



# **TITLE VI PROGRAM**

**City of Capitola  
420 Capitola Avenue  
Capitola, CA 95010  
(831) 475-7300**

**<https://www.cityofcapitola.org/>**

Table of Contents

Table of Contents

I. Summary..... 3

II. Introduction ..... 3

    A. Title VI and Related Authorities ..... 3

    B. Limited English Proficiency (LEP)..... 3

    C. City Governance..... 4

III. Title VI Program ..... 4

    A. Title VI Policy Statement..... 4

    B. Title VI Coordinator ..... 4

    C. Title VI Requirements ..... 5

        1) Notice to the Public ..... 5

        2) Title VI Complaint Procedure ..... 5

        3) Public Participation Plan ..... 5

        4) Environmental Justice (EO 12898) ..... 5

    D. Data Collection and Monitoring..... 6

    E. Staff Training ..... 6

    F. Program Review and Updates..... 6

- Appendix A: Title VI Public Notice (English/Spanish)
- Appendix B: Title VI Complaint Form
- Appendix C: Title VI Complaint Tracking Log
- Appendix D: Maps of Limited English Proficiency in the City of Capitola
- Appendix E: Title VI Program and Language Assistance Plan Staff Training Form

## I. Summary

The City of Capitola is committed to providing high-quality public services to all residents while enhancing and maintaining the community's physical and social infrastructure. As a recipient of federal funding—including from the Federal Highway Administration (FHWA), Caltrans, and Active Transportation Program (ATP)—the City is required to comply with Title VI of the Civil Rights Act of 1964 and related federal regulations.

Title VI requires that no person in the United States, on the grounds of race, color, or national origin, shall be excluded from participation in, denied the benefits of, or subjected to discrimination under any program or activity receiving federal financial assistance. The Federal-Aid Highway Act of 1973 further prohibits discrimination on the basis of sex. The Civil Rights Restoration Act of 1987 clarifies that these requirements apply to all programs and activities of federal funding recipients.

This Title VI Program Manual describes how the City of Capitola complies with Title VI and ensures equitable access to services and transportation-related projects. It includes complaint procedures, Limited English Proficiency (LEP) strategies, public participation policies, environmental justice practices, and subrecipient monitoring procedures.

## II. Introduction

### A. Title VI and Related Authorities

Title VI of the Civil Rights Act of 1964 states:

“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.”

Additional federal protections include:

- Section 162(a) of the Federal-Aid Highway Act of 1973: prohibits discrimination based on sex.
- The Age Discrimination Act of 1975
- Section 504 of the Rehabilitation Act of 1973
- Title II of the Americans with Disabilities Act of 1990
- Executive Order 12898 on Environmental Justice
- Executive Order 13166 on Improving Access for Persons with Limited English Proficiency

### B. Limited English Proficiency (LEP)

Individuals who do not speak English as their primary language and who have a limited

ability to read, write, speak, or understand English are considered Limited English Proficient (LEP). Title VI requires recipients of federal funding to take reasonable steps to ensure meaningful access to programs and activities by LEP individuals.

The City of Capitola provides language assistance based on U.S. Census data and local community needs. Interpretation services, document translation, and bilingual outreach are provided when appropriate.

## C. City Governance

The City of Capitola is a general law city operating under a Council-Manager form of government. The City Council consists of five elected members who serve four-year terms. The Council appoints a City Manager to oversee daily operations.

# III. Title VI Program

The City of Capitola is a recipient of federal transportation funds and complies with Title VI of the Civil Rights Act of 1964, as well as other nondiscrimination statutes and regulations. This Title VI Program outlines how the City ensures equitable service and access across all federally funded programs, activities, and services.

## A. Title VI Policy Statement

It is the policy of the City of Capitola that no person shall, on the grounds of race, color, national origin, sex, age, disability, or income status, be excluded from participation in, denied the benefits of, or otherwise subjected to discrimination under any program or activity receiving federal financial assistance.

