



# CITY OF HOUSTON

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John Whitmire, Mayor

## TITLE VI PROGRAM COMPLIANCE PLAN

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## TITLE VI NON-DISCRIMINATION STATEMENT OF POLICY

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### **Title VI Program Policy Statement<sup>1</sup>**

The City of Houston (“COH” or the “City”) is committed to compliance with Title VI of the Civil Rights Act of 1964, 49 CFR, part 21, 49 CFR part 303, and related Nondiscrimination authorities. City of Houston assures that no person shall on the grounds of race, color, national origin, sex, age, disability, low-income, and limited English proficiency (LEP) be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity under any City of Houston program, activity or service. The City of Houston further assures every effort will be made to ensure nondiscrimination in all of its programs, activities and services, whether those programs, activities and services are federally funded or not. In the event the City of Houston distributes Federal aid funds to another entity, the City of Houston will include Title VI language in all written agreements and will monitor for compliance.

The City of Houston is also committed to assuring 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 City of Houston 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*.

Retaliation is prohibited under Title VI of the Civil Rights Act of 1964 and related federal and state nondiscrimination authorities. It is the policy of the City of Houston that persons filing a complaint of discrimination should have the right to do so without fear of retaliation, interference, intimidation, coercion, or reprisal.

### **Definition of Federal Financial Assistance and Recipients Affected**

Federal financial assistance is defined as any Federal dollars that are assigned to the City of Houston to support any program, activity or service by way of grant, loan or contract, other than a contract of insurance or guaranty.

### **Specific Forms of Discrimination Prohibited**

The City of Houston’s efforts to prevent discrimination include, but are not limited to prohibiting:

- 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 of persons 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 or services 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 or services, the primary purpose of which is to provide employment.

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<sup>1</sup> See Appendix A

## **City of Houston Programs and Services Covered by Title VI Program**

City of Houston Title VI Plan applies to all of the entity's programs, activities and services, regardless of funding source. Some sections deal with specific requirements (e.g., FTA, FHWA, FMCSA and FAA funded programs).

The City of Houston has signed the Standard DOT *Title VI Assurances Dot 1050.2A* and will ensure that sub-recipients, sub-grantees, contractors, successors, transferees and/or assignees sign an assurance document.

Further, a Title VI Coordinator has been appointed who will be responsible for monitoring, and ensuring the City's compliance with Title VI Program requirements. Additionally, sufficient responsibility and authorization has been delegated to the Title VI Coordinator and the Department Directors to effectively implement the Agency's Title VI Program.

The City of Houston will provide a notice of beneficiary rights under Title VI on the City's website, <https://www.houstontx.gov/obo/title-vi.html>.

## **TITLE VI PROGRAM ASSURANCES**

### **U.S. Department of Transportation**

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#### **Requirement to Provide an Annual Title VI Certification and Assurance <sup>2</sup>**

The City of Houston will submit its annual Title VI assurance as part of its annual Certification and Assurance submission to the US Department of Transportation (US DOT) in the appropriate electronic grant system.

The City of Houston shall collect an annual Title VI assurance from its sub-recipients (if any) as part of the annual Certifications and Assurances provided by sub-recipients to City of Houston.

The City of Houston shall make all records relating to its Title VI Program, in either hard copy and/or electronic format, available for review by the FMCSA, US DOT, FAA, TxDOT, and other State or Federal agencies during normal business hours upon request.

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<sup>2</sup> See Appendix B

**City of Houston Ordinances**

ADMINISTRATIVE PROCEDURES 1-17 [07.31.2013] AND 2-11 [05.16.2014]

(2.1) Establish policies for providing information about City services, programs, and activities to residents and visitors with Limited English Proficiency (LEP).

Limited English Proficiency, hearing and visually impaired residents receive supportive translation and ASL services via:

- Multilingual City of Houston staff members
- The Language Line
- City of Houston vendors who provide ASL and other language and communication assistance services

CITY ORDINANCE CHAPTER 15, ARTICLE V, SECTION 15-81 DECLARATION OF POLICY

**Minority, Women and Small Business Enterprises**

- (a) It is the policy of the City to stimulate growth of local minority, women and small business enterprises by encouraging the full participation of the business enterprises in various phases of city contracting, as set forth in this article. The purpose and objectives of this article are (a)(4) to increase opportunities for such local firms to serve as contractors, in addition to acting as subcontractors to others, where applicable, in an effort to remedy discriminatory practices and eliminate statistical disparities in city contracting. (b) this article is intended to be remedial in nature and to continue only until its purposes and objectives are achieved.

CITY ORDINANCE CHAPTER 15, ARTICLE VI, SECTION 15-90 DECLARATION OF POLICY

**Persons with Disabilities Enterprises**

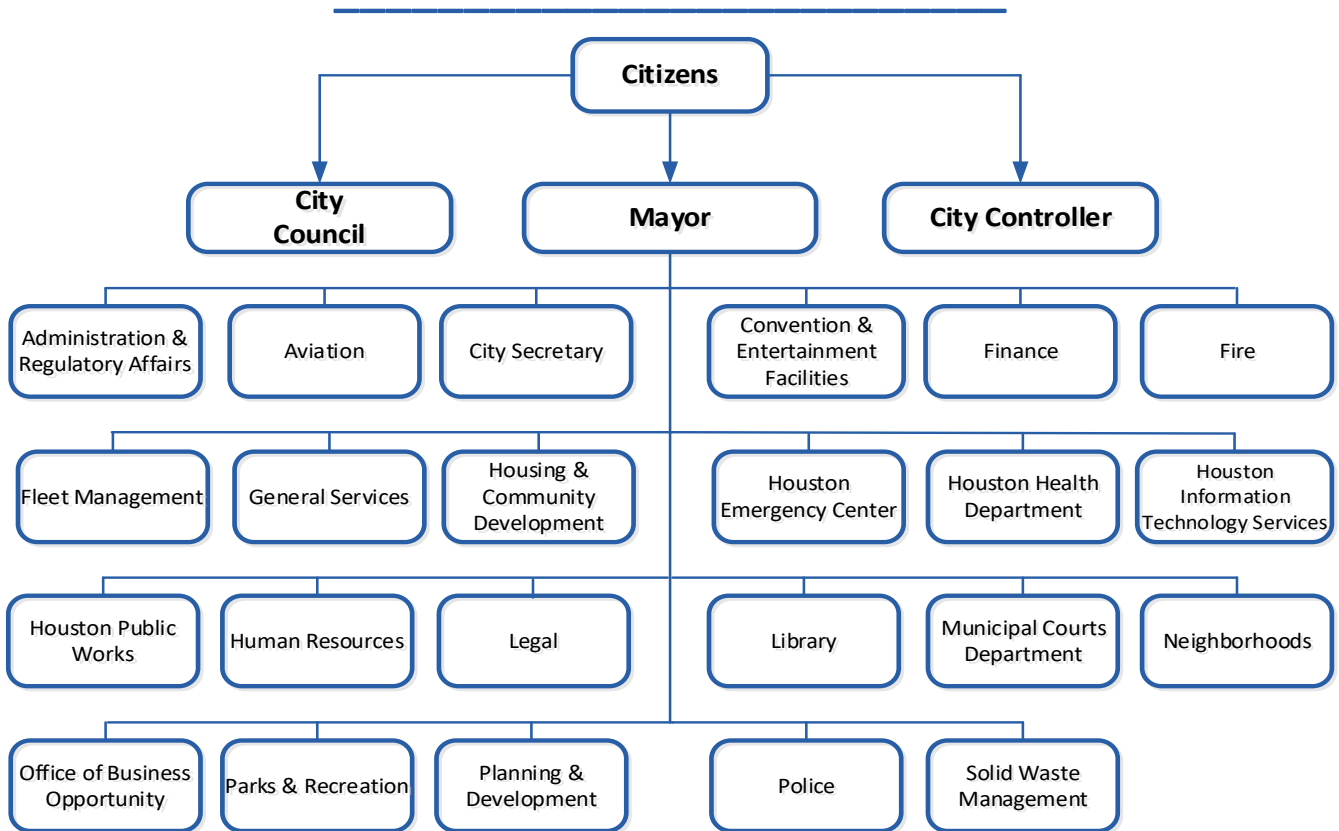
- (a) It is the policy of the City to stimulate the growth of local business enterprises owned, controlled and managed by persons with disabilities by encouraging the full participation of such businesses on all phases of its procurement activities and affording them a full and fair opportunity to compete for all City contracts.

CODE OF FEDERAL REGULATIONS (CFR), PART 26

**Disadvantaged Business Enterprises**

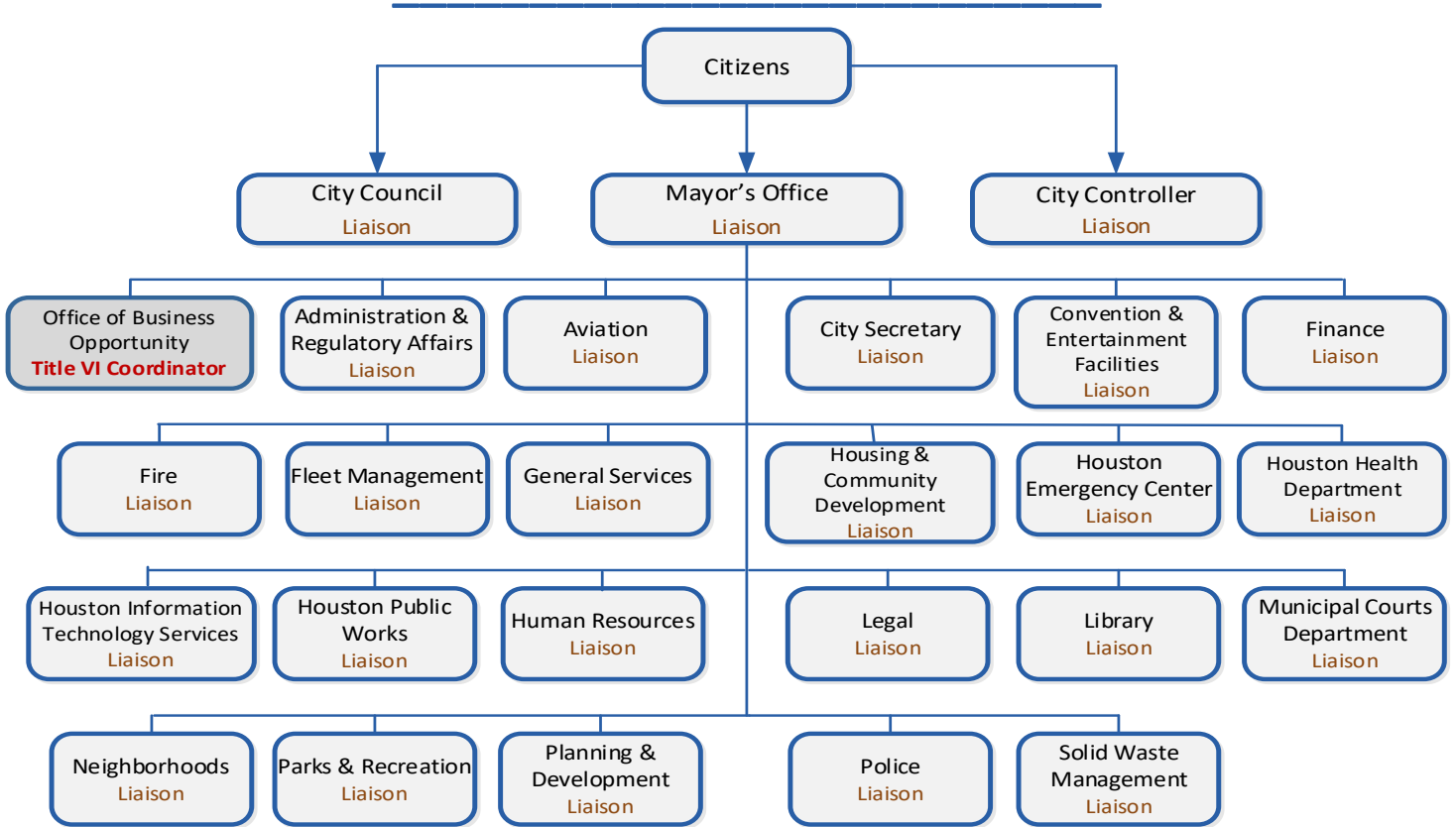
- (a) One objective of this federal Code is to ensure nondiscrimination in the award and administration of City of Houston highway, transit, and airport financial assistance programs funded by the Department of Transportation and Federal Aviation Administration, in addition to creating a level playing field on which disadvantaged business enterprises can compete fairly for DOT assisted contracts.

# CITY OF HOUSTON ORGANIZATIONAL STRUCTURE



# CITY OF HOUSTON

## Title VI Department Liaisons



## **Title VI Coordinator's Responsibilities**

As authorized by the Mayor, City of Houston, the Title VI Coordinator is responsible for initiating, monitoring, and ensuring the City of Houston's compliance with Title VI requirements as follows:

- **PROGRAM ADMINISTRATION:** Administer the Title VI Program and coordinate implementation of the Plan. Ensure compliance with the assurances, policy, and program objectives. Perform Title VI Program reviews to assess administrative procedures, staffing, and resources; provide recommendations as required, to the Mayor, City of Houston;
- **COMPLAINTS:** Review written Title VI complaints that may be received by the City of Houston following the adopted procedural guidelines (see Section VI-Complaint Procedures). Ensure every effort is made to resolve complaints informally at the local level;
- **TRAINING PROGRAMS:** Conduct or facilitate training programs on Title VI issues and regulations for the City of Houston's employees; facilitate Title VI training for appropriate staff, contractors and sub-recipients;
- **PUBLIC DISSEMINATION:** Work with City of Houston staff to develop and disseminate Title VI Program information to City of Houston employees and sub-recipients, including contractors, subcontractors, consultants, and sub-consultants and beneficiaries, as well as the general public. Public dissemination may include posting official statements, inclusion of Title VI language in contracts or other agreements, website postings, and annual publication of the informational brochures, ensuring the full utilization of available minority publications or media; and, where appropriate, provide written or verbal information in languages other than English;
- **ELIMINATION OF DISCRIMINATION:** Work with the Houston Public Works Department, Houston Airport System, Houston Police Department and other City of Houston departments and offices to establish procedures for promptly resolving deficiencies, as needed. Recommend procedures to identify and eliminate discrimination that may be discovered in any City of Houston processes.

