



Incorporated County of Los Alamos
Public Works Department

Title VI Plan

August 28, 2024

AMERICANS WITH DISABILITIES ACT POLICY STATEMENT

In accordance with the requirements of title II of the Americans with Disabilities Act of 1990 ("ADA"), Los Alamos County will not discriminate against qualified individuals with disabilities on the basis of disability in its services, programs, or activities.

Employment: Los Alamos County does not discriminate on the basis of disability in its hiring or employment practices and complies with all regulations promulgated by the U.S. Equal Employment Opportunity Commission under title I of the ADA.

Effective Communication: Los Alamos County will generally, upon request, provide appropriate aids and services leading to effective communication for qualified persons with disabilities so they can participate equally in Los Alamos County programs, services, and activities, including qualified sign language interpreters, documents in Braille, and other ways of making information and communications accessible to people who have speech, hearing, or vision impairments.

Modifications to Policies and Procedures: Los Alamos County will make all reasonable modifications to policies and programs to ensure that people with disabilities have an equal opportunity to enjoy all of its programs, services, and activities. For example, individuals with service animals are welcomed in Los Alamos County offices, even where pets are generally prohibited.

Anyone who requires an auxiliary aid or service for effective communication, or a modification of policies or procedures to participate in a program, service, or activity of Los Alamos County, should contact the office of **Public Works ADA Coordinator** at lacpw@lacnm.us or 505-662-8150 as soon as possible but no later than 48 hours before the scheduled event.

The ADA does not require the Los Alamos County to take any action that would fundamentally alter the nature of its programs or services, or impose an undue financial or administrative burden.

Complaints that a program, service, or activity of Los Alamos County is not accessible to persons with disabilities should be directed to **Public Works ADA Coordinator** at lacpw@lacnm.us or 505-662-8150.

Los Alamos County will not place a surcharge on a particular individual with a disability or any group of individuals with disabilities to cover the cost of providing auxiliary aids/services or reasonable modifications of policy, such as retrieving items from locations that are open to the public but are not accessible to persons who use wheelchairs.

By: 
Juan Rael, PE, Public Works Director

Date: 8/23/24

I. Nondiscrimination Statement of Policy

Title VI Policy Statement

The Incorporated County of Los Alamos ("County") is committed to compliance with Title VI of the Civil Rights Act of 1964, 49 CFR, part 21, and all related regulations and directives. The County assures that no person shall, on the grounds of race, color, national origin, gender, age, or disability be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity under any County program, activity or service.

Environmental Justice/Limited English Proficiency Policy Statement

The County is also committed to assure every effort will be made to prevent the discrimination of low-income and minority populations as a result of any impact of its programs or activities in accordance with Executive Order 12898, Federal Actions to Address Environmental Justice in Minority Populations and in Low-Income Populations. In addition, the County also assures every effort will be made to provide meaningful access to persons that have Limited English Proficiency, in accordance with Executive Order 13166, Improving Access to Services for Persons with Limited English Proficiency.

Definition of Federal financial assistance and recipients affected

Federal financial assistance is defined as any Federal dollars that are assigned to the Incorporated County of Los Alamos to support any program and activity, by way of grant, loan or contract, other than a contract of insurance or guaranty.

Specific Forms of Discrimination Prohibited

Incorporated County of Los Alamos efforts to prevent discrimination must address, but are not limited to:

- The denial of services, financial aid, or other benefits provided under a program.
- Distinctions in the quality, quantity, or manner in which the benefit is provided.
- Segregation or separation in any part of the program.
- Restriction in the enjoyment of any advantages, privileges, or other benefits provided to others.
- Different standards or requirements for participation.
- Methods of administration which directly or indirectly or through contractual relationships would defeat or impair the accomplishment of effective nondiscrimination.
- Discrimination in any activities related to a highway, infrastructure or facility built or repaired in whole or in part with Federal funds.
- Discrimination in any employment resulting from a program, the primary purpose of which is to provide employment.

