

Napa County Department of
Public Works
Title VI Implementation Program Plan
2025



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I. Introduction

The Napa County Public Works Department is a recipient of Federal Highway Administration (FHWA) federal-aid highway funds and Federal Aviation Administration (FAA) federal-aid airport funds and funding from Federal Emergency Management Agency (FEMA), the Environmental Protection Agency and other federal sources. Recipients of federal funds are required to comply with various nondiscrimination laws and regulations, including Title VI of the Civil Rights Act of 1964 (Title VI). Title VI forbids discrimination against anyone in the United States on the basis of race, color, or national origin in the programs and activities of an agency receiving federal financial assistance. In addition to Title VI, the other nondiscrimination statutes that afford legal protection are: Section 162 (a) of the Federal-Aid Highway Act of 1973 (23 USC 324) (sex), Age Discrimination Act of 1975 (age), and Section 504 of the Rehabilitation Act of 1973/Americans with Disabilities Act of 1990 (disability). Together, these requirements define an over-arching Title VI Program. It is important to also understand that Title VI and the additional nondiscrimination requirements apply to all Napa County Public Works Department programs even when only one program receives federal funds.

The Civil Rights Restoration Act of 1987 defined the word “program” to make clear that discrimination is prohibited throughout an entire agency if any part of the agency receives federal funds. Simply stated, the Napa County Department of Public Works is to ensure that none of its activities or programs treats any part of a community any differently than another. The Napa County Department of Public Works is committed to achieving full compliance. Through this Title VI Program Plan, the Department expects every manager, supervisor, employee, and sub recipient of federal-aid funds administered by the Public Works Department to be aware of and apply the intent of Title VI and related nondiscrimination statutes in performing assigned duties. The Title VI Program Plan focuses on the functional areas with significant public contact responsibilities and provides the policy direction necessary to ensure compliance with Title VI and related nondiscrimination statutes.

Napa County Public Works Department, as a recipient of federal funds, is required to prepare a plan to clarify roles, responsibilities, and procedures to ensure compliance with Title VI and related nondiscrimination statutes. The Title VI Program Plan must be kept current with census data, summary outreach efforts, and updated four-factor analysis. As a recipient of FHWA funds, Napa County Public Works Department must update the Title VI Program Plan annually, unless there are no changes.

The Napa County Public Works Department relies on its Title VI Program Manager to work with staff to implement and monitor compliance with Title VI nondiscrimination requirements.

II. Title VI Policy Statement

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving Federal financial assistance. Specifically, Title VI provides 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" (42 U.S.C. Section 2000d). Presidential Executive Order 13166 addresses services to those individuals with limited English proficiency.

Napa County Public Works Department (Department) is committed to ensuring that no person is excluded from participation in or denied the benefits of its services on the basis of race, color, or national origin, as protected by Title VI. This plan was developed to guide the Department in its administration and management of Title VI related activities for the public and vendors.

III. Organization, Staffing, and Structure

Department Function and Responsibilities

Mission

The Napa County Public Works Department is dedicated to sustaining health, safety, quality of life and protection of natural resources by providing and maintaining public facilities and services in partnership with the community and other public agencies for current and future residents, workers, animals and visitors of Napa County.

Function and Responsibilities

The Department has many programmatic responsibilities and oversees a variety of activities. The Department is organized into four divisions as follows:

Engineering

- Construction and Design Engineering: Oversees and implements the County's Capital Improvement Program, including buildings and civil projects.
- Roads: Protects, preserves, enhances and improves the existing County road system by operating and maintaining 418 centerline miles of County roads so that they are safe, reliable, and accessible for all users. The vast majority of roadway miles are rural in nature and almost one third of these constitute the County's major arterial or collector network.
- County Surveyor: Administers County surveys and maintains records of governmental surveys and lines. Processes lot line adjustments and subdivision maps.

Flood Control and Water Resources

- Environmental Services and Napa Flood Project: Public Works provides staffing for the Napa County Flood Control & Water Conservation District activities, which include managing the Measure "A" funded Napa River Flood Protection Project and performing a variety of watershed maintenance functions.
- Resort Improvement Districts: Public Works provides staff to operate water and sewer service for Lake Berryessa Resort Improvement District and Napa Berryessa Resort Improvement District.
- Natural Resources: The Natural Resources Conservation (NRC) Division programs include Integrated Waste Management, Water Resources Conservation, and Energy Efficiency.

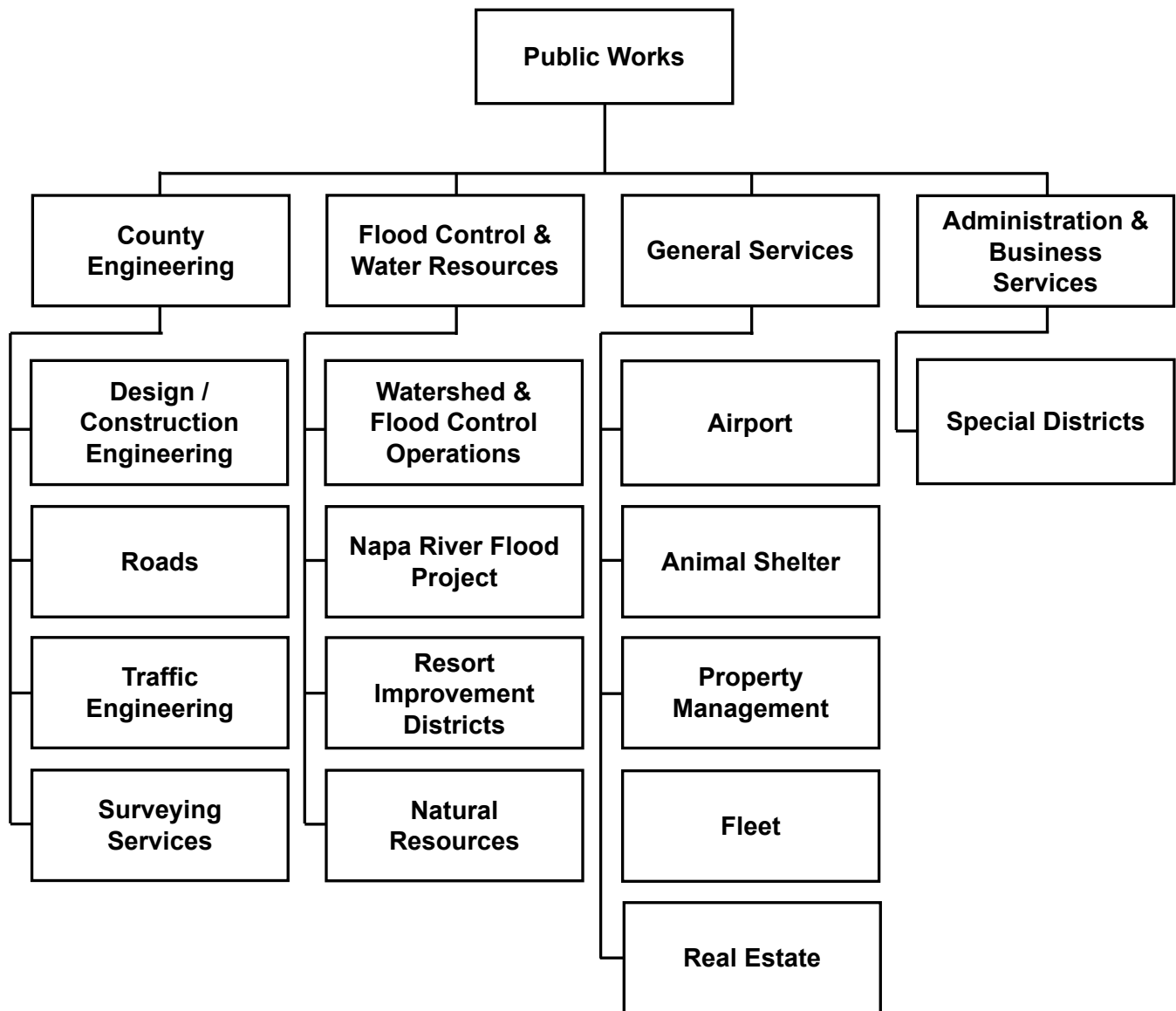
General Services

- Airport: Manages the operation and maintenance of the Napa County Airport.
- Animal Shelter: The Animal Shelter is responsible for receiving, housing and caring for stray and unwanted animals, conducting adoption, spay, and neuter programs and issuing dog licenses and kennel permits.
- Property Management: Property Management provides ongoing custodial, maintenance and rehabilitation work on County facilities. It provides for the repair and maintenance of the County's mechanical equipment and other machinery. Oversight is provided for a variety of maintenance services including all landscaping and grounds keeping operations on County premises, the Cuttings Wharf Boat Launch and the Solano Avenue Bike Rest facilities. Utility costs for County buildings are also monitored and managed within this budget unit.
- Fleet: This Division provides a working capital fund for the purchase and operation and maintenance of the County-owned vehicle fleet and road maintenance equipment.

- Real Estate: Provides real estate management including executing leases, space licenses, acquisition and disposal of real property and ongoing management of leased spaces.

Administration

- Administration and Business Services: Provides management, administrative, clerical, fiscal and accounting support to all Public Works functions.
- Special Districts: The Division provides contracted services for County Service Area No. 3, Upper Valley Waste Management Agency, Silverado Community Services District, Monticello Public Cemetery District, Lake Berryessa Resort Improvement District, Napa Berryessa Resort Improvement District and the Devlin Road Community Facilities District.



IV. Title VI Program Manager

The Napa County Public Works Director is ultimately responsible for assuring full compliance with the provisions of Title VI of the Civil Rights Act of 1964 and related statutes within the Public Works Department and has directed that non-discrimination is required of all employees, contractors, and agents pursuant to 23 CFR Part 200 and 49 CFR Part 21.

