Chamber of Commerce 1616 University Ave., Berkeley, CA 94703 – 510-841-1513 <a href="http://www.iccchamber.org">http://www.iccchamber.org</a>

Korean American Professional Society <a href="http://www.kaps.org">www.kaps.org</a>
Chicana Latina Foundation 1419 Burlingame Ave. Suite W2, Burlingame, CA 94010 – 650-373-1083 <a href="http://www.chicanalatina.org">www.chicanalatina.org</a>
Gujarati Cultural Association of Bay Area 46560 Fremont Blvd., #109, Fremont, CA 94538 <a href="http://www.gcabayarea.com">http://www.gcabayarea.com</a>
Zawaya 311 41 <sup>st</sup> Ave., San Mateo, CA 94403 – 650-504-5965 <a href="http://www.zawaya.org">www.zawaya.org</a>
Sikh Gurdwara of San Francisco P.O. Box 25493, San Mateo, CA 94402 <a href="http://www.sfgurdwara.org">www.sfgurdwara.org</a>
India Community Center 525 Los Coches St., Milpitas, CA 95035 – 408-934-1130 <a href="http://www.indiacc.org">http://www.indiacc.org</a>
Pars Equality Center P.O. Box 1383, Menlo Park, CA 94026 – 650-321-6400 <a href="http://www.parsequalitycenter.org">http://www.parsequalitycenter.org</a>
Persian Center 2029 Durant Ave., Berkeley, CA 94704 – 510-848-0264 <a href="http://www.persiancenter.org">http://www.persiancenter.org</a>
Youth United for Community Action (YUCA) 2135 Clarke Ave., East Palo Alto, CA 94303 – 650-322-9165 <a href="http://youthunited.net">http://youthunited.net</a>
Peninsula Interfaith Action 1336 Arroyo Ave, San Carlos, CA 94070-3913 – 650-592-9181 <a href="http://www.piapico.org">http://www.piapico.org</a>
Catholic Charities Resettlement Program 36 37 <sup>th</sup> Avenue, 2 <sup>nd</sup> Floor, San Mateo, CA 94403 – 408-325-5100 <a href="http://community.cccyo.org">http://community.cccyo.org</a>
Arab Resource & Organizing Center 522 Valencia St., San Francisco, CA 94110 – 415-861-7444 <a href="http://araborganizing.org">http://araborganizing.org</a>
Moon Ridge Apartments 2001 Miramontes Point Rd, Half Moon Bay, CA 94019 – 650-560-4872
Mid-Peninsula Housing 303 Vintage Park Drive, Suite 250, Foster City, CA 64404 – 650-356-2900 <a href="http://www.midpen-housing.org">www.midpen-housing.org</a>

<p>Coastside Hope 99 Avenue Alhambra, El Granada, CA 94018 – 650-726-9071 <a href="http://www.coastsidehope.org">www.coastsidehope.org</a></p>
<p>Puente De La Costa Sur 620 North Street, Pescadero, CA 94060 – 650-879-1691 <a href="http://www.mypuente.org">www.mypuente.org</a></p>
<p>Lady of Pillar Catholic Church 400 Church Street, Half Moon Bay, CA 94019 – 650-726-4674 <a href="http://www.ourladyofthepillar.org/home">http://www.ourladyofthepillar.org/home</a></p>
<p>Shared Housing Program/Human Investment Project 264 Harbor Blvd, Bldg.A, Belmont, CA 94402 – 650-802-5050 <a href="http://www.co.sanmateo.ca.us">http://www.co.sanmateo.ca.us</a></p>
<p>Bayshore Child Care Services 45 Midway Drive, Daly City, CA 94014 – 650-403-4708 <a href="http://www.bayshorechildcare.org/BCCS/Welcome.html">http://www.bayshorechildcare.org/BCCS/Welcome.html</a></p>
<p>Family Crossroads/Shelter Network of San Mateo County 181 Constitution Drive, Menlo Park, CA 94025 – 650-685-5880 <a href="http://www.ivsn.org/">http://www.ivsn.org/</a></p>
<p>Daly City Friendship Center/Mental Health Association of San Mateo County 2686 Spring St., Redwood City, CA 94036 – 650-368-3345 <a href="http://www.mhasmc.org/prog/friendshipcenter.shtml">http://www.mhasmc.org/prog/friendshipcenter.shtml</a></p>
<p>Daly City Youth Health Center 2780 Junipero Serra Blvd., Daly City, CA 94015 – 650-985-7000 <a href="http://www.dalycityyouth.org">http://www.dalycityyouth.org</a></p>
<p>Our Second Home 725 Price Street, Daly City, CA 94014 – 650-301-3300 <a href="http://www.oursecondhome.org/index.htm">http://www.oursecondhome.org/index.htm</a></p>
<p>Daly City Community Service Center 333 90<sup>th</sup> Street, Daly City, CA 94015 – 650-991-8007 <a href="http://www.dalycity.org/Residents/Community_Service_Center.htm">http://www.dalycity.org/Residents/Community_Service_Center.htm</a></p>
<p>Skyline College Language and Arts Division 3300 College Drive, San Bruno, CA 94066 – 650-738-4100 <a href="http://www.skylinecollege.edu">http://www.skylinecollege.edu</a></p>
<p>Samaritan House 4031 Pacific Blvd., San Mateo, CA 94403 – 650-341-4081 <a href="http://samaritanhousesanmateo.org">http://samaritanhousesanmateo.org</a></p>
<p>North Peninsula Neighborhood Services 600 Linden Ave., South San Francisco, CA 94080 – 650-583-3373 <a href="http://npsc.net">http://npsc.net</a></p>
<p>College Track East Palo Alto 1877 Bay Road, East Palo Alto, CA 94303 – 650-614-4875 <a href="http://www.collegetrack.org">www.collegetrack.org</a></p>