Incorporated County of Los Alamos programs and services covered by Title VI

The County's Title VI Plan applies to all of the County's programs, activities and services. Some sections deal with specific requirements (e.g. FTA funded programs):

Authorities

1. Title VI of the Civil Rights Act of 1964 (42 U.S.C. § 2000d *et seq.*, 78 stat. 252), (prohibits discrimination on the basis of race, color, national origin);
2. Federal-Aid Highway Act of 1973 (23 U.S.C. §324 *et seq.*), (prohibits discrimination on the basis of sex);
3. The Age Discrimination Act of 1975, as amended, (42 U.S.C. § 6101 *et seq.*), (prohibits discrimination on the basis of age);
4. Section 504 of the Rehabilitation Act of 1973, (29 U.S.C. § 794 *et seq.*) as amended, (prohibits discrimination on the basis of disability);
5. Americans with Disabilities Act of 1990, as amended, (42 U.S.C. § 12101 *et seq.*), (prohibits discrimination on the basis of disability)
6. The Uniform Relocation Assistance and Real Property Acquisitions Policies Act of 1970, as amended, 42 U.S.C. § 4601
7. The National Environmental Policy Act of 1969, 42 U.S.C. § 4321;
8. 49 C.F.R. Part 21 (entitled *Nondiscrimination In Federally-Assisted Programs Of The Department of Transportation-Effectuation of Title VI Of The Civil Rights Act of 1964*);
9. 49 C.F.R. Part 27 (entitled *Nondiscrimination On The Basis Of Disability In Programs Or Activities Receiving Federal Financial Assistance*);
10. 49 C.F.R. Part 28 (entitled *Enforcement Of Nondiscrimination On the Basis Of Handicap In Program Or Activities Conducted By The Department Of Transportation*);
11. 49 C.F.R. Part 37 (entitled *Transportation Services For Individuals With Disabilities (ADA)*);
12. 23 C.F.R. Part 200 (FHWA's Title VI/Nondiscrimination Regulation);
13. 28 C.F.R. Part 35 (entitled *Discrimination On The Basis Of Disability In State And Local Government Services*);
14. 28 C.F.R. Part 50.3 (DOJ Guidelines for Enforcement of Title VI of the Civil Rights Act of 1964).

II. Federal Highway Administration ("FHWA") Assurances for Title VI and Other Nondiscriminatory Statutes

The County as a condition to receiving any Federal financial assistance from the U.S. Department of Transportation (DOT), through the Federal Highway Administration (FHWA), is subject to and will comply with the following:

- Title VI of the Civil Rights Act of 1964 (42 U.S.C. §2000d *et seq.*, 78 stat. 252), (prohibits discrimination on the basis of race, color, national origin);

- 49 C.F.R. Part 21 (entitled *non-discrimination, In Federally-Assisted Programs Of The Department of Transportation-Effectuation Of Title VI Of The Civil Rights Act Of 1964*);
- 28 C.F.R. section 50.3 (U.S. Department of Justice Guidelines for Enforcement of Title VI of the Civil Rights Act of 1964);

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

General Assurances

In accordance with the Act, the Regulations, and other pertinent directives, circulars, policy, memoranda, and/or guidance, the County will give assurance that it will promptly take any measure necessary to ensure that:

“No person in the United States shall, on the grounds of race, color, or national origin be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity,” for which the Recipient receives Federal financial assistance from the DOT, including the FHWA.”

Specific Assurances

Each "activity," "facility," or "program," as defined in §§ 21.23(b) and 21.23(e) of 49 C.F.R. § 21 will be (with regard to an “activity”) facilitated, or will be (with regard to a “facility”) operated, or will be (with regard to a “program”) conducted in compliance with all requirements imposed by, or pursuant to the Acts and the Regulations.