The Napa County Public Works Department has identified the Title VI Coordinator to carry out the Title VI program. The Title VI Coordinator is:

Napa County Public Works Department
Title VI Program Manager
Steve Lederer
1195 Third Street, Ste 101
Napa, CA 94559
Ph: 707-253-4351
Email: TitleVIprogram@countyofnapa.org

The Napa County Public Works Department through its Title VI Program Manager works with staff to implement and monitor compliance with Title VI nondiscrimination requirements.

The Title VI Manager is responsible for:

- Preparing a Title VI plan and annual report on the Department's behalf;
- Developing procedures for the prompt processing and disposition of complaints;
- Investigating complaints and compiling a complaint log;
- Developing procedures for the collection and analysis of statistical data;
- Developing a program to conduct Title VI reviews of program areas;
- Conducting annual Title VI assessments of pertinent program areas;
- Developing Title VI information for dissemination;
- Establishing procedures for resolving deficiencies and writing the remedial action needed for resolution.

V. Title VI Program Monitoring

Title VI Assurances

The Department is required to monitor and ensure that contractors and subrecipients hired (hereafter collectively referred to as CONTRACTOR) for Department projects agree to the following assurances:

- 1) **Compliance with Regulations:** CONTRACTOR shall comply with the regulations relative to nondiscrimination in federally assisted programs of the Department of Transportation, Title 49, Code of Federal Regulations, Part 21, as they may be amended from time to time, (hereinafter referred to as the REGULATIONS), which are herein incorporated by reference and made a part of this agreement.
- 2) **Nondiscrimination:** CONTRACTOR, with regard to the work performed by it during the AGREEMENT, shall not discriminate on the grounds of race, color, sex, national origin, religion, age, or disability in the selection and retention of sub-applicants, including procurements of materials and leases of equipment. CONTRACTOR shall not participate either directly or indirectly in the discrimination prohibited by the Regulations, section 21.5, including employment practices when the agreement covers a program set forth in the Regulations, Appendix B.
- 3) **Solicitations for Sub-agreements, Including Procurements of Materials and Equipment:** In all solicitations either by competitive bidding or negotiation made by CONTRACTOR for work to be performed under a Sub-agreement, including procurements of materials or leases of equipment, each potential sub-applicant or supplier shall be notified by CONTRACTOR of the CONTRACTOR'S obligations under this Agreement and the Regulations relative to nondiscrimination on the grounds of race, color, or national origin.
- 4) **Information and Reports:** CONTRACTOR shall provide all information and reports required by the Regulations, or directives issued pursuant thereto, and shall permit access to its books, records, accounts, other sources of information, and its facilities as may be determined by the California Department of Transportation, FHWA or other federal funding agency to be pertinent to ascertain compliance with such Regulations or directives. Where any information required of CONTRACTOR is in the exclusive possession of another who fails or refuses to furnish this information, CONTRACTOR shall so certify to the California Department of Transportation or the FHWA as appropriate, and shall set forth what efforts CONTRACTOR has made to obtain the information.
- 5) **Sanctions for Noncompliance:** In the event of CONTRACTOR's noncompliance with the nondiscrimination provisions of this agreement, the California Department of Transportation shall impose such agreement sanctions as it or the FHWA may determine to be appropriate, including, but not limited to:
 - a) Withholding of payments to CONTRACTOR under the Agreement within a reasonable period of time, not to exceed 90 days; and/or
 - b) Cancellation, termination or suspension of the Agreement, in whole or in part.
- 6) **Incorporation of Provisions:** CONTRACTOR shall include the provisions of paragraphs (1) through (6) in every sub-agreement, including procurements of materials and leases of equipment, unless exempt by the Regulations, or directives issued pursuant thereto.

CONTRACTOR shall take such action with respect to any sub-agreement or procurement as the California Department of Transportation, FHWA or other deferral funding agency may direct as a means of enforcing such provisions including sanctions for noncompliance, provided, however, that, in the event

CONTRACTOR becomes involved in, or is threatened with, litigation with a sub-applicant or supplier as a result of such direction, CONTRACTOR may request the California Department of Transportation enter into such litigation to protect the interests of the State, and, in addition, CONTRACTOR may request the United States to enter into such litigation to protect the interests of the United States.

Sub-recipients

All subcontractors and vendors who receive payments from County where funding originates from any federal assistance are subject to the provisions of Title VI of the Civil Rights Act of 1964 as amended.

Written contract shall contain non-discrimination language, either directly or through the bid specification package which becomes an associated component of the contract.

Contractor DBE Forms

Relevant contractor forms including Exhibits 10-O1, 10-O2, 15-G, 16-Z1, 17-F, 17-F1, etc. can be found on the Caltrans Local Assistance Procedures Manual (LAPM) Forms page at <https://dot.ca.gov/programs/local-assistance/forms/local-assistance-procedures-manual-forms>. Exhibit 10-R provides boilerplate agreement language to ensure that contracts conform to fiscal, Federal, and State provisions.

VI. Public Information Requirements

Title VI information posters shall be prominently and publicly displayed in the County's facilities (see Attachment 4). Information on the Title VI Complaint Procedure is available on the County's Public Works website, at <https://www.countyofnapa.org/1689/DBE-Title-VI-Complaint-Procedure> (see Attachment 5). Additional information relating to nondiscrimination obligations can be obtained from the Title VI Program Manager.

Additional resources for staff and the public on Title VI are provided in the links below:

US Department of Justice. Title VI of the Civil Rights Act of 1964:

<https://www.justice.gov/crt/fcs/TitleVI-Overview>

FHWA Title VI of the Civil Rights Act and Additional Non-Discrimination Requirements:

<https://www.fhwa.dot.gov/civilrights/programs/tvi.cfm>

TITLE VI

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

Title VI Discrimination Complaints may be submitted to:

Steve Lederer
Title VI Coordinator

Napa County Department of
Public Works
1195 Third Street, Ste 101
Napa, CA 94559
707-253-4351

TitleVIprogram@
countyofnapa.org



A Tradition of Stewardship
A Commitment to Service

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

Any person who believes they have been discriminated against may file a written complaint within 180 days of the alleged discrimination.

Additional information and Title VI Discrimination Complaint Forms can be obtained on the Napa County Public Works Department’s website at:
www.countyofnapa.org/1689/DBE-Title-IV-Complaint-Procedure.

TÍTULO VI

Sus Derechos Bajo el Título VI de la Ley de Derechos Civiles de 1964

Quejas de Discriminación Bajo Título VI Pueden enviarse a:

Steve Lederer
Title VI Coordinator

Napa County Department of
Public Works
1195 Third Street, Ste 101
Napa, CA 94559
707-253-4351

TitleVIprogram@
countyofnapa.org



A Tradition of Stewardship
A Commitment to Service

El Título VI de la Ley de Derechos Civiles de 1964 establece que ninguna persona deberá, con base en su raza, color de piel o país de origen, ser excluida de participar, ser negado beneficios, o estar sujeta a discriminación bajo cualquier programa o actividad recibiendo asistencia financiera federal. Estatutos relacionados brindan protección contra la discriminación basado en el sexo, la edad, la discapacidad y el nivel socioeconómico.

Cualquier persona quien cree que ha sido discriminado puede presentar una queja por escrito dentro de los 180 días después de la supuesta discriminación.

Mas información y el formulario de queja de discriminación bajo Título VI se puede obtener en la página del Departamento de Obras Publicas del Condado de Napa:

www.countyofnapa.org/1689/DBE-Title-IV-Complaint-Procedure.

EXHIBIT 3 - TITLE VI POSTER -TAGALOG

TITLE VI

Ang iyong mga Karapatan sa ilalim ng Title VI ng Batas Karapatan ng Sibil ng

**Maaaring
isumite ang Mga
Reklamo sa
Diskriminasyon sa
Title VI sa:**

Steve Lederer
Title VI Coordinator

Kagawaran ng Mga
Pamublikong Gawain ng
Napa County
1195 Third Street, Ste 101
Napa, CA 94559
707-253-4351

TitleVIprogram@
countyofnapa.org



A Tradition of Stewardship
A Commitment to Service

Ang Titulo VI ng Batas ng mga Karapatang Sibil ng 1964 ay nagsasaad na "walang sinuman sa Estados Unidos ay, sa batayan ng lahi, kulay, o pinagmulan ng bansa, ay hindi kasama sa paglahok, tinanggihan ang mga benepisyo ng, o mapapailalim sa diskriminasyon sa ilalim anumang programa o aktibidad na tumatanggap ng pederal na tulong pinansyal. "Ang mga kaugnay na batas ay nagbibigay ng proteksyon laban sa diskriminasyon batay sa kasarian, edad, kapansanan, at katayuan sa socioeconomic.

Ang sinumang tao na naniniwala na sila ay may discriminated laban ay maaaring maghain ng nakasulat na reklamo sa loob ng 180 araw mula sa diumano'y diskriminasyon.

Karagdagang impormasyon at maaaring makuha ang Mga Form sa Reklamo sa Diskriminasyon sa Title VI of Public Works ng Napa County sa website ng Departmentsa:

www.countyofnapa.org/1689/DBE-Title-IV-Complaint-Procedure.

VII. Limited English Proficiency Four Factor Analysis

Introduction

To clarify Title VI of the Civil Rights Act of 1964, President William J. Clinton signed “Executive Order 13166: Improving Access to Service for Persons with Limited English Proficiency (LEP)” in August 2000.

The purpose of this executive order was to ensure accessibility to programs and services to otherwise eligible persons who are not proficient in the English language. This executive order stated that individuals who have a limited ability to read, write, speak, or understand English are entitled to language assistance under Title VI of the Civil Rights Act of 1964. The Executive Order states that:

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

Not only do all federal agencies have to develop LEP plans as a condition of receiving federal financial assistance, recipients must comply with Title VI and LEP guidelines of the federal agency from which funds are provided as well. Federal financial assistance includes grants, training, and use of equipment, donations of surplus property, and other assistance. Title VI applies to a recipient’s entire program or activity. This means all parts of a recipient’s operations are covered, even if only one part of a recipient’s organization receives the federal assistance. The Napa County Public Works Department receives funds from the US Department of Transportation (US DOT) via the Federal Highway Administration (FHWA) for its County roads and receives funds from the Federal Aviation Administration (FAA) for its airport. The Department also receives funding from FEMA, EPA and other federal sources.