The Title VI Program Coordinator also has the following responsibilities as it relates to LEP requirements:

- Monitor compliance of City of Houston LEP responsibilities.
- Provide as needed or requested, training, assistance and/or guidance to City of Houston staff, as it relates to LEP responsibilities.



## **Title VI Annual Work Plan**

The City's Annual Work Plan related to Title VI compliance includes the following initiatives and defined dates of delivery:

<b>ANNUAL TITLE VI PROGRAM ACTIONS</b>
<ul style="list-style-type: none"><li>▪ Submit updated Title VI Plan to appropriate Federal agencies.</li><li>▪ Conduct meeting with all department Title VI Liaisons.</li><li>▪ In collaboration with Title VI Liaisons:<ul style="list-style-type: none"><li>○ Confirm the posting of Title VI Public Notice at City facilities.</li><li>○ Facilitate distribution of Title VI Policy to COH employees.</li><li>○ Identify construction projects requiring Environmental Justice analysis.</li><li>○ Identify projects requiring Public Participation Plan [Metropolitan Transportation Planning, 23 CFR 450.316, per FHwy, FTA, &amp; FAA].</li></ul></li><li>▪ Review City's Language Access Procedures and work with iSpeak Houston Administrator to update/revise, if necessary.</li></ul>

**CONTINUOUS TITLE VI PROGRAM ACTIONS, *as needed***

- Monitor Title VI activities and conduct reviews, as necessary.
- Monitor City of Houston policies & procedures for necessary Title VI (Civil Rights) language.
- Respond to all inquiries & issues brought by sub-recipients relating to Title VI.

<b>Quarter 1</b> <b>Oct - Dec</b>	<b>Quarter 2</b> <b>Jan - Mar</b>	<b>Quarter 3</b> <b>Apr - Jun</b>	<b>Quarter 4</b> <b>July - Sept</b>
<ul style="list-style-type: none"> <li>▪ Review/update Title VI Policy, Assurances, Plan, Complaint process. *</li> <li>▪ Publish Title VI Policy &amp; related resources in local media.</li> <li>▪ Conduct Title VI Training.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Review Title VI Policies &amp; Procedures.</li> <li>▪ Review/update Accomplishment Report.</li> <li>▪ Review/update sites, forms, resources.</li> <li>▪ Confirm all Department Title VI Liaisons.</li> <li>▪ Conduct Liaisons Meeting.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Liaisons conduct Department compliance review.</li> <li>▪ Conduct 311 Training.</li> <li>▪ Review of community publications.</li> <li>▪ Review departmental utilization of translation services.</li> <li>▪ Employee Training on LEP, LAP &amp; related resources.</li> <li>▪ Review accessibility resources</li> <li>▪ Distribute Title VI Survey.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Conduct visits to city facilities to check for Title VI compliance.</li> <li>▪ Department. data collection (assessment/evaluation); Distribution of Title VI Policy to Department Liaisons and all COH employees.</li> <li>▪ Conduct Title VI Training.</li> <li>▪ Review/update Accomplishment Report.</li> <li>▪ Liaisons conduct Department compliance review.</li> <li>▪ Update training material, if needed.</li> <li>▪ In collaboration with Department Liaison, identify projects requiring EJ analysis.</li> </ul> <p><i>*as needed</i></p>

## Language Access Services

The City of Houston's Language Access requirements are governed by its *Administrative Procedure 2-11*<sup>3</sup>. This citywide procedure establishes policies for providing information about City services, programs, and activities to residents and visitors with Limited English Proficiency (LEP) and applies to all City of Houston departments. The policy states in part, that:

- When feasible, the City shall provide essential public information for a minimum of the top 5 commonly-used languages utilized by the City's culturally diverse population.
- Language assistance will be provided through the use of competent bilingual staff interpreters, or interpretation or translation services.
- All interpreters, translators, and other resources needed to comply with this policy shall be provided without cost to the LEP individual being served and that constituents and visitors will be informed that the services are free of charge.
- All departments that provide services directly to the public shall provide information about LEP services by developing and implementing department or agency-specific language access plans. Departments are responsible for conducting regular reviews of its language access resources and plans, and update them as necessary.
- City employees who routinely have direct interaction with the public shall be trained in language access policies and procedures that shall include protocols for assisting LEP populations. City employees shall also be trained on efficient communication techniques, the effective use of an interpreter, and on how to properly interact with LEP individuals.

The policy also provides an LEP individual assistance procedure that City employees are to apply when assisting LEP individuals, whether in person or via phone and may be adjusted given the actual circumstances.

- Identification – City employees should identify the language of communication needs of the LEP individual.
- Interpreters – City departmental employees should first use their in-house staff fluent in the respective language, if available, to interpret. Departments shall maintain a list of bilingual or multilingual employees. The list should contain the employee's name, the language they speak and their phone number.
- Family/Friends – LEP individuals who prefer to use a family member, or friend as an interpreter, may do so if they request it.
- Language Line – When a department bilingual employee is not available, staff may use the Language Line through the City's 3-1-1 Service Line Division. A.P. 2-11 provides guidance to City employees on the process to use when telephone interpretation via the Language Line is required.

## Monitoring and Updating the City's Language Access and LEP Procedures

The Title VI Coordinator, in collaboration with the City's iSpeak Houston Administrator, will periodically review the city's language access and LEP procedures to determine what, if any changes or updates are needed. If changes are needed to the policy, the Title VI Coordinator and the iSpeak Houston Administrator will work with the City's Administration and Regulatory Affairs Department to update the procedure and obtain approval by the mayor.

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<sup>3</sup> See Appendix C

## NOTIFICATION OF BENEFICIARIES AND PARTICIPANTS

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The City of Houston has posted the Public Notice in all publicly accessed facilities and on the City of Houston website notifying the public of protections against discrimination afforded to them by the Title VI Program requirements.<sup>4</sup>

### Dissemination of Information

**TITLE VI WEB PAGE:** The Title VI webpage is designed to ensure Title VI information is readily accessible to the public. The website informs the public of their rights under Title VI and provides information on how to file a complaint. The information available on the Title VI website, <https://www.houstontx.gov/obo/title-vi>, includes:

- The City of Houston Title VI Plan
- Title VI and Related Statutes Nondiscrimination Statement  
(*Versions include English, Spanish, Traditional Chinese, Vietnamese, Korean, Hindi, Urdu*)
- Title VI Nondiscrimination Assurances
- City of Houston Title VI Annual Work Plan
- The most recent version of the Annual Accomplishment Report
- City of Houston External Discrimination Complaint Form (English and Spanish)
- Title VI Poster (*English & Spanish*)
- Title VI Requirements for Subrecipients
- [DOT]'s Title VI Technical Assistance Guide for Subrecipients
- City of Houston Language Assistance Plan
- iSpeak Cards

**NOTIFICATION TO BENEFICIARIES:** The City of Houston provides versions of posters, brochures, and survey cards at every public hearing and meeting. These program posters and brochures are available in languages other than English, as needed. Current copies of the City of Houston Title VI Notice to the Public are available and accessible at City buildings.

**CitizensNet:** Provides periodic emails from the Mayor and the City of Houston on topics of interest to citizens and their neighborhood. Archived notices are held on the City website after initial submission as well.

Capital Improvement Plan (CIP) meetings are held in every district. The meeting notices are sent out via CitizensNet to the emailing list for the CIP process via CitizensNet.

Rebuild Houston notifications are sent out to citizens via CitizensNet for the Rebuild Houston project.

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<sup>4</sup> See Appendix D

## Contents of Notification

The City of Houston provides the Notification of Rights afforded via the City of Houston's Title VI Program including the statement that the City of Houston, its departments, staff and/or contractors do not discriminate with regard to race, color, national origin, sex, age, disability, income level, or Limited English Proficiency.

The public may request additional information regarding the City of Houston's nondiscrimination obligations by contacting the City of Houston Title VI Coordinator, using the contact information as listed on the notification.

The public is provided explicit details on the process to submit a discrimination complaint against the City of Houston using any of the following sources:

1. City of Houston Title VI Website, <https://www.houstontx.gov/obo/title-vi.html>
2. A City of Houston Department Title VI Liaison
3. Contact information listed for the Title VI Coordinator and/or the state or federal agency as posted in each department, including the name, address, telephone number and address of the Title VI Coordinator:

Norma Meadows  
Title VI Coordinator  
City of Houston  
611 Walker St., 7<sup>th</sup> Floor | Houston, TX 77002  
Phone: 832-393-0161 | Email: [TitleVI@houstontx.gov](mailto:TitleVI@houstontx.gov)

## SUB-RECIPIENT COMPLIANCE REPORTS

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The City of Houston does not have any sub-recipients at this time.

### Requirement to Keep a Record of Title VI Investigations and Lawsuits

The City of Houston shall prepare and maintain a list of any active investigations conducted by entities, lawsuits, or complaints naming City of Houston or its sub-recipients that allege discrimination on the basis of race, color, national origin, sex, age, disability, low-income, and Limited English Proficiency (LEP). This list shall include the name of complainant, identification of demography (i.e., race, color, national origin, etc.), allegations, complaint date, date of the Report of Investigation, determination made, and any other relevant information as deemed appropriate in response to the investigation or complaint.

## TRAINING

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The Title VI Coordinator shall coordinate with the designated Department Directors and Title VI Liaisons to determine the training needs of each department within the City of Houston. Focus will be given to identified high volume public contact staff. The Title VI Coordinator or designee shall be responsible for training identified personnel, which will include a summary of the background of the Title VI Program, Title VI Policy and Assurances, Language Access Procedures and the processes and procedures for handling Title VI issues, complaints, interaction with Limited English Proficient individuals and identification of projects requiring assessment of environmental justice. The City will provide Title VI training every year and will distribute its Policy Statement annually.

## ACCESS TO RECORDS

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The City of Houston shall provide upon written request all records relating to the effective implementation of the Title VI Program requirements by the U.S Department of Transportation and subsidiary divisions (FMCSA, FTA, FAA, FHWA, and other State and Federal agencies, to investigate complaints of discrimination or to resolve concerns about possible noncompliance with Title VI.

## TITLE VI COMPLAINT AND DISPOSITION PROCESS

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Any person who believes he or she has been subjected to unequal treatment, discrimination on the grounds of race, color or national origin, excluded from, denied participation in, denied the benefits of, or otherwise has been subjected to discrimination under any City of Houston, or its sub-recipient's, service, program or activity (whether Federally funded or not), or who believes he or she has been subjected to retaliation as a result of filing a Title VI related grievance, may file a complaint with the City of Houston Title VI Coordinator. This process applies to all complaints filed under Title VI of the Civil Rights Act of 1964.

### **How are complaints filed?**

Complainants must complete a Title VI Complaint Form<sup>5</sup> and submit it to the Title VI Coordinator electronically, by mail or in person within 180 days of a discriminatory incident or awareness of an incident(s). The complaint process provides for protections under Title VI of the Civil Rights Act of 1964. If a complaint is filed alleging discrimination due to a person's race, color, national origin, sex, age, creed, low-income status, minority status and/or Limited English Proficiency, the City of Houston will review these complaints to determine if they may be resolved informally.

The complaint should include the name, address, phone number and signature of complainant. The formal complaint should describe the alleged discriminatory act that violates Title VI law in detail.

These complaint procedures do not deny the right of the complainant to file formal complaints with other State or Federal agencies.

Complaints of discrimination based on disability will be addressed under the City of Houston Title II Americans with Disabilities Act (ADA) complaint process.

### **To be accepted, the complaint must:**

- Be based on discrimination as described above;
- Allege that the discrimination was committed by the City of Houston, its employees, a subrecipient (contractor/subcontractor), or concessionaire of the City of Houston; and
- Be filed within 180 days of the alleged discrimination (or at the time the complainant became aware).

### **How are complaints processed?**

Once a complaint form is received by any staff member, the complaint must be logged by the receiving department. It must then be sent to the Title VI Coordinator within 48 hours of receipt by the department. The Title VI Coordinator will immediately log the complaint in the Title VI Office, assign a tracking number and open a new file.

Upon review of the complaint, any additional information will be gathered from the complainant and/or listed parties, including the respondent. This information will then be added to the file. The complete file is submitted to the Office of Inspector General for full investigation. Findings will be submitted to the Title VI Coordinator to communicate to the complainant and respondent, then close the file. All decisions issued by the City of Houston Office of Inspector General and Title VI Office are final.

Any additional details to a complaint will require a new complaint to be filed. Files may not be reopened once a final decision has been issued.

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<sup>5</sup> See Appendix E

## What Are the Outcomes of Filing a Complaint?

This is an administrative process that does not provide for compensatory or punitive damages. These complaint procedures with the City of Houston do not preclude the complainant from filing formal complaints with other State or Federal agencies. Upon receipt and review of the complaint, there are four potential outcomes. All complaints are recorded in the Title VI Complaint Log, available for review by US Department of Transportation upon written request.

[1] **Accept.** If a complaint is filed timely, contains sufficient information to support a claim under the Title VI laws and listed assurances, and concern matters under the jurisdiction of the City of Houston, the complaint may be accepted and a written notice that it has been accepted for investigation will be sent to the complainant.

[2] **Preliminary Review.** The Title VI Coordinator will gather additional information from the complainant and/or respondent prior to deciding whether to accept, dismiss or refer the complaint.

[3] **Procedural Dismissal.** If a complaint is not filed timely, is not in writing and signed, or lacks any required information, the complainant and respondent are sent a written notice that the complaint is dismissed.

[4] **Referral/Dismissal.** If the complaint is procedurally sufficient but is not in the jurisdiction of the City or its departments, the complainant and respondent will receive written notice of the complaint being referred to the appropriate federal agency or dismissed. A copy of the referral will be sent to the appropriated federal agency.

