

# **APPENDIX A**

## **FACTOR ONE RESEARCH & DATA**

# **APPENDIX A1**

## **DISTRICT DEMOGRAPHIC PROFILES**

**District 1 Summary**

\*Totals reflect the most current available, from the 2012 5-year ACS estimates

Total Population	LEP Population	Percentage of population that is LEP
296,871	23,562	7.94%

Top 5 LEP LANGUAGES		
Languages	LEP Population	Percentage of LEP population that speaks the language
Spanish or Spanish Creole	15,379	65.27%
Chinese	843	3.58%
Tagalog	544	2.31%
Hmong	472	2.00%
Vietnamese	395	1.68%
All languages Spoken by LEP Persons		
Spanish or Spanish Creole French (incl. Patois, Cajun) Italian Portuguese or Portuguese Creole German Other West Germanic languages Scandinavian languages Russian Polish Serbo-Croatian Other Slavic languages Armenian Persian Hindi Urdu Other Indic languages Other Indo-European languages Chinese	Japanese Korean Mon-Khmer, Cambodian Hmong Thai Laotian Vietnamese Other Asian languages Tagalog Other Pacific Island languages Other Native North American languages Arabic Hebrew African languages Other and unspecified languages	
SAFE HARBOR IDENTIFICATON		
Safe Harbor Languages (over 1,000 or over 50 and 5% of district population)	Spanish or Spanish Creole	

**District 2 Summary**

\*Totals reflect the most current available, from the 2012 5-year ACS estimates

Total Population	LEP Population	Percentage of population that is LEP
28,4066	16,312	5.74%

TOP 5 LEP LANGUAGES		
Languages	LEP Population	Percentage of LEP population that speaks the language
Spanish or Spanish Creole	6,857	42.04%
Russian	863	5.29%
Chinese	671	4.11%
Vietnamese	576	3.53%
Korean	510	3.13%

All Languages Spoken by LEP Persons	
Spanish or Spanish Creole French (incl. Patois, Cajun) French Creole Italian Portuguese or Portuguese Creole German Yiddish Other West Germanic languages Scandinavian languages Greek Russian Polish Serbo-Croatian Other Slavic languages Armenian Persian Gujarati Hindi Urdu Other Indic languages Other Indo-European languages	Chinese Japanese Korean Mon-Khmer, Cambodian Hmong Thai Laotian Vietnamese Other Asian languages Tagalog Other Pacific Island languages Navajo Other Native North American languages Arabic Hebrew Other and unspecified languages

SAFE HARBOR IDENTIFICATION	
Safe Harbor Languages (over 1,000 or over 50 and 5% of district population)	Spanish or Spanish Creole

### District 3 Summary

\*Totals reflect the most current available, from the 2012 5-year ACS estimates

Total Population	LEP Population	Percentage of population that is LEP
2,427,643	310,166	12.78%
<b>TOP 5 LEP LANGUAGES</b>		
Languages	LEP Population	Percentage of LEP population that speaks the language
Spanish or Spanish Creole	137,990	44.49%
Chinese	27,032	8.72%
Russian	18,173	5.86%
Vietnamese	17,935	5.78%
Hmong	17,042	5.49%
<b>All Languages Spoken by LEP Persons</b>		
Spanish or Spanish Creole French (incl. Patois, Cajun) French Creole Italian Portuguese or Portuguese Creole German Other West Germanic languages Scandinavian languages Greek Russian Polish Serbo-Croatian Other Slavic languages Armenian Persian Gujarati Hindi Urdu Other Indic languages	Other Indo-European languages Chinese Japanese Korean Mon-Khmer, Cambodian Hmong Thai Laotian Vietnamese Other Asian languages Tagalog Other Pacific Island languages Navajo Other Native North American languages: Hungarian Arabic Hebrew African languages: Other and unspecified languages	
<b>SAFE HARBOR IDENTIFICATION</b>		
Safe Harbor Languages (over 1,000 or over 50 and 5% of district population)		
Spanish or Spanish Creole French (incl. Patois, Cajun) Italian Portuguese or Portuguese Creole German Russian Serbo-Croatian Other Slavic languages	Hindi Urdu Other Indic languages Other Indo-European languages Chinese Japanese Korean Mon-Khmer	Thai Laotian Vietnamese Other Asian languages Tagalog Other Pacific Island languages Arabic African languages

Armenian Persian	Hmong	
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### District 4 Summary

\*Totals reflect the most current available, from the 2012 5-year ACS estimates

Total Population	LEP Population	Percentage of population that is LEP
6,723,129	1,310,565	19.49%

TOP 5 LEP LANGUAGES		
Languages	LEP Population	Percentage of LEP population that speaks the language
Spanish or Spanish Creole	556,361	42.45%
Chinese	275,774	21.04%
Vietnamese	104,043	7.94%
Tagalog	88,779	6.77%
Korean	36,347	2.77%
All Languages Spoken by LEP Persons		
Spanish or Spanish Creole French (incl. Patois, Cajun) French Creole Italian Portuguese or Portuguese Creole German Yiddish Other West Germanic languages Scandinavian languages Greek Russian Polish Serbo-Croatian	Other Slavic languages Armenian Persian Hindi Urdu Other Indic languages Other Indo-European languages Chinese Japanese Korean Mon-Khmer, Cambodian Hmong Thai	Laotian Vietnamese Other Asian languages Tagalog Other Pacific Island languages Navajo Other Native North American languages Hungarian Arabic Hebrew African languages Other and unspecified languages
SAFE HARBOR IDENTIFICATION		
Safe Harbor Languages (over 1,000 or over 50 and 5% of district population)		
Spanish or Spanish Creole French (incl. Patois, Cajun) French Creole Italian Portuguese or Portuguese German Greek	Gujarati Hindi Urdu Other Indic languages Other Indo-European languages Chinese	Thai Laotian Vietnamese Other Asian languages Tagalog Other Pacific Island languages

Russian Polish Serbo-Croatian Other Slavic languages Armenian Persian	Japanese Korean Mon-Khmer, Cambodian	Hungarian Arabic Hebrew African languages Other and unspecified languages
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### District 5 Summary

\*Totals reflect the most current available, from the 2012 5-year ACS estimates

Total Population	LEP Population	Percentage of population that is LEP
1,335,086	267,452	20.03%

TOP 5 LEP LANGUAGES		
Languages	LEP Population	Percentage of LEP population that speaks the language
Spanish or Spanish Creole	226,016	84.51%
Tagalog	6,628	2.48%
Chinese	4,423	1.65%
Korean	4,019	1.50%
Vietnamese	2,730	1.02%
All Languages Spoken by LEP Persons		
Spanish or Spanish Creole French (incl. Patois, Cajun) Italian Portuguese or Portuguese Creole German Other West Germanic languages Scandinavian languages Greek Russian Polish Serbo-Croatian	Other Slavic languages Armenian Persian Gujarati Hindi Urdu Other Indic languages Other Indo-European languages Chinese Japanese Korean Mon-Khmer, Cambodian Hmong Thai	Laotian Vietnamese Other Asian languages Tagalog Other Pacific Island languages Navajo Other Native North American languages Hungarian Arabic Hebrew African languages Other and unspecified languages