The US Department of Transportation published Policy Guidance Concerning Recipients’ responsibilities towards Limited English Proficient individuals in the Federal Register of December 14th, 2005. This guidance applies to all US DOT funding recipients, which include state departments of transportation, state motor vehicle administrations, airport operators, metropolitan planning organizations, and regional, state, and local transit operators, among many others.

Designing an Effective LEP Policy

A) ELEMENTS OF AN EFFECTIVE LEP POLICY

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

1. Identifying LEP persons who need language assistance
2. Evaluating accessibility to available transportation services through a Four-Factor Analysis
3. Identifying ways in which language assistance will be provided
4. Training Staff
5. Providing notice to LEP persons

These recommended plan elements have been incorporated into this plan.

B) METHODOLOGY FOR ASSESSING NEEDS AND REASONABLE STEPS

The US DOT guidance outlines four factors that should be analyzed in order to assess the recipient agency's language needs. The objective of this Four-Factor Analysis is to determine the reasonable steps the recipient should take to ensure meaningful access to services for LEP persons. The four factors include:

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

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

In order to assess the needs of the County in terms of language assistance to LEP individuals, the plan analyzed a variety of data sources. Census data was consulted to determine the languages spoken by LEP individuals. The plan was also informed by an informal survey completed by the Public Works Department members of staff who interact with the community as part of their job. Given the number of LEP individuals, as displayed in Table #1, the probability of encountering an LEP individual is fairly low. However, given that many of our services just as road maintenance, flood protection and animal services play a role in the health and safety of our community, it is important that we ensure accessibility to all of the Department's programs, services and activities.

C) THE FOUR-FACTOR ANALYSIS

This plan uses the recommended four-factor analysis as outlined above. Each of the following factors is examined to determine the level and extent of language assistance measures required to sufficiently ensure meaningful access to Napa County Public Works Department services for LEP individuals.

Recommendations are then based on the results of the analysis.

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

The Census Bureau has a range for four classifications of how well people speak English, these include: 'very well,' 'well,' 'not well,' and 'not at all.' For the purposes of this plan, Limited English Proficient persons are considered people that speak English less than 'very well.'

The 2023 American Community Survey Data for Napa County indicates that 44,037 (34%) of individuals in the County speak a language other than English. Of those individuals, 19,385 have identified themselves as speaking English less than 'very well', which represents 14.9% of the County's population 5 years and older. Of the individuals that speak English less than very well, 16,504 speak Spanish (or 85% of the total population that speaks English less than very well), 1,928 speak Asian and Pacific Island languages, 902 speak Indo-European languages other than Spanish, and 261 speak other languages.

Table #1: Language Spoken at Home

	Total Number of Speakers	Speak English Less Than “Very Well”	Speak English Less Than “Very Well” as Percent of total population 5 years old and over
Population 5 years and over	129,849	19,385	14.9%
Speak a language other than English	44,037	19,385	14.9%
<i>Spanish</i>	35,028	16,504	12.7%
<i>Other Indo-European Language</i>	3,490	902	.6%
<i>Asian and Pacific Island Languages</i>	5,258	1,928	1.4%
<i>Other Languages</i>	261	51	.03%

Source: U.S. Census Bureau, 2023 American Community Survey 5-Year Estimates

Factor 2: Frequency of Contact with LEP Individuals

The Napa County Public Works Department has conducted an informal survey of its employees to help estimate the frequency with which the department interacts with LEP individuals. The survey was completed by a representative sample of the Department’s staff, including employees from all program and service areas. Employees were asked about the frequency of their interactions with LEP individuals both in the office and out in the field. Frequency ranged from “not at all” to “daily” depending on their position. Staff with field responsibilities noted they were likely to encounter a LEP person.

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

The Napa County Public Works Department’s main function is to maintain the unincorporated road network, flood control facilities, the airport, County buildings, and the animal shelter facilities throughout the unincorporated Napa County. It is believed that denial or delay of access to services or information provided by the Napa County Public Works Department could have serious implications on an LEP individual. Services that impact residents’ health and safety are of particular importance, such as water resources, animal control, sewer, road maintenance for fire protection and other emergency services. It can therefore be determined that denial of services to an LEP individual could have significant detrimental effect on that person.

Factor 4: The Resources available to the Public Works Department and Overall Cost

The US DOT Guidance Concerning Recipients’ Responsibilities to LEP Persons published in the Federal Register, December 14, 2005, states:

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

Based on this guidance, the Napa County Department of Public Works has reviewed the resources it has available to provide language resources in order to estimate the level of language services it can provide. Given the concentration of LEP individuals in the County, the County has determined that it has the resources to translate its vital documents into Spanish, which is spoken by 85% of LEP individuals in the County, and Tagalog which falls under the “Safe Harbor” provision (as discussed below). Other languages will be provided translation services upon request. The Department has bi-lingual staff, a consultant to translate documents, and a phone number (800-521-1786) to help with language assistance. The cost associated with the necessary translation of documents will be allocated on an as-needed basis and charged to the program that is responsible for the information being requested.

D) SAFE HARBOR PROVISION

Because the Department of Transportation (DOT) guidelines regarding “Safe Harbor Provision” for translation of written materials requires the identification of “Safe Harbor Languages”, careful attention must be paid to the absolute numbers as well as the percentage of the population that do not speak English in the development of the LEP Plan. FTA Circular 4702.1B states the following with respect to the Safe Harbor Provision:

“The Safe Harbor Provision stipulates that, if a recipient provides written translation of vital documents for each eligible LEP language group that constitutes five percent (5%) or 1,000 persons, whichever is less, of the total population of persons eligible to be served or likely to be affected or encountered, then such action will be considered strong evidence of compliance with the recipient’s written translation obligations. Translation of non-vital documents, if needed, can be provided orally. If there are fewer than 50 persons in a language group that reaches the five percent (5%) trigger, the recipient is not required to translate vital written materials but should provide written notice in the primary language of the LEP language group of the right to receive competent oral interpretation of those written materials, free of cost.”

The “Safe Harbor” provision applies to the translation of vital written documents only. Based on sources using US Census data, the number of people in the County who speak English "less than very well" and meet the 1,000 person threshold include Spanish speaking and Tagalog speaking members of the community. Per the federal Safe Harbor Provision, the County is obligated to translate vital materials for the department into Tagalog.

E) TRANSLATION OF VITAL DOCUMENTS

Determining whether a document is “vital” and therefore requires translation depends on the seriousness of consequences that the LEP individual may face if the information in question is not provided accurately or in a timely manner. The following are examples of written materials that may be considered vital:

- Applications
- Consent forms
- Complaint forms
- Intake forms with potential for health consequences,
- Letters/notices pertaining to eligibility for benefits; rights; the reduction, denial, or termination of services or benefits; that require a response; or that are part of emergency preparedness or risk communications

- Documents that must be provided by law
- Notices regarding the availability of free language assistance services

If the document does not fall into one of the above categories, or if its status is unclear, consider whether a member of the public could fail to access or participate in, or be terminated from, a program, service or activity, or suffer significant financial, physical, or other harm if they are unable to complete and/or understand the information in that document. If the answer to any of those questions is “Yes,” the document should be considered vital.

F) LANGUAGE ASSISTANCE MEASURES

The Department provides notice to LEP person in a variety of ways. These activities and notifications include:

- Signage and posters in Spanish and Tagalog and notification that free language assistance is available.
- Other outreach notifications may be done in Spanish and Tagalog including notification that free language services are available from the agency
- Verbal communications with bi-lingual staff inform respondents that free language assistance is available including translation of important documents.
- Working with community-based organizations to keep them informed of County language assistance services so they can inform their constituents

The Department has several methods for providing language assistance to LEP person. These activities and notifications include:

- Title VI Program Manager has identified staff with suitable language skills to provide basic language assistance
- Title VI Program Manager is responsible for facilitating a response to any written correspondence from an LEP Person
- Bi-lingual County staff in public contact positions are usually able to provide a basic response regarding language assistance.
- Field staff may be accompanied by a bi-lingual staff person to address the needs of a LEP-person.
- Bi-lingual Department staff may provide an initial assessment of the level of language assistance support needed and work to schedule the participation of an interpreter or arrange for translations of important documents needs to support the LEP person’s inquiry.
- Mono-lingual staff will be kept informed of staff language capabilities, so they can seek immediate assistance should they be contacted in person, by phone or in writing.
- The Department has a consultant to translate documents as needed
- The Department provides the following phone number for language assistance: 800-521-1786.

Staff Training:

Department staff receive training every two years regarding the Title VI Program requirements. The training includes how to be responsive to a LEP person and the program includes potential scenarios where they might encounter an LEP person. Staff are provided strategies to help them respond effectively, regardless of their personal language capabilities.

LEP Plan Monitoring:

Every three years, the Title VI Program coordinator will conduct a survey of a sample of employees from each division within the department to collect information about the number and types of interactions they have with LEP person to determine if updates or revisions are needed to this plan and related staff training.

VIII. Complaints Procedure

In accordance with 23 CFR Section 200.9(b)11, the Department is obligated to develop procedures for prompt processing and disposition of Title VI complaints received directly by the Department.

How to file a Title VI complaint?

Any person who believes that they have been subjected to discrimination may file a signed, written complaint up to one hundred and eighty (180) days from the date of the alleged discrimination. The complaint may come from the public or a vendor. The complaint should include the following information:

- Your name, mailing address, and how to contact you (i.e., telephone number, email address, etc.)
- How, when, where and why you believe you were discriminated against. Include the location,
- Names and contact information of any witnesses.
- Other information that you deem significant

The Title VI Complaint Form in Exhibit 4 (English), Exhibit 5 (Spanish), and Exhibit 6 (Tagalog) may be used to submit the complaint information.

