

City of South El Monte Transportation Division

# CITY OF SOUTH EL MONTE TITLE VI PROGRAM



**Approved on September 2, 2025  
by the City of South El Monte City Council**

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City of South El Monte Transportation Division  
626.448.0131

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



**CITY OF SOUTH EL MONTE**

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| Subject: Title VI Program         |  |
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## **CITY OF SOUTH EL MONTE Title VI Program**

**Reference:** FTA Circular 4702.1B Title VI Requirements and Guidelines for Federal Transit Administration (FTA) Recipients (October 1, 2012).

### **INTRODUCTION**

The purpose of this Title VI Program is to establish guidelines to effectively monitor and ensure that the City of South El Monte's service are in compliance with FTA Title VI requirements.

Title VI states that "no person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance." The FTA is required to ensure that federally supported transit services and related benefits are provided consistent with Title VI. The Title VI Report requires an update every three years.

The City of South El Monte will ensure that its programs, policies, and activities comply with Department of Transportation's (DOT) Title VI Regulations (49 CFR Part 21) and with Limited English Proficient (LEP) Person's requirements (70 FR 74087, December 14, 2005). The City is committed to creating and maintaining a public transportation system that is free of all forms of discrimination. The City will take necessary preventive corrective and disciplinary actions to stem behavior that violates this policy or the rights and privileges it is designed to protect. FTA requires recipients to document compliance with DOT Title VI regulations by submitting a Title VI Program to their FTA regional civil rights officer once every three years.

### **TITLE VI REQUIREMENTS**

#### **1. Requirement to Notify Beneficiaries of Protection under Title VI**

In order to comply with 49 CFR, Section 21.9(d), the City shall provide information to the public regarding the City's obligations under DOT's Title VI regulations and apprise members of the public of the protections against discrimination afforded to them by Title VI.

The City of South El Monte informs members of the public of their Title VI protection rights by in Exhibit B. A list of locations where notices are several means, including posting of a Title VI Notice to the Public and providing bilingual complaint procedures, as shown in Exhibits A and B. The City also provides a bilingual complaint form and posts a Title VI bilingual notice for public viewing at several locations, as shown posted is reflected in Exhibit A.

**2. Requirement to Develop Title VI Complaint Procedures and Complaint Form**

The City is required to develop procedures for investigating and tracking Title VI complaints filed against the City and to make these procedures for filing a complaint available to the general public.

**3. Requirement to Record and Report Transit-Related Title VI Investigations, Complaints, and Lawsuits**

The City is required to prepare and maintain a list of investigations, complaints, or lawsuits that pertain to allegations of discrimination on the basis of race, color, and/or national origin in transit-related activities and programs and that pertain to the entity submitting the report, not necessarily the larger agency or department of which the entity is a part.

The City of South El Monte Human Resources Department will maintain a list of Title VI investigations, complaints, and lawsuits utilizing the form shown in Exhibit D, including a comprehensive summary and description of actions taken by the City, as required by the Title VI regulations. The list shall include the date that the investigation, lawsuit, or complaint was filed; a summary of the allegations(s); the status of the investigation; lawsuit, or complaint; and actions taken by the City in response, or final findings related to the investigation, lawsuit, or complaint. The list shall be included in the City's Title VI submittal to FTA every three years.

**4. Promoting Inclusive Public Participation and Language Assistance Plan**

The City is required to develop a public participation plan that includes an outreach plan to engage minority and limited English proficient populations, as well as a summary of outreach efforts made since the last Title VI Program submission. The City also must have a language assistance plan for providing language assistance to persons with limited English proficiency (LEP).

The City's Public Participation Plan is reflected in the "CITY OF SOUTH EL MONTE Transportation Services Limited English Proficiency Plan" under "Outreach Techniques" and more thoroughly in Exhibit G. The City's public participation activities, public meetings, and participation in community activities are described in the LEP Plan.

The City's Language Assistance Plan is reflected in the City's LEP Plan and includes language assistance measures. The City's approach includes a number of options available to LEP persons, including both oral and written language services. Specific details are included in the City's LEP Plan in Exhibit E.

**5. Requirement to Provide Meaningful Access to LEP Persons**

Title VI and its implementing regulations require that FTA recipients take responsible steps to ensure meaningful access to the benefits, services,

information, and other important portions of their programs and activities for individuals who are LEP.

The City of South El Monte website posts Transportation information. The City's web site provides material in both English, Spanish and Chinese. The City also provides easy access to bilingual (English, Spanish and Chinese) administrative staff and drivers at the City's City Hall during operating hours to answer questions for those LEP passengers who utilize the City's transportation services.

**6. Minority Representation on Planning and Advisory Bodies**

The City will encourage participation of minorities on bodies that make decisions regarding transportation.

**7. Requirement to Provide Additional Information upon Request**

At the discretion of the FTA, information other than that required by the referenced circular, may be requested in writing from a recipient in order to investigate complaints of discrimination or to resolve concerns about possible noncompliance with Title VI requirements.

The City Manager or his/her designee will be available to provide additional information, as needed, and to respond to any verbal or written complaint.

**EXHIBIT A**



**CITY OF SOUTH EL MONTE  
Title VI Notice & Complaint Process**

The City of South El Monte is committed to ensuring that no person is excluded from participation in or denied the benefits of its services based on race, color, or national origin as provided by Title VI of the Civil Rights Act of 1964. Any person who believes that he or she has been subjected to discrimination under Title VI on the basis of race, color, national origin may file a Title VI complaint with the City within 180 calendar days from the date of the alleged discrimination.

**Complaints may be filed with the City in writing and may be addressed to:**

City of South El Monte  
Human Resources  
1415 Santa Anita Ave.  
South El Monte, CA 91733

A copy of the Title VI Complaint Form (in English, Spanish, or Chinese) and additional information may be obtained from the City's web site at "<http://www.cityofsouthelmonte.org>" (under "Services – Community Services – Transportation Services") or by calling 626-579-6540. The City will provide appropriate assistance to complainants who are limited in their ability to communicate in English.

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If information is needed in another language, please call 626-579-6540.



## **CIUDAD DE SOUTH EL MONTE Título VI Noticia y Proceso de Quejas**

La Ciudad de South El Monte, se compromete a garantizar que ninguna persona sea excluida de participar o denegar los beneficios de servicios basado por raza, color, o origen nacional según lo dispuesto en el Título VI de la Ley de Derechos Civiles de 1964. Cualquier persona que cree que él o ella ha sido objeto de discriminación en virtud del Título VI basado por raza, color, o origen nacional puede presentar una queja del Título VI con la Ciudad dentro de 180 días del calendario a partir de la fecha de la supuesta discriminación.