SAFE HARBOR IDENTIFICATION
Safe Harbor Languages (over 1,000 or over 50 and 5% of district population)

Spanish or Spanish Creole Portuguese or Portuguese Creole	Chinese Japanese Korean Vietnamese Tagalog	Other Pacific Island languages Arabic Other and unspecified languages
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### District 6 Summary

\*Totals reflect the most current available, from the 2012 5-year ACS estimates

Total Population	LEP Population	Percentage of population that is LEP
2,296,188	471,657	20.54%

TOP 5 LEP LANGUAGES		
Languages	LEP Population	Percentage of LEP population that speaks the language
Spanish or Spanish Creole	392,968	83.32%
Hmong	12,585	2.67%
Other Indic Languages	11,875	2.52%
Tagalog	8,272	1.75%
Chinese	5,258	1.11%
All Languages Spoken by LEP Persons		
Spanish or Spanish Creole French (incl. Patois, Cajun) French Creole Italian Portuguese or Portuguese Creole German Yiddish Other West Germanic languages Scandinavian languages Greek Russian Polish Serbo-Croatian	Other Slavic languages Armenian Persian Gujarati Hindi Urdu Other Indic languages Other Indo-European languages Chinese Japanese Korean Mon-Khmer, Cambodian Hmong	Thai Laotian Vietnamese Other Asian languages Tagalog Other Pacific Island languages Other Native North American languages Hungarian Arabic Hebrew African languages Other and unspecified languages

SAFE HARBOR IDENTIFICATION
Safe Harbor Languages (over 1,000 or over 50 and 5% of district population)

Spanish or Spanish Creole Portuguese or Portuguese Armenian	Other Indic languages Chinese Korean Mon-Khmer, Cambodian Hmong	Laotian Vietnamese Other Asian languages Tagalog Other Pacific Island languages Arabic
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**District 7 Summary**

\*Totals reflect the most current available, from the 2012 5-year ACS estimates

Total Population	LEP Population	Percentage of population that is LEP
9,955,845	2,621,856	26.33%

TOP 5 LEP LANGUAGES		
Languages	LEP Population	Percentage of LEP population that speaks the language
Spanish or Spanish Creole	1,816,803	69.29%
Chinese	211,593	8.07%
Korean	121,801	4.65%
Armenian	86,744	3.31%
Chinese	5,258	1.11%
All Languages Spoken by LEP Persons		
Spanish or Spanish Creole French (incl. Patois, Cajun) French Creole Italian Portuguese or Portuguese Creole German Yiddish Other West Germanic languages Scandinavian languages Greek Russian Polish Serbo-Croatian Other Slavic languages	Armenian Persian Gujarat Hindi Urdu Other Indic languages Other Indo-European languages Chinese Japanese Korean Mon-Khmer, Cambodian: Hmong: Thai: Laotian: Vietnamese: Other Asian languages:	Tagalog: Other Pacific Island languages: Navajo: Other Native North American languages: Hungarian: Arabic: Hebrew: African languages: Other and unspecified languages:
SAFE HARBOR IDENTIFICATION		
Safe Harbor Languages (over 1,000 or over 50 and 5% of district population)		

Spanish or Spanish Creole French (incl. Patois, Cajun) Italian Portuguese or Portuguese German Other West Germanic languages Greek Russian Polish Serbo-Croatian Other Slavic languages Armenian	Persian Gujarati Hindi Urdu Other Indic languages Other Indo-European languages Chinese Japanese Korean Mon-Khmer, Cambodian Thai Laotian	Vietnamese Other Asian languages Tagalog Other Pacific Island languages Hungarian Arabic Hebrew African Languages Other and unspecified languages
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### District 8 Summary

\*Totals reflect the most current available, from the 2012 5-year ACS estimates

Total Population	LEP Population	Percentage of population that is LEP
3,911,832	680,746	17.40%

TOP 5 LEP LANGUAGES		
Languages	LEP Population	Percentage of LEP population that speaks the language
Spanish or Spanish Creole	554,377	81.44%
Chinese	21,047	3.09%
Tagalog	18,341	2.69%
Vietnamese	15,847	2.33%
Korean	13,136	1.93%
All Languages Spoken by LEP Persons		
Spanish or Spanish Creole French (incl. Patois, Cajun) French Creole Italian Portuguese or Portuguese Creole German Yiddish Other West Germanic languages Scandinavian languages Greek Russian	Other Slavic languages Armenian Persian Gujarati Hindi Urdu Other Indic languages Other Indo-European languages Chinese Japanese Korean Mon-Khmer, Cambodian	Thai Laotian Vietnamese Other Asian languages Tagalog Other Pacific Island languages Navajo Other Native North American languages Hungarian Arabic Hebrew

Polish Serbo-Croatian	Hmong	African languages Other and unspecified languages
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SAFE HARBOR IDENTIFICATION		
Safe Harbor Languages (over 1,000 or over 50 and 5% of district population)		
Spanish or Spanish Creole French (incl. Patois, Cajun) Portuguese or Portuguese Creole German Russian Persian Gujarati	Hindi Urdu Other Indic languages Other Indo-European languages Chinese Japanese Korean Mon-Khmer, Cambodian	Thai Laotian Vietnamese Tagalog Other Pacific Island languages Arabic African languages

### District 9 Summary

\*Totals reflect the most current available, from the 2012 5-year ACS estimates

\*\*All values based on totals plus margin of error

Total Population	LEP Population	Percentage of population that is LEP
30,768	4,281	13.91%

TOP 5 LEP LANGUAGES		
Languages	LEP Population	Percentage of LEP population that speaks the language
Spanish or Spanish Creole	2,468	57.65%
Russian	121	2.83%
Other Native American Languages	102	2.38%
Korean	92	2.15%
Chinese	84	1.96%
All Languages Spoken by LEP Persons		
(Before adding margin of error most languages were zero. The margin of error for all zero populations is 40, which in some cases is higher than some populations + margin of error.)		
Spanish or Spanish Creole French (incl. Patois, Cajun) German	Russian Serbo-Croatian Chinese Korean	Navajo Other Native North American languages

Other West Germanic languages	Vietnamese	
<b>SAFE HARBOR IDENTIFICATION</b>		
Safe Harbor Languages (over 1,000 or over 50 and 5% of district population)		
Spanish or Spanish Creole		

**District 10 Summary**

\*Totals reflect the most current available, from the 2012 5-year ACS estimates

\*\*All values based on totals plus margin of error

Total Population	LEP Population	Percentage of population that is LEP
1,493,886	287,272	19.23%