## B. Title VI Coordinator

**Jessica Kahn, P.E.**

Public Works Director / Title VI Coordinator

City of Capitola

420 Capitola Avenue, Capitola, CA 95010

Email: [capitolaDPW@ci.capitola.ca.us](mailto:capitolaDPW@ci.capitola.ca.us)

Phone: (831) 475-7300

The Coordinator is responsible for Title VI compliance, complaints processing, LEP and EJ planning, data collection, subrecipient monitoring, and staff training. The Coordinator is also responsible for developing procedures for collecting and analyzing statistical data, conducting annual program assessments, and supporting monitoring of subrecipients.

## C. Title VI Requirements

### 1) Notice to the Public

Title VI notices are posted at City facilities, on the City website, and at public meetings. A sample public notice is provided in Appendix A.

### 2) Title VI Complaint Procedure

Any person who believes they have been discriminated against on the basis of a protected class may file a complaint within 180 days of the alleged incident. The process includes:

- Submitting a signed complaint (Appendix B) to the Title VI Coordinator.
- City acknowledgment within 10 business days.
- Investigation completed within 30 business days.
- Response and resolution letter issued.

The City maintains a log of complaints and resolutions. This is updated annually and made available to oversight agencies upon request. See Appendix C.

### 3) Public Participation Plan

The City conducts inclusive public engagement by:

- Holding meetings at accessible locations and times.
- Translating notices into Spanish and providing interpreters upon request.
- Using bilingual outreach when planning significant federally funded projects.
- Documenting participation demographics.

To ensure Language Assistance Plan (LEP) individuals have meaningful access:

- City uses ACS 5-Year Estimates to identify local LEP populations.
- Translates critical materials into Spanish and other commonly spoken languages.
- Provides interpretation at meetings when requested in advance.
- Reviews LEP needs and services every three years.

### 4) Environmental Justice (EO 12898)

For all federally funded transportation projects, the City assesses:

- Whether minority or low-income populations bear adverse impacts.
- Mitigation strategies where disproportionate effects are found.

- Use of CalEnviroScreen or similar tools to support analysis.

## D. Data Collection and Monitoring

Capitola collects the following to support compliance:

- Participant demographics for outreach events.
- Service area maps and language distribution data.
- Title VI complaint tracking logs.

If the City awards federal transportation funds to subrecipients:

- It ensures Title VI clauses are included in agreements.
- It requires annual reporting of Title VI activities.
- It conducts monitoring as needed.
- Department directors will periodically review the compliance of subrecipients, including contractors and consultants. Oversight is supported and documented by the Title VI Coordinator.

## E. Staff Training

City staff receive Title VI training at least once every three years or upon program changes. Attendance is documented (Appendix E).

## F. Program Review and Updates

This program will be reviewed and updated every three years or upon major changes in federal regulations or City responsibilities. The next update is due: **July 1, 2028**

## **Appendix A: Title VI Public Notice (English/Spanish)**

### **English:**

#### **Your Rights Under Title VI**

The City of Capitola operates its programs, services, and activities without regard to race, color, national origin, sex, age, disability, or income status in accordance with Title VI of the Civil Rights Act and related nondiscrimination authorities.

Any person who believes they have been discriminated against under Title VI may file a complaint with the City of Capitola.

For more information about the City of Capitola's Title VI obligations or to file a complaint, please contact:

**Title VI Coordinator**  
City of Capitola  
420 Capitola Avenue  
Capitola, CA 95010  
Phone: (831) 475-7300 x217  
Email: [capitolaDPW@ci.capitola.ca.us](mailto:capitolaDPW@ci.capitola.ca.us)

A complaint must be filed within 180 days of the alleged discrimination.

### **Spanish:**

#### **Sus Derechos Bajo el Título VI**

La Ciudad de Capitola opera sus programas, servicios y actividades sin importar raza, color, origen nacional, sexo, edad, discapacidad o nivel de ingresos, de acuerdo con el Título VI de la Ley de Derechos Civiles y otras leyes relacionadas de no discriminación.