<p>Japanese American Community Center 415 South Claremont St., San Mateo, CA 94401 – 650-343-2793 <a href="http://www.smjacc.org">http://www.smjacc.org</a></p>
<p>Language Pacifica 585 Glenwood Avenue, Menlo Park, CA 94025 – 650-321-1840 <a href="http://www.languagepacifica.org">http://www.languagepacifica.org</a></p>
<p>Pilipino Bayanihan Resource Center 2780 Junipero Serra Blvd., Daly City, CA 94015 – 650-992-9110 <a href="http://www.pilipinobayanihan.org">http://www.pilipinobayanihan.org</a></p>
<p>SparkPoint Center at Skyline College 3300 College Drive, Building 1 Floor 2, San Bruno, CA 94066 – 650-738-7035 <a href="http://www.skylinecollege.edu/sparkpoint">http://www.skylinecollege.edu/sparkpoint</a></p>
<p>Fair Oaks Community Center 2600 Middlefield Rd., Redwood City, CA 94063 – 650-780-7500 <a href="http://www.redwoodcity.org/parks/cc/fairoaks.html">http://www.redwoodcity.org/parks/cc/fairoaks.html</a></p>
<p>Jordanian American Association 305 Linden Ave., South San Francisco, CA 94080 – 650-583-0132</p>
<p>Pillar Ridge Manufactured Home Community 164 Culebra St, Moss Beach, CA 94038 – 650-728-3389 <a href="http://www.pillarridge.com">http://www.pillarridge.com</a></p>
<p>First Filipino American United Church of Christ 461 Linden Ave., San Bruno, CA 94066 – 650-952-7130</p>
<p>Yaseen Foundation 621 Masonic Way, Belmont, CA 94002 – 650-591-3690</p>
<p>Filipino American Democratic Club of San Mateo County <a href="mailto:mark4life@hotmail.com">mark4life@hotmail.com</a></p>
<p>Persian American Society P. O. Box 25005, San Mateo, CA 94402 – 650-568-7922 <a href="mailto:1988PAS@gmail.com">1988PAS@gmail.com</a></p>
<p>Vietnamese Community Center 766 Geary Street, San Francisco, CA 94109 – 415-351-1038 <a href="http://vietccsf.org">http://vietccsf.org</a></p>
<p>Filipino-American Chamber of Commerce 1415 Rollins Road, Suite 202, Burlingame, CA 94010 – 650-228-3533 <a href="http://faccsanmateo.com">http://faccsanmateo.com</a></p>
<p>San Mateo County Commission on Disabilities, Aging and Adult Services 225 37<sup>th</sup> Ave., San Mateo, CA 94403 – 650-573-2480 <a href="http://smchealth.org/smccod">http://smchealth.org/smccod</a></p>

## City of Millbrae

### HOW TO ACCESS AN INTERPRETER

#### ■ When Receiving a call:

1. Use your phone's conference feature to place the Limited English Proficient (**LEP**) speaker on hold.
2. Dial **1-866-874-3972**
3. Provide your Client ID # **501757**
4. Select the language you need
  - a. Press 1 for Spanish
  - b. Press 2 for all other languages and state the name of the language you need

*\*\* Press 0 for agent assistance if you do not know the language*

*You will be connected to an interpreter who will provide his/her ID number.*

5. Brief the interpreter.  
*Summarize what you wish to accomplish and provide any special instructions.*
6. Add the LEP onto the call.
7. Say "End of Call" to the interpreter when your call is completed.