The complaint may be filed in writing with the Department at the following address:

Title VI Program Manager
Napa County Public Works Department
1195 3rd Street, Suite 101
Napa, CA 94559

If an individual is unable to write a complaint, the Public Works staff will assist the individual. If requested, the Public Works Department will provide a language or sign interpreter. An individual also has the right to file a complaint directly with the U.S. Department of Transportation and/or the California Department of Transportation.

NOTE: The Department encourages all complainants to certify all mail that is sent through the U.S. Postal Service and/or ensure that all written correspondence can be tracked easily. For complaints originally submitted by facsimile, an original, signed copy of the complaint must be mailed to the Title VI Program Manager as soon as possible, but no later than 180 days from the alleged date of discrimination.

What happens to the complaint after it is submitted?

All complaints alleging discrimination based on race, color or national origin in a service or benefit provided by the Department will be directly addressed by the Department.¹ The Department shall also provide appropriate assistance to complainants, including those who are limited in their ability to communicate in English. Additionally, the County shall make every effort to address all complaints in an

¹ Complaints alleging discrimination due to disability will not be addressed by the Department, but must be submitted to Alfredo Larranaga, County of Napa Safety Officer and ADA Coordinator, Risk Management, 1195 Third Street, Suite 310, Napa, CA 94559.

expeditious and thorough manner. The County will promptly resolve deficiencies and prepare the necessary remedial action within 90 days (per 23 CFR 200.9(b)(15)). Please note that in responding to any requests for additional information, a complainant's failure to provide the requested information may result in the administrative closure of the complaint.

How will the complainant be notified of the outcome of the complaint?

The Title VI Program Manager will mail a “Notice of Determination” to the Complainant. The Notice shall include information regarding appeal rights, including:

- Napa County will reconsider this determination, if new facts, come to light; and
- If a Complainant is dissatisfied with the determination and/or resolution set forth, the Complainant has the right to appeal.
- If the Complainant disagrees with the Title VI Program Manager’s response set forth in the Notice of Determination, they may appeal by submitting a written request to the Director of Public Works within 10 calendar days after receipt of the Notice of Determination. The appeal shall be sufficiently detailed and contain any items the Complainant feels were not fully understood by the Title VI Program Coordinator. The Director of Public Works will notify the Complainant of their decision to accept or reject the appeal within 10 calendar days of receipt. In cases where the Director of Public Works agrees to reconsider, the matter shall be reviewed in accordance with the County’s referral to review process.

The Department will maintain a complete log of all complaints, including the following information: date complaint was filed; date of alleged discriminatory act(s); names of complainant and respondent; basis (protected class under Title VI) and nature of the complaint; whether the complaint was investigated; the name of the investigator; and the disposition of the complaint. See Exhibit 7, Example Complaint Log.

EXHIBIT 4 - TITLE VI COMPLAINT FORM - ENGLISH

TITLE VI Discrimination Complaint Form

Your Contact Information

Name: _____
Address: _____
City: _____ State: _____ Zip: _____
Home Phone: _____
Work Phone: _____
Email: _____

Discrimination Complaint

Name of Agency or Person that You Believe Discriminated Against You:

Date of Alleged Incident(s):

You believe you were discriminated because of (check all that apply):

<input type="checkbox"/> Race	<input type="checkbox"/> Color
<input type="checkbox"/> Retaliation	<input type="checkbox"/> National Origin (Language)
<input type="checkbox"/> Sex	<input type="checkbox"/> Age
<input type="checkbox"/> Familial Status	<input type="checkbox"/> Other
<input type="checkbox"/> Religion	

Explain as briefly and clearly as possible what happened and how you believe you were discriminated against. Indicate who was involved, including any witnesses. Be sure to include how other persons were treated differently than you, if applicable. Also attach any relevant written material pertaining to the incident(s):

Have you filed this complaint with any other federal, state, or local agency; or with any federal or state court? Yes No

If yes, which? Federal Court State Court Federal Agency
 State Agency Local Agency

Signature: _____ Date: _____

Please mail this form to: Napa County Public Works, Attn: Title VI Program Manager, 1195 3rd Street, Napa, CA 94559

EXHIBIT 5 – TITLE VI COMPLAINT FORM – SPANISH

TÍTULO VI Y ESTATUTOS RELACIONADOS QUEJA DE DISCRIMINACIÓN

Su Información de Contacto

Nombre: _____

Dirección _____

Ciudad: _____ Estado: _____ Código Postal: _____

Teléfono de casa: _____

Teléfono de trabajo: _____

Correo Electrónico: _____

Queja de Discriminación

Nombre de la Agencia o Persona que usted cree que ha discriminado contra usted:

Fecha del supuesto incidente(s):

Usted piensa que ha sido discriminado por causa de (seleccione todas las respuestas que correspondan):

_____ Raza

_____ Represalias

_____ Sexo

_____ Estado Familiar

_____ Religión

_____ Color

_____ Origen Nacional (idioma)

_____ Edad

_____ Otro

Explique lo más breve y claramente posible lo que pasó y como usted piensa que ha sido discriminado. Indique quien fue implicado, incluya testigos. Asegúrese de incluir como otras personas fueron tratados diferentemente que usted, si es aplicable. Además, incluya cualquier documento escrito relacionado al incidente.

¿Ha presentado esta queja a otra agencia federal, estatal o local, o a un tribunal federal o estatal? _____ Sí _____ No

En caso afirmativo, ¿cuál? _____ Tribunal Federal _____ Tribunal Estatal

_____ Agencia Federal _____ Agencia Estatal _____ Agencia Local

Firma: _____ Fecha: _____

Por favor, envíe este formulario a: Napa County Public Works, Attn: Title VI Program Manager, 1195 3rd Street, Napa, CA 94559

EXHIBIT 6 – TITLE VI COMPLAINT FORM - TAGALOG

TITULO VI AT MGA KAUGNAY NA BATAS REKLAMO LABAN SA DISKRIMINASYON

Iyong Impormasyon sa Pakikipag-ugnay

Pangalan: _____

Tirahan: _____

Lungsod: _____ Estado: _____ Zip: _____

Telepono sa Tahanan: _____

Telepono sa Trabaho: _____

Email: _____

Reklamo Laban sa Diskriminasyon

Pangalan ng Ahensiya o Tao na Pinaniniwalaan Mo na may Ginawang Diskriminasyon Laban sa Iyo:

Petsa ng Hinihinalang (mga) Insidente:

Naniniwala ka na may ginawang diskriminasyon sa iyo dahil sa (markahan ang lahat ng naaangkop):

_____ Lahi

_____ Kulay

_____ Paghihiganti

_____ Pinagmulang Bansa (Wika)

_____ Kasarian

_____ Edad

_____ Katayuan ng Pamilya

_____ Iba pa

_____ Relihiyon

Ipaliwanag nang maikli at malinaw hangga't maaari kung ano ang nangyari at kung paano mo pinaniniwalaan na may ginaw ang diskriminasyon laban sa iyo. Isulat kung sino ang kasangkot, kabilang ang sinumang mga saksi. Tiyakin na isama kung paano naiiba ang pagtrato sa iban mga tao kaysa sa iyo, kung naaangkop. Maglakip din ng anumang kaugnay na nakasulat na materyal na nauukol sa (mga) insidente:

Naisampa mo na ba ang reklamong ito sa anumang iba pang ahensiyang pederal, estado, o local; o sa anumang kukumang pederal o estado? ____ Oo ____ Hindi

Kung oo, saan? ____ Pederal na Hukuman ____ Hukuman ng Estado

____ Pederal na Ahensiya ____ Ahensiya ng Estado ____ Lokal na Ahensiya

Lagda: _____ Petsa: _____

Mangyaring ipadala ang form na ito sa: Napa County Public Works, Attn: Title VI Program Manager,
1195 3rd Street, Napa, CA 94559

EXHIBIT 7 – EXAMPLE TITLE VI DISCRIMINATION COMPLAINT LOG

	Division:								
	Date Filled Out:								
	Date the Complaint Was Filed	Date of Alleged Discriminatory Act(s)	Name of Complainant	Name of Respondent (Division or Persons Complaint Filed Against)	Basis of Complaint (Protected Class: Race, Color, National Origin, Sex, Age, Income Status)	Nature of the Complaint	Investigated (Y/N)	Investigator	Disposition
1									
2									
3									
4									
5									
6									
7									
8									
9									
10									
11									
12									
13									
14									
15									
16									
17									
18									
19									
20									

IX. Data Collection Procedures

Napa County is required by federal regulation to collect statistical data on the race, color, and national origin of participants in and beneficiaries of its programs. Data collection efforts specific to each division and program area are described in the Department's Goals and Accomplishment Report. The following is a brief description of the data collection activities conducted by the Department of Public Works.

- The Department reviews US census tract data to determine appropriate outreach activities based on the demographics of the area where a project is proposed. Department staff translates outreach documents into Spanish countywide. The census tract data also supports the Department's practice of translating outreach documents sent to people near American Canyon into Tagalog.
- The Department sets an annual DBE goal and it is applied on a project- specific basis.
- The County conducts outreach to women-owned and minority owned businesses when soliciting bids and services. The County allows sufficient time for prime contractors to solicit participation from these firms so they can participate as a sub-consultant on the project team.
- The Title VI Program Manager tracks discrimination complaints and monitors their status and resolution.
- Staff track requests they receive from LEP persons for inquiries and services. Most of the divisions have bi-lingual Spanish speaking staff who are available to assist as needed. This information is compiled and reviewed by the Title VI Program Manager each year.

X. Title VI Training

Napa County Public Works Department must take active steps to ensure that none of its activities or programs treats any part of a community any differently than another. The Napa County Public Works Department is committed to achieving full compliance and expects every manager, supervisor, employee, and sub recipient of federal-aid funds administered by the Napa County Public Works Department to be aware of and apply the intent of Title VI and related nondiscrimination statutes in performing assigned duties.