**Las quejas pueden ser presentadas en la Ciudad por escrito y pueden ser dirigidas a:**

City of South El Monte  
Human Resources  
1415 Santa Anita Ave.  
South El Monte, CA 91733

Una copia del Título VI Formulario de Queja (en Inglés o Español) y la información adicional se puede obtener desde el sitio web de la Ciudad en “ <http://www.cityofsouthelmonte.org> ” (en “Servicios – Servicios Comunitarios – Servicios de Transporte”) o llamando al 626-579-6540. La Ciudad proveerá asistencia apropiada para los denunciantes que sean limitados en su capacidad de comunicarse en inglés.

Si se necesita información en otro idioma, por favor llame a 626-579-6540.



**南艾爾蒙特市**

**第六條通知與投訴流程**

南艾爾蒙特 (South El Monte) 市致力於根據 1964 年《民權法》第六條的規定，確保任何人不會因種族、膚色或國籍而被禁止參與其服務，或被剝奪服務福利。任何人如認為自己因種族、膚色、國籍而遭受第六條規定的歧視，可在指稱的歧視發生之日起 180 個行事曆日內向本市提出第六條的投訴。

**投訴可以書面形式向本市提出，並可以寄往：**

南艾爾蒙特市

人事部

1415 Santa Anita Ave.

South El Monte, CA 91733

可從以下網站 [<http://www.cityofsouthelmonte.org>] (在「Services – Community Services – Transportation Services」[服務 – 社區服務 – 交通服務]) 或透過致電 626-579-6540，取得第六條投訴表 (英文或西班牙文) 的副本及其他資訊。本市將為英語交流能力有限的投訴人提供適當的協助。

如果需要此資訊的其他語言版本，請致電 626-579-6540。

**CITY OF SOUTH EL MONTE**  
**Title VI List of Locations**

The following is a list of locations where transit-related bilingual Title VI Public Notices are posted:

**City of South El Monte**

- Website
- City Hall
- Fire Station
- Senior Center
- Community Center

## EXHIBIT B



## CITY OF SOUTH EL MONTE Title VI Policy and Procedures

### **POLICY STATEMENT**

The City of South El Monte is committed to ensuring that no person is excluded from participation in, or denied the benefits of its service on the basis of race, color or national origin under Title VI of the Civil Rights Act of 1964.

### **PURPOSE**

This policy ensures that City programs (including fares, routing, scheduling, and quality of transportation services) are operated without regard to race, color, or national origin.

### **APPLICATION**

This policy applies to all City of South El Monte employees, contractors, vendors, and customers.

### **1.0 GENERAL**

The City of South El Monte is committed to ensuring that no person is excluded from participation in its services, or subject to denial of City benefits on the basis of race, color, or national origin. The City is also committed to promoting environmental justice. The City will accomplish its goals by:

- Ensuring that the level and quality of service is provided without regard to race, color, or national origin.
- Promoting full and fair participation by all potentially affected populations in services provided by the City decision making;
- Preventing denial, reduction or delay in the benefits of City programs and activities on the basis of race, color, or national origin.
- Preventing denial, reduction, or delay of benefits related to programs and activities affecting minority and low-income populations; and
- Providing meaningful access to City services, programs, and activities by persons with limited English proficiency (LEP).

## **2.0 PROCEDURES**

Any person who believes that he/she may have been discriminated against on the basis of race, color, or national origin.

Patrons with limited English proficiency, who need assistance, may contact the City of South El Monte, located at 1415 Santa Anita Avenue, CA 91733 or call (626) 579-6540.

### **2.1 Reporting**

The complaint must be filed within 180 days of the date of the alleged discrimination. Written complaints may be sent to Human Resources, City of South El Monte, 1415 Santa Anita Avenue, South El Monte, CA 91733, or an online Title VI Complaint Form may be accessed at the City's website at <http://www.cityofsouthelmonte.org>. Once completed, the complaint should be forwarded to the Human Resource Department.

Any City employee who becomes aware of a discrimination complaint should immediately contact Human Resources for handling.

### **2.2 Reviewing**

The City will review the complaint to determine whether it is within City jurisdiction based on the following criterion: whether Complainant has alleged discriminatory treatment or harassment based on race, color, or national origin.

If the City determines it has jurisdiction, an investigator will be assigned to conduct an investigation within 24 hours of the review. The Complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated. All complaints will be investigated promptly and handled in a confidential manner.

If jurisdiction is found not to exist in the Civil Rights Policy, the complaint will be forwarded to the appropriate department for resolution. The City will be notified of the steps taken to resolve the complaint.

### **2.3 Investigation Process**

The investigator will take the followings steps to investigate the alleged discriminatory act:

- Contacting the department management where the alleged discrimination took place to determine if a departmental investigation has been initiated and the results of the investigation;
- Identifying and reviewing all relevant documents, practices and procedures to determine appropriate resolution; and

- Identifying and interviewing persons with knowledge of the alleged discrimination, such as the Complainant; witnesses; others identified by the Complainant; people who may have been subject to similar activity; or others with relevant information.

The investigation process and final investigative report is generally completed within 120 days. If no policy violation is found, and the Complainant wants to appeal the decision, he/she may appeal directly to Human Resources.

#### **2.4 Subsequent Complaints and Amended Charges**

Any subsequent complaint or amended charge should be filed utilizing the Title VI Complaint Form. Amended charges can also be submitted via email or other written format. The City will review each subsequent complaint or amendment to determine whether the subsequent complaint should stand on its own or be incorporated into the original complaint and investigation.

#### **2.5 Completion of Investigation**

Upon completion of the investigation, the Investigator prepares a final investigative report for the City with a copy to the City Attorney. All principle parties receive written notification of the investigative findings.

#### **2.6 Implementation of Remedial Actions**

If a policy violation exists, appropriate remedial steps will be taken immediately.

### **3.0 DEFINITION OF TERMS**

**Title VI** – Title VI of the 1964 Civil Rights Act prohibits discrimination on the basis of race, color, or national origin by recipients of federal financial assistance.

**Equal Opportunity** – requirement of non-discrimination in City services with regard to race, color, or national origin in accordance with Title VI of the 1964 Civil Rights Act, as amended.

**Discrimination** – any act or failure to act, whether intentional or unintentional, which has the purpose or effect of limiting, excluding, or denying a person transit services or benefits because of race, color, or national origin.