The County will insert the following notification in all solicitations for bids, Request For Proposals for work, or material subject to the Acts and the Regulations and made in connection with the Federal Aid Highway Program, and in adapted form, in all proposals for negotiated agreements regardless of funding source:

“The Incorporated County of Los Alamos in accordance with the provisions of Title VI of the Civil Rights Act of 1964 (78 Stat. 252, 42 U.S.C. §§ 2000d to 2000d-4) and the associated Regulations, hereby notifies all bidders that it will affirmatively ensure that any contract entered into pursuant to this advertisement, disadvantaged business enterprises will be afforded full and fair opportunity to submit bids in response to this invitation and will not be discriminated against on the grounds of race, color, or national origin in consideration for an award.”

More specifically and without limiting the above General Assurance, the County will give the following Assurances with respect to its federally assisted programs and activities:

The County will comply with 42 U.S.C. 2000d, and 49 CFR part 21 as it applies to the following:

- (1) Each applicable project,
- (2) As it undertakes applicable property acquisitions, and
- (3) As it operates the applicable project facilities.

The County will:


- (1) Notify the public that discrimination complaints about transportation-related services or benefits may be filed with U.S. DOT or FTA, and
- (2) Submit information about its compliance with these provisions to U.S. DOT or FTA upon their request.

If the County transfers federally funded real property, structures, or improvements to another party, any deeds and instruments recording that transfer will contain a covenant running with the land assuring nondiscrimination as follows:

- (1) While the property is used for the purpose that the Federal funding is extended, or
- (2) While the property is used for another purpose involving the provision of similar services or benefits.

The assurances the County has made will remain in effect for the longest of the following:

- (1) As long as Federal funding is extended to the project,
- (2) As long as the Project property is used for a purpose for which the Federal funding is extended, or
- (3) As long as required by law.

By: 
Juan Rael, PE, Public Works Director

Date: 8/23/24

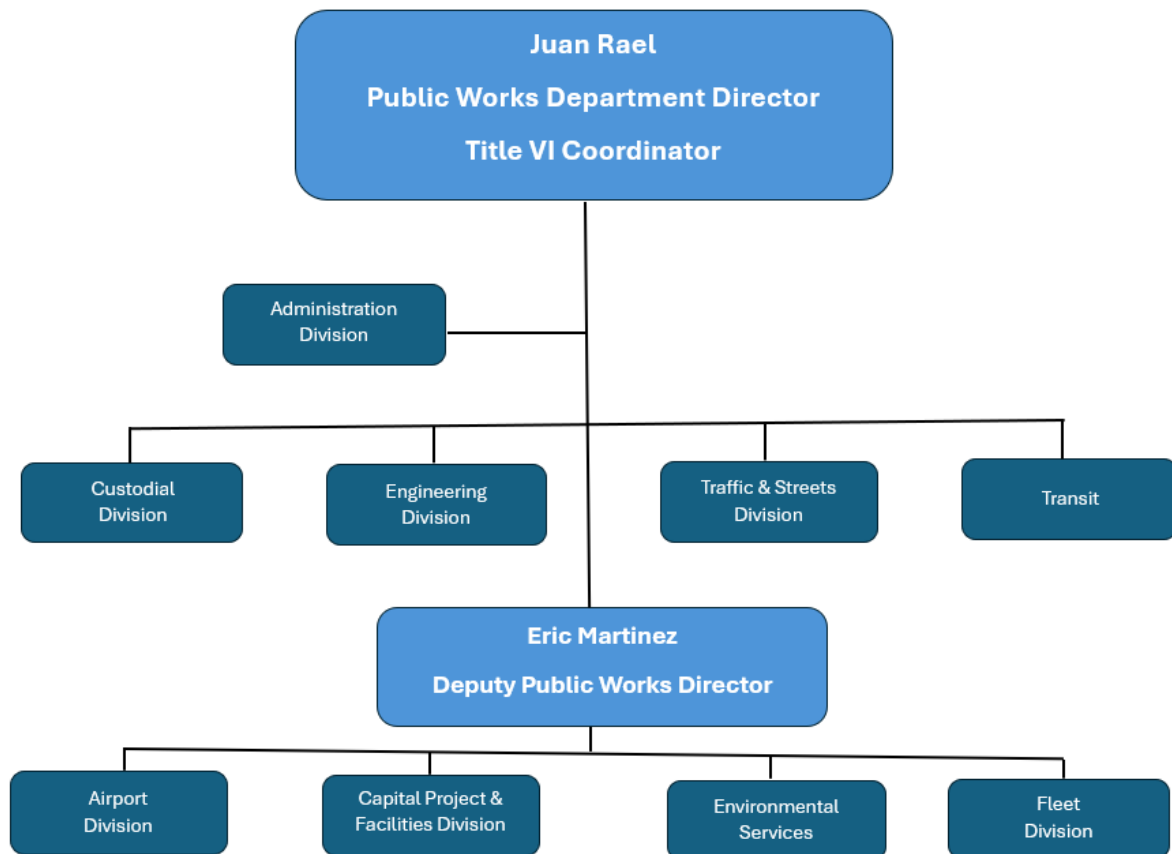
III. Public Participation Plan (PPP)