The Title VI Program Coordinator is responsible for scheduling and conducting training so that that Department staff stay up to date with program requirements. The Title VI Training Program is designed to ensure that Department staff fully understand their responsibilities regarding these requirements, but most importantly, they understand that all community members must receive equal treatment and access to activities and programs. The training includes strategies and procedures to help ensure this happens.

The training focuses on orienting participants to the Department's Title VI Program Plan. The training will also help them understand their responsibilities and improve their ability to respond effectively to a LEP person or an individual who may have a concern about being treated unfairly. We expect the training will take 1-1.5 hours. The training will include the topics described below. The order and time allocation for the topics may vary depending on the audience, time available and other factors.

Training Program Topics

1. Introduction to the Department's Title VI Program Plan

Participants will be introduced to the Title VI Program Plan and be given an orientation to the plan components and the laws and regulations that direct these programs.

2. Review of the Department's programs and activities

Participants will review the Department's programs and activities and discuss how the Title VI requirements might apply to their job. Participants will be asked to identify potential opportunities for interaction with LEP persons or individual who may have concerns about the response or treatment they are experiencing.

3. Review of outreach materials and complaint reporting procedures

Participants will receive information about how the County publicizes its responsibilities and complaint procedures. They will also receive information on how to file a complaint.

4. Discussion of potential responses

Potential responses will be discussed so participants can respond effectively to a LEP person or an individual with concerns.

5. Review of data collection and reporting procedures

The Department is required to report on its goals and accomplishments on an annual basis and update the Title VI Program Plan every three years or sooner if there are deficiencies or improvements that necessitate an update to the plan. There are also data collection procedures and reports that need to be addressed. Staff awareness and understanding of these procedures will help support the Title VI Program Manager's ability to meet the requirements.

6. Review of Justice Department Videos

The US Justice Department is a definitive source of information regarding the Title VI requirements and they provide informational videos to help agency staff and interested parties stay informed regarding the requirements. The three (3) training videos identified below will be incorporated into the training- with time for discussion and reflection as time allows.

- Understanding and Abiding by Title VI of the Civil Rights Act of 1964 Department of Justice, Online Video
- Breaking Down the Barriers: Translating Limited English Proficiency Policy into Practice, Department of Justice, Online Video, (English, Spanish, Chinese, Vietnamese, and Korean)
- Overcoming Language Barriers, Department of Justice, Online Video

Training Program Participants

It is essential that Department staff are aware of their responsibilities and receive training on a regular cycle. Staff from all divisions within the Department of Public Works will receive Title VI training.

Training Program Schedule

Training will be conducted on a regular cycle. The Title VI Training videos provided by the US Justice Department will be included in the on-boarding process for new employees. Current Department staff will receive training in early 2026, with the precise schedule to be determined. Training will be provided for staff every two years, with an emphasis on any updates to the federal requirements.

XI. Annual Accomplishments Report

	Goals – 2025	Accomplishments	Status
1	Conduct outreach activities to County staff and public to ensure broad awareness of Title VI Program requirements		
	<ul style="list-style-type: none"> Place posters (English, Spanish and Tagalog) in prominent locations in county offices and public areas of buildings 	<ul style="list-style-type: none"> Posters placed in public and internal areas of County buildings County will respond to contracting requirements as required 	<ul style="list-style-type: none"> Completed
	<ul style="list-style-type: none"> Post posters on County website (English, Spanish and Tagalog) 	<ul style="list-style-type: none"> Poster in (English, Spanish and Tagalog) posted on County website 	<ul style="list-style-type: none"> Completed
	<ul style="list-style-type: none"> Reach out to community partners and share posters and information 	<ul style="list-style-type: none"> Posters and information shared with community partners 	<ul style="list-style-type: none"> Ongoing
	<ul style="list-style-type: none"> Conduct outreach to contractors and consultants regarding Title VI assurance contracting requires for: Compliance with regulations, non-discrimination, solicitations for sub-agreements and information and reports Respond to inquiries as needed 	<ul style="list-style-type: none"> Contractors will receive outreach as part of County notification and solicitations process 	<ul style="list-style-type: none"> Ongoing
	<ul style="list-style-type: none"> Collect statistical data of participants in, and beneficiaries of, federally funded projects, and analyze that data to determine the effectiveness of outreach methods to ensure that no group is excluded during decision-making processes, is not given an opportunity to voice their opinions or concerns, or fails to receive vital information. 	<ul style="list-style-type: none"> County will review data to determine effectiveness of outreach and languages that meet the threshold for translation of vital documents 	<ul style="list-style-type: none"> Ongoing
2	Conduct training activities for DPW staff and County Leadership		
	<ul style="list-style-type: none"> Conduct training for Public Works staff on a two-year cycle 	<ul style="list-style-type: none"> Consultant hired July 2025 to develop materials 	<ul style="list-style-type: none"> Completed
	<ul style="list-style-type: none"> Work with consultant to finalize training materials and program 	<ul style="list-style-type: none"> Scheduling initiated to determine when additional trainings can be conducted 	<ul style="list-style-type: none"> Ongoing
	<ul style="list-style-type: none"> Provide web-based training platform, including US Justice Department videos to train new staff as part of their on-boarding process. 	<ul style="list-style-type: none"> Videos have been secured. County is exploring web platform for independent use of the training 	<ul style="list-style-type: none"> Ongoing

	Goals – 2025	Accomplishments	Status
	<ul style="list-style-type: none"> Provide general handout to contractors and consultants and program requirements 	<ul style="list-style-type: none"> Share handouts from trainings with contractors and consultants on an ongoing basis 	<ul style="list-style-type: none"> Ongoing
3	Provide translation / interpretation services		
	<ul style="list-style-type: none"> Translate Title VI information into Spanish and Tagalog 	<ul style="list-style-type: none"> Poster and complaint form translated into Spanish and Tagalog 	<ul style="list-style-type: none"> Completed
	<ul style="list-style-type: none"> Provide translation / interpretation services as requested 	<ul style="list-style-type: none"> Bi-lingual staff have been identified and briefed regarding potential translation / interpretation activities 	<ul style="list-style-type: none"> Ongoing
4	Complete documentation of complaints and resolution as needed		
	<ul style="list-style-type: none"> Document complaints and resolution as needed 	<ul style="list-style-type: none"> Title VI Program Manager addresses these as needed. No complaints pending. 	<ul style="list-style-type: none"> No activity at this time
	<ul style="list-style-type: none"> Document any program enhancement and adjust training program as needed 	<ul style="list-style-type: none"> Title VI Program Manager will respond as needed 	<ul style="list-style-type: none"> Ongoing

APPENDIX

Napa County Utilizes various media to provide information to the public. See Attachments 1-5.

ATTACHMENT 1

SAMPLE DBE/MBE/WBE ADVERTISEMENTS

Napa Co Public Works
1195 Third St
Napa, CA 94559
Tel: (707) 253-4351
Fax: (707) 253-4627

Ad Proofs

Project Name: Dry Creek Road Bridge over Dry Creek
Replacement Project, RDS 15-22

Contract/Bid #: RDS 15-22 Federal Project Number: BRLS
5921 (061)

Awarding Agency: Napa County Public Works

Focus Journal Ad

Publication: DBE GoodFaith (DBEGoodFaith.com)
Published On: 01/24/2025 @ 12:44:58 PM Pacific
Expired On: 02/20/2025 @ 11:59:59 PM Pacific
Message Notifications Sent To: zandra.massari@countyofnapa.org
Published At: https://dbegoodfaith.com/item.php?item_type=ads&ad_adid=63026

Napa Co Public Works

is seeking qualified DBEs

Project Name

Dry Creek Road Bridge over Dry Creek Replacement Project, RDS 15-22

Bid/Contract

RDS 15-22 Federal Project Number: BRLS 5921 (061)

Awarding Agency

Napa County Public Works

Project Location

Napa, Napa County, CA

Bid Date

02/20/2025 at 11:30

Project Details

Project is 0.8 miles west of Mt. Veeder Road and consist of replacing the existing bridge at a sharp curve in Dry Creek Road. The proposed bridge structure would consist of an approximately 80-foot-long by 32-foot-wide single-span concrete slab bridge that is constructed on pre-cast and pre-stressed concrete girders. The project also includes 900 feet of new roadway to remove two curves in Dry Creek Road.

Engineer Estimate: \$5,900,000. Contractor shall possess a Class A License at the time of contract award.

DBE Goal is 22%. For the Federal training program, the number of trainees or apprentices is nine.

<https://www.countyofnapa.org/Bids.aspx?BidID=467> This link is available to view plans and specifications.

The bidder's bond is required with bid. Insurance, Performance Bond and Labor & Material are required once awarded. Contractor and sub-contractors are required to provide their license and DIR number.

Get in Touch

Outreach Coordinator
Zandra Massari

Project Estimator
Graham Wadsworth

Telephone
(707) 253-4351

Fax
(707) 253-4627

Address
**1195 Third St
Napa, CA 94559**

[Send Message »](#)

Certification & Assistance
California DBE Program
San Francisco LBE Program
San Diego SLBE Program
Bay Area Rapid Transit MBE, WBE (EOPP) Program
Los Angeles County CBE Program
Alameda County SLEB Program
California Supplier Clearinghouse Diversity Program Program
Oakland LBE/SLBE Program
Los Angeles County SLBE & DVBE Program
Alameda County Alameda CTC LBE/SLBE Program
California SB-PW Program
California DVBE Program

Free DBE Resources

Procurement, Capital Access, & Surety Bond Assistance

The U.S. Department of Transportation-supported **Southwest Region SBTRC** helps DBEs with **Procurement, Capital Access, and Surety Bond Assistance** - and much more - at no cost.