#### ■ Note:

When placing an outbound call to a LEP, begin at **Step 2**. If you need assistance placing a call to the LEP, Please inform the interpreter or agent at the beginning of the call.

When the LEP is face-to-face with you begin at **Step 2**. Once the interpreter joins the line, brief him/her and place the phone on "Speaker" mode or pass the handset back-and-forth.

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### IMPORTANT INFORMATION:

**INTERPRETER IDENTIFICATION** - Interpreters identify themselves by name and ID number. Feel free to note this information for future reference if your organization requires it for their records or to comply with regulatory requirements.

**WORKING WITH AN INTERPRETER** – At the beginning of the call, briefly tell the interpreter the nature of the call. Speak directly to the limited English speaking speaker, not to the interpreter, and pause at the end of a complete thought. Please note, to ensure accuracy, your interpreter may sometimes ask for clarification or repetition.

**CUSTOMER SERVICE**– To provide feedback, commend an interpreter, or report any service concerns, call 1-800-752-6096 or go to [www.languageline.com](http://www.languageline.com), and click on the "Customer Service" tab to complete a Voice of the Customer form.

# FEMA Flood Insurance Community Workshop

On Thursday, March 21st, the City of Millbrae and FEMA will host a joint workshop to explain the new FEMA flood map, flood insurance requirements for property owners in high risk areas, and what the City is doing to reduce flood risks.

The workshop will take place in the Millbrae City Council Chamber (621 Magnolia Ave.) with an open house at 6 p.m.

FEMA's presentation will begin at 7 p.m. followed by a question and answer session with attendees at 8 p.m.

This workshop is presented by



# FEMA



Workshop attendees will learn where flood insurance will be required, how purchasing before April 5th will save them money, and what the City is doing to reduce flood risks.

**WHERE:**

**City Council Chamber**  
**621 Magnolia Avenue**

**WHEN:**

**Thursday, March 21, 2019**  
**Open House at 6 p.m.**  
**FEMA Presentation at 7 p.m.**  
**Q&A Session at 8 p.m.**

Dear Millbrae Business Owners,

On **October 8, 2018**, the City of Millbrae's Department of Public Works will begin work along Broadway to modernize and repair the street's sanitary sewer system. During the project period, the City will replace 7,900 linear feet of existing 6", 12" and 18" sanitary sewer main pipes that run along the street and its easements.

The scope of work for this project will include:

- Replacing existing 6" clay sewer pipe with 8" HDPE sewer pipe between Victoria and La Cruz;
- Replace existing 12" clay pipe with 14" HDPE pipe between La Cruz and Hillcrest;
- Replace existing 6" clay pipe with 8" HDPE pipe between Hillcrest and Taylor;
- Replace existing 18" clay pipe with 18" HDPE along La Cruz from Broadway to the alleyway.

In addition, we will rehabilitate existing manholes, replace lamp holes with manholes, and upgrade lower sewer laterals at various locations. As will all work of this type, it will conclude with the installation of new street surfaces.

This work is expected to start on October 8, 2018, and will last for up to 50 days. The timeline for this project is dependent on work conditions and improvement needs. During construction, certain street blocks will need to be blocked off.

We understand that work like this negatively impacts your business and thank you for your patience as we undertake this critically important work. If you have any questions regarding this project, please contact the City's Department of Public Works at (650) 259-2339.