TOP 5 LEP LANGUAGES		
Languages	LEP Population	Percentage of LEP population that speaks the language
Spanish or Spanish Creole	194,981	67.87%
Other Indic Languages	10,757	3.74%
Tagalog	10,036	3.49%
Mon-Khmer, Cambodian	7,991	2.78%
Chinese	7,901	2.75%
All Languages Spoken by LEP Persons		
Spanish or Spanish Creole French (incl. Patois, Cajun) Italian Portuguese or Portuguese Creole German Other West Germanic languages Scandinavian languages Greek Russian Polish Serbo-Croatian	Other Slavic languages Armenian Persian Gujarati Hindi Urdu Other Indic languages Other Indo-European languages Chinese Japanese Korean Mon-Khmer, Cambodian Hmong Thai	Laotian Vietnamese Other Asian languages Tagalog Other Pacific Island languages Navajo Other Native North American languages Hungarian Arabic African languages Other and unspecified languages
<b>SAFE HARBOR IDENTIFICATION</b>		
Safe Harbor Languages (over 1,000 or over 50 and 5% of district population)		
Spanish or Spanish Creole	Chinese	Tagalog

Portuguese or Portuguese Creole Persian Hindi Urdu Other Indic languages	Korean Mon-Khmer, Cambodian Hmong Laotian Vietnamese	Other Pacific Island languages Arabic Other and unspecified languages
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**District 11 Summary**

\*Totals reflect the most current available, from the 2012 5-year ACS estimates

Total Population	LEP Population	Percentage of population that is LEP
3,054,808	544,413	17.82%

TOP 5 LEP LANGUAGES		
Languages	LEP Population	Percentage of LEP population that speaks the language
Spanish or Spanish Creole	372,255	68.38%
Tagalog	36,028	6.62%
Vietnamese	27,038	4.97%
Chinese	21,795	4.00%
Arabic	10,150	1.86%
All Languages Spoken by LEP Persons		
Spanish or Spanish Creole French (incl. Patois, Cajun) French Creole Italian Portuguese or Portuguese Creole German Yiddish Other West Germanic languages Scandinavian languages Greek Russian Polish	Serbo-Croatian Other Slavic languages Armenian Persian Gujarati Hindi Urdu Other Indic languages Other Indo-European languages Chinese Japanese Korean Mon-Khmer, Cambodian Hmong	Thai Laotian Vietnamese Other Asian languages Tagalog Other Pacific Island languages Navajo Other Native North American languages Hungarian Arabic Hebrew African languages Other and unspecified languages
SAFE HARBOR IDENTIFICATION		
Safe Harbor Languages (over 1,000 or over 50 and 5% of district population)		
Spanish or Spanish Creole French (incl. Patois, Cajun)	Hindi Other Indic languages	Vietnamese Other Asian languages

Italian Portuguese or Portuguese Creole German Russian Persian	Other Indo-European languages Chinese Japanese Korean Mon-Khmer, Cambodian Thai Laotian	Tagalog Other Pacific Island languages Arabic African languages Other and unspecified languages
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### District 12 Summary

\*Totals reflect the most current available, from the 2012 5-year ACS estimates

Total Population	LEP Population	Percentage of population that is LEP
2,828,006	625,183	22.11%

TOP 5 LEP LANGUAGES		
Languages	LEP Population	Percentage of LEP population that speaks the language
Spanish or Spanish Creole	367,663	58.81%
Vietnamese	100,728	16.11%
Korean	45113	7.22%
Chinese	30424	4.87%
Tagalog	12311	1.97%
All Languages Spoken by LEP Persons		
Spanish or Spanish Creole French (incl. Patois, Cajun) French Creole Italian Portuguese or Portuguese Creole German Yiddish Other West Germanic languages Scandinavian languages Greek Russian Polish Serbo-Croatian	Other Slavic languages Armenian Persian Gujarati Hindi Urdu Other Indic languages Other Indo-European languages Chinese Japanese Korean Mon-Khmer, Cambodian Hmong	Thai Laotian Vietnamese Other Asian languages Tagalog Other Pacific Island languages Other Native North American languages Hungarian Arabic Hebrew African languages Other and unspecified languages
SAFE HARBOR IDENTIFICATION		
Safe Harbor Languages (over 1,000 or over 50 and 5% of district population)		

Spanish or Spanish Creole French (incl. Patois, Cajun) German Russian Armenian Persian Gujarati Hindi	Urdu Other Indic languages Other Indo-European languages Chinese Japanese Korean Mon-Khmer, Cambodian	Thai Laotian Vietnamese Other Asian languages Tagalog Other Pacific Island languages Arabic African languages
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## **APPENDIX A2**

### **SOURCES OF INFORMATION FOR DEMOGRAPHIC PROFILES**

## Sources of Information for Demographic Profile

Census 2000 QT-P17: "Population 5 years and Over by Language Spoken at Home and Ability to Speak English, 2000."

- Detailed reference of populations broken into four subcategories: Speak English
  - Very well
  - Well
  - Not well
  - Not at all
- Contains general language groups (i.e.; Spanish, Indo-European, Asian and Pacific Island, and Other Languages).  
Source: U.S. Census Bureau 2000.

Census 2000 QT-P16: "Population 5 years and Over by Language Spoken at Home"

- Quick reference for total population numbers.
- Contains specific languages collected by census, not general language groups.  
Source: U.S. Census Bureau 2000.

Five-Year American Community Survey

Detailed reference of populations broken into two subcategories: Speak English: very well, less than very well.

- ACS provides more detail on specific languages that are spoken than Census QT-P17.
- Contains specific languages collected by census, not general languages groups.  
Source: U.S. Census Bureau American Communities Survey 2006-2009.

American Community Survey 2009-2012

- Most up-to-date available five-year American Communities Survey
- Detailed reference of populations broken into two subcategories: Speak English:
  - Very well
  - Less than very well
- ACS provides more detail on specific languages that are spoken than Census QT-P17.
- Contains specific languages collected by census, not general language groups.  
Source: U.S. Census Bureau ACS 2009-2012.