Cualquier persona que crea que ha sido discriminada en virtud del Título VI puede presentar una queja ante la Ciudad de Capitola.

Para obtener más información sobre las obligaciones de la Ciudad de Capitola bajo el Título VI o para presentar una queja, comuníquese con:

**Title VI Coordinator**  
City of Capitola  
420 Capitola Avenue  
Capitola, CA 95010  
Phone: (831) 475-7300 x217  
Email: [capitolaDPW@ci.capitola.ca.us](mailto:capitolaDPW@ci.capitola.ca.us)

Una queja debe presentarse dentro de los 180 días posteriores a la presunta discriminación.

## **Appendix B: Title VI Complaint Form**



## City of Capitola Title VI Complaint Form

Any person who believes they have been subjected to discrimination on the basis of basis of race, color, national origin, sex, age, disability, or income status under Title VI, may file a grievance under this procedure. It is against the law for the City of Capitola to retaliate against anyone who files a grievance or cooperates in the investigation of a grievance.

**For assistance completing this form or to receive the form in an alternative format, please contact the City of Capitola at (831) 475-7300 or [capitolaDPW@ci.capitola.ca.us](mailto:capitolaDPW@ci.capitola.ca.us)**

### COMPLAINANT INFORMATION

Name:

---

---

Address:

---

City, State and Zip Code:

---

Telephone: \_\_\_\_\_ Email:

---

### Name of Person Completing Form

*If different from the complainant, provide the name of the person completing the form.*

Name:

---

---

Address:

---

City, State and Zip Code:

---

Telephone: \_\_\_\_\_ Email:

---



## COMPLAINT INFORMATION

### Date of Alleged Discrimination

---

---

### Location of Incident

---

---

### Basis of Discrimination (check all that apply):

☐ Race      ☐ Color      ☐ National Origin      ☐ Sex  
☐ Age      ☐ Disability      ☐ Income Level

**Describe the alleged discriminatory incident. Provide names, dates, and specific details. Attach additional pages if necessary:**

---

---

---

---

---

---

---

---

### Have you filed this complaint with another agency?

☐ Yes                      ☐ No

### If yes, which agency/agencies and when:

---

---

---

---

**Signature and Certification** I certify that the information above is true and correct to the best of my knowledge.

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

---

Return to:

Title VI Coordinator  
City of Capitola  
420 Capitola Avenue  
Capitola, CA 95010  
[capitolaDPW@ci.capitola.ca.us](mailto:capitolaDPW@ci.capitola.ca.us)  
Phone: (831) 475-7300  
TTY: California Relay at 7-1-1

## Appendix C: Title VI Complaint Tracking Log

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 Capitola

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

### Investigations, Lawsuits and Complaints

	Date	Summary (Include basis of complaint: race, color, national origin)	Status	Actions Taken
Complaints				
Investigations				
Lawsuits				

## Appendix D: Maps of Limited English Proficiency in the City of Capitola

CalEnviroScreen 4.0 Linguistic Isolation Map

ArcGIS Web Map



6/23/2025, 4:26:35 PM

Linguistic Isolation Percentile

0 - 10

> 10 - 20

> 20 - 30

> 60 - 70

Citations

1:17,874

0 0.17 0.35 0.7 mi  
0 0.28 0.55 1.1 km



City of Santa Cruz, County of Santa Cruz, Board of  
Land Management, Esri, HERE, Garmin, INCREMENT P,  
USGS, NAVTECH, EPA, USDA

**Appendix E: 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 Capitola are expected to consider, respect, and observe this policy. Citizen questions or complaints shall be directed to the City of Capitola Title VI Coordinator.

I hereby acknowledge receipt of City of Capitola'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 Capitola on the basis of race, color, or national origin, as protected by Title VI.

---

Signature

---

Print Name

---

Date