Sincerely,

Khee Lim  
Deputy City Manager / Public Works Director  
City of Millbrae

親愛的 Millbrae 商業業主，

在 2018 年 10 月 8 日，密爾布瑞市公務局公共工程部將開始沿著百老匯工作，以現代化和修復街道的衛生下水道系統。在專案期間，城市將替換現有的 6 英寸, 12 英寸和 18 英寸，衛生下水道主要管道的 7900 條線腳沿街道和它的地役權。

該項目的工程範圍將包括：

- 在維多利亞 (Victoria) 和克魯斯 (La Cruz) 之間更換現有的 6 英寸粘土下水道管道, 8 英寸高密度聚乙烯下水道管；
- 在克魯茲 (La Cruz) 和希爾克雷斯特 (Hillcrest) 之間更換現有的 12 英寸粘土管, 14 英寸高密度聚乙烯管；
- 在希爾克雷斯特 (Hillcrest) 和泰勒 (Taylor) 之間更換現有的 6 英寸粘土管, 8 英寸 HDPE 管；
- 從百老匯 (Broadway) 沿著克魯茲 (La Cruz) 到小巷，將現有的 18 英寸的粘土管替換為 18 英寸高密度聚乙烯。

此外，我們會修復現有的沙井，用沙井代替燈孔，並在不同地點升級較低的下水道分支。正如其他類似工程一樣，安裝結束後，所有街道將會全部更新。

這項工程預計將于 2018 年 10 月 8 日開始，將持續 50 天。此專案的時間表取決於工作條件和改進需要。在建造過程中，某些街區將需要封鎖。

我們理解這樣的工作會對您的業務產生負面影響，並感謝您在我們進行這項極其重要的工作時的耐心。如果您對此專案項目有任何疑問，請聯繫城市公務局公共工程部 (650) 259-2339。

謹此致，

Khee Lim  
Deputy City Manager / Public Works Director  
City of Millbrae



# City of Millbrae

621 Magnolia Avenue, Millbrae, CA 94030

REUBEN D. HOLOBER  
Mayor

GINA PAPAN  
Vice Mayor

ANN SCHNEIDER  
Councilmember

WAYNE J. LEE  
Councilmember

ANNE OLIVA  
Councilmember

August 24, 2017

Owner/Manager  
Address  
Millbrae, CA 94030

**SUBJECT: City of Millbrae Cleanup Efforts and Regulations**

Dear Business Owner and Manager:

The City of Millbrae is reaching out to all its businesses in an effort to clean up downtown Millbrae and other business areas. Our goal is to eliminate litter on sidewalks and in the streets, including cigarette butts, and to improve the cleanliness of areas in the front and back of businesses. We hope to work with you to improve the visual appearance of the City. This cleanup effort will also help prevent health and safety issues. Please share this information with your staff. By working together, we can make a difference!

**Please see the reverse side of this letter for a list of business practices your business must follow.**  
The list includes Municipal Code regulations that apply to all businesses in the City of Millbrae. The City will enforce these regulations through its Code Enforcement Officer in an effort to proactively clean up the City.

We recognize and appreciate the service your business provides to our community. In addition to cleaning up the City, this effort will also improve your business image and customer relations. If you have questions or concerns, please call Shelly Reider at (650) 259-2444, or e-mail [sreider@ci.millbrae.ca.us](mailto:sreider@ci.millbrae.ca.us).

We truly appreciate having your business in Millbrae. Thank you for your cooperation. We look forward to working with you to create a cleaner and more vibrant Millbrae!