[Learn more »](#)

Trade Journal Ad

Publication: DBE Journal (DBEJournal.com)

Published On: 01/24/2025 @ 12:44:58 PM Pacific

Expired On: 02/20/2025 @ 11:59:59 PM Pacific

Published At:

http://dbejournal.com/index.php?show_ad=63026&ad_project_name=Dry+Creek+Road+Bridge+over+Dry+Creek+Replacement+Project%2C+RDS+15-22&co_name=Napa+Co+Public+Works

Outreach Coordinator

Zandra Massari

Estimator

Graham Wadsworth

Contact Information

1195 Third St
Napa, CA 94559

Telephone

(707) 253-4351

Fax

(707) 253-4627

Napa Co Public Works

is seeking qualified DBEs

Project Name

Dry Creek Road Bridge over Dry Creek Replacement Project, RDS 15-22

Bid/Contract #

RDS 15-22 Federal Project Number: BRLS 5921 (061)

Awarding Agency

Napa County Public Works

Project Location

Napa, Napa County, CA

Bid Date

02/20/2025 at 11:30

Project Details

Project is 0.8 miles west of Mt. Veeder Road and consist of replacing the existing bridge at a sharp curve in Dry Creek Road. The proposed bridge structure would consist of an approximately 80-foot-long by 32-foot-wide single-span concrete slab bridge that is constructed on pre-cast and pre-stressed concrete girders. The project also includes 900 feet of new roadway to remove two curves in Dry Creek Road.

Engineer Estimate: \$5,900,000. Contractor shall possess a Class A License at the time of contract award.

DBE Goal is 22%. For the Federal training program, the number of trainees or apprentices is nine.

<https://www.countyofnapa.org/Bids.aspx?BidID=467> This link is available to view plans and specifications.

The bidder's bond is required with bid. Insurance, Performance Bond and Labor & Material are required once awarded. Contractor and sub-contractors are required to provide their license and DIR number.

LinkedIn

Remember to follow DBEGoodFaith on LinkedIn and re-post the bid invitation provided below. This will help you get more eyes on the sub/supplier opportunities available on the project.

Published On: 12/31/1969 @ 04:00:00 PM Pacific

Published At: Tweet not posted yet. Please check back soon for post confirmation.

ATTACHMENT 3

EXAMPLE WORK SITE NOTIFICATIONS



A Tradition of Stewardship
A Commitment to Service

Department of Public Works

1195 Third Street, Suite 101
Napa, CA 94559-3092
www.countyofnapa.org/publicworks

Main: (707) 253-4351
Fax: (707) 253-4627

Steven Lederer
Director

June 8, 2017

Redwood Road Owner / Resident
Napa, CA 94558

Subject: Site Meeting on June 22, 2017 for Redwood Road Repair at Mile Post Marker 5.0

Dear Owner / Resident,

In the continuing effort to repair the damage incurred in your area by past storms, the County will soon commence repair work at the above-mentioned site. The project is approximately located in the 4500 block of Redwood Road, Napa County, California. The project includes the construction of a retaining wall, earthwork excavation and backfill, erosion control measures and pavement repairs.

The County would like to meet with the residents at the project site on Thursday, June 22, 2017 at 10 am, to discuss the project and seek feedback on road closures. We apologize for this short notice.

Subject to changes, construction is tentatively scheduled to begin this upcoming summer and is expected to be completed before winter 2017, weather permitting.

The County and contractor will make all reasonable attempts at minimizing the disruption to the Redwood Road area's residents and deliveries and allow traffic through in a timely manner.

The contractor will be coordinating with the Emergency Services, the United States Postal Service and the Waste Disposal (Garbage) Service and not disrupt these services.

We acknowledge that this may cause you some inconvenience during the short construction period. We thank you for your patience and cooperation in the County's effort to maintain your road. Please contact James Reese of this office by phone at (707) 259-8281, or by email at James.Reese@countyofnapa.org with any questions or comments.

Sincerely yours,

Steven Lederer
Director, Napa County Public Works

Mallika Ramachandran P. E.
Engineering Manager



A Tradition of Stewardship
A Commitment to Service

Department of Public Works

1195 Third Street, Suite 101
Napa, CA 94559-3092
www.countyofnapa.org/publicworks

Main: (707) 253-4351
Fax: (707) 253-4627

Steven Lederer
Director

August 9, 2017

Redwood Road Owner / Resident
Napa, CA 94558

Subject: REDWOOD ROAD MPM 5.07, 2017 STORM DAMAGE REPAIR – RETAINING WALL

Dear Owner / Resident,

Construction is scheduled to start on the Redwood Road MPM 5.07, storm damage repair project the week of August 21st, with tree removal. The project is located approximately in the 4500 block of Redwood Road, Napa County, California. The project includes tree removal, the construction of a retaining wall, earthwork excavation and backfill, erosion control measures and pavement repairs.

As has been previously discussed during the 6/22/17 on-site meeting, one lane will remain open except for potential two-hour closures between the hours of 9 to noon, and 1 to 4, during the approximate 70 day working schedule. The closures will be limited to Monday through Friday. Once the exact dates and hours of the closures are known, another notification will be mailed out with more details. In the event of an emergency during the road closure, the contractor will allow the emergency vehicle to ingress and egress.

The County and contractor will make all reasonable attempts to minimize the disruption to the Redwood Road area's residents and deliveries.

This notice will also be coordinated with the Emergency Services, the United States Postal Service, Waste Disposal (Garbage) Service, and other deliveries, to not disrupt those services.

We acknowledge that this may cause you some inconvenience during the short construction period. We thank you for your patience and cooperation in the County's effort to maintain your road. Please contact James Reese of this office by phone at (707) 259-8281, or by email at james.Reese@countyofnapa.org with any questions or comments.

Sincerely yours,

Steven Lederer
Director, Napa County Public Works

By For 
Mallika Ramachandran P. E.
Engineering Manager



A Tradition of Stewardship
A Commitment to Service

Department of Public Works

1195 Third Street, Suite 101
Napa, CA 94559-3092
www.countyofnapa.org/publicworks

Main: (707) 253-4351
Fax: (707) 253-4627

Steven Lederer
Director

9 de Agosto del 2017

Calle Redwood Road Propietario/Residente
Napa, CA 94558

**Asunto: CALLE REDWOOD ROAD MPM 5.07, 2017 REPARACION DE DAÑOS POR
TORMENTA - MURO DE RETENCIÓN**

Estimado Propietario / Residente,

La construcción está programada para comenzar en la calle Redwood Road MPM 5.07, este proyecto de reparación de los daños de la tormenta pasada comenzará la semana del 21 de Agosto con eliminación de arboles. El proyecto está localizado aproximadamente en el bloque 4500 de la calle Redwood Road, en el condado de Napa, California. El proyecto incluye la eliminación de árboles, la construcción de un muro de contención, excavación y relleno de tierras, medidas de control de erosión y reparaciones de pavimentos.

Como se ha mencionado anteriormente durante la junta en el sitio de construcción el 6/22/17, un carril permanecerá abierto excepto potencialmente por cierres de dos horas entre las horas de 9 al mediodía, y de 1 a 4, durante aproximadamente los 70 días del trabajo. Los cierres estarán limitados de lunes a viernes. Una vez que se conozcan las fechas y horas exactas de los cierres, se enviará otra notificación con más detalles. En caso de una emergencia durante el cierre de la carretera, el contratista permitirá que el vehículo de emergencia entre y pase.

El Condado y el contratista harán todo lo posible razonable para minimizar la interrupción a los residentes y agencias de entregas del área de la calle Redwood Road.

Este aviso también será coordinado con los Servicios de Emergencia, el Servicio Postal de los Estados Unidos, el Servicio de Eliminación de Desperdicios (basura) y otras agencias de entregas, para no interrumpir dichos servicios.

Reconocemos que esto podría causarle algún tipo de inconveniente durante este corto periodo de construcción. Le agradecemos su paciencia y cooperación con los esfuerzos del Condado por mantener su carretera. Po favor comuníquese con James Reese de esta oficina por teléfono al (707) 259-8281, o por correo electrónico a James.Reese@countyofnapa.org con cualquier pregunta o comentario.

Sinceramente,

Steven Lederer
Director, Napa County Public Works

By For 
Mallika Ramachandran P. E.
Engineering Manager

ATTACHMENT 4

PHOTOS OF POSTING OF TITLE VI INFORMATION (ENGLISH, SPANISH, AND TAGALOG)



ATTACHMENT 5
WEBSITE POSTING OF TITLE VI INFORMATION

(Commencing on the following page)

DBE & Title VI Complaint Procedure

Title VI Compliance

Title VI of the Civil Rights Act of 1964 and related statutes, ensures that no person in Napa County shall, on the grounds of race, color, national origin, sex, age, or socioeconomic status be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity it administers. Napa County is committed to complying with Title VI requirements in all programs and services. Any person who believes they have been subjected to discrimination in the delivery of or access to public services on the basis of race, color, or national origin, sex, disability, age, or socioeconomic status may file a complaint with the Civil Rights Coordinator for the Napa County Department of Public Works, whose contact information is as set forth below:

Napa County Public Works / Civil Rights Coordinator
1195 3rd Street #101
Napa, CA 94559

Phone: 707-253-4351

Fax: 707-253-4627

General

Any person who believes that they, individually, or as a member of any specific class of persons, has been subjected to discrimination on the basis of race, color, national origin, sex, disability, age, or socioeconomic status may as noted below may file a written complaint with the above-referenced Civil Rights Coordinator. Complainants also have the right to complain directly to the appropriate federal agency. Every effort will be made to obtain early resolution of complaints. The option of informal meeting(s) between the affected parties and the Civil Rights Coordinator may be utilized for resolutions.

A Complainant also has the right to file a formal complaint(s) with any other federal, state, or local agencies or seek private counsel for complaints alleging discrimination, intimidation, or retaliation of any kind that is prohibited by law. Title VI of the Civil Rights Act of 1964 and related statutes prohibit discrimination on the basis of race, color, national origin, sex, disability, age, or socioeconomic status in programs receiving federal financial assistance. You may download a [Title VI Complaint form \(PDF\)](#) in English or [Titulo VI documento de Queja \(PDF\)](#) en Español, [Form ng Reklamo sa Titulo VI \(PDF\)](#) - Tagalog.