## **APPENDIX A3**

TITLE VI LIAISONS AND OTHER  
REPRESENTATIVE STAFF PHONE  
INTERVIEWEES

## District Title VI Liaisons Interview Subjects

District	Title
1	EEO Officer/Title VI Liaison
2	EEO Officer/Title VI Liaison
3	EEO Branch Chief/Title VI Liaison
4	EEO Branch Chief
5	EEO Officer/Title VI Liaison
6	EEO Officer/Title VI Liaison
7	EEO Officer/Title VI Liaison (Acting)
8	EEO Officer/Title VI Liaison (Acting)
8	EEO Officer/Title VI Liaison
9	EEO Officer/Title VI Liaison (Acting)
10	EEO Officer/Title VI Liaison
11	EEO Officer/Title VI Liaison
12	EEO Officer/Title VI Liaison
	Associate Transportation Planner, Aeronautics
	Senior Transportation Engineer
	Associate Governmental Program Analyst, Procurement and Contracts
1	District Transit Representative
2	District Transit Representative
3	District Transit Representative
5	District Transit Representative
6	District Transit Representative
6	District Transit Representative
7	District Transit Representative
9	District Transit Representative
10	OBEO

## **APPENDIX A4**

### **PHONE INTERVIEW QUESTIONNAIRE**

## District Liaisons Phone Questionnaire

1. How long have you worked with Caltrans?
2. Are you fluent in any languages besides English?
3. Do you have contact with transit agencies?
  - a. If so, how do you contact transit agencies or how do they contact you?
  - b. What is the nature of your contact with them?
4. Who do you consider Caltrans "customers" besides transit agencies?
  - a. Do you have regular contact with them?
  - b. What is the nature of that contact?
5. Are there others on your staff or in your district who have direct contact with customers? (Who are they? Contact information)
6. Do you occasionally have customer contact with individuals who have limited English proficiency?
  - a. How often does this happen?
  - b. What languages have you run into?
7. What do you or others in your organization do when you run into an LEP individual in these situations?
8. Can you envision a situation when you or other staff might run into LEP individuals?
9. Are people in your district aware of the Title VI requirements to serve LEP individuals?
10. What tools and resources are available to help people in your district become aware of Title VI/LEP requirements, policies, and processes within the division/district?
11. Does your district have a means of recording when interpretation and translation services are provided to customers?
  - a. If so, what is the procedure?
12. What tools do you have available to help people with limited English language capabilities? (brochure, phone number to call)
13. What efforts have you or your department made for limited English speaking individuals? (Working with CBOs, community meetings, etc.)
14. How important is it for limited English speakers to have information regarding your department/program?
15. Please specify which Caltrans DMT programs/projects have a need for you to interact with limited English speaking populations.
16. What are some of the challenges you face when dealing with limited English speaking populations?

## **APPENDIX A5**

### **PHONE INTERVIEW RESPONSES BY QUESTION**

## Survey Responses Compiled By Question

### 1. How long have you worked with Caltrans?

- 9 years
- 7 years
- 6 ½ years
- 15 years
- 20 years
- 8 years
- 11.5 years
- 26 years +
- 9 years
- 7 years
- 15 years
- 5 years, 7 months
- 6 years
- 5 years
- 17 years
- 9 years
- 24 years
- 14 years
- 6 years, 7 months
- 7 years
- 8 years
- 9 months
- 8 years
- 8.5 years
- 26 years +

### 2. Are you fluent in any languages besides English?

- No
- Yes
- No
- Yes, ASL (American Sign Language)
- No
- No
- No
- No
- No, not personally
- No
- No
- No

- No
- Yes
- No
- Yes, Portugués
- No
- Spanish- oral and written
- No
- No
- No
- No
- Spanish
- No
- Yes, Tagalog (Phillipines' Language)

**3. Do you have contact with transit agencies?**

**a. If so, how do you contact transit agencies or how do they contact you?**

**b. What is the nature of your contact with them?**

- Yes; Via phone and email; Grants
- Yes; Usually via email; Title VI and ADA compliance reviews
- Yes; I used to work for the El Dorado County Transportation Commission; my primary task was dealing with El Dorado Transit Director on various issues. We are still friends, so now and then we email one another; Usually I inform the Director of possible grant funding they may be unaware of.
- Somewhat very occasionally; Phone and email; Title VI compliance questions
- Yes; Email, phone, and letters; Management of contracts
- Yes; Email/Phone; Grant Management
- No
- Yes; Agencies contact me by phone or email; Assist them with policies and procedures required for federal-aid transportation projects.
- Yes; Phone calls, email, and face-to-face meetings; Assist with completing Section 5311 applications, Requests for Reimbursements, technical assistance, policy clarification, transit facility and bus inspections, etc.
- Yes; Email, phone, in-person
- No; None
- No
- No
- Seldom; Title VI questions (happens very rarely)
- No
- No; N/A
- I personally do not, our planning department does.

- Yes; In-person and by e-mail; Process 5311 Transit Applications, process requests for reimbursement invoices for 5311, answer questions about transit programs and requirements
- Not sure what you mean by “transit” agency
- No
- Yes; Phone, email, and in-person; Discussing projects
- Via email or phone; Disabled Business Enterprise (DBE), small businesses, disabled veterans business enterprise
- Yes; Telephone calls or email; Work with transit agencies on State and Federal Transit projects
- Yes; Email. Telephone, meetings; Grants management
- To both parties either by phone, email and/or face-to-face, i.e. meetings depending on type of issues and level/length of topic of discussion; Usually relating to State funded transit grants projects which includes knowledge of State funding process, requirements as well as due dates, regional conformity, to State policies and procedures as well as interpretation of appropriate actions especially, when project issues arise and requires some strategies and/or possible resolutions. Some could be minor information that may be just reference or direction in nature.

**4. Who do you consider Caltrans “customers” besides transit agencies?**

**a. Do you have regular contact with them?**

**b. What is the nature of that contact?**

- LTC, City and County officials, Board of Supervisors, public; Yes; Grants and Construction
- The public; Yes; Grievances
- Managers and staff of Airports; Yes; Always work related; they usually call me for assistance with questions they do not have the answer to (if they are within my specific areas (Districts 5, 6 & 9). I am an Aviation Planner and they will contact me (or I them) regarding the plans for their airport, their grants for the airport, studies done for their airports, etc.
- City and Local governments, contractors and sub-contractors, public; Somewhat occasionally; Title VI compliance, Title VI complaints
- The public, counties, cities; Yes; Discuss needs and projects
- City/County Agencies; Weekly; Email/Phone
- Any person or persons needing to communicate with the department would be considered a customer; N/A; N/A
- Small business council members, some consultants, and District Local Assistance staff; Yes; Assist them with policies and procedures required for federal-aid transportation projects. This includes construction and consultant contract language required for federal contracts, specifically Construction, Disadvantage Business Enterprise and Title VI.