Sincerely,

Alan Shear  
Administrative Services Director

→ Please see reverse side of this letter

Page 1 of 2

City Council/City Manager/City Clerk  
(650) 259-2334

Building Division/Permits  
(650) 259-2330

Community Development  
(650) 259-2341

Finance  
(650) 259-2350

Fire  
(650) 558-7600

Police  
(650) 259-2300

Public Works/Engineering  
(650) 259-2339

Recreation  
(650) 259-2360

### **Business Practices and Regulations**

1. All businesses are required to have garbage service and many are also required to have recycling services. If your business does not have service, please set it up within the next 7 days by calling South San Francisco Scavenger Company at 650-589-4020. You can also sign up for recycling services at no extra charge. The more you recycle, the less you pay for garbage. **Municipal Code, Section 6-15.130**
2. All garbage dumpsters and carts must be kept closed at all times. This will eliminate wind-blown litter and prevent dumpsters from becoming a breeding place for insects and pests. Dumpsters and carts may not overflow with garbage or recyclables; lids must be able to fully close. Please either increase the size of your container(s) or increase frequency of pick-ups to eliminate overflowing containers. We encourage you to lock your containers, which can be arranged by contacting SSF Scavenger. **Municipal Code, Section 6.25.050**
3. Garbage and recycling containers cannot be placed in front of a business more than twelve hours prior to the time of collection and must be removed no later than twelve hours after collection. It is preferred that the containers are pulled in after collection. **Municipal Code, Section 6.15.100**
4. Businesses should never use the public garbage cans that are located on the sidewalks throughout the City. These containers are intended for walk-by traffic only. Please only use the containers at your business for garbage disposal.
5. No littering is allowed. This includes cigarette butts from smokers both in the front and behind your business. **Municipal Code, Section 6.15.020.** Please maintain and clean up the area in front of and behind your business at least once a day. This will reduce litter, help the environment, and improve the appearance of the City. **Municipal Code, Section 6.25.050**
6. Tallow bins must be properly contained and stored. Grease may not spill out of the bin and onto the ground. After indoor use, grease containers may not be thrown outdoors on the ground where oil may spill out. Instead, they must be placed in the proper disposal cart or dumpster. Spilled grease and litter that ends up in the storm drains pollutes our local waterways. **Municipal Code, Section 8.20.410**



# City of Millbrae

621 Magnolia Avenue, Millbrae, CA 94030

REUBEN D. HOLOBER  
Mayor

GINA PAPAN  
Vice Mayor

ANN SCHNEIDER  
Councilmember

WAYNE J. LEE  
Councilmember

ANNE OLIVA  
Councilmember

24 de Agosto del 2017

Propietario/Administrador  
Address  
Millbrae, CA 94030

**ASUNTO: Reglamentos y Campaña de Limpieza de la Ciudad de Millbrae**

Estimados propietarios y gerentes de negocio:

La Ciudad de Millbrae se está dirigiéndose a todos los comercios con el intento de limpiarla zona céntrica y otras áreas comerciales de nuestra Ciudad. Nuestra meta es eliminar la basura que afea las banquetas y las calles, incluyendo las colillas de cigarrillos, y para mejorar la limpieza de las áreas delanteras y traseras de los locales comerciales. Nos gustaría contar con su cooperación para mejorar el aspecto visual de la Ciudad. Este esfuerzo por mantener una Ciudad más limpia ayudará también a prevenir problemas de la salud y la seguridad. Le agradeceremos que comparta esta información con sus empleados. ¡Trabajando juntos podremos lograr cambios!

**Encontrará en el dorso de esta carta una lista de las prácticas comerciales que su empresa tendrá que seguir.** La lista incluye las reglas del Código Municipal que se aplican a todos los negocios de la Ciudad de Millbrae. La Ciudad hará cumplir estas reglas por medio de su oficial de Cumplimiento de Códigos, en un intento para limpiar la Ciudad en forma proactiva.

Reconocemos y les agradecemos el servicio que su negocio le provee a nuestra comunidad. Además de embellecer la Ciudad, esta campaña también mejorará la imagen de su negocio y sus relaciones públicas. Si tiene preguntas o inquietudes, puede llamar a Shelly Reider, teléfono (650) 259-2444, o enviar un correo electrónico a [sreider@ci.millbrae.ca.us](mailto:sreider@ci.millbrae.ca.us).

Sinceramente apreciamos su negocio en Millbrae. Gracias por su cooperación. Anticipamos con entusiasmo poder trabajar con usted para crear una ciudad más limpia y vibrante.