**Environmental Justice** – efforts made to prevent minority communities and low-income communities from being subject to disproportionately high and adverse environmental effects.

#### **4.0 RESPONSIBILITIES**

**The Human Resources Department** maintains a log of all complaints received. The log includes the date the complaint was filed; a summary of the allegations; the status of the complaint; and actions taken by the City to resolve the complaint.



## **CIUDAD DE SOUTH EL MONTE Póliza y Procedimientos Título VI**

### **DECLARACION DE POLIZA**

La Ciudad de South El Monte se compromete a garantizar que ninguna persona sea excluida al participar en, o le sean negados los servicios de beneficios basados en raza, color, o origen nacional por el Acta de Derechos Civiles de 1964 del Título VI.

### **PROPOSITO**

Esta póliza asegura que los programas de la Ciudad (incluyendo precios, rutas, horarios y calidad de los servicios de la transportación) sean dirigidos sin distinción de raza, color, o origen nacional.

### **APLICACIÓN**

Esta póliza se aplica a todos los empleados de la Ciudad de South el Monte, contratistas, proveedores y clientes.

### **1.0 GENERAL**

La Ciudad de South El Monte se compromete a garantizar que nadie sea excluido al participar en servicios, o los beneficios sean negados basados en raza, color, o origen nacional. La Ciudad también se ha comprometido a promover el cuidado ambiental. La Ciudad va a lograr sus objetivos a través de:

- Asegurarse de que el nivel y la calidad de los servicios sean proporcionados sin distinción de raza, color, o origen nacional.
- Promover completa y equitativa participación entre todas las comunidades potencialmente afectadas por los servicios ofrecidos por decisiones tomadas por la Ciudad;
- Prevenir el negar y la reducción o retraso en los beneficios de los programas y actividades de la Ciudad basados en raza, color, o origen nacional.
- Prevenir el negar y la reducción o retraso en los beneficios de los programas y actividades que afecten a comunidades minoritarias y de bajos ingresos, y
- Proporcionar acceso significativo de los servicios, programas y actividades de la Ciudad a personas con conocimiento limitado en el Inglés (LEP).

## **2.0 PROCEDIMIENTOS**

Cualquier persona que se sienta que él o ella ha sido objeto de discriminación por motivos de raza, color, o origen nacional puede presentar una queja al Departamento del Administrador de la Ciudad.

Personas con conocimientos limitados en el Inglés, que necesiten ayuda, comunicarse con la Ciudad, localizado en 1415 Santa Anita Ave, South El Monte, CA 91733 o llamar al (626) 579-6540.

### **2.1 Notificando**

La queja se debe presentar dentro de los 180 días siguientes a la fecha de la supuesta discriminación. Quejas por escrito pueden ser enviadas a la Ciudad de South el Monte, City Manager, 1415 Santa Anita Ave, South El Monte, CA 91733, o por el Sitio Web, formulario de Title VI Complaint Form, que se puede encontrar en la Página Web de la Ciudad, <http://www.cityofsouthelmonte.org>. Cuando se haya completado, la queja debe ser enviada al Departamento de Recursos humanos.

Cualquier empleado de la Ciudad que se entere de una queja de discriminación deberá comunicarse inmediatamente con el Departamento del Recursos humanos de la Ciudad.

### **2.2 Revisando**

La Ciudad revisara la queja para determinar si está dentro de la jurisdicción de la Ciudad basándose en el siguiente criterio: Si dicho demandante ha alegado trato discriminatorio o de acoso por razones relacionadas a raza, color, o origen nacional.

Si la Ciudad determina que está dentro de la jurisdicción, un investigador será asignado para conducir una investigación durante las 24 horas de la Revisión. El demandante recibirá una carta de notificación informándole si se investigara la queja. Todas las quejas serán investigadas con prontitud y tratadas de manera confidencial.

Si se encuentra que no existe jurisdicción de la Póliza de Derechos Civiles, la queja será enviada al departamento correspondiente para su resolución. La Ciudad será notificada de la determinación tomada para resolver la queja/reclamo.

### **2.3 Proceso de Investigación**

El investigador tomara las medidas/pasos siguientes para investigar el presunto acto discriminatorio:

- Ponerse en contacto con el departamento donde la supuesta discriminación ocurrió para determinar si se ha iniciado una investigación y conocer los resultados de la investigación;

- Identificar y revisar todos los documentos pertinentes, como las prácticas y procedimientos para determinar la resolución adecuada, y
- Identificar y entrevistar personas relacionadas con la presunta discriminación, como el demandante; testigos; otras personas identificadas por el demandante; personas que hayan sido objeto de una actividad similar u otras personas con información relacionada.

El proceso de investigación y el reporte final, por lo general, se concluye dentro de los 120 días. Si no se encuentra ninguna violación y el demandante desea apelar la decisión, él o ella puede apelar directamente a el Departamento de Recursos humanos.

#### **2.4 Reclamaciones Subsecuentes y Modificación de Cargos**

Cualquier reclamación posterior o carga modificada deben presentarse utilizando el formulario de Title VI Complaint Form. Modificación de los cargos también se pueden enviar por correo electrónico o cualquier otro formato escrito. La Ciudad revisará cada queja o modificación posterior para determinar si la denuncia posterior debe valerse por sí misma o ser incorporado en la denuncia y la investigación inicial.

#### **2.5 Conclusión de la Investigación**

Al término de la investigación, el investigador prepara un informe para la Ciudad, con una copia para el Abogado de la Ciudad. Todos los partidos principales relacionados reciben una notificación por escrito acerca de las conclusiones de la investigación.

#### **2.6 Implementación de Acciones Correctivas**

Si existe una violación, se tomaran inmediatamente las medidas correctivas apropiadas.

### **3.0 DEFINICIONES DE TÉRMINOS**

**Título VI** - El Título VI del Acta de Derechos Civiles de 1964 prohíbe la discriminación por motivos de raza, color, origen/nacionalidad de los beneficios de la asistencia financiera federal.

**Igualdad de Oportunidades** – Requisito de No-discriminación en los servicios de la Ciudad por raza, color, origen/nacionalidad de acuerdo con el Título VI del Acta de Derechos Civiles de 1964, según enmendada.

**Discriminación** - cualquier acto u falta de actuación, intencional o no intencional, que tiene por objeto o efecto limitar, excluir o negar a una persona servicios de tránsito o beneficios debido a su raza, color, o origen nacional.