- General public, MPO's, RTPA's, Local Governments, State Governments, stakeholders, etc; Yes; Provide guidance, Policy clarification, technical assistance, referrals to technical units when needed, etc.
- Any person or party that has contact with the Department or its employees; Bi-weekly if not weekly; Grant funding or grant management question/issue/processing of reimbursements.
- No; None
- Contractors and vendors for non-IT and IT goods and services; other Caltrans and State employees; Yes; Answer general contracting and procurement questions
- The public, contractors, everyone we come in contact with. As an EEO Officer, no I do not. EEO handles internal employee issues unless an employee has an issue with an outside person which is not frequent, if at all.
- Anyone from the public; Seldom; ADA concerns
- Not applicable
- All of our employees are considered customers, when we are providing a service; I am the Administrative Services Chief, but I am also the EEO Office.
- General public, local partners or own general employees are considered our customer; We are a small district office, so no unless it's regarding employment, no.
- Everyone/anyone -Citizens and agency employees; Yes; Answer questions about programs and process applications and invoices.
- Everyone I deal with is considered a customer; Yes; Daily working communication
- Any customers
- The public, government officials, any public agency, contractors, internal staff
- Federal Dept. of Transportation, any California resident, anyone who enters California, multiple state agencies; Yes for the state agencies, dept. of transportation, and California residents
- Not applicable
- Local, state, federal agencies and the public.
- Within the Departmental agency: Headquarters Division of Rail and Mass Transportation, Division of Accounting, Division of Transportation Planning and within the District Offices: District 12 – within the Division of Planning, Local Assistance, in Administration: Budgets and on occasion, Division of Traffic Operations and Maintenance. Outside District 12, District 7 – Los Angeles, for outside Orange County regional coordination; Nature could be from consultation of policies, project funding, to coordination especially if a transit project contains more than one funding other than State STIP, special State bonds, Federal funds through Local Assistance, as well as other regional funding outside District 12 jurisdiction. Some contact could be non-project related but may require or impact a transit facility.

**5. Are there others on your staff or in your district who have direct contact with customers? (Who are they? Contact information)**

- I do not know.
- Just on occasion the public will file a grievance and/or we work on compliance reviews.

- Yes; The Division's Aviation Safety Officers (pilots). They are tasked with inspecting all of the airports in California each year for safety per contract with the FAA; The safety inspectors or all of the airport managers in the state of CA?
- Yes, Public Affairs staff, Project Managers, Design division staff, Executive Staff, etc. I do not have all their contact information.
- I am not a manager, I have no staff.
- Yes they got questionnaire already.
- Susana Cruz, PIO, 549-3138
- People in the District Local Assistance have more contact with agencies, i.e., customers, then headquarters staff. Our primary contact is with District Local Assistance.
- Yes, all of District 5 Planning staff regularly has direct contact with customers as well as staff from the other functional units.
- Tom Dumas (209-941-1921)
- Yes, but I don't know their names.
- Yes – the entire Division of Procurement and Contracts.
- Small Business Unit – Michelle Gongora - [Michelle.gongora@dot.ca.gov](mailto:Michelle.gongora@dot.ca.gov)  
Public Information Office - Steve Saville - [Steve.saville@dot.ca.gov](mailto:Steve.saville@dot.ca.gov)  
Permits Desk in Lobby - Ann Fox - [Ann.fox@dot.ca.gov](mailto:Ann.fox@dot.ca.gov)  
Right of Way - Diane Robinson - [Diane.robinson@dot.ca.gov](mailto:Diane.robinson@dot.ca.gov)  
Environmental - Olga Estrada - [Olga.estrada@dot.ca.gov](mailto:Olga.estrada@dot.ca.gov)  
Construction - Monica Corralejo – [Monica.corralejo@dot.ca.gov](mailto:Monica.corralejo@dot.ca.gov)  
Land Surveys - Mark Phelan – [Mark.phelan@dot.ca.gov](mailto:Mark.phelan@dot.ca.gov)  
Planning - Chili Cilch – [Chili.cilch@dot.ca.gov](mailto:Chili.cilch@dot.ca.gov)  
Planning - Barbi Valentine – [Barbi.valentine@dot.ca.gov](mailto:Barbi.valentine@dot.ca.gov)  
Local Assistance - Erwin Gojuangco – [Erwin.gojuangco@dot.ca.gov](mailto:Erwin.gojuangco@dot.ca.gov)  
Traffic Ops - Lea Laurente – [Lea.laurente@dot.ca.gov](mailto:Lea.laurente@dot.ca.gov)  
Engineering - Leticia Engelhorn – [Leticia.engelhorn@dot.ca.gov](mailto:Leticia.engelhorn@dot.ca.gov)
- Several people in my district have contact with customers. Don't know them all. In my particular unit: Robert Boswell 948-3950, Marie Wilson 948-3950, Steven Martinez 948-7855.
- Not applicable
- In my staff we deal with all D1 employees and on occasion with externals. Community members looking to work at Caltrans, disposing of property and donating them to non-profit agencies, and dealing with training vendors.
- Yes, our PIO, Florene Trainor, 760-872-0603  
Security Guard, Dalene Whitaker, 760-872-0601  
Patricia Hall, Mail Room/Cashier Clerk answers incoming 760-872-0626  
Personale, Jodie Eddings 760-872-0791
- [Aaron.Casas@dot.ca.gov](mailto:Aaron.Casas@dot.ca.gov) , [john.maxwell@dot.ca.gov](mailto:john.maxwell@dot.ca.gov), [tamara.j.rich@dot.ca.gov](mailto:tamara.j.rich@dot.ca.gov),
- Everyone
- Liza Whitmore 530-741-4222
- Yes, public information officers.
- Lloyd Tran, Alicia Smith, Hershel Basher, and Paul Richard.

- Not applicable
- Most likely, but N/A to my job.
- I don't know since I am not involved in this program.

**6. Do you occasionally have customer contact with individuals who have limited English proficiency?**

**a. How often does this happen?**

**b. What languages have you run into?**

- No; N/A; N/A
- No; NA; N/A
- No not yet; Never has happened while I've worked here; Only English
- Yes, usually Spanish speakers and some deaf persons. (District 8 has the California School for the Deaf in our District.); Less than 10 times a year; Spanish and ASL
- No; N/A; N/A
- Rarely; Once/twice per year; Spanish
- Rarely; Once a year; Spanish
- No; Been here 6 years and it happened only once. It was a wrong #; Spanish – the one time.
- Not often
- No; Never; Many bilingual people, however, all have been fluent in English
- No; None
- Never
- No
- VERY rarely; Once in a few months; Spanish
- No
- Has not happen at this agency as of yet, all employees communicate in English
- Rarely, no
- No; Very infrequently; I've spoken Spanish a couple of times in 14 years
- Yes; Mainly it was HQ Accounting, Budgets; Personnel of Asian decent
- No
- Yes; Couple times a month; Spanish
- No
- N/A
- N/A; Many languages in LA and Ventura Counties
- Not necessarily; Very rare that did not really affect work maybe once every two or three years or so; Maybe once in Spanish