Upon receipt of the final decision of a filed complaint, a complainant may:

[1] Accept the final decision;

[2] Submit the complaint to the appropriate federal agency within 180 days, as listed below:

(a) Federal Aviation Administration (FAA)

Office of Civil Rights, ACR - 1, Room 1030, 800 Independence Avenue SW, Washington, DC 20591

Phone: 202-267-8087

(b) Texas Department of Transportation (TxDOT)

Civil Rights Division, 125 East 11<sup>th</sup> Street, Austin, TX 78701

Email: [CivilRights@TxDOT.gov](mailto:CivilRights@TxDOT.gov)

Phone: 512-416-4700; Fax: 512-486-5539

(c) US Department of Transportation (USDOT) Federal Highway Administration Office of

Civil Rights, Title VI Program Coordinator, East Building, 5<sup>th</sup> Floor 1200 New Jersey Ave. SE HCR-40, Room E81-101 Washington, DC 20590 Phone: 202-366-0693; Fax: 202-366-1599; TTY: 202-366-5751

(d) US Department of Transportation (USDOT) Federal Transit Administration Office of

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

Email: [FTACivilRightsCommunications@dot.gov](mailto:FTACivilRightsCommunications@dot.gov) Phone:

888-446-4511

(e) US Department of Justice, Federal Coordination and Compliance Section – NWB

Civil Rights Division – 4CON, 950 Pennsylvania Avenue, NW, Washington, DC 20530 (888) 848-5306 – English and Spanish (Inglés y Español);

(202) 307-2222 (voice); (202) 307-2678 (TDD)

## COMMUNITY PARTICIPATION PROCESS

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City of Houston has implemented a Public Participation Plan in compliance with all federal laws and regulations throughout the public participation process, including adherence to Title VI of the Civil Rights Act of 1964 and the Americans with Disabilities Act of 1990.

As sub-recipients of federal financial assistance, the City of Houston provides an opportunity for public involvement and full access to the decision-making process in each stage of the planning and development of a project. The Capital Improvement Plan (CIP) addresses the infrastructure needs for the City of Houston. In addition to the CIP, Rebuild Houston, a ten-year plan, is the City of Houston's initiative to improve the quality of life and mobility for residents of the city by rebuilding our drainage and street infrastructure.

The federal requirement for notification to beneficiaries and participants includes written documents (i.e., plans, reports, pamphlets, brochures, etc.), information posted on websites, and posters provided on-site. Each project must have a detailed dissemination of Title VI Program obligations and notification to the public of the protections against discrimination afforded to them by Title VI Program requirements:

- [1] **Dissemination of Information.** In coordination with City departments, develop Title VI information for dissemination to the general public and, where appropriate, in languages other than English. The City shall disseminate this information to the public via accessible printed and electronic media, including posting on the Applicant's website;
- [2] **Contents of Notification.** At a minimum, the notification should include the following:
  - [a] Statement that the City does not discriminate with regard to race, color, national origin, sex, age, disability, income-level, or Limited English Proficiency (LEP);
  - [b] Procedures to be followed by the public to request additional information regarding the City's Nondiscrimination obligations; and
- [3] **Identify Procedures.** The procedures that are to be followed by the public to file a discrimination complaint with the City of Houston, including providing the public with the name of a City contact representative, address, and telephone number/e-mail address.

The City of Houston conducts public meetings on the City's Annual Capital Budget in each council district. These meetings provide the public the opportunity to participate in the capital budget process by contributing comments and suggestions about needed services and improvements. The City of Houston's inclusive public participation plan adhere to the following:

- All meetings of the Council and of all committees are open to the public and the rules of the Council provide that the public shall have a reasonable opportunity to be heard at any such meetings in regard to any matter to be considered. These meetings take place every Tuesday of every week, unless it is a public holiday. The meetings take place at City Hall, 901 Bagby Street, Council Member Chambers (2nd Floor), Houston, Texas.
- The City of Houston, its prime contractors, and other delegates conduct stakeholder meetings to provide information and collect feedback from interested parties. The meeting locations are coordinated with stakeholders to ensure maximum participation.
- The City of Houston, its prime contractors and other delegates' public meetings are to provide information and collect feedback from individuals that have public comments. The meetings take place in public venues in the respective communities and neighborhoods for which the project is undertaken. The meetings are scheduled on weekday evenings after 6:00 pm.
- The City of Houston also publishes web based and mail notices to notify the public and to collect public comments.

### Rebuild Houston

Notifications are provided alerting citizens of upcoming drainage and street improvement projects.



## APPENDICES

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Appendix A		City of Houston Title VI Policy Statements
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# APPENDIX A

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## City of Houston Title VI Policy Statements



# CITY OF HOUSTON

## TITLE VI POLICY STATEMENT

The City of Houston (COH) is committed to compliance with Title VI of the Civil Rights Act of 1964, 49 CFR, part 21, and all related regulations and directives.<sup>1</sup> City of Houston assures that no person shall on the grounds of race, color, national origin, sex, age, creed or English proficiency be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any City of Houston program, activity or service. The City of Houston further assures every effort will be made to ensure non-discrimination in all of its programs, activities and services, whether those programs, activities and services are federally funded or not. In the event the City of Houston distributes Federal aid funds to another entity, the City of Houston will include Title VI language in all written agreements and will monitor for compliance. City of Houston 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, City of Houston 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.

Retaliation is prohibited under Title VI of the Civil Rights Act of 1964 and related federal and state nondiscrimination authorities. It is the policy of the City of Houston that persons filing a complaint of discrimination should have the right to do so without fear of retaliation, interference, intimidation, coercion, or reprisal.

### Specific Forms of Discrimination Prohibited

City of Houston's efforts to prevent discrimination include, but are not limited to prohibiting:

- 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 of persons 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 or services 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 or services, the primary purpose of which is to provide employment.

### City of Houston Programs and Services Covered by Title VI

The City of Houston's Title VI Plan applies to all of the entity's programs, activities and services, regardless of funding source.

A handwritten signature in blue ink, appearing to read "John Whitmire".

John Whitmire, Mayor  
City of Houston, Texas

3/22/24

Date

<sup>1</sup> Related regulations and directives including the following:

- Section 504 of the Rehabilitation Act of 1973, which prohibits discrimination based on disability.
- Title IX of the Education Amendments Act of 1972, which prohibits discrimination based on sex in education programs or activities.
- Age Discrimination Act of 1975, which prohibits discrimination based on age.
- U.S. Department of Homeland Security regulation 6 C.F.R. Part 19, which prohibits discrimination based on religion in social service programs.



# THÀNH PHỐ HOUSTON

## TRÌNH BÀY VỀ CHÍNH SÁCH TIÊU ĐỀ VI

Thành Phố Houston (COH) cam kết tuân thủ Tiêu Đề VI của Đạo Luật Dân Quyền ban hành năm 1964, 49 CFR, phần 21, và tất cả các quy chế cũng như chỉ thị liên quan.<sup>1</sup> Thành Phố Houston bảo đảm rằng không có ai bị từ chối cho tham gia hoặc bị từ chối các quyền lợi, hoặc bị phân biệt đối xử trong bất kỳ chương trình, hoạt động, hay dịch vụ nào của Thành Phố Houston vì lý do sắc tộc, màu da, quốc gia xuất thân, giới tính, tuổi tác, tín ngưỡng hoặc trình độ thông thạo Anh ngữ. Ngoài ra Thành Phố Houston còn nỗ lực bảo đảm không có tình trạng phân biệt đối xử trong tất cả các chương trình, hoạt động và dịch vụ của thành phố, cho dù các chương trình, hoạt động hay dịch vụ đó có được nhận ngân quỹ liên bang hay không. Trong trường hợp Thành Phố Houston phân bổ ngân quỹ trợ cấp của liên bang cho tổ chức khác, Thành Phố Houston sẽ đưa vào nội dung về Tiêu Đề VI trong tất cả các văn bản thỏa thuận và sẽ giám sát việc tuân thủ. Thành Phố Houston cũng cam kết bảo đảm sẽ cố gắng ngăn ngừa phân biệt đối xử đối với các nhóm dân số thu nhập thấp và sắc tộc thiểu số do ảnh hưởng của các chương trình hoặc hoạt động của Thành Phố, theo Sắc Lệnh 12898, Các Bước Thực Hiện của Liên Bang nhằm Thực Thi Công Lý Môi Trường trong Các Nhóm Dân Số là Người Sắc Tộc Thiểu Số và Người Có Thu Nhập Thấp. Ngoài ra, Thành Phố Houston còn bảo đảm sẽ nỗ lực hết sức giúp những người có trình độ thông thạo Anh ngữ hạn chế tiếp cận hiệu quả, theo Sắc Lệnh 13166, Cải Tiến Hiệu Quả Tiếp Cận Dịch Vụ cho Người Có Trình Độ Thông Thạo Anh Ngữ Hạn Chế.

Hành động trả đũa bị nghiêm cấm theo Tiêu đề VI của Đạo luật Dân Quyền năm 1964 và các cơ quan không phân biệt đối xử của liên bang và tiểu bang có liên quan. Chính sách của Thành phố Houston là những người nộp đơn khiếu nại về phân biệt đối xử phải có quyền làm như vậy mà không sợ bị trả đũa, can thiệp, đe dọa, ép buộc hoặc trả thù.

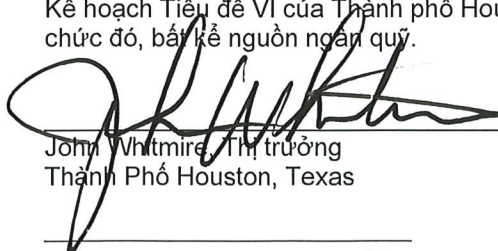
### Các Hình thức Phân biệt Đối xử Cụ thể bị Nghiêm cấm

Trong các nỗ lực ngăn chặn phân biệt đối xử của Thành Phố Houston bao gồm, nhưng không chỉ gồm ở việc nghiêm cấm:

- Từ chối các dịch vụ, trợ cấp tài chính, hoặc các phúc lợi khác theo một chương trình nào đó.
- Phân biệt về chất lượng, số lượng, hoặc cách thức cung cấp phúc lợi.
- Cách ly hoặc tách riêng người trong bất kỳ phần nào của chương trình.
- Giới hạn về việc tận hưởng bất kỳ lợi thế, đặc quyền hay phúc lợi khác cung cấp cho những người khác.
- Các tiêu chuẩn hay yêu cầu khác nhau về việc tham gia.
- Các phương pháp thực hiện, trực tiếp hoặc gián tiếp hoặc qua các mối quan hệ hợp đồng sẽ gây trở ngại hoặc ảnh hưởng xấu đến mục tiêu không phân biệt đối xử.
- Phân biệt đối xử trong bất kỳ hoạt động hay dịch vụ nào liên quan đến xa lộ, cơ sở vật chất hay cơ sở hạ tầng được xây hoặc sửa chữa toàn bộ hoặc một phần bằng ngân quỹ của liên bang.
- Phân biệt đối xử trong bất kỳ việc làm nào có được qua một chương trình hay các dịch vụ với mục đích chủ yếu là cung cấp công ăn việc làm.

### Các Chương trình và Dịch vụ của Thành phố Houston thuộc diện quy định của Tiêu đề VI

Kế hoạch Tiêu đề VI của Thành phố Houston áp dụng cho tất cả các chương trình, hoạt động, và dịch vụ của tổ chức đó, bất kể nguồn ngân quỹ.

  
 John Whitmire, Thị trưởng  
 Thành Phố Houston, Texas

3/22/24  
 Ngày

<sup>1</sup> Các quy định, chỉ thị liên quan bao gồm:

- Mục 504 của Đạo luật Phục hồi năm 1973, nghiêm cấm phân biệt đối xử dựa trên tình trạng khuyết tật.
- Tiêu đề IX của Đạo luật Sửa đổi Giáo dục năm 1972, nghiêm cấm phân biệt đối xử dựa trên giới tính trong các chương trình hoặc hoạt động giáo dục.
- Đạo luật Phân biệt Đối xử do Tuổi tác năm 1975, nghiêm cấm phân biệt đối xử dựa trên tuổi tác.
- Bộ An ninh Nội địa Hoa Kỳ quy định 6 C.F.R. Phần 19, nghiêm cấm phân biệt đối xử dựa trên tôn giáo trong các chương trình dịch vụ xã hội.



## سٹی آف ہیوسٹن

### عنوان VI کا پالیسی کا بیان

سٹی آف ہیوسٹن (COH) سول رائٹس ایکٹ 1964 کے عنوان VI، CFR 49، حصہ 21، اور تمام متعلقہ ضوابط اور احکامات کی تعمیل کے لیے پُر عزم ہے۔<sup>1</sup> سٹی آف ہیوسٹن یقین دلاتا ہے کہ کسی بھی شخص کو نسل، رنگ، قومیت، جنس، عمر، عقیدہ یا انگریزی کی مہارت کی بنیاد پر سٹی آف ہیوسٹن کے کسی پروگرام، سرگرمی یا خدمت میں حصہ لینے سے روکنے، فوائد کو مسترد کرنے، یا امتیازی سلوک کا نشانہ نہیں بننے دیا جائے گا۔ سٹی آف ہیوسٹن مزید یقین دلاتا ہے کہ اس کے تمام پروگرامز، سرگرمیوں اور خدمات میں عدم امتیاز کو یقینی بنانے کے لیے ہر ممکن کوشش کی جائے گی، چاہے وہ پروگرامز، سرگرمیاں اور خدمات وفاقی مالی معاونت کے ساتھ ہوں یا ان کے بغیر۔ کسی موقع پر سٹی آف ہیوسٹن وفاقی امدادی فنڈز کو دیگر اداروں میں تقسیم کرتا ہے، تو سٹی آف ہیوسٹن عنوان VI کی زبان کو تمام تحریری معاہدوں میں شامل کرے گا اور اس کی تعمیل کے لیے نگرانی کرے گا۔ سٹی آف ہیوسٹن اس بات کا یقین دلانے کے لیے بھی پُر عزم ہے کہ کم آمدنی والی اور اقلیتی آبادیوں کے ساتھ امتیازی سلوک کو روکنے کے لیے ہر ممکن کوشش کی جائے گی جو اس کے پروگراموں یا سرگرمیوں کے ایگزیکٹو آرڈر 12898 کے مطابق، اقلیتی آبادی اور کم آمدنی والی آبادیوں میں ماحولیاتی انصاف کو حل کرنے کے لیے وفاقی اقدامات کے مطابق ہے۔ اس کے علاوہ، سٹی آف ہیوسٹن یقین دلاتا ہے کہ محدود انگریزی مہارت رکھنے والے افراد کو بامعنی رسائی فراہم کرنے کے لیے ہر ممکن کوشش کی جائے گی، ایگزیکٹو آرڈر 13166 کے مطابق، محدود انگریزی مہارت والے افراد کے لیے خدمات تک رسائی کو بہتر بنانا۔

سول رائٹس ایکٹ 1964 کے عنوان VI اور متعلقہ وفاقی اور ریاستی غیر امتیازی حکام کے تحت انتقامی کارروائی ممنوع ہے۔ یہ سٹی آف ہیوسٹن کی پالیسی ہے کہ امتیازی سلوک کی شکایت درج کرانے والے افراد کو انتقامی کارروائی، مداخلت، دھمکی، جبر، یا انتقامی کارروائی کے خوف کے بغیر ایسا کرنے کا حق ہونا چاہیے۔