**Justicia/Cuidado Ambiental** - Los esfuerzos realizados para impedir que las comunidades minoritaria y las de bajos ingresos estén sujetas a efectos excesivamente altos y adversos del medio ambiente.

#### **4.0 RESPONSABILIDADES**

**El Departamento de Recursos Humanos** mantiene un registro de todas las quejas recibidas. El registro incluye la fecha cuando la queja fue entablada, un resumen de las declaraciones, estado actual de la queja y las medidas adoptadas por la Ciudad para resolver la queja.



## 南艾爾蒙特市 第六條政策和程序

### 政策聲明

南艾爾蒙特市致力於根據 1964 年《民權法》第六條，確保任何人不會因種族、膚色或國籍而被禁止參與其服務，或被剝奪服務福利。

### 目的

本政策確保城市各項計劃（包括票價、路線、排程和交通服務品質）在不考慮種族、膚色或國籍的情況下營運。

### 適用性

本政策適用於南艾爾蒙特市的所有員工、承包商、供應商和客戶。

### 1.0 總則

南艾爾蒙特市致力於確保任何人不會因種族、膚色或國籍而被禁止參與其服務，或被剝奪城市福利。本市還致力於促進環境正義。本市將透過以下方式達成目標：

- 確保所提供的服務水平和品質不受種族、膚色或國籍的影響。
- 促進所有可能受影響的人群充分和公平地參與透過城市決策提供的服務；
- 防止本市計劃和活動的福利因種族、膚色或國籍而被剝奪、減少或延遲提供。
- 防止剝奪、減少或延遲提供與影響少數族群和低收入群體的計劃和活動相關的福利；及
- 讓英語能力有限（LEP）的人正常參加本市服務、計劃和活動。

## 2.0 程序

認為自己可能因種族、膚色或國籍而遭到歧視的任何人。

英語能力有限的顧客在需要協助時，可以聯絡南艾爾蒙特市，地址：1415 Santa Anita Avenue, CA 91733，或致電 (626)579-6540。

### 2.1 報告

投訴必須在指稱的歧視發生之日起 180 內提交。可以將書面投訴寄送至南艾爾蒙特市人事部，1415 Santa Anita Avenue, South El Monte, CA 91733，本市網站 (<http://www.cityofsouthelmonte.org>) 上載有第六條投訴表供存取。投訴一旦填妥，即轉寄至人事部

本市員工知悉歧視投訴時，應該立即聯絡人事部處理。

### 2.2 審查

本市將根據以下標準審查投訴以確定其是否在本市管轄範圍內：投訴人是否指稱基於種族、膚色或國籍的歧視待遇或騷擾。

如果本市確定其擁有管轄權，將指派一名調查員在審查後 24 小時內開展調查。投訴人將收到一封確認函，通知是否會調查其投訴。所有投訴都將立即調查並以保密方式處理。

如果發現民權政策中不存在管轄權，則投訴將被轉寄給相應的部門進行解決。將通知本市解決投訴所採取的措施。

### 2.3 調查流程

調查員將採取以下措施以調查所指稱的歧視行為：

- 與所指稱的歧視發生所在的部門管理層聯絡，以確定是否已啟動部門調查以及調查結果；
- 確定並審查所有相關文件、做法和程序，以決定適當的解決方案；以及
- 確定並訪談知曉所指稱的歧視的人，例如投訴人；證人；投訴人確定的其他人；可能受類似活動影響的人；或其他掌握相關資訊的人。

調查流程和最終調查報告一般是在 120 天內完成。如未發現違反政策的情況，並且投訴人想要對決定提出上訴，其可以直接向人事部提出上訴。

### 2.4 後續投訴和修訂指控

任何後續的投訴或修訂指控，應使用第六條投訴表進行提交。修訂指控亦可透過電子郵件或其他書面格式提交。本市將審查每個後續投訴或修訂，以決

定後續投訴是否應獨立處理還是納入原始投訴和調查中。

## 2.5 完成調查

完成調查後，調查員將為本市準備一份最終調查報告，並抄送給市檢察官。  
所有主要當事人都會收到有關調查結果的書面通知。

## 2.6 補救措施之實施

如果存在違反政策的情況，將立即採取適當的補救措施。

## 3.0 術語定義

**第六條** – 1964 年《民權法》第六條禁止根據種族、膚色或國籍歧視接受聯邦財政援助的人。

**平等機會** – 根據1964 年《民權法》第六條，在城市服務中不得根據種族、膚色或國籍進行歧視的要求。

**歧視** – 任何具有因種族、膚色或國籍而限制、禁止或剝奪個人公共交通服務或福利的目的或影響的行為或不作為（無論是有意，還是無意）。

**環境正義** – 旨在防止少數族群和低收入群體遭受過高和不利的環境影響所做的努力。

## 4.0 責任

人事部負責記錄收到的所有投訴。該記錄包括提出投訴的日期；指控摘要；投訴的狀態；以及本市為解決投訴而採取的措施。

EXHIBIT C



**CITY OF SOUTH EL MONTE  
Title VI Complaint Form**

The City of South El Monte is committed to ensuring that no person is excluded from participation in or denied the benefits of its services based on race, color or national origin, as provided by Title VI of the Civil Rights Act of 1964, as amended.

The following information is necessary to assist us in processing your complaint. If you require any assistance in completing this form, please contact City Hall at 626-579-6540. The completed form must be returned to City of South El Monte, Human Resources Department, 1415 Santa Anita Ave., South El Monte, CA 91733.

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

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

Phone: \_\_\_\_\_ Alternative Phone: \_\_\_\_\_

Date of Incident: \_\_\_\_\_ Time of Incident: \_\_\_\_\_

Which of the following best describes the reason for the alleged discrimination?

- \_\_\_\_\_ Race
- \_\_\_\_\_ Color
- \_\_\_\_\_ National Origin
- \_\_\_\_\_ Other (Please explain below)

Please describe the alleged discrimination incident. Explain what happened, whom you believe was responsible, and other specific relevant information. Please use the next page of this form if additional space is required.

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Have you filed a complaint with any other federal, state or local agencies (Check one)  
\_\_\_\_\_ Yes \_\_\_\_\_ NO

If yes, list agency or agencies and contact information below:

City of South El Monte  
Title VI Program

Agency: \_\_\_\_\_

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

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

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

Agency: \_\_\_\_\_

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

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

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

I affirm that I have read the above charge, and it is true to the best of my knowledge.