[Napa County's policy on disability and ADA information and processes and procedure for grievances.](#)

Select Language



Google Translate

Procedure

Napa County's Title VI Complaint Procedure outlines a process for local disposition of Title VI complaints and is consistent with guidelines found in the Federal Transit Administration Circular 4702.1A, dated May 13, 2007. The complaint procedure is outlined below:

1. **Submission of Complaint:** Any person who feels that they, individually, or as a member of any class of persons, on the basis of race, color, national origin, sex, age, religion, or social economic status has been excluded from or denied the benefits of, or subjected to discrimination under any program or activity receiving federal financial assistance through Napa County Public Works may file a written complaint with the Civil Rights Coordinator. The Civil Rights Coordinator's contact information is provided to the left. Such complaint must be in writing and signed by the Complainant(s).
 1. In cases where a Complainant is unable or incapable of providing a written statement, a verbal complaint may be made. The Civil Rights Coordinator will interview the Complainant and assist the person in converting verbal complaints to writing. All complaints must, however, be signed by the Complainant or their representative.
 2. Include the date of the alleged act of discrimination date when the Complainant became aware of the alleged act of discrimination; or the date on which that conduct was discontinued or the latest instance of conduct.
 3. Present a detailed description of the issues, including names and job titles of those individuals perceived as parties in the complaint.
 4. Federal and state law requires complaints be filed within 180 calendar days of the alleged incident.
2. **Referral to Review:** Upon receipt of the complaint, the Civil Rights Coordinator will determine its jurisdiction, acceptability, need for additional information, in order to evaluate and investigate the complaint. The review shall be completed no later than 45 calendar days after the date Napa County received the complaint. If more time is required, the Civil Rights Coordinator shall notify the Complainant of the estimated time-frame for completing the review.
3. **Upon completion of the review:** The Civil Rights Coordinator shall make a recommendation regarding the merit of the complaint and whether remedial actions are available to provide redress. The Civil Rights Coordinator may also recommend improvements to Napa County's Title VI processes, as appropriate.
4. **Documentation:** The Civil Rights Coordinator shall complete an investigative report, and shall include a determination on the disposition of the complaint and identify any remedial actions needed.
5. **Notice of Determination:** The Civil Rights Coordinator shall mail a "Notice of Determination" to the Complainant. The Notice shall include information regarding appeal rights, including:
 1. Napa County will reconsider this determination, if new facts, come to light; and
 2. If a Complainant is dissatisfied with the determination and/or resolution set forth, the Complainant has the right to appeal.
6. **Appeals:** If the Complainant disagrees with the Civil Rights Coordinator's response set forth in the Notice of Determination, they may appeal by submitting a written request to the Director of Public Works within 10 calendar days after receipt of the Notice of Determination. The appeal shall be sufficiently detailed and contain any items the Complainant feels were not fully understood by the Civil Rights Coordinator. The Director of Public Works will notify the Complainant of their decision to accept or reject the appeal within 10 calendar days of receipt. In cases where the Director of Public Works agrees to reconsider, the matter shall be reviewed in accordance with Paragraph 2, above.
7. **Submission of Complaint to the Federal Department of Transportation:** The Complainant may also submit a complaint to the Federal DOT. The DOT's complaint process can be found on the [DOT's website](#).

Contact Us

Public Works

Email the Public Works Department

Physical Address

1195 Third Street
Suite 101
Napa, CA 94559

Phone: 707-253-4351

Fax 707-253-4627

Directory

County Administration Building

1195 Third Street

Napa, CA 94559

Contact Us

Contact the Webmaster

Napa County Public Information Call Center: 707-253-4540

Procedimiento de quejas DBE y Título VI

Cumplimiento del Título VI

El Título VI de la Ley de Derechos Civiles de 1964 y sus estatutos relacionados garantiza que ninguna persona en el Condado de Napa será excluida de participar, se le negarán los beneficios ni será objeto de discriminación en ningún programa o actividad que administre, por motivos de raza, color, origen nacional, sexo, edad o estatus socioeconómico. El Condado de Napa se compromete a cumplir con los requisitos del Título VI en todos sus programas y servicios. Cualquier persona que considere haber sido discriminada en la prestación o el acceso a servicios públicos por motivos de raza, color, origen nacional, sexo, discapacidad, edad o estatus socioeconómico puede presentar una queja ante el Coordinador de Derechos Civiles del Departamento de Obras Públicas del Condado de Napa, cuya información de contacto se detalla a continuación:

Coordinador de Obras Públicas y Derechos Civiles del Condado de Napa
1195 3rd Street #101
Napa, CA 94559

Teléfono: 707-253-4351

Fax: 707-253-4627

General

Cualquier persona que considere que, individualmente o como miembro de un grupo específico de personas, ha sido objeto de discriminación por motivos de raza, color, origen nacional, sexo, discapacidad, edad o situación socioeconómica, puede, como se indica a continuación, presentar una queja por escrito ante el Coordinador de Derechos Civiles mencionado anteriormente. Los denunciantes también tienen derecho a presentar una queja directamente ante la agencia federal correspondiente. Se hará todo lo posible para obtener una pronta resolución de las quejas. Para la resolución de la queja, se podrá recurrir a reuniones informales entre las partes afectadas y el Coordinador de Derechos Civiles.

El denunciante también tiene derecho a presentar una o más quejas formales ante cualquier otra agencia federal, estatal o local, o a buscar asesoramiento privado para denuncias que aleguen discriminación, intimidación o represalias de cualquier tipo prohibidas por la ley. El Título VI de la Ley de Derechos Civiles de 1964 y las leyes relacionadas prohíben la discriminación por motivos de raza, color, nacionalidad, sexo, discapacidad, edad o nivel socioeconómico en los programas que reciben asistencia financiera federal. Puede descargar el [formulario de queja del Título VI \(PDF\)](#) en inglés o [Título VI documento de Queja \(PDF\)](#) en Español, [Formulario ng Reklamo sa Titulo VI \(PDF\)](#) Política del condado de Napa sobre discapacidad y la información sobre la ADA, [así como procesos y procedimientos para quejas](#) .

Procedimiento

El Procedimiento de Quejas del Título VI del Condado de Napa describe un proceso para la resolución local de quejas del Título VI y se ajusta a las directrices de la Circular 4702.1A de la Administración Federal de Tránsito, del 13 de mayo de 2007. El procedimiento de quejas se describe a continuación:

- 1. Presentación de quejas** : Cualquier persona que considere que, individualmente o como parte de cualquier grupo de personas, por motivos de raza, color, origen nacional, sexo, edad, religión o situación socioeconómica, ha sido excluida, denegada o discriminada en cualquier programa o actividad que reciba asistencia financiera federal a través del Departamento de Obras Públicas del Condado de Napa, puede presentar una queja por escrito ante el Coordinador de Derechos Civiles. La información de contacto del Coordinador de Derechos Civiles se encuentra a la izquierda. Dicha queja debe presentarse por escrito y estar firmada por el/los denunciante(s).
 1. En caso de que el denunciante no pueda presentar una declaración por escrito, podrá presentar una queja verbal. El Coordinador de Derechos Civiles entrevistará al denunciante y le ayudará a presentar la queja verbal por escrito. Sin embargo, todas las quejas deben estar firmadas por el denunciante o su representante.
 2. Incluya la fecha del presunto acto de discriminación, la fecha en que el denunciante tuvo conocimiento del presunto acto de discriminación, o la fecha en que se interrumpió esa conducta o la última instancia de conducta.
 3. Presentar una descripción detallada de los asuntos, incluyendo los nombres y cargos de aquellas personas percibidas como partes en la queja.
 4. La ley federal y estatal requiere que las quejas se presenten dentro de los 180 días calendario posteriores al presunto incidente.
- 2. Remisión a Revisión** : Tras recibir la queja, el Coordinador de Derechos Civiles determinará su jurisdicción, admisibilidad y la necesidad de información adicional para evaluarla e investigarla. La revisión deberá completarse a más tardar 45 días calendario después de la fecha en que el Condado de Napa recibió la queja. Si se requiere más tiempo, el Coordinador de Derechos Civiles notificará al denunciante el plazo estimado para completar la revisión.
- 3. Tras la revisión** , el Coordinador de Derechos Civiles emitirá una recomendación sobre el fundamento de la queja y si existen medidas correctivas para obtener una reparación. El Coordinador de Derechos Civiles también podrá recomendar mejoras a los procesos del Título VI del Condado de Napa, según corresponda.
- 4. Documentación** : El Coordinador de Derechos Civiles completará un informe de investigación e incluirá una determinación sobre la disposición de la queja e identificará las acciones correctivas necesarias.
- 5. Notificación de Determinación** : El Coordinador de Derechos Civiles enviará por correo una "Notificación de Determinación" al denunciante. La notificación incluirá información sobre los derechos de apelación, incluyendo:
 1. El condado de Napa reconsiderará esta determinación si salen a la luz nuevos hechos; y
 2. Si un Demandante no está satisfecho con la determinación y/o resolución establecida, el Demandante tiene derecho a apelar.
- 6. Apelaciones** : Si el Demandante no está de acuerdo con la respuesta del Coordinador de Derechos Civiles contenida en la Notificación de Determinación, podrá apelar presentando una solicitud por escrito al Director de Obras Públicas dentro de los 10 días calendario siguientes a la recepción de dicha Notificación. La apelación deberá ser suficientemente detallada e incluir cualquier punto que el

Demandante considere que el Coordinador de Derechos Civiles no comprendió completamente. El

Director de Obras Públicas notificará al Demandante su decisión de aceptar o rechazar la apelación dentro de los 10 días calendario siguientes a su recepción. En caso de que el Director de Obras Públicas acepte reconsiderar la decisión, el asunto se revisará de conformidad con el párrafo 2 anterior.

7. **Presentación de quejas ante el Departamento Federal de Transporte** : El reclamante también puede presentar una queja ante el Departamento de Transporte Federal (DOT). El proceso de quejas del DOT se encuentra en [su sitio web](#) .