#### امتیازی سلوک کی مخصوص شکلیں ممنوع ہیں

امتیازی سلوک کو روکنے کے لیے سٹی آف ہیوسٹن کی کوششوں میں شامل ہیں، لیکن ان تک محدود نہیں:

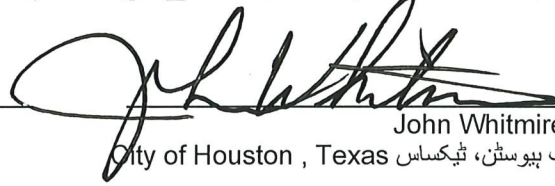
- کسی پروگرام کے تحت فراہم کردہ خدمات، مالی امداد، یا دیگر فوائد سے انکار۔
- معیار، مقدار، یا انداز میں امتیاز جس میں فائدہ فراہم کیا جاتا ہے۔
- پروگرام کے کسی بھی حصے میں افراد کا افتراق یا علیحدگی
- کسی بھی فوائد، مراعات، یا دوسروں کو فراہم کردہ دیگر فوائد سے لطف اندوز ہونے میں پابندی۔
- حصہ لینے کے لیے مختلف معیارات یا مطالبات
- انتظامی طریقہ کار جو بالواسطہ یا بلاواسطہ یا معاہداتی تعلقات کے ذریعے موثر غیر امتیازی سلوک کی تکمیل کی ناکامی کا باعث بنیں گے یا نقصان پہنچائیں گے۔
- ہائی وے، انفراسٹرکچر یا سہولت سے متعلق کسی بھی سرگرمی یا خدمات میں امتیازی سلوک جو وفاقی فنڈز سے مکمل یا جزوی طور پر تعمیر یا مرمت کی گئی ہو۔
- کسی پروگرام یا خدمات کے نتیجے میں کسی بھی ملازمت میں امتیازی سلوک، جس کا بنیادی مقصد روزگار فراہم کرنا ہے۔

سٹی آف ہیوسٹن پروگرامز اور خدمات جو عنوان VI میں شامل ہیں

سٹی آف ہیوسٹن کا عنوان VI پلان امدادی ماخذ سے قطع نظر، تمام ادارے کے پروگرامز، سرگرمیوں اور خدمات پر لاگو ہوتا ہے۔

3/22/24

تاریخ



John Whitmire, میئر

سٹی آف ہیوسٹن، ٹیکساس، City of Houston, Texas

<sup>1</sup>متعلقہ ضوابط اور ہدایات جن میں درج ذیل شامل ہیں:

- 1973 کے بحالی ایکٹ کی دفعہ 504، جو معذوری کی بنیاد پر امتیازی سلوک کو منع کرتی ہے۔
- 1972 کے تعلیمی ترمیمی ایکٹ کا عنوان IX، جو تعلیمی پروگراموں یا سرگرمیوں میں جنس کی بنیاد پر امتیازی سلوک کو منع کرتا ہے۔
- عمر کی تفریق ایکٹ 1975، جو عمر کی بنیاد پر امتیازی سلوک کو روکتا ہے۔
- U.S. ٹیپارٹمنٹ آف ہوم لینڈ سیکورٹی ریگولیشن C.F.R 6، حصہ 19، جو سماجی خدمت کے پروگراموں میں مذہب کی بنیاد پر امتیازی سلوک کو منع کرتا ہے۔



# CITY OF HOUSTON (休斯頓市)

## 第 VI 編政策聲明

休斯頓市 (COH) 承諾遵守《1964 年民權法》第 VI 編、《美國聯邦法規》第 49 編第 21 部分及所有相關規章和指令。<sup>1</sup> 休斯頓市保證，任何人不得因種族、膚色、民族血統、性別、年齡、信仰或英語水準而被排除在任何休斯頓市計劃、活動或服務的參與之外、或被剝奪其福利或受到歧視。休斯頓市進一步保證，無論本市之任何計劃、活動和服務是否由聯邦資助，都將盡竭盡全力確保不受任何歧視。如果休斯頓市將聯邦資助資金分給另一實體，將在所有書面協議中包含第 VI 編規定並監督遵守情況。休斯頓市還承諾，將遵守第 12898 號行政令「解決少數族裔和低收入群體環境正義問題的聯邦措施」，竭盡全力防止因本市計劃或活動而對低收入群體和少數族裔產生任何歧視。此外，休斯頓市還保證，會遵守第 13166 號行政令「提升英語水準有限者獲得服務的機會」，竭盡全力為英語水準有限者提供有意義的服務。

《1964 年民權法》第 VI 編及相關聯邦和州反歧視機構禁止報復行為。休斯頓市政策規定，歧視投訴人應有權投訴，而不必擔心遭到報復、干涉、恐嚇、脅迫或報復。

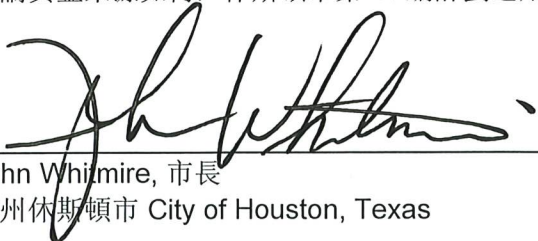
### 禁止特定形式的歧視

休斯頓市為防止歧視所做工作包括但不限於：

- 拒絕提供某一計劃應提供的服務、經濟援助或其他福利。
- 所提供福利品質、數量或方式的差異。
- 在計劃任何部分中將人員隔離或分開並區分對待。
- 限制所提供的任何利益、特權或其他福利的享受權。
- 參與標準或要求不統一。
- 直接或間接或通過合約關係破壞或損害有效實現非歧視而採取的管理方法。
- 與全部或部分由聯邦資金建造或維修的高速公路、基礎設施或設施有關的任何活動或服務中進行歧視。
- 在任何因計劃或服務所產生主要目的是提供就業機會的聘用中進行歧視。

### 第 VI 編所涉休斯頓市計劃和服務

無論資金來源如何，休斯頓市第 VI 編計劃適用於本市所有計劃、活動和服務。

  
 John Whitmire, 市長  
 德州休斯頓市 City of Houston, Texas

3/22/24  
 日期

<sup>1</sup> 相關法規和指令包括以下各項：

- 《1973 年復健法》第 504 節，禁止殘障歧視。
- 《1972 年教育修正案》第 IX 編，禁止在教育計劃或活動中存在性別歧視。
- 《1975 年反年齡歧視法》，禁止年齡歧視。
- 《美國聯邦法規》第 6 編第 19 部分美國國土安全部條例，禁止在社會服務計劃中存在宗教歧視。



# CIUDAD DE HOUSTON

## DECLARACIÓN DE POLÍTICA DEL TÍTULO VI

La Ciudad de Houston (COH) ha asumido el compromiso de cumplir con el Título VI de la Ley de Derechos Civiles de 1964, 49 CFR (Código Federal de Reglamentaciones), parte 21 y todas las reglamentaciones y directivas relacionadas.<sup>1</sup> La Ciudad de Houston garantiza que ninguna persona podrá por motivos de raza, color, país de origen, sexo, edad, credo religioso o dominio del idioma inglés, ser excluida de participar de, ni se le podrán negar los beneficios ni podrá ser discriminada en ningún programa, actividad o servicio de la Ciudad de Houston. Asimismo, la Ciudad de Houston asegura que se hará todo lo posible para garantizar que no haya discriminación en ninguno de sus programas, actividades y servicios, ya sea que dichos programas, actividades o servicios estén financiados o no por el gobierno federal. En caso de que la Ciudad de Houston distribuya fondos de ayuda Federal a otra entidad, incluirá textos del Título VI en todos los acuerdos por escrito y supervisará su cumplimiento. La Ciudad de Houston también se compromete a hacer todo lo posible para prevenir la discriminación de las poblaciones minoritarias o de bajos ingresos como resultado de cualquier impacto de sus programas o actividades de conformidad con lo establecido en la Orden Ejecutiva 12898: "Acciones Federales para Abordar la Justicia Ambiental en Poblaciones Minoritarias y de Bajos Ingresos". Asimismo, la Ciudad de Houston asegura que se hará todo lo posible para ofrecer un acceso significativo a personas con Dominio Limitado del Inglés, de conformidad con lo establecido en la Orden Ejecutiva 13166: "Mejorar el Acceso a los Servicios para Personas con Dominio Limitado del Inglés".

Las represalias están prohibidas al amparo del Título VI de la Ley de Derechos Civiles de 1964 y por las autoridades relacionadas, federales y estatales, en materia de no-discriminación. La Ciudad de Houston tiene la política de que quienes interpongan una queja por discriminación deberán tener el derecho de hacerlo sin temor a retaliación, interferencia, intimidación, coerción, ni represalia alguna.

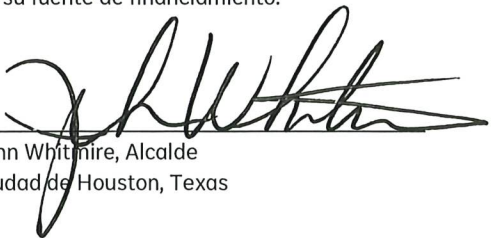
### Formas Específicas de Discriminación que están Prohibidas

Los esfuerzos de la Ciudad de Houston por prevenir la discriminación son, entre otros, prohibir lo siguiente:

- Denegar servicios, ayuda financiera u otros beneficios otorgados como parte de un programa.
- Hacer diferencias en la calidad, cantidad o forma en que se otorga un beneficio dado.
- Segregar o separar personas en cualquier parte del programa.
- Restringir el disfrute de cualesquiera ventajas, privilegios, u otros beneficios ofrecidos a otras personas.
- Diferenciar las normas o requisitos de participación.
- Métodos de administración que directa o indirectamente, o a través de relaciones contractuales, desvirtuarían o perjudicarían el logro eficaz de la no discriminación.
- Discriminación en toda actividad o servicio relacionado con una carretera, infraestructura o establecimiento construido o reparado parcial o totalmente con fondos federales.
- Discriminación en cualquier empleo resultante de un programa o servicios cuyo propósito principal sea brindar empleo.

### Programas y Servicios de la Ciudad de Houston al Amparo del Título VI

El Plan del Título VI de la Ciudad de Houston se aplica a todos los programas, actividades y servicios de la entidad, independientemente de su fuente de financiamiento.

  
John Whitmire, Alcalde  
Ciudad de Houston, Texas

3/22/24  
Fecha

<sup>1</sup> Reglamentaciones y directrices relacionadas, incluyendo las siguientes:

- *La Sección 504 de la Ley de Rehabilitación de 1973*, que prohíbe la discriminación por discapacidad.
- *Título IX de la Ley de Enmiendas a la Educación de 1972*, que prohíbe la discriminación por sexo en programas o actividades educativas.
- *La Ley de Discriminación por Edad de 1975*, que prohíbe la discriminación por edad.
- *Reglamentación 6, del Departamento de Seguridad Nacional de los Estados Unidos, C.F.R. (Código Federal de Reglamentaciones) Parte 19*, que prohíbe la discriminación por religión en los programas de servicio social.



# CITY OF HOUSTON(휴스턴시)

## 타이틀 VI 정책 성명서

City of Houston에서는 1964년도 제정 Civil Rights Act(시민권리법) 타이틀 VI, 49 CFR, 파트 21, 그리고 관련 규정 및 지침 전체를 준수하기로 다짐하는 바입니다.<sup>1</sup> 일체의 City of Houston 프로그램, 활동 또는 서비스하에 본 시는 인종, 피부색, 출신국, 또는 영어 능숙도를 근거로 참여하지 못 하도록 하거나, 혜택을 받지 못 하도록 배제되거나 차별 대상이 되는 사람이 없어야 함을 확인하는 바입니다. City of Houston은 더 나아가 전력을 다하여 모든 프로그램, 활동 및 서비스에서 이들 프로그램, 활동 및 서비스가 연방 정부의 자금으로 운영하든지 그 여부에 상관없이 차별금지를 확실히 구현하도록 합니다. City of Houston이 연방 보조 기금을 다른 주체에 배분할 경우, City of Houston은 전체 서면 계약서의 타이틀 VI 언어를 포함하고 준수하도록 감시하겠습니다. City of Houston은 소수 인종 및 저소득 인구층의 환경정의를 대응하기 위한 연방정부 행동에 관한 행정명령 12898 호에 따라, 자체의 프로그램이나 활동의 영향력 일체의 결과로서 또한 모든 노력을 저소득자 및 소수집단의 차별을 방지하는 데 경주하기로 다짐하는 바입니다. 이 외에도, City of Houston은 영어 구사능력이 제한된 사람들을 위한 서비스 이용방법 개선안인 행정명령 13166 호에 따라, 의미 있는 접근권을 영어 능숙도가 제한적인 자에게 제공하도록 모든 노력을 기울일 것을 확인하는 바입니다.

1964년 제정 Civil Rights Act(시민권리법) 타이틀 VI 및 관련 연방 및 주의 차별금지법 판례 근거/관계당국에 따라 보복을 금합니다. 차별대우에 대한 고소장을 접수하는 주민들은 보복, 방해, 협박, 강요, 또는 양갈음의 두려움 없이 제소할 권리가 주어져야 합니다.


### 금지된 차별대우의 구체적 형태

City of Houston에서는 다음 사항을 포함하여 차별대우의 방지를 위한 노력을 기울이지만, 이의 금지에만 국한되지는 않습니다:

- 프로그램하에 제공한 서비스, 재정 지원, 또는 기타 혜택의 거부.
- 혜택이 주어지는 품질, 수량, 또는 방식의 차별.
- 본 프로그램의 어느 부분에서도 사람의 차별 또는 구분.
- 타인들에게 제공된 일체의 이득, 특권, 또는 기타 수혜의 제한.
- 참여에 대한 상이한 기준이나 요건.
- 직접 또는 간접 또는 우선적 계약관계가 효과적인 차별금지의 달성을 무산 또는 손상시키려는 행정 방식.
- 연방정부의 자금으로 전체 또는 부분적인 건설 또는 보수가 이루어진 고속도로, 기반 시설이나 시설에 관련된 일체의 활동 또는 서비스상의 차별대우.
- 주 목적이 일자리를 제공하려는 프로그램이나 서비스가 원인이 되는 일체의 고용상 차별대우.

### 타이틀 VI에서 적용되는 City of Houston 프로그램 및 서비스

City of Houston의 타이틀 VI 계획은 자금 조달원에 무관하게 해당 주체의 프로그램, 활동 및 서비스 전체에 적용됩니다.