\_\_\_\_\_  
Complainant's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Print or Type Name of Complainant

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

Received By: \_\_\_\_\_

The complaints related to Title VI of the Federal Transit Administration (FTA) may also be submitted directly to:

Federal Transit Administration  
Civil Rights Division  
Attention: Complaint Team  
East Building, 5th Floor – TCR  
1200 New Jersey Avenue, SE  
Washington, DC 20590



## CIUDAD DE SOUTH EL MONTE Formulario de Quejas Título VI

La Ciudad de South El Monte centra sus esfuerzos en garantizar que nadie sea excluido de la participación en sus servicios ni que nieguen los beneficios de estos, con base en raza, color o origen nacional, en conformidad con las disposiciones del Título VI de la Ley de Derechos Civiles de 1964 y enmiendas.

La información siguiente es necesaria para ayudarnos en el procesamiento de su queja. Si requiere ayuda para llenar este formulario, por favor llame por teléfono a 626-579-6540. El formulario completo debe devolverse a City of South El Monte, Departamento de Recursos humanos, 1415 Santa Anita Ave., South El Monte, CA 91733.

Nombre: \_\_\_\_\_

Dirección: \_\_\_\_\_

Teléfono: \_\_\_\_\_ Segundo Teléfono: \_\_\_\_\_  
\_\_\_\_\_

Fecha del incidente: \_\_\_\_\_ Hora del incidente: \_\_\_\_\_

¿Cuál de los siguientes describe mejor la razón por la supuesta discriminación?

- \_\_\_\_\_ Raza
- \_\_\_\_\_ Color
- \_\_\_\_\_ Origen nacional
- \_\_\_\_\_ Otra razón (Por favor explique)

Por favor, describa el supuesto incidente de discriminación. Explique lo sucedido; quien considera que fue responsable; y otra información específica pertinente. Por favor, use el reverso de este formulario si requiere espacio adicional.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

¿Ha presentado alguna queja ante otra agencia federal, estatal o local con respecto a este incidente? (Marque Uno)

\_\_\_\_\_ Si \_\_\_\_\_ No

Si la respuesta es afirmativa, por favor, a continuación enumere la agencia o agencias y la información de contacto:

Agencia: \_\_\_\_\_

Dirección: \_\_\_\_\_

Teléfono: \_\_\_\_\_

Nombre de contacto: \_\_\_\_\_

Agencia: \_\_\_\_\_

Dirección: \_\_\_\_\_

Teléfono: \_\_\_\_\_

Nombre de contacto: \_\_\_\_\_

Confirmando que he leído el cargo que se indica arriba y que es verdadero hasta donde tengo conocimiento.

\_\_\_\_\_  
Firma del declarante

\_\_\_\_\_  
Fecha

\_\_\_\_\_  
Imprima o escriba el nombre del declarante

Fecha de recepción: \_\_\_\_\_

Recibido por: \_\_\_\_\_

Las quejas relacionadas con Título VI de la Administración Federal de Tránsito (FTA) también podrán ser presentadas directamente a:

Federal Transit Administration  
Civil Rights Division  
Attention: Complaint Team  
East Building, 5th Floor – TCR  
1200 New Jersey Avenue, SE  
Washington, DC 20590



**南艾爾蒙特市  
第六條投訴表**

根據 1964 年《民權法》第六條的規定修訂版，南艾爾蒙特市致力於確保任何人不會因種族、膚色或國籍而被禁止參與其服務或被剝奪服務福利。

以下資訊有助於協助我們處理您的投訴。如果您在填寫此表時需要協助，請聯絡市政廳，電話：626-579-6540。填妥的表格必須送回至南艾爾蒙特市人事部，地址：1415 Santa Anita Ave., South El Monte, CA 91733。

姓名: \_\_\_\_\_

街道地址: \_\_\_\_\_

電話: \_\_\_\_\_ 備用電話: \_\_\_\_\_

事件發生的日期: \_\_\_\_\_ 事件發生的時間: \_\_\_\_\_

以下哪一項最適合描述指稱歧視的理由？

種族

膚色

國籍

其他 (請在下方說明)

請描述指稱的歧視事件。解釋發生的情況、您認為應對此負責的人以及其他具體的相關資訊。如果需要更多的空白，請使用此表格的下一頁。

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您是否向任何其他聯邦、州或地方機構提出投訴 (核取一項)

\_\_\_\_ 是 \_\_\_\_ 否

---

如為是，請在下方列出機構和聯絡方式：

機構： \_\_\_\_\_

街道地址： \_\_\_\_\_

電話： \_\_\_\_\_

聯絡人姓名： \_\_\_\_\_

機構： \_\_\_\_\_

街道地址： \_\_\_\_\_

電話： \_\_\_\_\_

聯絡人姓名： \_\_\_\_\_

本人確認已閱讀上述指控，並且就本人所知，內容屬實。

\_\_\_\_\_  
投訴人簽名

\_\_\_\_\_  
日期

\_\_\_\_\_  
投訴人的正楷姓名

接收日期： \_\_\_\_\_

接收者： \_\_\_\_\_

與聯邦交通運輸局 (FTA) 第六條相關的投訴，亦可直接提交至：

聯邦交通運輸局

民權司

關涉方：投訴團隊

East Building, 5th Floor – TCR  
1200 New Jersey Avenue, SE  
Washington, DC 20590

**EXHIBIT D**

**CITY OF SOUTH EL MONTE  
List of Title VI  
Investigations, Complaints and Lawsuits**

| <b>Action</b>                    | <b>Date<br/>(Month, Day, Year)</b> | <b>Summary (basis of<br/>complaint: race, color, or<br/>national origin)</b> | <b>Status</b> | <b>Action(s) Taken</b> |
|----------------------------------|------------------------------------|--|---------------|------------------------|
| <b>Investigations<br/>(None)</b> |                                    |  |               |                        |
|                                  |                                    |  |               |                        |
| <b>Lawsuits<br/>(None)</b>       |                                    |  |               |                        |
|                                  |                                    |  |               |                        |
| <b>Complaints<br/>(None)</b>     |                                    |  |               |                        |
|                                  |                                    |  |               |                        |

**EXHIBIT E**

**CITY OF SOUTH EL MONTE  
Transportation Services  
Limited English Proficiency (LEP) Plan**

**Introduction**

This Limited English Proficiency (LEP) Plan has been prepared to address the City of South El Monte Transportation Services responsibilities as a recipient of federal financial assistance as they relate to the needs of individuals with limited English language skills. The plan has been prepared in accordance with Title VI of the Civil Rights Act of 1964, Federal Transit Administration Circular 4702.1B dated October 1, 2012, which state that no person shall be subjected to discrimination on the basis of race, color, or national origin.