Contáctenos

Obras públicas

[Envíe un correo electrónico al Departamento de Obras Públicas](#)

Dirección física

1195 Third Street
Suite 101
Napa , CA 94559

Teléfono: [707-253-4351](#)

Fax 707-253-4627

[Directorio](#)

Edificio de Administración del Condado 1195 Third Street Napa, CA 94559

[Contáctenos](#)

[Comuníquese con el webmaster](#)

Centro de llamadas de información pública del condado de Napa: 707-253-4540

Pamamaraan ng Reklamo ng DBE at Title VI

Pagsunod sa Title VI

Ang Title VI ng Civil Rights Act of 1964 at mga kaugnay na batas, ay nagsisiguro na walang tao sa Napa County, sa batayan ng lahi, kulay, bansang pinagmulan, kasarian, edad, o katayuang sosyo-ekonomiko ay hindi isama sa paglahok sa, pagkakaitan ng mga benepisyo ng, o kung hindi man ay sasailalim sa diskriminasyon sa ilalim ng anumang programa o aktibidad na pinangangasiwaan nito. Ang Napa County ay nakatuon sa pagsunod sa mga kinakailangan sa Title VI sa lahat ng mga programa at serbisyo. Sinumang tao na naniniwalang sila ay sumailalim sa diskriminasyon sa paghahatid o pag-access sa mga pampublikong serbisyo batay sa lahi, kulay, o bansang pinagmulan, kasarian, kapansanan, edad, o katayuang sosyo-ekonomiko ay maaaring magsampa ng reklamo sa Civil Rights Coordinator para sa Napa County Department of Public Works, na ang impormasyon sa pakikipag-ugnayan ay nakasaad sa ibaba:

Napa County Public Works / Civil Rights Coordinator
1195 3rd Street #101
Napa, CA 94559

Telepono: 707-253-4351

Fax: 707-253-4627

Heneral

Sinumang tao na naniniwala na sila, indibidwal, o bilang miyembro ng anumang partikular na uri ng mga tao, ay sumailalim sa diskriminasyon batay sa lahi, kulay, bansang pinagmulan, kasarian, kapansanan, edad, o socioeconomic status ay maaaring magsampa ng nakasulat na reklamo sa binanggit sa itaas na Civil Rights Coordinator. May karapatan din ang mga nagrereklamo na direktang magreklamo sa naaangkop na ahensyang pederal. Ang bawat pagsusumikap ay gagawin upang makakuha ng maagang paglutas ng mga reklamo. Ang opsyon ng (mga) impormal na pagpupulong sa pagitan ng mga apektadong partido at ng Civil Rights Coordinator ay maaaring gamitin para sa mga resolusyon.

Ang isang Nagrereklamo ay may karapatan din na maghain ng isang pormal na (mga) reklamo sa anumang iba pang pederal, estado, o lokal na ahensya o humingi ng pribadong payo para sa mga reklamong nag-aakusa ng diskriminasyon, pananakot, o paghihiganti ng anumang uri na ipinagbabawal ng batas. Ang Title VI ng Civil Rights Act of 1964 at ang mga kaugnay na batas ay nagbabawal sa diskriminasyon batay sa lahi, kulay, bansang pinagmulan, kasarian, kapansanan, edad, o katayuang socioeconomic sa mga programang tumatanggap ng tulong pinansyal ng pederal. Maaari kang mag-download ng [Title VI Complaint form \(PDF\)](#) sa English o [Titulo VI documento de Queja \(PDF\)](#) en Español, [Form ng Reklamo sa Titulo VI \(PDF\)](#)- Tagalog. Filipino ▼

Pamamaraan

Ang Pamamaraan sa Pagreklamo ng Title VI ng Napa County ay nagbabalangkas ng isang proseso para sa lokal na disposisyon ng mga reklamo sa Title VI at naaayon sa mga alituntuning makikita sa Federal Transit Administration Circular 4702.1A, na may petsang Mayo 13, 2007. Ang pamamaraan ng reklamo ay nakabalangkas sa ibaba:

- 1. Pagsusumite ng Reklamo :** Sinumang tao na nakadarama na sila, nang paisa-isa, o bilang isang miyembro ng anumang uri ng mga tao, batay sa lahi, kulay, bansang pinagmulan, kasarian, edad, relihiyon, o katayuan sa ekonomiya sa lipunan ay hindi kasama o tinanggihan ang mga benepisyong, o sumailalim sa diskriminasyon sa ilalim ng anumang programa o aktibidad na tumatanggap ng pederal na tulong pinansyal sa pamamagitan ng Napa County Public Works ay maaaring maghain ng nakasulat na reklamo sa Civil Rights Coordinator ng Napa County Public Works. Ang impormasyon sa pakikipag-ugnayan ng Civil Rights Coordinator ay ibinigay sa kaliwa. Ang nasabing reklamo ay dapat na nakasulat at nilagdaan ng (mga) Nagreklamo.
 1. Sa mga kaso kung saan ang isang Nagreklamo ay hindi kaya o walang kakayahang magbigay ng nakasulat na pahayag, maaaring magsagawa ng pasalitang reklamo. Ang Civil Rights Coordinator ay kapanayamin ang Nagreklamo at tutulong ang tao sa pag-convert ng mga berbal na reklamo sa pagsulat. Gayunpaman, ang lahat ng mga reklamo ay dapat pirmahan ng Nagreklamo o ng kanilang kinatawan.
 2. Isama ang petsa ng di-umano'y petsa ng pagkilos ng diskriminasyon kung kailan nalaman ng Nagreklamo ang di-umano'y pagkilos ng diskriminasyon; o ang petsa kung kailan itinigil ang pag-uugaling iyon o ang pinakahuling pagkakataon ng pag-uugali.
 3. Magpakita ng detalyadong paglalarawan ng mga isyu, kabilang ang mga pangalan at titulo ng trabaho ng mga indibidwal na itinuturing na mga partido sa reklamo.
 4. Ang batas ng pederal at estado ay nag-aatas na magsampa ng mga reklamo sa loob ng 180 araw ng kalendaryo pagkatapos ng pinaghihinalaang insidente.
- 2. Referral sa Pagsusuri :** Sa pagtanggap ng reklamo, ang Civil Rights Coordinator ay tutukuyin ang kanyang hurisdiksyon, katanggap-tanggap, pangangailangan para sa karagdagang impormasyon, upang masuri at maimbestigahan ang reklamo. Ang pagsusuri ay dapat kumpletuhin nang hindi lalampas sa 45 araw sa kalendaryo pagkatapos ng petsa na natanggap ng Napa County ang reklamo. Kung kailangan ng karagdagang oras, aabisuhan ng Civil Rights Coordinator ang Nagreklamo ng tinantyang time-frame para sa pagkumpleto ng pagsusuri.
- 3. Sa pagkumpleto ng pagsusuri :** Ang Civil Rights Coordinator ay dapat gumawa ng isang rekomendasyon tungkol sa merito ng reklamo at kung ang mga remedial na aksyon ay magagamit upang magbigay ng redress. Ang Civil Rights Coordinator ay maaari ding magrekomenda ng mga pagpapabuti sa mga proseso ng Title VI ng Napa County, kung naaangkop.
- 4. Dokumentasyon :** Dapat kumpletuhin ng Civil Rights Coordinator ang isang ulat sa pagsisiyasat, at dapat isama ang isang pagpapasiya sa disposisyon ng reklamo at tukuyin ang anumang mga remedial na aksyon na kailangan.
- 5. Paunawa ng Pagpapasiya :** Ang Koordineytor ng Mga Karapatang Sibil ay magpapadala ng "Abiso ng Pagpapasiya" sa Nagreklamo. Ang Paunawa ay dapat magsama ng impormasyon tungkol sa mga karapatan sa apela, kabilang ang:
 1. Muling isasaalang-alang ng Napa County ang pagpapasiya na ito, kung ang mga bagong katotohanan, ay malalaman; at
 2. Kuna ang isang Nagreklamo ay hindi nasisivahan sa pagpapasiya at/o resolusyon ng itinakdang and

Nagrereklamo ay may karapatang mag-apela.

6. **Mga Apela** : Kung hindi sumasang-ayon ang Nagrereklamo sa tugon ng Civil Rights Coordinator na itinakda sa Notice of Determination, maaari silang umapela sa pamamagitan ng pagsusumite ng nakasulat na kahilingan sa Direktor ng Public Works sa loob ng 10 araw sa kalendaryo pagkatapos matanggap ang Notice of Determination. Ang apela ay dapat sapat na detalyado at naglalaman ng anumang mga bagay na sa tingin ng Nagrereklamo ay hindi lubos na naiintindihan ng Civil Rights Coordinator. Aabisuhan ng Direktor ng Public Works ang Nagrereklamo sa kanilang desisyon na tanggapin o tanggihan ang apela sa loob ng 10 araw ng kalendaryo pagkatapos matanggap. Sa mga kaso kung saan ang Direktor ng Public Works ay sumang-ayon na muling isaalang-alang, ang bagay ay dapat suriin alinsunod sa Paragraph 2, sa itaas.
7. **Pagsusumite ng Reklamo sa Pederal na Kagawaran ng Transportasyon** : Ang Nagrereklamo ay maaari ding magsumite ng reklamo sa Federal DOT. Ang proseso ng reklamo ng DOT ay makikita sa [website ng DOT](#) .

Makipag-ugnayan sa Amin

Public Works

[Mag-email sa Public Works Department](#)

Pisikal na Address

1195 Third Street
Suite 101
Napa , CA 94559

Telepono: [707-253-4351](tel:707-253-4351)

Fax [707-253-4627](tel:707-253-4627)

[Direktoryo](#)

County Administration Building 1195 Third Street Napa, CA 94559

[Makipag-ugnayan sa Amin](#)

[Makipag-ugnayan sa Webmaster](#)

Call Center ng Pamublikong Impormasyon ng Napa County: 707-253-4540

ATTACHMENT 6
NAPA COUNTY BOARD OF SUPERVISORS APPROVAL BY
RESOLUTION DATED SEPTEMBER 23, 2025

(To be added upon approval)