The County's PPP addresses Title VI requirements and process for conducting public outreach.

- How does your agency identify minority populations for outreach? (e.g.: demographic data, use of community liaisons, etc.)
 - The County will use of the latest U.S. Census Number for Limited English Proficiency ("LEP") Persons residing within the Incorporated County of Los Alamos will be used. In addition, staff providing customer service in public transportation administer passenger surveys to identify frequently used language.
- How does your organization communicate with and conduct outreach to minority populations? (e.g. website, newsletter, public meetings, etc.)
 - Through public Transportation Board meetings, County Council meetings, Los Alamos County website and public access television
- How does your organization communicate with and conduct outreach to Limited English Proficient individuals?
 - Los Alamos County website with 80 different languages available, on-board public transportation passenger surveys, public Transportation Board and County Council meetings and public access television for County Council meetings. Also a periodic transportation system operational analysis is performed which includes outreach to all stakeholders.
- Explain how your agency considers input from minority populations for decision making within its pertinent program areas.
 - Periodic professional operational analysis is performed to include all area of service and potential area of service to include high density living areas and locations highly utilized for additional or increased service and amenities. Citizen surveys and meetings which are also available on the Incorporated County of Los Alamos website with Google translation available in 80 different languages.

IV. Organization/Staff Responsibilities

Organizational Overview:



Title VI Coordinator Responsibilities: The Title VI Coordinator is responsible for the development and implementation of the Title VI plan. The Title VI Coordinator is also responsible for:

- Submitting a Title VI plan and annual reports for the County.
- Developing procedures for receiving, processing, investigating and reporting Title VI complaints.
- Maintaining a Title VI complaint log, and report to NMDOT on a periodic basis.
- Developing procedures for the collection and analysis of statistical data.
- Developing a program to conduct Title VI reviews or program areas.
- Conducting annual assessments of identified Title VI program areas.
- Developing Title VI information for dissemination.
- Establishing procedures for resolving deficiency status and reducing to writing the remedial action agreed to be necessary.

V. Primary Program Area & Review Procedures

The Public Works Department with its various divisions works as one entity to serve the communities needs and effectively maintains a high quality of life for Los Alamos County residents and businesses. The Public Works Department continually develops innovative ways to deliver services in a cost effective manner and environmentally sound practices with a focus on strategic planning and the use of new technology to meet the needs now and into the future.

The functional responsibilities of the Public Works Department encompass the County's Transportation System, waste collection and recycling and county facilities. Activities include planning, designing, and construction of the County's infrastructure; managing the County's environmental program; operation and maintenance of the County's streets and traffic control network; and operation of the Airport and Atomic City Transit. The department is also responsible for providing maintenance (custodial, and preventative) services to the forty-five County buildings.

The Incorporated County of Los Alamos engages in the following program areas.