  
 사장 John Whitmire  
 City of Houston, Texas

3/22/24  
 일자

<sup>1</sup> 다음을 포함한 관련 규정 및 지침:

- 1973년 제정 Rehabilitation Act(재활법) 504 절로서 장애에 따른 차별을 금합니다.
- 1972년 제정 Education Amendments Act(교육수정법) 타이틀 IX로서 교육 프로그램 또는 활동에서 성별에 따른 차별을 금합니다.
- 1975년 제정 Age Discrimination Act(연령차별금지법: ADA)로서 연령에 따른 차별을 금합니다.
- U.S. Department of Homeland Security(미국 국토안보부: DHS) 규정 6 C.F.R. 파트 19로서 사회복지 프로그램에서 종교에 따른 차별을 금합니다.





# सिटी ऑफ़ ह्यूस्टन

## टाइटल VI नीति वक्तव्य

सिटी ऑफ़ ह्यूस्टन (COH), "1964 के नागरिक अधिकार अधिनियम के टाइटल VI, 49 सीएफ़आर, भाग 21", और सभी संबंधित नियमों और निर्देशों का पालन करने के लिए प्रतिबद्ध है।<sup>1</sup> सिटी ऑफ़ ह्यूस्टन यह विश्वास दिलाता है कि किसी भी व्यक्ति के साथ नस्ल, रंग, राष्ट्रीय मूल या अंग्रेज़ी भाषा की दक्षता के आधार पर, सिटी ऑफ़ ह्यूस्टन के किसी कार्यक्रम, गतिविधि या सेवा में भेदभाव नहीं किया जाएगा, न ही इनके लाभ से वंचित रखा जाएगा और न ही इनमें भागीदारी करने से रोका जाएगा। सिटी ऑफ़ ह्यूस्टन यह भी विश्वास दिलाता है कि यह सुनिश्चित करने के लिए हर संभव प्रयास किया जाएगा कि उसके किसी भी कार्यक्रम, गतिविधि और सेवा में कोई भेदभाव नहीं किया जा रहा है, चाहे उन कार्यक्रम, गतिविधियों और सेवाओं का पैसा संघीय सरकार से आता हो या नहीं। अगर सिटी ऑफ़ ह्यूस्टन संघीय सहायता राशि किसी और संस्था को देता है, तो सिटी ऑफ़ ह्यूस्टन सभी लिखित समझौतों में "टाइटल VI" की भाषा को शामिल करेगा और इसकी निगरानी करेगा कि अनुपालन किया जा रहा है। "कार्यकारी आदेश 12898, कम आय वाली और अल्पसंख्यक आबादियों में पर्यावरण संबंधी न्याय के लिए संघीय कार्यवाही" के अनुसार, सिटी ऑफ़ ह्यूस्टन यह सुनिश्चित करने के लिए भी प्रतिबद्ध है कि उसके कार्यक्रमों या गतिविधियों के किसी भी प्रभाव के परिणामस्वरूप, कम आय वाली और अल्पसंख्यक आबादियों के साथ भेदभाव को रोकने के लिए हर संभव प्रयास किया जाएगा। इसके अलावा, "कार्यकारी आदेश 13166, अंग्रेज़ी भाषा की सीमित दक्षता वाले लोगों के लिए सेवाएँ इस्तेमाल कर पाना आसान बनाना" के अनुसार, सिटी ऑफ़ ह्यूस्टन यह विश्वास दिलाता है कि "अंग्रेज़ी भाषा की सीमित दक्षता" वाले लोगों के लिए सेवाओं तक कारगर पहुँच मुहैया कराने के लिए हर संभव प्रयास किया जाएगा।

1964 के नागरिक अधिकार अधिनियम के टाइटल VI और संबंधित संघीय और राज्य गैर-भेदभाव प्राधिकरणों के तहत प्रतिशोध निषिद्ध है। यह सिटी ऑफ़ ह्यूस्टन की नीति है कि भेदभाव की शिकायत दर्ज करने वाले व्यक्तियों को प्रतिशोध, हस्तक्षेप, धमकी, जबरदस्ती या प्रतिशोध के डर के बिना ऐसा करने का अधिकार होना चाहिए।

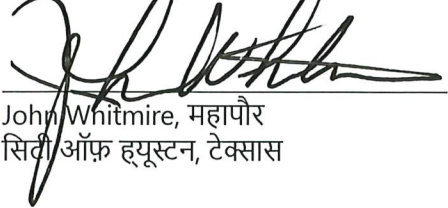
### भेदभाव के विशिष्ट रूपों का निषेध

भेदभाव को रोकने के लिए सिटी ऑफ़ ह्यूस्टन के प्रयासों में निम्नलिखित शामिल हैं, लेकिन वे प्रतिबंधित करने तक सीमित नहीं हैं:

- किसी कार्यक्रम के अंतर्गत दी जा रही सेवाओं, वित्तीय सहायता या अन्य लाभों से वंचित रखना।
- लाभ दिए जाने के तरीके, उसकी गुणवत्ता या मात्रा अथवा राशि में भेदभाव करना।
- कार्यक्रम के किसी हिस्से में लोगों को अलग या वर्गीकृत करना।
- दूसरों को दिए जा रहे लाभों, सुविधाओं और अन्य फ़ायदों का पूरी तरह से उपयोग न करने देना।
- भागीदारी के लिए अलग-अलग मापदंड या आवश्यकताएँ।
- प्रशासन के ऐसे तरीके जो प्रत्यक्ष या अप्रत्यक्ष रूप से या संविदात्मक संबंधों के माध्यम से भेदभाव रोकने के उद्देश्य को प्रभावी रूप से पूरा नहीं होने देते या उसमें बाधक बनते हैं।
- किसी हार्डवे, इंफ़्रास्ट्रक्चर या किसी ऐसी जगह या सुविधा से संबंधित किसी गतिविधि या सेवा में भेदभाव करना, जो कि पूरी तरह से या जिसका कुछ हिस्सा संघीय सरकार के पैसों से बनाया गया हो या मरम्मत कराई गई हो।
- किसी ऐसे कार्यक्रम या सेवा के ज़रिए दिए जाने वाले रोज़गार में भेदभाव करना, जिसका मुख्य उद्देश्य रोज़गार मुहैया कराना ही हो।

### टाइटल VI के अंतर्गत आने वाले सिटी ऑफ़ ह्यूस्टन के कार्यक्रम और सेवाएँ

सिटी ऑफ़ ह्यूस्टन का टाइटल VI प्लान, उसके सभी कार्यक्रमों, गतिविधियों और सेवाओं पर लागू होता है और इस बात से कोई फ़र्क नहीं पड़ता कि पैसों का स्रोत क्या है।

  
John Whitmire, महापौर  
सिटी ऑफ़ ह्यूस्टन, टेक्सास

3/22/24  
तारीख

<sup>1</sup> निम्नलिखित सहित संबंधित नियम और निर्देश:

- 1973 के पुनर्वास अधिनियम की धारा 504, जो विकलांगता के आधार पर भेदभाव पर रोक लगाती है।
- 1972 के शिक्षा संशोधन अधिनियम का टाइटल IX, जो शिक्षा कार्यक्रमों या गतिविधियों में लिंग के आधार पर भेदभाव पर रोक लगाता है।
- 1975 का आयु भेदभाव अधिनियम, जो उम्र के आधार पर भेदभाव पर रोक लगाता है।
- यूएस डिपार्टमेंट ऑफ़ होमलैंड सिक्योरिटी विनियम 6 सी.एफ़.आर. भाग 19, जो समाज सेवा कार्यक्रमों में धर्म के आधार पर भेदभाव पर रोक लगाता है।

## **APPENDIX B**

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### **U.S. DOT Standard Title VI/Non-Discrimination Assurances**

**DOT Order No. 1050.2A**

## The United States Department of Transportation

### Standard Title VI/Non-Discrimination Assurances

#### DOT Order No. 1050.2A

The **CITY OF HOUSTON** (herein referred to as the “Recipient”), **HEREBY AGREES THAT**, as a condition to receiving any Federal financial assistance from the United States Department of Transportation (DOT), through the **Federal Motor Carrier Safety Administration (FMCSA)**, is subject to and will comply with the following:

#### Statutory/Regulatory Authorities

- Title VI of the Civil Rights Act of 1964 (42 U.S.C. § 2000d *et seq.*, 78 Stat. 252), (prohibits discrimination on the basis of race, color, national origin);
- Federal-Aid Highway Act of 1973, (23 U.S.C. § 324 *et seq.*), (prohibits discrimination on the basis of sex);
- Title IX of the Education Amendments of 1972, as amended, (20 U.S.C. § 1681 *et seq.*), (prohibits discrimination on the basis of sex in education programs or activities);
- Section 504 of the Rehabilitation Act of 1973, (29 U.S.C. § 794 *et seq.*), as amended, (prohibits discrimination on the basis of disability);
- The Age Discrimination Act of 1975, as amended, (42 U.S.C. § 6101 *et seq.*), (prohibits discrimination on the basis of age);
- Americans with Disabilities Act of 1990, as amended, (42 U.S.C. § 12101 *et seq.*), (prohibits discrimination on the basis of disability);
- 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*);
- 49 C.F.R. part 27 (entitled *Nondiscrimination On The Basis Of Disability In Programs Or Activities Receiving Federal Financial Assistance*);
- 49 C.F.R. part 28 (entitled *Enforcement Of Nondiscrimination On The Basis Of Handicap In Programs Or Activities Conducted By The Department Of Transportation*);
- 49 C.F.R. part 37 (entitled *Transportation Services For Individuals With Disabilities (ADA)*);
- 49 C.F.R. part 303 (FMCSA’s Title VI/Nondiscrimination Regulation);
- 28 C.F.R. part 35 (entitled *Discrimination On The Basis Of Disability In State And Local Government Services*);
- 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.

Although not applicable to Recipients directly, there are certain Executive Orders and relevant guidance that direct action by Federal agencies regarding their federally assisted programs and activities to which compliance is required by Recipients to ensure Federal agencies carry out their responsibilities. Executive Order 12898 (1995), entitled “Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations” emphasizes that Federal agencies should use existing laws to achieve Environmental Justice, in particular Title VI,

to ensure nondiscrimination against minority populations. Recipients should be aware that certain Title VI matters raise Environmental Justice concerns and FMCSA intends that all Recipients evaluate and revise existing procedures (as appropriate) to address and implement Environmental Justice considerations. See the following FHWA website for more information and facts about Environmental Justice: [http://www.fhwa.dot.gov/environment/environmental\\_justice/index.cfm](http://www.fhwa.dot.gov/environment/environmental_justice/index.cfm)

Additionally, Executive Order 13166 (2001) on Limited English Proficiency, according to the U.S. Department of Justice in its Policy Guidance Document dated August 16, 2000 (65 Fed. Reg. at 50123), clarifies the responsibilities associated with the “*application of Title VI’s prohibition on national origin discrimination when information is provided only in English to persons with limited English proficiency.*” When receiving Federal funds Recipients are expected to conduct a Four-Factor Analysis to prevent discrimination based on National Origin. (See also U.S. DOT’s “*Policy Guidance Concerning Recipients’ Responsibilities to Limited English Proficient (LEP) Persons,*” dated December 14, 2005, (70 Fed. Reg. at 74087 to 74100); the Guidance is a useful resource when performing a Four-Factor Analysis).

### **General Assurances**

In accordance with the Acts, the Regulations, and other pertinent directives, circulars, policy, memoranda, and/or guidance, the Recipient hereby gives assurance that it will promptly take any measures necessary to ensure that:

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

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

### **Specific Assurances**

More specifically, and without limiting the above general Assurances, the Recipient agrees with and gives the following Assurances with respect to its Federally assisted **FMCSA Program**:

1. The Recipient agrees that each “activity,” “facility,” or “program,” as defined in 49 C.F.R. §§ 21.23 (b) and 21.23 (e) will be (with regard to an “activity”) facilitated, or will be (with regard to a “facility”) operated, or will be (with regard to a “program”) conducted in compliance with all requirements imposed by, or pursuant to the Acts and the Regulations;
2. The Recipient will insert the following notification in all solicitations for bids, Requests For Proposals for work, or material subject to the Acts and the Regulations made in connection with the FMCSA Program and, in adapted form, in all proposals for negotiated agreements regardless of funding source:

*“The **City of Houston**, in accordance with the provisions of Title VI of the Civil Rights Act of 1964 (78 Stat. 252, 42 U.S.C. §§ 2000d to 2000d-4) and the Regulations, hereby notifies all bidders that it will affirmatively ensure that any contract entered into pursuant*

June 13, 2016

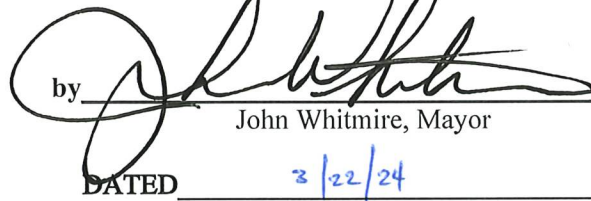
*to this advertisement, all contractors will be afforded full opportunity to submit bids in response to this invitation and will not be discriminated against on the grounds of the owner's race, color, national origin, sex, age, disability, income-level, or LEP in consideration for an award.”;*

3. The Recipient will insert the clauses of Appendix A and E of this Assurance in every contract or agreement subject to the Acts and the Regulations;
4. The Recipient will insert the clauses of Appendix B of this Assurance, as a covenant running with the land, in any deed from the United States effecting or recording a transfer of real property, structures, use, or improvements thereon or interest therein to a Recipient;
5. That where the Recipient receives Federal financial assistance to construct a facility, or part of a facility, the Assurance will extend to the entire facility and facilities operated in connection therewith;
6. That where the Recipient receives Federal financial assistance in the form, or for the acquisition of real property or an interest in real property, the Assurance will extend to rights to space on, over, or under such property;
7. That the Recipient will include the clauses set forth in Appendix C and Appendix D of this Assurance, as a covenant running with the land, in any future deeds, leases, licenses, permits, or similar instruments entered into by the Recipient with other parties:
  - a. for the subsequent transfer of real property acquired or improved under the applicable activity, project, or program; and
  - b. for the construction or use of, or access to, space on, over, or under real property acquired or improved under the applicable activity, project, or program.
8. That this Assurance obligates the Recipient for the period during which Federal financial assistance is extended to the program, except where the Federal financial assistance is to provide, or is in the form of, personal property, or real property, or interest therein, or structures or improvements thereon, in which case the Assurance obligates the Recipient, or any transferee for the longer of the following periods:
  - a. the period during which the property is used for a purpose for which the Federal financial assistance is extended, or for another purpose involving the provision of similar services or benefits; or
  - b. the period during which the Recipient retains ownership or possession of the property.
9. The Recipient will provide for such methods of administration for the program as are found by the Secretary of Transportation or the official to whom he/she delegates specific authority to give reasonable guarantee that it, other recipients, sub-recipients, sub-grantees, contractors, subcontractors, consultants, transferees, successors in interest, and other participants of Federal financial assistance under such program will comply with all requirements imposed or pursuant to the Acts, the Regulations, and this Assurance.
10. The Recipient agrees that the United States has a right to seek judicial enforcement with regard to any matter arising under the Acts, the Regulations, and this Assurance.