**7. What do you or others in your organization do when you run into an LEP individual in these situations?**

- N/A
- We have interpreters here

- We have four staff members who have volunteered to serve as interpreters speaking 8 different languages; if that doesn't "cover it" they would come to me as the Title VI representative for our Division to seek guidance on the next step. I have presented this issue to all of our Division staff during a monthly staff meeting.
- District 8 has a LEP volunteer list of staff who speak languages other than English and when we need someone to translate we call one of those persons. Also we use the online TTY service to return calls to the deaf.
- If we did we would pursue a translator.
- Get staff on the phone that can speak language.
- We have 4 certified translators in the District who would be our point of contact to assist LEP customers.
- Get someone who is proficient in the language.
- Obtain the assistance of our State Certified Spanish translator within Public Affairs, provide Spanish translations of key documents and informational materials.
- I have never dealt with an LEP individual.
- I'm not sure but, I believe they would request a translator.
- Contact a Caltrans staff member who is on the Bilingual Volunteer List and/or utilize Language Line Services contract.
- We have a list of interpreters to call on if need be. Or Public Information Service uses Language Line or we can call Sacramento Unit to assist.
- Use the Caltrans interpreters or the Lifeline provider.
- Not applicable to my position
- We will acquire an interpreter for language of disability. At a job interview we had an individual that was deaf; we had an American Sign Language interpreter assist.
- We have a list available of employees with bilingual capabilities, so we contact them.
- Either use a computer/Internet based translator app or determine whether there are any speakers that can translate, if not arrange to have a translator.
- I use email to communicate with them
- Use the LEP hotline
- We have a list of staff who speak languages other than English. These staff members are interpreters. We will also bring a translator to situations when we know it will have lots of LEP individuals.
- List on intranet has translators
- I have not run into this situation
- Arrange for an interpreter?
- Try to communicate the best we could to identify the appropriate language and ask assistance from a co-worker who may be able to communicate the language.

**8. Can you envision a situation when you or other staff might run into LEP individuals?**

- No
- Yes when we have meetings on environmental justice issues
- Yes, I can envision almost anything.
- Yes. Public meetings, phone calls, and in the office.

- No
- No
- Yes
- No, I do not.
- Public meetings, outreach activities, phone calls, etc.
- No, my unit deals directly with other public agencies. Typically, when a member of the general public needs something that requires the assistance from my unit, we get a request from PIO. The customer goes through PIO who then gets the information from my unit.
- Yes
- Any situation where an external customer contacts Caltrans for information
- You may want to consider Maintenance and Construction divisions as they are on the roads and may run into the public who needs assistance and does not speak English.
- Whenever someone from the public calls in or attends public meetings.
- No
- Interviews, open houses/public meetings, concerned citizen.
- People coming into office for info, road, claims or employment...during exam process we encounter them or in a public meeting.
- Community Public participation information meetings regarding Caltrans projects or programs.
- I don't have stuff. It could happen in an interview or an EEO complaint
- No
- Phone, customers in the office, public meetings, job sites
- Complaints from a customer
- N/A
- N/A does not apply to my job
- If it happens I will ask what language he/she speaks to get some language assistance from neighboring co-workers that I may know who speaks the language.

**9. Are people in your district aware of the Title VI requirements to serve LEP individuals?**

- Yes
- Yes
- Hmm....I'm uncertain what you mean my "district." In my DIVISION they are aware because I've made them aware...as is my responsibility serving as the Title VI Representative for our Division. I do not know about the entire District.
- Yes

- Yes
- Some
- Yes. We have a Title VI rep in each division who reports annually to Head Quarters in Sacramento.
- Yes
- Yes
- Yes! We request that all of our employees in D1 take the Title VI on line training course.
- Yes
- Yes, all that deal with the public.
- If they have received training they should be aware.
- Yes
- Yes
- Yes
- Yes
- Yes
- We were required to take an online Title VI training.

**10. What tools and resources are available to help them become aware of Title VI/LEP requirements, policies, and processes within the division/district?**

- Train them about Title VI
- Director's policy and brochures for the public
- In our Division, I do a presentation twice a year, usually Spring and Fall and hand out information regarding Title VI issues and definitions and who to contact besides myself if I am unavailable. I also inform them of the links on our Caltrans website for Title VI should there be a need.
- All District 8 staff take Title VI (which includes LEP) training every two years. Title VI issues/complaints are forwarded to the Title VI Liaison in the District 8 EEO Office.
- At all public meetings make sure to let others know they can contact us if any concerns
- Training
- Regular internal training opportunities.
- Section Title VI Implementation of Chapter 9, "Civil Rights and Disadvantaged Business Enterprise," of the Local Assistance Procedure Manual. Information on Interpreter Services, including names and phone numbers of individuals and language spoken.
- Departmental Training, State Certified District translator, Directives, Guidance, Internet, etc.
- Department emails and PIO acts as a good resource as well.
- The website, brochures, and Deputy Directive regarding Limited English Proficiency
- The OBEO Title VI intranet.
- Title VI Teleconferences with HQ, T6 brochures, T6 information discussed in Sexual Harassment Prevention Training to employees which is taken every 2 years.
- Website/Intranet.
- Title VI Training, TTY services

- Training, pamphlets, information on our intranet and internet.
- Title 6 brochures are available, we give each employee a copy, keep them in lobby, supervisors address resources with employees, annual events that go over tools and resources, contact officer for assistance.
- EEO, Caltrans website, federal websites
- The information provided by HQ
- Information on the website, email blasts
- Online class we must take every 2 years
- Internal staff member is state representative for title 6 and internet has information
- Their local agencies share this information on their own websites.
- Caltrans Title VI training module
- There is an online training materials and information available through the Caltrans Department website.

**11. Does your district have a means of recording when interpretation and translation services are provided to customers**

**a. If so, what is the procedure?**

- N/A
- Yes; Tally sheets at meetings
- Yes. Although it has not occurred since I have worked here – 6 ½ years; Any person confronted with Title VI issues in our Division knows to come to me; I will contact which ever person on our staff that has volunteered to interpret the specific language and make note of the request as well as the outcome in order to include it in the “end of the year Annual Report.”
- Yes; Each division in our District is responsible for tracking those and the reports it every year in the Title VI Compliance Report to Headquarters.
- N/A
- Don’t know
- We have not implemented a tracking process.
- No they do not.
- Yes; District staff complete the Title VI form which is submitted annually to HQ.
- Yes, we note when an LEP individual contacts us, however, this has never happened in 7 years.
- Yes; I don’t know, I’m acting in this position until a suitable replacement can be hired
- No
- I keep a calendar. However, to date I have not had any requests made to me.
- Public contact employees were told to keep a log when they encounter or provide an LEP services.
- N/A
- This process has not been used here in D1.
- Yes, we track for report. When an officer receives request, they make a note of it for the report.

- Don't know suggest contact district Public Information Office
- I don't know I am new to this position
- Not sure
- Don't know
- No
- I do not know.
- Unknown
- Since I am not the Title VI District Representative, I am not involved in this type of activity.