Cordialmente,

Alan Shear  
Director de Servicios Administrativos

➔ Por favor lea al dorso de esta carta

## Prácticas y Reglamentos Empresariales

1. Todos los negocios tienen que contratar con servicio de recolectar basura y a muchos se les requiere tener servicios de reciclaje. Si su negocio no tiene servicio, tiene que contratarlo antes de que pasen 7 días, llamando al South San Francisco Scavenger Company al 650-589-4020. También puede contratar servicio de reciclaje sin cargo extra. Cuanto más material recicle, menos pagará por la basura. **Código Municipal, Sección 6-15.130**
2. Todos los contenedores y carritos de basura se tienen que mantener cerrados en todo momento. Esto eliminará la basura soplada por el viento y prevendrá que los contenedores se vuelvan criadero de insectos y plagas. Los contenedores y carritos no podrán desbordarse de basura o reciclables; las tapas tienen que cerrar completamente. Para evitar que los desechos se desborden, aumente el tamaño de su/s contenedor/es o aumente la frecuencia del vaciado. Altamente le sugerimos que cierre sus contenedores con seguro, lo cual se puede arreglar contactando a SSF Scavenger. **Código Municipal, Sección 6-25.050**
3. Los contenedores de basura y reciclables no pueden colocarse al frente de un negocio por más de doce horas antes de que pasen a vaciarlos y tienen que guardarse no más de doce horas después de ser vaciados. Se prefiere que los contenedores se retiren inmediatamente después de ser vaciados. **Código Municipal, Sección 6-15.100**
4. Los negocios jamás deben usar los recipientes de basura ubicados en las aceras por toda la Ciudad. Dichos recipientes de basura están allí sólo para los transeúntes. Utilice solamente los contenedores de basura de su propio negocio para desechar sus desperdicios.
5. No se permite arrojar desperdicios en la vía pública. Esto incluye las colillas de cigarrillos, tanto al frente como detrás de su negocio. **Código Municipal, Sección 6-15.020.** Favor de mantener y limpiar las áreas al frente y detrás de su negocio por lo menos una vez al día. Esto reducirá los desperdicios sueltos, ayudará al medio ambiente y mejorará el aspecto de la Ciudad. **Código Municipal, Sección 6-25.050**
6. Los recipientes de sebo se deben contener y almacenar como corresponde. La grasa no puede derramarse fuera del recipiente y caer al suelo. Después de usarse en el interior del local, los contenedores de grasa no se pueden arrojar afuera sobre el suelo donde el aceite podría derramarse. Al contrario, se tienen que colocar en el carrito o contenedor de basura que corresponda. Los derrames de grasa y la basura suelta que acaben en las alcantarillas de lluvia contaminan nuestras vías fluviales. **Código Municipal, Sección 8-20.410**



# City of Millbrae

621 Magnolia Avenue, Millbrae, CA 94030

REUBEN D. HOLOBER  
Mayor

GINA PAPAN  
Vice Mayor

ANN SCHNEIDER  
Councilmember

WAYNE J. LEE  
Councilmember

ANNE OLIVA  
Councilmember

2017年8月24日

業主/經理  
Address  
Millbrae, CA 94030

## 主題：密爾布瑞市政府清理工作及條例

尊敬的業主以及經理：

密爾布瑞市政府向所有本市業主發出清理市中心及周邊商業區的通知。我們的目標是清除在街道和人行道上的殘留烟蒂以提高店面前門和後門的市容整潔。我們希望與您攜手，共同改善市容。這項清理工作也將有利於預防健康和預防安全。請向您的員工傳遞這項訊息，在我們共同努力下，就會達成目標。

請閱讀此信的反面，幾項您需實施達到的事宜。這單子內的多項條例規定適用於所有密爾布瑞市的商家。市府將通過條例執法人員來嚴格執行以完成清理城市任務。

我們非常讚賞您為社區提供的商業服務。清理市容，另一方面也將提升您的商業形象以及您和客戶的關係。如果您有問題，請打電話與Shelly Reider 聯係650-259-2444，或電郵至 [sreider@ci.millbrae.ca.us](mailto:sreider@ci.millbrae.ca.us)。