Program Area	General Description	Title VI/ Nondiscrimination Concerns and Responsibilities	Review Procedures for Ensuring Nondiscrimination
Engineering Division & Capital Projects and Facilities Division	The mission is to provide safe, reliable and sustainable municipal infrastructure in a	Distribute door hangers to affected residents and property owner	Ensure compliance with contract plans, specifications and civil rights provisions in construction projects.

	<p>fiscally and environmentally responsible manner utilizing technical and administrative expertise in the study, design and construction of capital improvement projects. The Division provides professional services in the areas of engineering, surveying, architecture, and project management through in-house and contracted resources. Such services also include financial, budget and grant management; procurement and contract management; scheduling; cost estimating; public involvement; asset management; and construction management and inspection. The Division provides leadership and participates in the planning, development, technical review and oversight of multimodal transportation</p>	<p>Install ADA Truncated domes and comply with cross and running slope requirements.</p>	<p>Installation of ADA truncated domes are installed at all new and reconstructed ADA ramps. Inspections are conducted at the completion of projects by NMDOT District 5 on all local government road programed projects.</p>
--	---	--	---

	<p>improvements, storm water and floodplain management, land development, pavement management, survey and mapping, and facility improvements including new buildings, renovations and major facility maintenance projects. The Division collaborates with a variety of constituents and stakeholders including County residents and businesses, Council, Boards and Commissions, various County departments, state and federal agencies, and various public and private partners to provide infrastructure that meets the community's needs.</p>		
Traffic and Streets Division	<p>The Traffic and Streets Division oversees traffic and street operations, including maintenance of traffic signals, school flashers, site</p>	<p>Use of Universal identification street signage.</p> <p>Provision of ADA accessible curb cuts / ramps updated to meet the latest ADA</p>	<p>Transportation Board and County Council</p>

	<p>distance, streetlights, signs, traffic safety, and pavement markings, potholes, concrete curb and gutter, drive pads (apron area where the driveway meets the street), sidewalk repair, and right-of-way vegetation control.</p> <p>This Division also performs professional traffic engineering services including traffic impact studies, traffic counts, speed studies, pedestrian walkability, bicycle accessibility, and various other traffic engineering studies and reports. This Division also provides interdepartmental support within the County and manages the <u>Neighborhood Traffic Management Program</u>, a program designed to help residents address neighborhood traffic problems, such as speeding.</p> <p>The Traffic and Streets Division</p>	<p>requirements as roadways are resurfaced / reconstructed and also repair / replace as needed. Repair and replacement is usually identified via customer feedback using the County Customer Care Service.</p>	
--	---	--	--

	<p>also publishes the annual Snow and Ice Control Plan that establishes guidelines for winter storm emergency response. The FY24 Snow and Ice Control Plan has been approved. Please keep in mind that this document is an operational planning document subject to change based on actual field conditions.</p> <p>An approved Traffic Permit is required for any activity that impedes traffic on public streets or sidewalks in the County. Such activities include: construction, excavation, block parties, parades and marathons, movement of hazardous waste or oversize vehicles, etc. All Traffic Permit Applications must be reviewed and approved by the Traffic & Streets Division.</p>		
Transit Division	The purpose of the Transit Program (Atomic City Transit	Complementary public door to door paratransit service	Transportation Board review of

	<p>– ACT) is to provide safe, efficient and dependable transportation choices to the traveling public of Los Alamos County so they will experience improved mobility throughout the community. Atomic City Transit operates seven local bus routes in Los Alamos, two of which provide service to White Rock Monday through Friday from 6:00 am to 7:00 pm. A shuttle to Bandelier National Monument is also provided seasonally from mid-May through mid-October from 9:00 am to 5:30 pm seven days a week. Fixed routes run on an hour basis with additional service of 35 minutes during peak service times. Dial-A Ride service to the general public is available from 6:30 pm through 9:00 pm Monday through Friday with advance reservation. Same day service may be</p>	<p>Assure the removal of physical barriers to allow access to the fixed route service</p> <p>Assurance of outreach to minority and LEP languages</p> <p>ADA compliant amenities, bus stops and centers</p> <p>Assure all service revenue vehicles are ADA accessible, properly maintained and available for public use</p>	<p>operational changes.</p> <p>NM DOT Annual Technical Review to include Title VI</p> <p>NM DOT inspection of all vehicles purchased with federal assistance monies to assure ADA accessibility.</p>
--	---	--	--