**12. What tools do you have available to help people with limited English language capabilities? (brochure, phone number to call)**

- Brochure in Spanish
- Brochures
- We have four individuals on our staff that have volunteered to interpret for individuals needing assistance; if the people happen to speak a language that our 4 volunteers do not speak, I would contact a Title VI representative and seek assistance; however, we have never had that situation in the past 6 ½ years. Additionally, all of our staff is “educated” on whom to contact if I am unavailable. (Perhaps not WHO directly, but to contact the Title VI staff. I've passed out the link and the names of several staff dealing with Title VI at Caltrans Headquarters.)
- Our website is available in different languages, we use our LEP volunteer interpreter list to respond to individuals either by phone, email, or letter. Public Affairs sends out information (flyers, etc) in Spanish regarding projects, posts in Spanish newspapers regarding projects, and information on Spanish radio stations on projects.
- Spanish speaking supervisor
- Don't know
- All the above
- Phone number
- Brochures, pamphlets, Public Affairs staff, internet, phone tree option in Spanish, etc.
- There are brochures in the District lobby as well as web resources
- Both
- Language Line Services for interpretation
- We have a list of interpreters to call on if need be. Or Public Information Service uses Language Line or we can call Sacramento Unit to assist.
- Brochures, “I Speak” card.
- Language line Services, TTY, volunteer interpreters in the District.
- Brochures, pamphlets, some in house interpreters.
- Title 6 brochures in lobby, district 9 employee list. We have a phone number to call, if there is no one available.
- Either use a computer/Internet based translator app or determine whether there are any speakers that can translate, if not arrange to have a translator.
- Again, I am new and I have no knowledge about this

- Internet web page, brochures
- Brochures in Spanish and other languages, in-house Caltrans employees who volunteer to translate
- I am assuming there is a phone number
- Have a bilingual employee list
- Unknown
- None. I know they are training modules, resources and contact information available in the Caltrans Department website.

**13. What efforts have you or your department made for limited English speaking individuals? (Working with CBOs, community meetings, etc.)**

- We use interpreters if needed
- We have interpreters
- We RARELY have community meetings, (and only one since I've been here) but the statement that our Division uses reads, "In accordance with the requirements of Title VI of the Americans with Disabilities Act of 1990 (ADA), the Caltrans Division of Aeronautics will provide any reasonable accommodations needed to ensure that persons with disabilities have an equal opportunity to access all of its programs, services and activities. Please, contact the Division one week in advance of the hearing at (916) 654-4959."
- Interpreters are available upon request.
- For public meetings, make bi-lingual staff available to answer questions if possible
- Don't know
- We follow the established recommendations of the Department to ensure that meet the needs of individuals needing LEP assistance.
- (Working with CBOs, community meetings, etc.) Minimal as there has not been a need. The Department has issued guidance on who to call and how to work with interpreters if the need arises (July 15, 2009 is the date of memo) and has established a volunteers to assist if interpreters are needed.
- Providing informational materials in Spanish, including News Releases and Public Notices, Display Boards, Toll-Free Hotlines, having bilingual staff on location to assist in translating
- We have designated people of different languages that can provide assistance if needed for LEP individuals
- I don't know
- I'm not sure
- Brochures translated into Spanish. Obtaining translators when needed.
- When there is a public meeting DOT will provide interpreters if necessary.
- Not applicable
- Have publications, questioners, and forms translated -Public meetings.
- During our public meetings, if interpreters are requested we provide them. We have a Spanish newspaper where we advertise public meetings. So we cover both, in the regular newspapers and in the Spanish.

- Either use a computer/Internet based translator app or determine whether there are any speakers that can translate, if not arrange to have a translator.
- Again, I am new to this position I don't know what has been done in the past
- Updated lists and communication.
- Work with interpreters
- Keep current the translator list
- I am not aware of these resources since I have not had to provide services to limited English speaking individuals.
- N/A does not apply to my job
- None so far since we have not been the lead agency for the regional transit activities.

**14. How important is it for limited English speakers to have information regarding your department/program?**

- Very Important
- Mandated under law
- The Division of Aeronautics is a specialized form of transportation and not accessible to all general public. We deal primarily with Managers of airports and their staff; to date, all English speaking. I would imagine it would be the CUSTOMERS of the large commercial public airports that would perhaps need interpretation, which we do not deal with. The Managers and staff of airports deal with their public. However...we do hold public meetings once in a great while (I am told). Once that I am aware of for a contract we secured for an airport project where we hired a consultant. In that case, they conducted the public meeting and we provided the above verbiage for the public hearing as stated in 13. There were no requests for interpretation, and no attendees.
- I professionally feel it is important.
- Important, so that important issues and concerns can be communicated to the appropriate staff and public can get issues resolved affectively
- Minor
- As a recipient of Federal funds it's critical that we abide by the statutes of the Title VI program and ensure that we provide full access to our external customers.
- Very rare for there to be individuals needing are services who do not speak English fluently.
- Extremely
- We are a public agency, everyone should be able to access information regarding my department and program
- Very important
- Just as important as native English speakers
- Very important, especially for the Right of Way, Environmental Divisions who may hold public forums to let the public know what is going on with new projects and how it may impact that town in particular.
- Very important
- Highly important
- Very important

- Very important for equal access
- Critical, very important
- I would think it is very important in order for them to communicate clearly
- Important
- Everybody needs to know what is going on, so very important
- Extremely important
- It is extremely important for all individuals seeking information about our department to be able to access the information they are inquiring about.
- N/A does not apply to my job
- Currently, I am not impacted. Although, may I suggest to possibly provide FAQ's relating to the program as another reference material and make it available in the DMT website should we need them in the future.

**15. Please specify which Caltrans DMT programs/projects have a need for you to interact with limited English speaking populations.**

- N/A
- Divisions of Public Affairs and Project Management
- ?
- I do not have that information in my position.
- Minimal in DI
- None
- N/A
- N/A as the need never arises
- There are no specific DMT programs that I have found a need to interact with limited English speaking populations. The programs and local agency staff that I have worked with have all been English speaking.
- None
- I don't know
- I'm not sure. Any division could be contacted at any time by a limited English speaker
- What is DMT? Oh, the divisions in our district that respond to the Annual Title VI Reporting. They may not necessarily have a need, but there is a potential for it.
- Projects? I'm not sure. Programs? Not certain.
- N/A
- Most of our departments, Project Management, Planning, traffic, Right of Way, Construction, Environmental, Design, and Administration.
- Most recently there was a public meeting for highway construction that will affect a huge part of the public. So it was advertised in the Spanish and English newspaper. I was not there personally but if there would be a request for interpreter to be there.
- Primarily it is the local agencies that receive transit funding that have public meetings who must address LEP situations. Have not had general public contact Caltrans for DMT info.
- I have no idea

- Not sure
- Can't
- Outreach efforts, possibility mandatory pre-bids
- N/A
- N/A does not apply to my job
- None so far

**16. What are some of the challenges you face when dealing with limited English speaking populations?**

- N/A
- We only have brochures in Spanish and English
- I haven't experienced this at all in the 6 ½ years I have been employed with Caltrans. In previous employment however, I have and the number one challenge was trying to inform them via public notices of the event.
- In my position I have not faced any.
- None aware of
- Communication
- N/A
- N/A as the need never arises
- We have one State Certified Translator in the District and sometimes the workload and short turn-around time required for the translation can be challenging.
- Never have
- Unknown
- Translation and interpreting the needs of the limited English speaker
- I have not had that situation.
- Haven't faced any challenges yet
- My position involves only internal employees so many of these questions were not applicable to me. However, District 6 employees are required to take Title VI Training annually, plus there are Title VI brochures placed with divisions such as Environmental and Right of Way. District 6 Internal EEO webpage identifies how employees can find paid interpreters or volunteer and language guides when working with limited English individuals.
- If it is not one of the most common languages it takes creativity to communicate with that individual but it always works out.
- The biggest challenge is getting them to come forward. Once they do, we can know what services we need to provide. We need to provide outreach for our community meetings and get them involved.
- Follow the process to facilitate communication and there should not be problems (Either use a computer/Internet based translator app or determine whether there are any speakers that can translate, if not arrange to have a translator).
- I have not dealt with this other than when I was in Budgets dealing with HQ Accounting & Budget personnel whose English speaking was broken or very hard to understand.