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

**Background**

The South El Monte Transportation Division administers the transit services that are operated within the City. The South El Monte City Council is the policymaking body for the system. The South El Monte Transportation Service consists of a Dial-a-Ride service for Senior Citizens (age 60 and over) and for Disabled residents, transporting children to their after school program at the Mini Center, transporting Senior Citizens to the Senior Center for their nutritional lunch, and transportation during City events. The City of South El Monte Transportation Services has developed this LEP Plan to help identify reasonable steps for providing language assistance to persons with limited English proficiency who wish to access services provided by the City. As defined by Executive Order 13166, LEP persons are those who do not speak English as their primary language and have limited ability to read, speak, write, or understand English.

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

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

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

A summary of the results of the City of South El Monte Transportation Services four-factor analysis is in the following section.

#### **Four-Factor Analysis**

1. The number or proportion of LEP persons in the service area who may be served or are likely to encounter the City of South El Monte Transportation Services.

The South El Monte Transportation Services Staff reviewed the 2020 U.S. Census and determined that, out of a population of 19,567 residents, 15,489 (79%) of City of South El Monte residents speak a language other than English and speak English less than very well. In the City of South El Monte of those persons with limited English proficiency, 65% speak Spanish which makes it the majority within the City. Asian and Pacific Islander who speak English less than very well accounted for 13% of the LEP population. In addition to using the 2020 U.S. Census, the City also conducted a rider survey (Exhibit H) from June 10, 2024 to June 13, 2025 and it indicated that 81% of our riders were Hispanic or Latino, 2% were African Americans, 9% were Asian or Pacific Islander and the remaining 13% were White or Caucasian. A survey will be conducted every year to monitor if any changes need to be addressed.

2. The frequency with which LEP come in contact with South El Monte Transportation Services.

The City transportation services are provided through-out the City. A high percentage of Hispanic/Latino individuals therefore come in contact with the program. The rider survey data collected included how often survey respondents are riding; and it reflected that 64% of respondents utilize South El Monte Transportation Services three to five days per week and 36% one to two days per week. The survey also reflected that majority (30%) of the respondents use City transportation four days per week. The Senior Services Supervisor, the Senior Services Coordinator and the Senior Recreation Leader have also spoken with staff about their contact with LEP individuals and have concluded that at the moment the City only gets Spanish Speaking customers. Staff will continue to speak with the Transportation Services Department regarding language assistance.

3. The nature and importance of programs, activities, or services provided by the South El Monte Transportation Services to the LEP population.

The majority of LEP individuals in the City are Spanish-speaking elderly. On-board ridership surveys (Exhibit H) were conducted from June 10, 2024 to June 13, 2025 by the City and they indicated that 100% are captive transit riders, and 20% could have made their trip by another means. The South El Monte Transportation Services are important to these residents because they are used for medical appointments, paying bills, the Nutrition Program at the Senior Center and leisure trips. Transportation services are also used to transport children from their school to the City's sponsored after-school program, and residents to City events.

4. The resources available to the South El Monte Transportation Services and overall cost to provide LEP assistance.

The South El Monte Transportation Services staff has access to a variety of resources that can help in outreaching and providing LEP assistance at low or no cost.

Community-based resources include:

- City of South El Monte City Hall
  - Offers Spanish and Chinese translation in oral and written form
- City of South El Monte Senior Center
  - Offers Spanish translation in oral and written form
- City of South El Monte Community Center
  - Offers Spanish translation in oral and written form
- San Gabriel Valley Service Center
  - Offers Consumer Affairs to assist individuals to complete legal documents
  - Utility assistance
  - Special service for Groups Older Adults Program

The above community resources will be used on a regular basis to assist in identifying needs of the City's LEP population. They will also serve as a means to widely disseminate bilingual transit service information and announcements and to notify the LEP population of planned workshops and outreach efforts.

Based on the four-factor analysis, the City of South El Monte will develop its LEP Plan as outlined in the following section.

#### **Identification of LEP Population**

South El Monte Transportation Services have developed several possible ways to assist in identifying LEP populations within the City, including:

1. Examine records to see if requests for language assistance have been received in the past, either at meetings or over the phone, to determine whether language assistance might be needed at future events or meetings.
2. Have a staff greet participants as they arrive to City sponsored events. By informally engaging participants in conversation it is possible to gauge each attendee's ability to speak and understand English.
3. At meetings relating to South El Monte Transportation Services we will develop identification cards that indicate primary language spoken, as appropriate. This will assist the City in identifying language assistance needs for future events and meetings.
4. Survey vehicle operators and other front-line staff, like dispatchers, Dial-A-Ride schedulers, and service development planners on their experience concerning any contacts with LEP persons.

#### **Language Assistance Measures**

There are plans for a number of language assistance options available to LEP persons, including both oral and written language services. There are also various ways in which the City of South El Monte Transportation Services staff can respond to LEP persons, whether in person, by telephone, or in writing.

- Placement of statements in notices and publications that interpreter services are available for these meetings.
- Survey transportation drivers and other front-line staff, Dial-A-Ride schedulers, and service development planners on their experience concerning any contacts with LEP persons during the year. Staff surveys will be conducted once a year in June.
- The Senior Services Supervisor, the Senior Services Coordinator and Senior Recreation Leader have spoken with staff about their contact with LEP individuals and have concluded that at the moment the City only gets Spanish Speaking customers. Staff will continue to speak with the Transportation Services Department regarding language assistance
- Post the Title VI Policy and Procedures and LEP plan on the City website, [www.cityofsouthelmonte.org](http://www.cityofsouthelmonte.org)
- When an interpreter is needed for a language other than Spanish, in person or on the telephone, staff will attempt to access language assistance services from a professional translation service, City Staff or a qualified community volunteers.

- Various Title VI documents have also been translated into Spanish and Chinese: Title VI Notice & Complaint Process, Title VI Complaint Form, and the Title VI Policy and Procedures.
- All Transportation Services staff will be trained on the updated version of the Title VI Policy and Procedures and the LEP Plan no later than August 19, 2022. Staff training will begin as soon as the Title VI Program is adopted by City Council.

### **Outreach Techniques**

When staff prepares a document or schedules a meeting, for which the target audience is expected to include LEP individuals, documents, meeting notices, flyers, and agendas will be printed in an alternative language based on the known LEP population. Interpreters will be available as needed. The City currently uses a variety of outreach approaches, as described below.