	provided dependent on space available. Atomic City Transit also offers paratransit door to door service for qualifying persons with disabilities. All transportation service is free fare.		
--	--	--	--

VI. Title VI Complaint Procedures

The complaint procedures cover the following:

- Title VI of the Civil Rights Act of 1964
- Section 504 of the Rehabilitation Act of 1973
- Civil Rights Restoration Act of 1973
- Civil Rights Restoration Act of 1987
- Americans with Disabilities Act of 1990
- Executive Order 12898
- Executive Order 13166

How to file a complaint:

County of Los Alamos, Public Works Department operates its programs and services without regard to race, color and national origin in accordance with Title VI of the Civil Rights Act.

Any person who believes he or she has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the Incorporated County of Los Alamos by using the form below. For more information contact the Public Works Department Director for procedures on how to file a complaint at:

Public Works Department, 1000 Central Avenue, Suite 160, Los Alamos, NM 87544.

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

A complainant may also file a complaint directly with New Mexico Department of Transportation, Attention: NMDOT Title VI Coordinator, 1596 Pacheco St. Suite 107, Santa Fe, NM 87505.

Title VI complaints may also be filed directly with the United States Department of Transportation (USDOT), Federal Highway Administration (FHWA), Federal Transit Administration (FTA), Federal Aviation Administration (FAA) or the Federal Railroad Administration (FRA) within the 180 day period of the alleged discriminatory act (or latest occurrence).

If information is needed in another language, call (505) 662-8150.

All information is provided on all Transit vehicles, public meeting locations and Los Alamos County website. It also includes a Title VI complaint form and complaint procedure explanation.

Title VI Complaint Investigations

An investigation by the Title VI Coordinator or an otherwise qualified investigator will be initiated within 15 working days of receipt of the complaint.

The complainant should submit any documentation he/she perceives as relevant to proving his/her complaint.

The respondent will be given the opportunity to respond to all aspects of the complainant's allegations.

The Title VI Coordinator or qualified investigator will determine, based on relevancy or duplication of evidence, which witnesses will be contacted and questioned.

Once the investigation is completed, a final report will be provided to the respondent, the complainant and the appropriate USDOT agency. The final report will include the following:

- The written complaint containing the allegations, basis, and date of filing;
- Summarized statements taken from witnesses;
- Findings of fact;
- Conclusions (based on all evidence in the record) that the complaint is substantiated or unsubstantiated;
- Any appropriate action(s) that will occur to correct deficiencies and to ensure Title VI compliance (if applicable);

If the complainant wishes to appeal the decision, it must be filed within 10 business days after the date of the closure letter or the letter of finding. Appeals shall be filed, in writing, with Incorporated County of Los Alamos, Public Works by mailing or hand-delivering the appeal to:

RE: Title VI Appeal Public Works Department Director
1000 Central Ave., Suite 160
Los Alamos, NM 87544

A person may also file a complaint or appeal directly with the Federal Transit Administration at:

Office of Civil Rights
ATTN: Title VI Program Coordinator
East Building, 5th Floor-TCR 1200
New Jersey Ave. SE Washington, DC 20590

Or

New Mexico Department of Transportation,
Attention: NMDOT Title VI Coordinator, 1596 Pacheco St. Suite 107, Santa Fe, NM 87505.

Title VI Complaints Log

The Title VI Coordinator shall maintain a log of Title VI complaints received. The log shall include the date the complaint was filed, a summary of the allegations, the status of the complaint, and actions taken in response to the complaint.