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

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

**CITY OF HOUSTON**

by  \_\_\_\_\_  
John Whitmire, Mayor

**DATED** 3/22/24

## APPENDIX A

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

1. **Compliance with Regulations:** The contractor (hereinafter includes consultants) will comply with the Acts and the Regulations relative to Nondiscrimination in Federally-assisted programs of the U.S. Department of Transportation, Federal Motor Carrier Safety Administration (FMCSA), as they may be amended from time to time, which are herein incorporated by reference and made a part of this contract.
2. **Nondiscrimination:** The contractor, with regard to the work performed by it during the contract, will not discriminate on the grounds of race, color, national origin, sex, age, disability, income-level, or LEP in the selection and retention of subcontractors, including procurements of materials and leases of equipment. The contractor will not participate directly or indirectly in the discrimination prohibited by the Acts and the Regulations as set forth in Appendix E, including employment practices when the contract covers any activity, project, or program set forth in Appendix B of 49 C.F.R. part 21.
3. **Solicitations for Subcontracts, Including Procurements of Materials and Equipment:** In all solicitations, either by competitive bidding, or negotiation made by the contractor for work to be performed under a subcontract, including procurements of materials, or leases of equipment, each potential subcontractor or supplier will be notified by the contractor of the contractor's obligations under this contract and the Acts and the Regulations relative to Non-discrimination on the grounds of race, color, national origin, sex, age, disability, income-level, or LEP.
4. **Information and Reports:** The contractor will provide all information and reports required by the Acts, the Regulations and directives issued pursuant thereto and will permit access to its books, records, accounts, other sources of information, and its facilities as may be determined by the Recipient or the FMCSA to be pertinent to ascertain compliance with such Acts, Regulations, and instructions. Where any information required of a contractor is in the exclusive possession of another who fails or refuses to furnish the information, the contractor will so certify to the Recipient or the FMCSA, as appropriate, and will set forth what efforts it has made to obtain the information.
5. **Sanctions for Noncompliance:** In the event of a contractor's noncompliance with the Non-discrimination provisions of this contract, the Recipient will impose such contract sanctions as it or the FMCSA may determine to be appropriate, including, but not limited to:
  - a. withholding payments to the contractor under the contract until the contractor complies; and/or
  - b. cancelling, terminating, or suspending a contract, in whole or in part.
6. **Incorporation of Provisions:** The contractor will include the provisions of paragraphs one through six in every subcontract, including procurements of materials and leases of equipment, unless exempt by the Acts, the Regulations and directives issued pursuant thereto. The contractor will take action with respect to any subcontract or procurement as the Recipient or the FMCSA may direct as a means of enforcing such provisions including sanctions for noncompliance. Provided, that if the contractor becomes involved in, or is threatened with litigation by a subcontractor, or supplier because of such direction, the contractor may request the Recipient to enter into any litigation to protect the interests of the Recipient. In addition, the contractor may request the United States to enter into the litigation to protect the interests of the United States.

## CLAUSES FOR DEEDS TRANSFERRING UNITED STATES PROPERTY

### APPENDIX B

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

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

#### (HABENDUM CLAUSE)

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

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

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

June 13, 2016



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

**APPENDIX C**

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

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

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

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

**APPENDIX D**

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

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

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

## APPENDIX E

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

- Title VI of the Civil Rights Act of 1964 (78 Stat. 252, 42 U.S.C. § 2000d *et seq.*), (prohibits discrimination on the basis of race, color, national origin), as implemented by 49 C.F.R. § 21.1 *et seq.* and 49 C.F.R. part 303;
- The Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970, (42 U.S.C. § 4601) (prohibits unfair treatment of persons displaced or whose property has been acquired because of Federal or Federal-aid programs and projects);
- Federal-Aid Highway Act of 1973 (23 U.S.C. § 324 *et seq.*) (prohibits discrimination on the basis of sex);
- Section 504 of the Rehabilitation Act of 1973, as amended (29 U.S.C. § 794 *et seq.*) (prohibits discrimination on the basis of disability); and 49 C.F.R. part 27;
- The Age Discrimination Act of 1975, as amended (42 U.S.C. § 6101 *et seq.*) (prohibits discrimination on the basis of age);
- Airport and Airway Improvement Act of 1982 (Pub. L. 97-248 (1982)), as amended (prohibits discrimination based on race, creed, color, national origin, or sex);
- The Civil Rights Restoration Act of 1987 (102 Stat. 28) (“...which restore[d] the broad scope of coverage and to clarify the application of title IX of the Education Amendments of 1972, section 504 of the Rehabilitation Act of 1973, the Age Discrimination Act of 1975, and title VI of the Civil Rights Act of 1964.”);
- Titles II and III of the Americans with Disabilities Act, which prohibit discrimination on the basis of disability in the operation of public entities, public and private transportation systems, places of public accommodation, and certain testing entities (42 U.S.C. §§ 12131 -- 12189), as implemented by Department of Justice regulations at 28 C.F.R. parts 35 and 36, and Department of Transportation regulations at 49 C.F.R. parts 37 and 38;
- The Federal Aviation Administration’s Non-discrimination statute (49 U.S.C. § 47123) (prohibits discrimination on the basis of race, color, national origin, and sex);
- Executive Order 12898, Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations, which ensures non-discrimination against minority populations by discouraging programs, policies, and activities with disproportionately high and adverse human health or environmental effects on minority and low-income populations;
- Executive Order 13166, Improving Access to Services for Persons with Limited English Proficiency, and resulting agency guidance, national origin discrimination includes discrimination because of limited English proficiency (LEP). To ensure compliance with Title VI, you must take reasonable steps to ensure that LEP persons have meaningful access to your programs (70 Fed. Reg. at 74087 to 74100);
- Title IX of the Education Amendments of 1972, as amended, which prohibits you from discriminating because of sex in education programs or activities (20 U.S.C. § 1681 *et seq.*).



# CITY OF HOUSTON

## TITLE VI POLICY ASSURANCES

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The City of Houston is committed to ensuring that every effort will be made to prevent the discrimination of low-income and minority persons 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 Low-Income populations.

The City of Houston assures every effort will be made to provide meaningful access to persons with Limited English Proficiency, in accordance with Executive Order 13166, Improving Access to Services for Persons with Limited English Proficiency.

The City of Houston further assures every effort will be made to ensure non-discrimination in all its programs, activities and services, whether those programs, activities and services are federally funded or not. In the event that the City of Houston distributes Federal aid funds to another entity, the City of Houston will include Title VI language in all written agreements and will monitor compliance.

These assurances committed by the City of Houston include compliance with the following governances.

- Title VI of the Civil Rights Act of 1964, 49 Code of Federal Regulations
  - Part 21: Nondiscrimination in Federally-Assisted Programs of The Department of Transportation;
  - Part 27: Nondiscrimination on The Basis of Disability in Programs or Activities Receiving Federal Financial Assistance;
  - Part 28: Enforcement of Nondiscrimination on the Basis of Handicap in Program or Activities Conducted by The Department of Transportation; Guidelines for the Enforcement of Title VI, Civil Rights Act of 1964, Part 50.3;
  - Part 37: Transportation Services for Individuals with Disabilities (ADA)
- Title VII of the Civil Rights Act of 1964
- The National Environmental Policy Act of 1969
- The 1970 Uniform Relocation Assistance and Real Property Acquisitions Policies Act, as amended
- Title IX of the Education Amendments of 1972, as amended

- U.S. Department of Homeland Security regulation 6 C.F.R. Part 19, which prohibits discrimination based on religion in social service programs.
- Federal Aid Highway Act of 1973, Section 162 (a)
- Rehabilitation Act of 1973, Section 504
- The Age Discrimination Act of 1975, as amended, 42 U.S.C. Sections 6101-6107
- The Civil Rights Restoration Act of 1987, P.L. 100-209
- Federal Highway Association Title VI/Nondiscrimination Regulation, 23 Code of Federal Regulations, Part 200: Title VI Program and Related Statues – Implementation and Review Procedure
- Title II of the Americans with Disabilities Act of 1990, as amended
- Discrimination on The Basis of Disability in State and Local Government Services, 28 Code of Federal Regulations, Part 35
- Executive Order 12898: Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations
- Executive Order 13166: Improving Access to Services with Limited English Proficiency
- City of Houston Executive Order 1-17: Language Access
- City of Houston Executive Order 1-50: Workplace Discrimination and Harassment

## **APPENDIX C**

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### **City of Houston Language Access**

#### **Administrative Procedure 2-11**



# CITY OF HOUSTON

## Administrative Procedure

Subject: **Language Access**

A.P. No:

**2-11**

Effective Date:

**Upon Approval**

### 1. AUTHORITY

1.1 Article VI, Section 7a, City Charter of the City of Houston.

### 2. PURPOSE

2.1 Establish policies for providing information about City services, programs and activities to residents and visitors with Limited English Language Proficiency (LEP).

### 3. OBJECTIVES

3.1 Houston is an international city of commerce, culture, trade, travel, and tourism. Over 100 different languages are spoken in Houston's neighborhoods. All Houston residents and visitors, regardless of their proficiency level in English, should have access to essential public information about City programs, services, activities, and other benefits. The City shall facilitate communication between City staff and LEP individuals.

3.2 While continuous efforts shall be maintained by implementing and expounding on a department's language access protocols, it is understood that this multiphase process shall be enacted and improved upon over an extended period of time.

### 4. SCOPE

4.1 This policy applies to all City departments.

### 5. DEFINITIONS:

*Bilingual or Multilingual Employee* – An employee compensated and formally recognized by the City for being functionally competent with two or more languages.

*Essential Public Information* – Any information developed or used by the department and deemed vital for purposes of public safety, public health, and public welfare.

*Limited English Proficient (LEP)* – Individuals who do not speak English as their primary language and who have a limited ability to read, speak, write, or understand English.

Approved:

*Annise D. Parker*

Date Approved:

*5/16/14*

Page 1 of 4

## 6. RESPONSIBILITIES

- 6.1 All City departments that provide services directly to the public shall designate a Language Access Coordinator (Coordinator) to effect the creation and execution of the department's Language Access policy and implementation plan. The Coordinator's will serve as their department's liaison, and they will work regularly with the Mayor's Office Language Access Designee.
- 6.2 The Mayor's Office Language Access Designee shall be the Office of International Communities, which shall assist in the provision of language services to the public and provide technical assistance to City departments in providing such services.

## 7. POLICY

- 7.1 When feasible, the City shall provide essential public information for a minimum of the top 5 commonly-used languages utilized by the City's culturally diverse population. The City will depend on a variety of relevant sources (example: US Census) to determine the commonly-used languages. The information is available using the following internet links:  
<http://www.houstontx.gov/ispeakhouston/>, or [www.ispeakhouston.org](http://www.ispeakhouston.org)
- 7.2 Language assistance will be provided through the use of competent bilingual staff interpreters, or interpretation or translation services.
- 7.3 All interpreters, translators, and other resources needed to comply with this policy shall be provided without cost to the LEP individual being served. Constituents and visitors will be informed that these services are available free of charge.
- 7.4 All City departments that provide services directly to the public shall provide information about LEP services by developing and implementing department or agency-specific language access plans.
  - 7.4.1 Departments will conduct regular reviews of its language access resources and plans and update them as necessary.
  - 7.4.2 Departments that are not required to implement a language access plan (Finance, Fleet Management, General Services, Human Resources, Information Technology, and Legal) should ensure that its employees are aware of this program.
- 7.5 City employees who routinely have direct interaction with the public:
  - 7.5.1 Shall be trained in language access policies and procedures that shall include protocols for assisting LEP populations.
  - 7.5.2 Shall be trained on efficient communication techniques, the effective use of an interpreter, and on how to properly interact with LEP individuals.
- 7.6 Reporting
  - 7.6.1 All Coordinators shall report plan progress, assessments, and recommendations periodically to their department heads and the Mayor's designee.
  - 7.6.2 The Mayor's Office Language Access Designee will work with the Coordinators to develop protocols to measure the progress of the departments, as well as obtain feedback from the public constituencies with regard to LEP's served by City departments.



## 7.7 Language Access Portal

- 7.7.1 The City of Houston shall maintain a Language Access Portal on the City's website that can be accessed at <http://www.houstontx.gov/ispeakhouston/> or [www.ispeakhouston.org](http://www.ispeakhouston.org).
- 7.7.2 The Mayor's Language Access Designee will be responsible for ensuring that the content on the Language Access Portal is current and accurate.
- 7.7.3 The Language Access Portal will contain Language Access tools such as iSpeak cards, the department language access plans, City policies related to Language Access, current demographic information of the different foreign languages spoken in the City, and other important information related to Language Access.

## 8. CITYWIDE LEP INDIVIDUAL ASSISTANCE PROCEDURE

This procedure should be applied when assisting LEP individuals, whether in person, or by telephone, and may be adjusted given the circumstances.

### 8.1 Identification

- 8.1.1 City employees should identify the language and communication needs of the LEP individual.
- 8.1.2 If necessary, employees may use a language identification card, iSpeak cards or posters to determine the language. Language Access tools are available online at [www.ispeakhouston.org](http://www.ispeakhouston.org), or <http://www.houstontx.gov/ispeakhouston/>.

### 8.2 Interpreters

#### 8.2.1 Departmental

- 8.2.1.1 City employees should first use their in-house staff, if available, to interpret.
- 8.2.1.2 Departments shall maintain a list of bilingual, or multilingual employees that includes the language(s) they speak, and their phone number. This list shall be made readily available to all departmental employees.

#### 8.2.2 Friends/Family

- 8.2.2.1 LEP individuals who prefer to use a family member, or friend as an interpreter, may do so if they request it.
- 8.2.2.2 For official proceedings, a certified interpreter may be required.