### Public Outreach Activities

The City of South El Monte web site posts Transportation Services information. The City's web site provides material in English, Spanish and Chinese. The City also provides easy access to bilingual (English and Spanish) administrative staff and drivers at the City's Transit office during operating hours to answer questions during their regular shift schedules for those LEP passengers who use the City's transportation system.

The City reaches out to the community directly through meetings with agency and community staff and their clients, as needed. Information regarding the City's transit services is disseminated at these meetings. Information is also made available at a variety of locations throughout the community and on the Transportation Services system.

### Public Meetings

The City Council holds regular meetings on the first and third Tuesday of the month. Regular meetings convene at 6:00 p.m. in the Council Chambers at City Hall, 1415 Santa Anita Avenue, South El Monte. Special meetings are convened at other times as announced. The public is encouraged to participate in the City's decision-making process and is invited to attend City Council Meetings.

The Community Services Commission acts in an advisory capacity to the City Council in all matters pertaining to social programming, health and welfare, child development, public recreation facilities and leisure activities. The seven-member Community Services Commission meets on the second Tuesday of each month at 6:00 p.m. in the City Council Chambers.

Senior Advisory Board holds meetings on matters pertaining to the Senior Center and its services. The three-member Senior Advisory Board meets every third Wednesday at 10:00 a.m. in the Senior Center.

### Participation in Community Activities & Surveys

The City engages in community activities that promote its transit services. These activities include functions where a broad cross-section of the community can access available transit information, including schedules, brochures and fliers. In addition, the City will also be surveying residents in regard to transportation services every June.

### **Assurances**

The City of South El Monte Transportation Services will ensure that no person, on the grounds of race, color, national origin, disability, age, or gender as provided by Title VI of the Civil Rights Act of 1964, will be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination. Further, the City will notify the public of protections against discrimination afforded them by Title VI Regulations and will take preventive corrective and disciplinary action necessary to stem behavior that violates the rights and privileges the regulations are designed to protect.

The City will post information on its web site and ensure that it reflects up to date information consistent with the requirements of 49 CFR Section 21.9(d).

### **Monitoring and Updating the LEP Plan**

The City of South El Monte will update the LEP as required by U.S. DOT. At a minimum, the plan will be reviewed and updated when more data from the 2020 U.S. Census is available, or when it is clear that higher concentrations of LEP individuals are present in the City of South El Monte.

### **Availability of Title VI Documents**

The City of South El Monte LEP Plan, Title VI Policy and Procedures, and the Title VI Complaint form are included on the City's website at [www.cityofsouthelmonte.org](http://www.cityofsouthelmonte.org). Any person or agency with internet access will be able to access and download the plan from the City website. Alternatively, any person or agency may request a copy of the plan via email or in person and shall be provided a copy of the plan at no cost. Questions or comments regarding the LEP Plan may be submitted to the Human Resources Department or the City of South El Monte Transportation Services Department:

#### **Contact 1:**

City of South El Monte  
Human Resources  
1415 Santa Anita Ave  
South El Monte, CA 91733

Phone: 626-579-6540  
Fax: 626-579-2409  
Email: [hr@soelmonte.org](mailto:hr@soelmonte.org)

**Contact 2:**

City of South El Monte  
Transportation Division  
1556 Central Ave  
South El Monte, CA 91733

Phone: 626-448-0131  
Fax: 626-448-6979  
Email: [jperez@soelmonte.org](mailto:jperez@soelmonte.org)

**EXHIBIT F**

**CITY OF SOUTH EL MONTE  
Non-Elected Decision-Making Bodies**

At the City of South El Monte, transportation services decisions regarding policy, service changes, capital programming and facility locations are made by an elected Mayor and four City Council Members. To help to guide decisions the City also has an appointed Community Services Commission and an elected Senior Advisory Board.

**Community Services Commission**

The Community Services Commission acts in an advisory capacity to the City Council in all matters pertaining to social programming, health and welfare, child development, public recreation facilities and leisure activities. The seven-member Community Services Commission meets on the second of each month at 6:00 p.m. in the City Council Chambers. The members are appointed by a majority of the City Council and they serve a one-year term.

| <b>Body</b>                                  | <b>White or<br/>Caucasian</b> | <b>Hispanic or<br/>Latino</b> | <b>Black or<br/>African<br/>American</b> | <b>Native<br/>American</b> | <b>Asian or<br/>Pacific<br/>Islander</b> |
|--|-------------------------------|-------------------------------|--|----------------------------|--|
| <b>Community<br/>Services<br/>Commission</b> | 0                             | 6                             | 0  | 0                          | 1  |

**Encourage the Participation of Minorities**

Several measures are taken to encourage the participation of everyone within the City. When chairs are about to become available on the commission the City will publish a notice on the City newspaper, "South El Monte News". Notices are also posted at City Hall, Senior Center, the library, and the City website. Notices are posted on all platforms twice before selections are made by the City Council. The City Council appoints commissioners based on who is best fit to represent the community and its needs.

Also, within the South El Monte Municipal Code it states, "the Community Services Commission shall consist of five city residents appointed by a majority of the City Council, including two seniors sixty years of age or older and one youth between the ages of sixteen and twenty-five."

In addition, the South El Monte Municipal Code under section 2.48.080 Purpose also encourages participation by all groups within the community to accomplish its purpose and it may do this by:

- Encouraging the involvement of all resident and business groups to foster mutual regard and understanding among all racial, religious, and socioeconomic and ethnic groups in the community.

- Holding conferences and other public meetings in the interest of resolving tensions of producing possible discrimination and irritation in the community and issue such publications and reports as will tend to effectuate said purposes.

## EXHIBIT G

### **CITY OF SOUTH EL MONTE Transportation Services Public Participation Plan**

#### **Key Principles**

The City of South El Monte Transportation Services Public Participation Plan (PPP) has been prepared to ensure that no one is precluded from participating. It ensures that:

- Potentially affected community members will have an appropriate opportunity to participate in decisions about a proposed transportation related activity that will affect their environment and/or health;
- The public's contribution can and will influence the City's decision making;
- The concerns of all participants involved will be considered in the decision-making process; and
- The City will seek out and facilitate the involvement of those potentially affected through public meetings and public surveys.