Title VI Complaint Form

Section I	
Name:	
Address:	
Telephone (Home/Cell):	Telephone (Work):
Email Address:	
Section II	
Are you filing this complaint on your own behalf: Yes <input type="checkbox"/> No <input type="checkbox"/>	
*If you answered "yes" to this question, go to Section III.	
If you answered "no" please enter the name and relationship of the person you are filing the complaint against:	Name:
	Relationship:
If you are filing a complaint as a third party, please explain why in the space below:	

Have you have obtained permission of the aggrieved party if you are filing on behalf of a third party: Yes ☐ No ☐

Section III

I believe the discrimination I experienced was based on (circle all that apply):
Race, Color, National Origin, Gender, Age, Disability, Economic Status, or Limited English Proficiency

Date of Alleged Discrimination (Month, Day, Year):	Date:
--	-------

Explain, as clearly as possible, that happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as the names and contact information of any witnesses. If more space is needed please attach additional sheets to this form:

Section IV

Have you previously filed a Title VI complaint with the County? Yes ☐ No ☐

Section V

Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court? Yes ☐ No ☐

If yes, please check and name all that apply:

☐ Federal Agency: _____

☐ Federal Court: _____

☐ State Agency: _____

☐ State Court: _____

☐ Local Agency: _____

Please provide information about a contact person at the agency/court where the complaint was filed.

Name: _____

Title: _____

Agency:_____

Address:_____

Telephone:_____

Section VI

Name of agency complaint is against:

Contact person:

Title:

Telephone number:

Signature: _____

Date:_____

Please submit this form in person at the address below, or mail form to:

Public Works Department

Department Director: Juan Rael
Location: 1000 Central Avenue
Suite 160
Office Hours: Monday through Friday
8:00 am - 5:00 pm
Department Phone: (505) 662-8150
Fax: (505) 662-8109
Email: iacpw@lacnm.us

Or

New Mexico Department of Transportation
ATTN: NMDOT Title VI Coordinator
1596 Pacheco St. Suite 107
Santa Fe, NM 87505

Or

*Federal Transit Administration
Office of Civil Rights
Attention: Complaint Team
East Building, 5th Floor – TCR
1200 New Jersey Avenue, SE
Washington, DC 20590
5th Floor-TCR 1200
New Jersey Ave. SE Washington, DC 20590*

	Date (Month, Day, Year)	Summary (Include basis of complaint: race, color, or national origin)	Status	Actions(s) Taken
Investigations				
1.				
2.				
3.				
4.				
Lawsuits				
1.				
2.				
3.				
4.				
Complaints				
1.				
2.				
3.				
4.				

VII. Title VI Program Management Procedures

The County Title VI Coordinator shall:

- Ensure the transportation planning process fully complies with the requirements of Title VI.
- Monitor the transportation planning process overall strategies and goals and ensure compliance with Title VI requirements.
- Review operational policies and procedures to ensure Title VI compliance.
- Monitor the service equities of planning data collection and analysis for potential impacts on social, economic, and/or ethnic groups.
- Ensure the planning organizational membership attempts to reflect the makeup of the population served. This would include periodically reporting to the Metropolitan Planning Organization (MPO)/ Regional Planning Organization (RPO) racial, ethnic, and gender composition of public involvement organizations or groups.
- Ensure the opinions and views of all groups within their populations are solicited and considered in the planning of transportation projects.
- Monitor compliance with Environmental Justice issues to identify low-income and minority populations that may be impacted by transportation planning process.
- Provide evidence that input from minority groups/persons has been considered in the transportation planning process. Evidence could include but is not limited to the participation level and composition of participants in public information settings. Also reporting any follow-up and conclusions to issues communicated throughout the planning process.
- Monitor the gathering and utilization of demographic data used to identify and locate low-income and minority populations in order to investigate the possible benefits and detriments of transportation plans on these populations.
- Monitor compliance with Limited English Proficiency populations to improve access and comprehension of the transportation planning process for individuals comprising the LEP population.