#### 8.2.3 Language Line

- 8.2.3.1 When a bilingual employee is not available, employees may use the Language Line through the 311 Help Service Line Division.
- 8.2.3.2 Departments shall be assessed charges for Language Line services and for any indirect costs associated with the 311 agent's time.
- 8.2.3.3 311 shall establish procedures for tracking interdepartmental requests for Language Line Services. The 311 agent will, at a minimum:
  - 8.2.3.3.1 Request the name & contact information of the employee requesting the Language Line Service.

- 8.2.3.3.2 Update or create a record documenting the language assistance rendered, At a minimum, the agent must record the name and contact information of the employee requesting Language Line interpreter services, as well as the department, division, and section, and the specific language used. The agent will also record whether 311 in-house staff, or the Language Line provided the interpretation services.
- 8.2.3.4 Telephone language interpretation through 311 should be performed in the following manner:
  - 8.2.3.4.1 Employees should determine the language needs of the LEP individual, if possible.
  - 8.2.3.4.2 Employees should inform the 311 operator of their name, their department, and the language for which the LEP individual needs interpretation assistance. If the specific language is not known, the employee is to inform the 311 operator that assistance is needed in making the determination.
  - 8.2.3.4.3 Once a Language Line interpreter has been connected to the call, the employee shall explain the nature of the call, and the interpreter's task before the interpretation process begins. Once satisfied with the connection, the 311 agent will disengage from the call.
  - 8.2.3.4.4 Before ending the call with the interpreter, the employee should request that the interpreter ask the LEP individual whether or not he or she is satisfied with the information he or she received and if there are any questions.
  - 8.2.3.4.5 When finished, the employee should say "End Call" to complete the interpretation service.

## 9. CONFLICT AND REPEAL

- 9.1 This Administrative Procedure supersedes Executive Order 1-17, Language Access, signed July 31 2013, which shall be of no further force or effect.

## APPENDIX D

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### City of Houston Public Notice of Title VI Program Rights



# CITY OF HOUSTON

## Public Notice of Title VI Program Rights

### TITLE VI PROGRAM POLICY STATEMENT

The City of Houston (COH) is committed to compliance with Title VI of the Civil Rights Act of 1964, 49 CFR, part 21, 49 CFR part 303, and related Nondiscrimination authorities. City of Houston assures that no person shall on the grounds of race, color, national origin, sex, age, disability, low-income, and Limited English Proficiency (LEP) be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity under any City of Houston program, activity or service. The City of Houston further assures every effort will be made to ensure non-discrimination in all of its programs, activities and services, whether those programs, activities and services are federally funded or not. In the event the City of Houston distributes Federal aid funds to another entity, the City of Houston will include Title VI language in all written agreements and will monitor for compliance.

City of Houston 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, City of Houston 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.

Retaliation is prohibited under Title VI of the Civil Rights Act of 1964 and related federal and state nondiscrimination authorities. It is the policy of the City of Houston that persons filing a complaint of discrimination should have the right to do so without fear of retaliation, interference, intimidation, coercion, or reprisal.

### DEFINITION OF FEDERAL FINANCIAL ASSISTANCE AND RECIPIENTS AFFECTED

Federal financial assistance is defined as any federal dollars that are assigned to the City of Houston to support any program, activity or service by way of grant, loan or contract, other than a contract of insurance or guaranty.

### SPECIFIC FORMS OF DISCRIMINATION PROHIBITED

City of Houston's efforts to prevent discrimination include, but are not limited to prohibiting:

- 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 of persons 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 or services 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 or services, the primary purpose of which is to provide employment.

The City of Houston gives public notice of its' policy to uphold and assure full compliance with the non-discrimination requirements of Title VI of the Civil Rights Act of 1964 and related nondiscrimination authorities. Title VI and related nondiscrimination authorities stipulate that no person in the United States of America shall on the grounds of race, color, national origin, sex, age, disability, income level or Limited English Proficiency be excluded from the participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity receiving Federal financial assistance.

### PUBLIC PARTICIPATION

The City of Houston encourages residents to participate in the development and planning of priorities, strategies, and funding allocations related to its programs and activities. The City emphasizes the involvement of low- and moderate-income persons, persons with disabilities, members of vulnerable populations, and organizations that serve these residents.

Public meetings provide for public contribution. Meetings are published with the date, time and location that provides for the greatest participation by stakeholders of proposed projects, programs and activities. Access to meeting information and proposed changes may be obtained in digital and printed copy.

Participation in public meetings is free of linguistic, cultural, economic or historic barriers. Translation and interpretation services are available upon request for public meetings. The department hosting the public meeting may be contacted for this request or individuals may contact the City's 3-1-1 Service Helpline for assistance with translation and interpretation services.

### TITLE VI COMPLAINT PROCESS

Any person who desires more information regarding the City of Houston's Title VI Program can visit the City of Houston Title VI website, <https://www.houstontx.gov/obo/title-vi.html>, or contact the Title VI Program Coordinator listed below.

Any person who believes they have, individually or as a member of any specific class of persons, been subjected to discrimination on the basis of race, color, national origin, sex, age, disability, income level or Limited English Proficiency has the right to file a formal complaint. Any such complaint must be in writing and submitted within 180 days following the date of the alleged occurrence. Any person who believes he or she has been subjected to retaliation as a result of filing a Title VI related grievance also has the right to file a formal complaint. Any such complaint must also be in writing and submitted within 180 days following the date of the alleged occurrence.

**File the Complaint Form:** <https://www.houstontx.gov/obo/title-vi.html>

**Email:** [TitleVI@houstontx.gov](mailto:TitleVI@houstontx.gov)

**Call:** 832-393-0600

**City of Houston Title VI Coordinator:**

Norma Meadows  
611 Walker Street, 7<sup>th</sup> Floor  
Houston, Texas 77002



March 2023

**For 24/7 assistance with any City of Houston program or activity,  
you may contact the 3-1-1 Houston Service Helpline.**



# CIUDAD DE HOUSTON

## Aviso público sobre Derechos del programa en el Título VI

### DECLARACIÓN DE POLÍTICA DEL TÍTULO VI

La Ciudad de Houston (COH, en inglés) ha asumido el compromiso de cumplir con el Título VI de la Ley de Derechos Civiles de 1964, 49 CFR (Código Federal de Reglamentaciones), parte 21, 49 CFR parte 303, y las autoridades antidiscriminatorias relacionadas. La Ciudad de Houston garantiza que no se excluirá a ninguna persona de participar en los beneficios y que estos no se podrán negar por motivos de raza, color, país de origen, sexo, edad, discapacidad, bajos ingresos ni Dominio limitado del inglés (LEP, en inglés). Así mismo, nadie podrá ser discriminado en ningún programa, actividad o servicio de la Ciudad de Houston. Asimismo, la Ciudad de Houston asegura que se hará todo lo posible para garantizar que no haya discriminación en ninguno de sus programas, actividades y servicios, ya sea que dichos programas, actividades o servicios estén financiados o no por el gobierno federal. En caso de que la Ciudad de Houston distribuya fondos de ayuda Federal a otra entidad, incluirá textos del Título VI en todos los acuerdos por escrito y supervisará su cumplimiento.

La Ciudad de Houston también se compromete a hacer todo lo posible para prevenir la discriminación de las poblaciones minoritarias y de bajos ingresos como resultado de cualquier impacto de sus programas o actividades de conformidad con lo establecido en la Orden Ejecutiva 12898: "Acciones Federales para Abordar la Justicia Ambiental en Poblaciones Minoritarias y de Bajos Ingresos". Asimismo, la Ciudad de Houston asegura que se hará todo lo posible para ofrecer un acceso significativo a personas con Dominio Limitado del Inglés, de conformidad con lo establecido en la Orden Ejecutiva 13166: "Mejorar el Acceso a los Servicios para Personas con Dominio Limitado del Inglés".

Las represalias están prohibidas bajo el Título VI de la Ley de Derechos Civiles de 1964 y por las autoridades relacionadas, federales y estatales, en materia de no-discriminación. La Ciudad de Houston tiene la política de que, quienes interpongan una queja por discriminación deberán tener el derecho de hacerlo sin temor a retaliación, interferencia, intimidación, coerción, ni represalia alguna.

### DEFINICIÓN DE ASISTENCIA FINANCIERA FEDERAL Y BENEFICIARIOS AFECTADOS

La asistencia financiera federal se define como los fondos del gobierno federal que se asignan a la Ciudad de Houston para apoyar cualquier programa, actividad o servicio mediante una subvención, préstamo o contrato, que no sea un contrato de seguro o garantía.

### FORMAS ESPECÍFICAS DE DISCRIMINACIÓN QUE ESTÁN PROHIBIDAS

Los esfuerzos de la Ciudad de Houston por prevenir la discriminación incluyen, de manera no limitativa, prohibir lo siguiente:

- Denegar servicios, ayuda financiera u otros beneficios otorgados como parte de un programa.
- Hacer diferencias en la calidad, cantidad o forma en que un beneficio se otorga.
- Segregar o separar personas en cualquier parte del programa.
- Restringir el disfrute de cualesquiera ventajas, privilegios, u otros beneficios otorgados a otras personas.
- Diferentes normas o requisitos de participación.
- Métodos administrativos que directa o indirectamente, o bien, a través de relaciones contractuales, frustren o impidan el logro eficaz de la no discriminación.
- Discriminación en toda actividad o servicio relacionado con carreteras, infraestructura o instalaciones construidas o reparadas, parcial o totalmente, con fondos federales.
- Discriminación en cualquier empleo resultante de un programa o servicios cuyo propósito principal sea brindar empleo.

La Ciudad de Houston publica el aviso de su política para mantener y garantizar el pleno cumplimiento de los requisitos de no discriminación especificados en el Título VI de la Ley de Derechos Civiles de 1964 y las autoridades antidiscriminatorias relacionadas. El Título VI y las autoridades antidiscriminatorias relacionadas, estipulan que en los Estados Unidos de América no se excluirá a nadie de participar de los beneficios y que estos no podrán negarse, por motivos de raza, color, país de origen, sexo, edad, discapacidad, nivel de ingresos o dominio limitado del inglés. Así mismo, nadie podrá ser objeto de discriminación en ningún programa o actividad que reciba asistencia financiero federal.

### PARTICIPACIÓN PÚBLICA

La Ciudad de Houston, exhorta a los residentes a participar en el desarrollo y planeación de prioridades, estrategias y asignaciones de fondos en relación a sus programas y actividades. La ciudad enfatiza la participación de personas con ingresos bajos a moderados, personas con discapacidad, miembros de poblaciones vulnerables y organizaciones que brinden servicio a estos residentes.

Las reuniones públicas permiten la contribución pública. Las reuniones se publican con la fecha, la hora y la ubicación que permita la mayor participación de las partes interesadas en los proyectos, programas y actividades propuestos. El acceso a la información sobre la reunión y los cambios propuestos, se puede obtener de manera digital y en una copia impresa.

La participación en reuniones públicas está libre de barreras lingüísticas, culturales, económicas o históricas. Hay servicios de traducción e interpretación disponibles, solicitud mediante, para las reuniones públicas. El departamento que organiza la reunión pública puede ser contactado para esta solicitud, o los individuos pueden contactar a la Línea de ayuda de la ciudad al 311, para recibir el apoyo de servicios de traducción e interpretación.

### PROCESO DE QUEJA DEL TÍTULO VI

Toda persona que desee obtener más información sobre programas de la Ciudad de Houston según el Título VI, puede visitar el sitio web en <https://www.houstontx.gov/obo/title-vi.html>, o comunicarse con la Coordinadora de Programas del Título VI indicada a continuación.

Tendrá derecho a presentar una queja formal toda persona que crea que ha sido objeto de discriminación, ya sea individualmente o como miembro de una clase específica de personas, por motivos de raza, color, país de origen, sexo, edad, discapacidad, nivel de ingresos o dominio limitado del inglés. Toda queja de este tipo debe realizarse por escrito y presentarse dentro de los 180 días siguientes a la fecha del hecho alegado. Cualquier persona que crea que ha sido objeto de represalias, como resultado de presentar un reclamo en relación al Título VI, también tiene derecho de presentar una queja formal. Toda queja de este tipo también debe realizarse por escrito y presentarse dentro de los 180 días siguientes a la fecha del hecho alegado.

**Presente el Formulario de Quejas:** <https://www.houstontx.gov/obo/title-vi.html>

**Correo electrónico:** [TitleVI@houstontx.gov](mailto:TitleVI@houstontx.gov)

**Llame al:** 832-393-0600

**Coordinadora del Título VI de la Ciudad de Houston:**

Norma Meadows  
611 Walker Street, 7<sup>th</sup> Floor  
Houston, Texas 77002



marzo de 2023

**Para obtener asistencia 24/7 con cualquier programa o actividad de la Ciudad de Houston, puede llamar al 311 para comunicarse con la Línea de Ayuda de Servicios de Houston.**

# APPENDIX E

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## City of Houston Title VI Complaint Form



# TITLE VI COMPLAINT FORM

# CITY OF HOUSTON

Completed forms may be mailed, faxed or emailed to:

Attention: Norma Meadows  
 Title VI Coordinator  
 Office of Business Opportunity  
 611 Walker St, 7<sup>th</sup> Floor  
 Houston, TX 77002  
 Email: [TitleVI@houstontx.gov](mailto:TitleVI@houstontx.gov)  
 Fax: 832-393-0626

SECTION I				
Name		Address		
City		State	Zip Code	
Email Address		Phone#	Phone #	
Accessible Format Requirement? <input type="checkbox"/> LARGE PRINT <input type="checkbox"/> TDD <input type="checkbox"/> Audio Tape <input type="checkbox"/> Other				

SECTION II	
Are you filing this complaint on your own behalf? <input type="checkbox"/> YES (If "YES", go to Section III) <input type="checkbox"/> NO	
If you answered "NO", provide the name and relationship of the person submitting this for you.	
Name:	Relationship:
Please explain the reason you are completing this form for the complainant:	
Have you received permission from the complainant to submit on his/her behalf? <input type="checkbox"/> YES <input type="checkbox"/> NO	

SECTION III
Have you previously filed a Title VI complaint with the City of Houston? <input type="checkbox"/> YES <input type="checkbox"/> NO

SECTION IV	
Have you filed this same complaint with any other federal, state, local agency? Federal, State Court? <input type="checkbox"/> YES <input type="checkbox"/> NO	
If yes, check ALL that apply <input type="checkbox"/> Federal Agency <input type="checkbox"/> State Agency <input type="checkbox"/> Local Agency <input type="checkbox"/> Federal Court <input type="checkbox"/> State Court	
Provide the contact person's information at the agency(ies). List any additional information below:	
Name:	Title:
Agency:	Phone #
Physical Address/City/ST/Zip Code:	Email Address:

SECTION V			
Provide the name of the company or agency you are filing the complaint against.			
Name of Company/Agency		Phone#	
Contact Person's Name		Title	

I affirm that I have read the above and it is true to the best of my knowledge. \_\_\_\_\_ (Initials)



# TITLE VI COMPLAINT FORM

# CITY OF HOUSTON

Completed forms may be mailed,  
faxed or emailed to:

Attention: Norma Meadows  
Title VI Coordinator  
Office of Business Opportunity  
611 Walker St, 7<sup>th</sup> Floor  
Houston, TX 77002  
Email: [TitleVI@houstontx.gov](mailto:TitleVI@houstontx.gov)  
Fax: 832-393-0626

SECTION VI		
I believe I have experienced discrimination based upon the following:		
<input type="checkbox"/> Age <input type="checkbox"/> Color <input type="checkbox"/> Creed <input type="checkbox"/> Language Proficiency <input type="checkbox"/> National Origin <input type="checkbox"/> Race <input type="checkbox"/> Religion <input type="checkbox"/> Sex		
Date of the discriminatory act (mm/dd/yyyy):	Time:	Location:

Clearly explain what happened and why you believe you were discriminated against. List the name(s) and contact information of each person(s) involved, including the offending party/parties and witnesses. Include as much details as possible. Please attach any additional written explanation(s) and/or supporting documentation to this complaint.