我們誠摯地感謝密爾布瑞市擁有像您這樣的商家，感謝您的鼎力合作。我們期望與您共同建立清潔且具活力的密爾布瑞市！

此致，

Alan Shear  
行政服務部主任



請看此信的反面

1之2

## 業主操練規定

1. 所有商家須具備處理垃圾的服務，許多商家甚至需要回收服務。如果商家還沒有具備垃圾處理服務，請在今後的7日之內打電話650-589-4020到South San Francisco Scavenger Company開通服務。您也可以註冊免費的回收服務。您回收物品提供得越多，垃圾費就付得越少。**Municipal Code 6-15.130**。
2. 所有的垃圾箱和垃圾車任何時候都必須蓋緊蓋子。這將減除垃圾遭大風刮散，也可防止垃圾箱成為昆蟲和害蟲的繁殖地。垃圾箱或垃圾車不可有溢滿垃圾或是回收品，蓋子應完全蓋好。請加大垃圾箱容量或增加倒垃圾次數來去除垃圾滿溢現象。我們鼓勵您鎖住垃圾箱，您可以向South San Francisco Scavenger提出，他們可以辦到。**Municipal Code 6-25.050**。
3. 垃圾在被收集前，垃圾箱和回收容器不可在店家門口滯留超過12小時以上。垃圾在被收集後，垃圾箱和回收容器必須被移走而不得滯留在原地超過12小時以上。倒完垃圾，容器最好是可被拉回店家去的。**Municipal Code 6-15.100**。
4. 商家不應使用市內人行道上的垃圾桶丟棄廢物。這些垃圾桶是專為過路行人準備的。請使用您商家的垃圾箱承載廢棄物。
5. 不可有丟棄物在店門前或店門後，這也包括煙蒂。**Municipal Code 6-15.020**。請每天至少打掃商家前/後門一次，這可以減少垃圾，保護環境以及提升城市容貌。**Municipal Code 6-25.050**。
6. 盛裝油脂的器皿必須妥善安放和儲存，油就不會溢到容器外或地面。在室內用完油之後，盛油器皿不可丟棄在室外因會導致油流到地面。相反，應將盛油器皿妥放置在處理車或是垃圾箱內。溢出的油脂和垃圾，最終會在風雨中使水渠受污染以致影響我們當地的水路系統。**Municipal Code 8-20.410**。

**Caltrans Division of Local Assistance**  
**Title VI of the Civil Rights Act of 1964 (Title VI)**  
**Desk Compliance Review Questionnaire**  
**(Due by June 28, 2019)**

***City of Millbrae***

Division/Department Contact:

Name: Angela Louis

Title: Administrative Services Director

Telephone number: (650) 259-2333

Email Address: alouis@ci.millbrae.ca.us

**A. GENERAL:**

1. Is the City adequately staffed to effectively implement Civil Rights requirement? (23 CFR 200.9 (b)(2)).

Yes

2. Has the City included in its directives, specific discriminatory practices that are prohibited? (49 CFR 21.5(b)).

Yes. The City's policies prohibit discrimination on the basis of protected characteristics and operation of its programs and activities in a manner that excludes persons on the basis of their race, color, national origin, sex, disability, or age.

**B. IMPLEMENTATION:**

3. Does the City have a Title VI Coordinator? (23 CFR 200.9(b)(1)). If yes, please provide the name of the coordinator.

Angela Louis, Administrative Services Director

4. Does the Coordinator have easy access to the Head of the City? (23 CFR 200.9(b)(1)). If yes, name of the Head of the City.

Yes, Tom Williams, City Manager

5. Has the City designated a Title VI Specialist with the responsibility to monitor Title VI activities and prepare required reports? (23 CFR 200.9(b)(1)).

Yes, Angela Louis, Administrative Services Director

6. Has the City provided or coordinated Title VI training to its staff? (23 CFR 200.9(b)(9)). If yes, please briefly describe training.

The City has provided copies of its nondiscrimination policy to all of its employees. All employees have signed an acknowledgment of their duty to ensure that no person is excluded from participation in, or denied the benefits of services delivered by the City on the basis of race, color, or national origin, as protected by Title VI. A copy of the acknowledgment is attached as Appendix D to the City's Title VI Implementation Plan.

7. Has the Title VI Specialist submitted a Title VI Implementation Plan to the City for approval? If yes, please provide a copy. (23 CFR 200.9(b)(11)).

A copy of the City's Title VI Implementation Plan is attached.

8. Has the City developed Title VI information for dissemination to the general public and, where appropriate, in languages other than English? (23 CFR 200.9(a)(b)(12)).

Yes, the City's Title VI Notice to the Public is attached as Appendix A to the City's Implementation Plan.

## **C. PROCEDURES:**

9. Has the City developed procedures for processing and resolving Title VI complaints? (23 CFR 200.9(b)(3)).

The City's complaint form and investigation procedures are attached as Appendix B of its Implementation Plan.

10. Does the City have personnel trained in complaint investigations? (23 CFR 200.9(b)(3)).

The Title VI Coordinator conducts complaint investigations. The Title VI Coordinator has not completed formal training in complaint investigations. Complaints are also referred to third party investigators as necessary.

11. Does the City have a Title VI complaint log that identifies each Complainant by race, color, sex, or national origin, age or disability? (23 CFR 200.9(b)(3)) and 23 CFR 200.5(p)(6)).

The City's Title VI complaint log is attached as Appendix E to the Implementation Plan.

12. Does the City have procedures to collect and analyze statistical data of participants and beneficiaries of the Local Agency programs? (23 CFR 200.9(b)(4)).