VIII. Title VI Related Training

The County Title VI Coordinator shall ensure that staff is trained and familiar with County related policies and procedures.

The County provides its staff the following training: ADA sensitivity, wheelchair securement, mechanical training for wheelchair lifts and equipment.

IX. Limited English Proficiency (LEP) Plan

The County's LEP Plan is identified in Section V above. The County conducts a Four Factor Analysis to prevent discrimination on the basis of limited English Proficiency using the following factors:

- **Number or Proportion of LEP Individuals:** Describes the efforts to provide meaningful opportunities to County's Limited English Proficient population.
- **Frequency of Contact with the Program:** Data driven and decisions in direct correlation through data gathering exercises the County organization uses.
- **Nature and Importance of the Program:** Identify programs of importance and describe the process to ensure LEP persons are not denied or delayed in the service or benefit of that service.
- **Resources Available:** Identify the resources available to provide LEP assistance in programs that have a limited number of LEP persons

X. External Communication (Notification to public beneficiaries)

The County provides information to members of the public detailing the Title VI obligation and notify members of the public of the protections against discrimination afforded to them by Title VI. Requirements including:

- **Dissemination of Information:** Disseminate information to members of the public via accessible printed and electronic media, including posting on the entities' website.
- **Contents of Notification:** At a minimum, the notification should include the following:
 1. Statement that the County operates the Federal Program(s) without regard to race, color, national origin, sex, age, or disability.
 2. Identify procedures to be followed by members of the public to request additional information regarding County's Title VI obligation.
 3. Identify procedures to be followed by members of the public to file a discrimination complaint against the County.

XI. Data Collection

Program Area	Type of Data Collected & Process for Collecting	Intended Outcome of Data Analysis (i.e. Title VI Purpose for Collecting Data)
Engineering and Capital Projects and Facilities	The use of 2020 U.S. Census Number for LEP Persons residing within the Incorporated County of Los Alamos is used. Meeting sign-in sheets; address and phone numbers and comments cards are provided.	Determine the need to advertise meetings in Spanish or other languages. Effective means of the public involvement process and follow through and provide information to questions or concerns the general public may have.
Atomic City Transit	Highly used fixed route stops, amenities to bus stops, public meetings regarding major changes or additional changes to routes and/or time schedule	To assure public transportation is available to the community and improve mobility for the citizens of Los Alamos County
Traffic and Streets Division	N/A	N/A

XII. Notice of Rights

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

Incorporated County of Los Alamos operates its programs and services without regard to race, color, national origin, sex, age, and disability. Anyone who believes they have been excluded from participation in, denied benefits of, or otherwise subjected to discrimination under any Incorporated County of Los Alamos program or activity because of their race, color, national origin, age, sex, or disability may file a discrimination complaint with Incorporated County of Los Alamos or the New Mexico Department of Transportation.

To file a Title VI discrimination complaint, please contact:

Public Works Department

Department Director:	Juan Rael
Location:	1000 Central Avenue Suite 160
Office Hours:	Monday through Friday 8:00 am - 5:00 pm
Department Phone:	(505) 662-8150
Fax:	(505) 662-8109
Email:	lapw@lacnm.us

Table 1 2020 Census Numbers for LEP Persons Residing within the Service Area					
Population 5 Years and Over by Language Spoken at Home and Ability to Speak English	Los Alamos County, NM	City/County 2	City/County 3	Total	Percentage of Population 5 Years and Older
Population 5 Years and Over	18,332			18,332	
Speak English less than “very well”	581			581	3.2%
Spanish	1309			1309	
Speak English less than “very well”	169			169	12.9%
Other Indo-European	468			468	
Speak English less than “very well”	77			77	16.5%
Asian and Pacific Island	801			801	
Speak English less than “very well”	290			290	36.2%
All Other	112			112	
Speak English less than “very well”	45			45	40.2%