Through an open public process, the City has developed a public participation plan to encourage and guide public involvement efforts and enhance access to transportation decision-making process by minority and Limited English Proficient (LEP) populations. In addition, the City will also be conducting surveys to answer questions, evoke discussion, base decisions on objective information, and compare results. A rider survey was conducted on June 10, 2024 through June 13, 2025 and new surveys will be conducted every year in June to monitor changes within the community. The yearly surveys will help base decisions on transportation services. The public participation plan describes the overall goals, guiding principles and outreach methods that the City uses to reach its riders.

#### Limited English Proficient (LEP):

LEP refers 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.

The steps outlined in the public participation plan offer meaningful opportunities for the public to be involved in the identification of social, economic and environmental impacts of proposed transportation decisions at the City. It is a guide for how Transportation Services engages its diverse community. The City may continue to improve its public participation methods over time based on feedback from all of its riders and community members including low-income, minority and LEP populations as well as customer and community-based organizations.

### **Goals of the Public Participation Plan**

The overarching goals of Transportation Services Public Participation Plan include:

- Clarity in Potential for Influence - The process clearly identifies and communicates where and how participants can have influence and direct impact on decision making.
- Consistent Commitment - The South El Monte Transportation Services communicates regularly, develops trust with riders and our community and builds community capacity to provide public input.
- Diversity - Participants represent a range of socioeconomic, ethnic and cultural perspectives.
- Accessibility - Every reasonable effort is made to ensure that opportunities to participate are physically, geographically, temporally, linguistically, and culturally accessible.
- Relevance - Issues are framed in such a way that the significance and potential effect is understood by participants.
- Participant Satisfaction - People who take the time to participate feel it is worth the effort to join the discussion and provide feedback.
- Quality Input and Participation - That comments received by South El Monte Transportation Services are useful, relevant and constructive, contributing to better plans, projects, strategies and decisions. This includes all comments during meetings and written comments within surveys.

### **South El Monte Transportation Services Public Participation Process**

The PPP includes many new mediums extending beyond the traditional approach which relied on legal notices and newspaper coverage. While the plan maintains these elements to its outreach program along with traditional seat-drop flyers and website notices, the City has availed itself of the communication methods more widely used by members of our community and riders. The City will continue to notify residents of public participation with notices throughout the City, the newspaper, and the City website.

#### Meetings

The City Council holds regular meetings on the first and third Tuesday of the month. Regular meetings convene at 6:00 p.m. in the Council Chambers at City Hall, 1415 Santa Anita Avenue, South El Monte. Special meetings are convened at other times as announced. The Community Services Commission meets on the second Tuesday of each month at 6:00 p.m. in the City Council Chambers. The Community Services Commission is also encouraged to hold special meetings with various groups of the community to better serve the City and its needs. The Senior Advisory Board holds monthly meetings every third Wednesday of the month at 10:00 a.m. at the Senior Center which is an ADA complaint building.

The public is encouraged to participate in the City's decision-making process and is invited to attend all City meetings. The meetings, agendas and minutes are also posted online at the City website and copies can be requested at City Hall.

While there may be minor variation in the outreach process from time-to-time, the outline below provides the general steps for engaging riders in the decision-making process.

#### Transportation Surveys

The City of South El Monte has already conducted a survey of its riders from June 2, 2025 to June 6, 2025 (Exhibit H) and it will continue to survey its residents every year in June to better address decision making. The surveys will answer questions, evoke discussion, base decisions on objective information, and compare results.

#### Process in Motion

1. A proposal is developed internally or as a result of public comment or as a result of survey information;
2. An internal review by the appropriate bodies is conducted;
3. A Title VI review of the proposal is conducted;
4. All City Council and Community Services Commission meetings have a public comment period;
5. Public outreach venues, dates and times are determined with consideration of the proposed changes and their impact on specific locations/populations within the service area;
6. Bilingual (English and Spanish) public outreach materials and a program are developed;
7. Outreach In advance of public information sessions is released;
8. A summary package is presented detailing the outcome of the public participation process along with staff recommendations;

#### List of Outreach Events within the Last Three Years

1. Bi-Monthly City Council Meetings
2. Monthly Community Services Commission Meetings
3. Monthly Senior Advisory Board Meetings
4. Transportation Survey conducted from June 2, 2025 to June 6, 2025

**EXHIBIT H**



**City of South El Monte  
Transportation Survey  
(Senior Citizens and Disability)**

Services are needed for:  Senior 60+     Legally Disable     Escort / Caregiver

Ethnicity

White or Caucasian

Black or African American

Native American

Hispanic or Latino

Asian or Pacific Islander

|                   |                 |
|-------------------|-----------------|
| AS (Asian Indian) | JA (Japanese)   |
| CA (Cambodian)    | KO (Korean)     |
| CH (Chinese)      | LA (Laotian)    |
| FI (Filipino)     | SA (Samoan)     |
| GU (Guamanian)    | VI (Vietnamese) |
| HA (Hawaiian)     | O (Other)       |

|                    |                           |                          |
|--------------------|---------------------------|--------------------------|
| Translation Needed | Yes <input type="radio"/> | No <input type="radio"/> |
| Lives Alone        | Yes <input type="radio"/> | No <input type="radio"/> |
| Low Income         | Yes <input type="radio"/> | No <input type="radio"/> |
| Medi-Cal           | Yes <input type="radio"/> | No <input type="radio"/> |
| SSI /SSP           | Yes <input type="radio"/> | No <input type="radio"/> |
| Veteran            | Yes <input type="radio"/> | No <input type="radio"/> |
| Do you own a Car   | Yes <input type="radio"/> | No <input type="radio"/> |

How often do you use City transportation services per week? \_\_\_\_\_

For each of the following statements, please rate every item from 1 to 5 by circling the appropriate rating. Use the following scale:

1= Strongly Disagree, 2= Disagree, 3= Neither Agree Nor Disagree, 4= Agree, and 5= Strongly Agree

1. South El Monte Transportation Services are important to our community  
1 2 3 4 5
2. South El Monte Transportation Services meet our community needs  
1 2 3 4 5
3. It is important for Senior Citizens and Disabled residents to have transportation for their medical needs  
1 2 3 4 5
4. It is important for Senior Citizens and Disabled residents to have transportation for leisure time  
1 2 3 4 5
5. It is important for Senior Citizens and Disabled residents to have transportation to pay their bills  
1 2 3 4 5
6. It is important for Senior Citizens to have transportation to visit the Senior Center  
1 2 3 4 5
7. It is important for South El Monte Transportation Services information to be provided in Spanish  
1 2 3 4 5
8. It is important for City staff to be bilingual  
1 2 3 4 5
9. South El Monte Transportation Services provide service in a timely manner  
1 2 3 4 5