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

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

\_\_\_\_\_  
Date

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

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

\_\_\_\_\_  
Department



# APPENDIX F

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## City of Houston Contract/Bidder Provisions Samples

CITY OF HOUSTON, TEXAS

EQUAL EMPLOYMENT OPPORTUNITY CLAUSE

Pursuant to City Council Ordinance No. 78-1538, passed August 9, 1978, all contracts entered into by the City of Houston involving the expenditure of \$10,000 or more, shall incorporate the following Equal Employment Opportunity Clause:

1. The Contractor, Subcontractor, vendor, Supplier, or lessee shall not discriminate against any employee or applicant for employment because of race, religion, color, sex, national origin, or age. The Contractor, Subcontractor, vendor, Supplier, or lessee shall take affirmative action to ensure that applicants are employed and that employees are treated during employment without regard to their race, religion, color, sex, national origin, or age. Such action will include, but not be limited to, the following: employment; upgrading; demotion or transfer; recruitment advertising; layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship. The Contractor, Subcontractor, vendor, Supplier, or lessee agrees to post in conspicuous places available to employees, and applicants for employment, notices to be provided by the City setting forth the provisions of this Equal Employment Opportunity Clause.
2. The Contractor, Subcontractor, vendor, Supplier, or lessee states that all qualified applicants will receive consideration for employment without regard to race, religion, color, sex, national origin, or age.
3. The Contractor, Subcontractor, vendor, Supplier, or lessee shall send to each labor union or representatives of workers with which it has a collective bargaining agreement or other contract or understanding, a notice to be provided by the agency contracting officer advising the said labor union or workers' representative of the Contractor's and Subcontractor's commitments under Section 202 of Executive Order No. 11246, and shall post copies of the notice in conspicuous places available to employees and applicants for employment.
4. The Contractor, Subcontractor, vendor, Supplier, or lessee will comply with all provisions of Executive Order No. 11246 and the rules, regulations, and relevant orders of the Secretary of Labor or other Federal Agency responsible for enforcement of the equal opportunity and affirmative action provisions applicable, and shall likewise furnish all information and reports required by the Mayor and/or Contractor Compliance Officers for purposes of investigation to ascertain and effect compliance with this program.
5. The Contractor, Subcontractor, vendor, Supplier, or lessee shall furnish all information and reports required by Executive Order No. 11246, and by the rules, regulations, and orders of the Secretary of Labor, or pursuant

Certification by Proposed Material Suppliers, Lessors, and Professional Service  
Providers Regarding Equal reemployment Opportunity

Company Name: \_\_\_\_\_ \$ \_\_\_\_\_  
(Supplier, Lessor, Professional Service Provider) (Amount of Contract)

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

Company Telephone Number: \_\_\_\_\_ Fax: \_\_\_\_\_

Goods or Service to be provided: \_\_\_\_\_

Web Page/URL Address: \_\_\_\_\_

Company Tax Identification Number: \_\_\_\_\_

Project No: [WBS/CIP/AIP/File No.]

Project Name: [Legal Project Name]

In accordance with the City of Houston Ordinance 78-1538, Supplier/Lessor/Professional Service Provider represents to be an equal opportunity employer and agrees to abide by the terms of the Ordinance. This certification is required of all Suppliers/Lessors/Professional Service Providers (hereinafter " Supplier") with contracts in the amount of \$10,000.00 or more.

YES  NO Supplier agrees not to discriminate against any employee or applicant for employment because of race, religion, color, sex, national origin, or age.

YES  NO Supplier agrees that all qualified applicants will receive consideration for employment without regard to race, religion, color, sex, national origin, or age.

YES  NO Supplier will comply with all provisions of Executive Order No. 11246 and rules, regulations and applicable orders of the Department of Labor or other Federal Agency responsible for enforcement of applicable equal opportunity and affirmative action provisions and will likewise furnish all information and reports required by the Mayor or Contract Compliance Officers for the purpose of investigation to ascertain and effect compliance with the City of Houston's Office of Affirmative Action and Contract Compliance.

YES  NO The Supplier shall file and cause their sub-tier contractors to file compliance reports with the City in the form and to the extent as may be prescribed by the Mayor or Contract Compliance Offices. Compliance reports filed at such times as directed shall contain information including, but not limited to, the practice, policies, program, and employment policies.

I hereby certify that the above information is true and correct.

\_\_\_\_\_  
COMPANY OFFICER (Signature)

\_\_\_\_\_  
Date

\_\_\_\_\_  
NAME AND TITLE (Print or type)

\_\_\_\_\_  
E-Mail Address

END OF DOCUMENT

participation, and Code of Ordinances Chapter 15, Article VI, § 15-90 *et seq.*, relating to PDBE contract participation (collectively, the “Business Enterprise Program” or “MWSBE”). City of Houston, Tex. Ordinance 2013-0428, May 8, 2013.

## B. POLICY

It is the policy of the City to encourage the full participation of Minority Business Enterprises, Women Business Enterprises, and Small Business Enterprises, and Persons with Disabilities Business Enterprises, in all phases of its procurement activities and to afford them a full and fair opportunity to compete for City contracts at all levels.

## C. POLICY ELEMENTS

1. The Contractor agrees to ensure that MWSBE firms have a full and fair opportunity to participate in the performance of City contracts. In this regard the Contractor shall make all reasonable Good Faith Efforts to meet the Contract Goals for this Contract.
2. The Contractor and any Subcontractor shall not discriminate on the basis of race, color, religion, national origin, or sex in the performance of City contracts.
3. Contractor's performance in meeting the Participation Plan Percentage will be monitored during the construction phase of the Contract by the Office of Business Opportunity (“OBO”) and the Contracting Department (the “Department”).

## D. PERCENTAGE GOALS

The MWSBE goals and PDBE goals, if any, for the Work are specified in Document 00800, “Supplementary Conditions.”

## E. CONTRACTOR RESPONSIBILITIES

1. **Prior to Award:**

The Bidder shall submit MWSBE documents in accordance with the requirements of Document 00410, “Bid Form Part A.”

  - a. In accordance with the Code of Ordinances and the OBO Good Faith Efforts Policy (Attachment A), the Department shall approve an “Apparent Low Bidder’s MWSBE Participation Plan,” Document 00470 (the “Bidder’s Plan” or “Plan”), within three business days of

# Equal Employment Opportunity is **THE LAW**

## **Private Employers, State and Local Governments, Educational Institutions, Employment Agencies and Labor Organizations**

Applicants to and employees of most private employers, state and local governments, educational institutions, employment agencies and labor organizations are protected under Federal law from discrimination on the following bases:

### **RACE, COLOR, RELIGION, SEX, NATIONAL ORIGIN**

Title VII of the Civil Rights Act of 1964, as amended, protects applicants and employees from discrimination in hiring, promotion, discharge, pay, fringe benefits, job training, classification, referral, and other aspects of employment, on the basis of race, color, religion, sex (including pregnancy), or national origin. Religious discrimination includes failing to reasonably accommodate an employee's religious practices where the accommodation does not impose undue hardship.

### **DISABILITY**

Title I and Title V of the Americans with Disabilities Act of 1990, as amended, protect qualified individuals from discrimination on the basis of disability in hiring, promotion, discharge, pay, fringe benefits, job training, classification, referral, and other aspects of employment. Disability discrimination includes not making reasonable accommodation to the known physical or mental limitations of an otherwise qualified individual with a disability who is an applicant or employee, barring undue hardship.

### **AGE**

The Age Discrimination in Employment Act of 1967, as amended, protects applicants and employees 40 years of age or older from discrimination based on age in hiring, promotion, discharge, pay, fringe benefits, job training, classification, referral, and other aspects of employment.

### **SEX (WAGES)**

In addition to sex discrimination prohibited by Title VII of the Civil Rights Act, as amended, the Equal Pay Act of 1963, as amended, prohibits sex discrimination in the payment of wages to women and men performing substantially equal work, in jobs that require equal skill, effort, and responsibility, under similar working conditions, in the same establishment.

### **GENETICS**

Title II of the Genetic Information Nondiscrimination Act of 2008 protects applicants and employees from discrimination based on genetic information in hiring, promotion, discharge, pay, fringe benefits, job training, classification, referral, and other aspects of employment. GINA also restricts employers' acquisition of genetic information and strictly limits disclosure of genetic information. Genetic information includes information about genetic tests of applicants, employees, or their family members; the manifestation of diseases or disorders in family members (family medical history); and requests for or receipt of genetic services by applicants, employees, or their family members.

### **RETALIATION**

All of these Federal laws prohibit covered entities from retaliating against a person who files a charge of discrimination, participates in a discrimination proceeding, or otherwise opposes an unlawful employment practice.

### **WHAT TO DO IF YOU BELIEVE DISCRIMINATION HAS OCCURRED**

There are strict time limits for filing charges of employment discrimination. To preserve the ability of EEOC to act on your behalf and to protect your right to file a private lawsuit, should you ultimately need to, you should contact EEOC promptly when discrimination is suspected:

The U.S. Equal Employment Opportunity Commission (EEOC), 1-800-669-4000 (toll-free) or 1-800-669-6820 (toll-free TTY number for individuals with hearing impairments). EEOC field office information is available at [www.eeoc.gov](http://www.eeoc.gov) or in most telephone directories in the U.S. Government or Federal Government section. Additional information about EEOC, including information about charge filing, is available at [www.eeoc.gov](http://www.eeoc.gov).

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## Employers Holding Federal Contracts or Subcontracts

Applicants to and employees of companies with a Federal government contract or subcontract are protected under Federal law from discrimination on the following bases:

### **RACE, COLOR, RELIGION, SEX, NATIONAL ORIGIN**

Executive Order 11246, as amended, prohibits job discrimination on the basis of race, color, religion, sex or national origin, and requires affirmative action to ensure equality of opportunity in all aspects of employment.

### **INDIVIDUALS WITH DISABILITIES**

Section 503 of the Rehabilitation Act of 1973, as amended, protects qualified individuals from discrimination on the basis of disability in hiring, promotion, discharge, pay, fringe benefits, job training, classification, referral, and other aspects of employment. Disability discrimination includes not making reasonable accommodation to the known physical or mental limitations of an otherwise qualified individual with a disability who is an applicant or employee, barring undue hardship. Section 503 also requires that Federal contractors take affirmative action to employ and advance in employment qualified individuals with disabilities at all levels of employment, including the executive level.

### **DISABLED, RECENTLY SEPARATED, OTHER PROTECTED, AND ARMED FORCES SERVICE MEDAL VETERANS**

The Vietnam Era Veterans' Readjustment Assistance Act of 1974, as amended, 38 U.S.C. 4212, prohibits job discrimination and requires affirmative action to employ and advance in employment disabled veterans, recently separated veterans (within

three years of discharge or release from active duty), other protected veterans (veterans who served during a war or in a campaign or expedition for which a campaign badge has been authorized), and Armed Forces service medal veterans (veterans who, while on active duty, participated in a U.S. military operation for which an Armed Forces service medal was awarded).

### **RETALIATION**

Retaliation is prohibited against a person who files a complaint of discrimination, participates in an OFCCP proceeding, or otherwise opposes discrimination under these Federal laws.

Any person who believes a contractor has violated its nondiscrimination or affirmative action obligations under the authorities above should contact immediately:

The Office of Federal Contract Compliance Programs (OFCCP), U.S. Department of Labor, 200 Constitution Avenue, N.W., Washington, D.C. 20210, 1-800-397-6251 (toll-free) or (202) 693-1337 (TTY). OFCCP may also be contacted by e-mail at [OFCCP-Public@dol.gov](mailto:OFCCP-Public@dol.gov), or by calling an OFCCP regional or district office, listed in most telephone directories under U.S. Government, Department of Labor.

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## Programs or Activities Receiving Federal Financial Assistance

### **RACE, COLOR, NATIONAL ORIGIN, SEX**

In addition to the protections of Title VII of the Civil Rights Act of 1964, as amended, Title VI of the Civil Rights Act of 1964, as amended, prohibits discrimination on the basis of race, color or national origin in programs or activities receiving Federal financial assistance. Employment discrimination is covered by Title VI if the primary objective of the financial assistance is provision of employment, or where employment discrimination causes or may cause discrimination in providing services under such programs. Title IX of the Education Amendments of 1972 prohibits employment discrimination on the basis of sex in educational programs or activities which receive Federal financial assistance.

### **INDIVIDUALS WITH DISABILITIES**

Section 504 of the Rehabilitation Act of 1973, as amended, prohibits employment discrimination on the basis of disability in any program or activity which receives Federal financial assistance. Discrimination is prohibited in all aspects of employment against persons with disabilities who, with or without reasonable accommodation, can perform the essential functions of the job.

If you believe you have been discriminated against in a program of any institution which receives Federal financial assistance, you should immediately contact the Federal agency providing such assistance.