The City intends to collect information on requests for language assistance received at its service desks and public meetings.

13. Has the City established procedures to identify and eliminate discrimination when found? (23 CFR 200.9(b)(14)).

The City maintains has established a Title VI complaint procedure to identify individual violations of Title VI. A copy of the City's complaint form and investigations procedure is included as Appendix B to the Implementation Plan.

The City further conducts reviews of the language needs of its residents and customers. The City evaluates new materials as they are developed to determine whether they are appropriate for translation. The City intends to use data on requests for translation and interpretation to identify additional materials that may be appropriate for translation.

14. Has the City established procedures for promptly resolving deficiencies and reducing to writing the remedial action agreed to be necessary, within 90 days? (23 CFR 200.9(b)(15)).

The City's Title VI complaint form and investigations procedure is attached as Appendix B to the Implementation Plan.

#### **PROGRAM REVIEWS:**

15. Has the City developed a program to conduct Title VI reviews of program areas? (23 CFR 200.9(b)(5)).

See Question 13.

16. Has the City conducted annual Title VI reviews of its (major) program areas to determine the effectiveness of program area activities at all levels? (23 CFR 200.9(b)(6)).

See Question 13.

17. Has the City conducted Title VI reviews of subrecipients (i.e., cities, counties, consultants, contractors, college, universities, MPOs, and other recipients of Federal aid highway funds)? (23 CFR 200.9(b)(7)).

The City does not have any subrecipients.

18. Has the City used onsite compliance reviews to determine if discriminatory practices exist? (23 CFR 200.9)

City does not have any subrecipients. City conducts monitoring of its own programs and activities.

**D. LIMITED ENGLISH PROFICIENCY:**

19. Has the City conducted a needs assessment by using the four-factor analysis recommended by United States Department of Transportation? If yes, please provide a copy of the assessment. (Executive Order 13166; Federal Register Vol. 70, No. 239)

Yes. The City's four factor analysis is included as part of its Limited English Proficiency access plan, attached as Appendix F as the City's Title VI Implementation Plan.

20. Does the City provide translation services in languages other than English to the public upon request? If yes, please provide a copy of the procedures. (Executive Order 13166; Federal Register Vol. 70, No. 239)

The City provides translation services as further described in its Limited English Proficiency access plan included as part of its Limited English Proficiency access plan, attached as Appendix F as the City's Title VI Implementation Plan.

21. Does the City disseminate Title VI information in languages other than English? (23 CFR 200.9(b)(12); Federal Register Vol. 70, No. 239)

Yes.

a. If yes, list the languages used to interpret (oral communication) or translate (written communication) Title VI information disseminated to the public. Please provide samples (i.e., posters, brochures, notices) for each language translated.

There are multiple full time City employees at City Hall that provide bilingual services on an as-needed basis in Chinese, Tagalog, Spanish, and Greek during business hours. The City has a Language Line account to address additional interpretation needs.

City staff translates documents into Chinese on an as-needed basis, as further discussed in the City's Limited English Proficiency access plan, attached as Appendix F as the City's Title VI Implementation Plan. A sample document translated into Chinese is attached.

22. How often does the City receive requests for services and information from customers with limited-English proficiency? (Federal Register Vol. 70, No. 239)

The City receives regular requests for services and information from LEP residents and customers. The City does not retain records regarding the exact number of requests received, but intends to collect this information going forward.

## **DOCUMENTATION SUBMISSIONS**

Organizational Charts:

(1) Functional organizational chart

The Title VI Coordinator reports directly to the City Manager, the City's chief executive officer.

(2) Staff organizational chart that includes staff position, title, and name.

Angela Louis, Title VI Coordinator/Administrative Services Director

(3) Sample of Public Notices

See Appendix A to Implementation Plan

## **AUTHORITIES**

- Title VI of the Civil Rights Act of 1964;
- Section 162 (a) of the Federal-Aid Highway Act of 1973;
- Age Discrimination Act of 1975;
- Section 504 of the Rehabilitation Act of 1973;
- Americans With Disabilities Act of 1990;
- Civil Rights Restoration Act of 1987;
- 49 CFR Part 21;
- 23 CFR Part 200;
- USDOT Order 1050.2;
- Executive Order #12898 (Environmental Justice);
- Executive Order #13166 (Limited-English-Proficiency)