Since the DD-91-RI only came out on 11-10-2014 I have not had an opportunity to find out more on what is needed to be done

- Education of CT Resources
- Not knowing if translations are correct, literal translations and not interpreting the meaning don't work
- None
- N/A
- N/A does not apply to my job
- None so far

## **APPENDIX A6**

### **PHONE INTERVIEW RESPONSES BY RESPONDENT**

## Surveys Complied By Respondent

### District 9

1. How long have you worked with Caltrans?  
24 years
2. Are you fluent in any languages besides English?  
No
3. Do you have contact with transit agencies? If so, how do you contact transit agencies or how do they contact you? What is the nature of your contact with them?  
I personally do not, our planning department does.
4. Who do you consider Caltrans “customers” besides transit agencies? Do you have regular contact with them? Do you have regular contact with them? What is the nature of that contact?  
General public, local partners or own general employees are considered our customer. We are a small district office, so no unless it’s regarding employment, no.
5. Are there others on your staff or in your district that that have direct contact with customers? (Who are they? Contact information)  
Yes, our PIO, Florene Trainor, 760-872-0603  
Security Guard, Dalene Whitaker, 760-872-0601  
Patricia Hall, Mail Room/Cashier Clerk answers incoming 760-872-0626  
Personale, Jodie Eddings 760-872-0791
6. Do you occasionally have customer contact with individuals who have limited English proficiency? How often does this happen? What languages have you run into?  
Rarely, no.
7. What do you or others in your organization do when you run into an LEP individual in these situation?  
We have a list available of employees with bilingual capabilities, so we contact them.
8. Can you envision a situation when you or other staff might run into LEP individuals?  
People coming into office for info, road, claims or employment...during exam process we encounter them or in a public meeting.
9. Are people in your district aware of the Title VI requirements to serve LEP individuals?  
Yes

10. What tools and resources are available to help them become aware of Title VI/LEP requirements, policies, and processes within the division/district?  
Title 6 brochures are available, we give each employee a copy, keep them in lobby, supervisors address resources with employees, annual events that go over tools and resources, contact officer for assistance.
11. Does your district have a means of recording when interpretation and translation services are provided to customers  
If so, what is the procedure?  
Yes, we track for report. When an officer receives request, they make a note of it for the report.
12. What tools do you have available to help people with limited English language capabilities? (brochure, phone number to call)  
Title 6 brochures in lobby, district 9 employee list. We have a phone number to call, if there is no one available.
13. What efforts have you or your department made for limited English speaking individuals? (Working with CBOs, community meetings, etc.)  
During our public meetings, if interpreters are requested we provide them. We have a Spanish newspaper where we advertise public meetings. So we cover both, in the regular newspapers and in the Spanish.
14. How important is it for limited English speakers to have information regarding your department/program?  
Very important for equal access
15. Please specify which Caltrans DMT programs/projects have a need for you to interact with limited English speaking populations.  
Most recently there was a public meeting for highway construction that will affect a huge part of the public. So it was advertised in the Spanish and English newspaper. I was not there personally but if there would be a request for interpreter to be there.
16. What are some of the challenges you face when dealing with limited English speaking populations?  
The biggest challenge is getting them to come forward. Once they do, we can know what services we need to provide. We need to provide outreach for our community meetings and get them involved.

## District 11

1. How long have you worked with Caltrans?  
6 years
2. Are you fluent in any languages besides English?  
No
3. Do you have contact with transit agencies?  
No
- a. If so, how do you contact transit agencies or how do they contact you? What is the nature of your contact with them?
4. Who do you consider Caltrans “customers” besides transit agencies?
  - a. Do you have regular contact with them?  
As an EEO Officer, no I do not. EEO handles internal employee issues unless an employee has an issue with an outside person which is not frequent, if at all.
  - b. What is the nature of that contact?  
The public, contractors, everyone we come in contact with
5. Are there others on your staff or in your district that that have direct contact with customers? (Who are they? Contact information)  
Small Business Unit – Michelle Gongora - Michelle.gongora@dot.ca.gov  
Public Information Office - Steve Saville - Steve.saville@dot.ca.gov  
Permits Desk in Lobby - Ann Fox - Ann.fox@dot.ca.gov  
Right of Way - Diane Robinson - Diane.robinson@dot.ca.gov  
Environmental - Olga Estrada - Olga.estrada@dot.ca.gov  
Construction - Monica Corralejo – Monica.corralej@dot.ca.gov  
Land Surveys - Mark Phelan – Mark.phelan@dot.ca.gov  
Planning - Chili Cilch – Chili.cilch@dot.ca.gov  
Planning - Barbi Valentine – Barbi.valentine@dot.ca.gov  
Local Assistance - Erwin Gojuangco – Erwin.gojuangco@dot.ca.gov  
Traffic Ops - Lea Laurente – Lea.laurente@dot.ca.gov  
Engineering - Leticia Engelhorn – Leticia.engelhorn@dot.ca.gov
6. Do you occasionally have customer contact with individuals who have limited English proficiency?  
No.
  - a. How often does this happen?
  - b. What languages have you run into?
7. What do you or others in your organization do when you run into an LEP individual in these situations?

We have a list of interpreters to call on if need be. Or Public Information Service uses Language Line or we can call Sacramento Unit to assist.

8. Can you envision a situation when you or other staff might run into LEP individuals?  
You may want to consider Maintenance and Construction divisions as they are on the roads and may run into the public who needs assistance and does not speak English.
9. Are people in your district aware of the Title VI requirements to serve LEP individuals?  
Yes. We have a Title VI rep in each division who reports annually to Head Quarters in Sacramento.
10. What tools and resources are available to help them become aware of Title VI/LEP requirements, policies, and processes within the division/district?  
Title VI Teleconferences with HQ, T6 brochures, T6 information discussed in Sexual Harassment Prevention Training to employees which is taken every 2 years.
11. Does your district have a means of recording when interpretation and translation services are provided to customers
  - a. If so, what is the procedure? I keep a calendar. However, to date I have not had any requests made to me.
12. What tools do you have available to help people with limited English language capabilities? (brochure, phone number to call)  
We have a list of interpreters to call on if need be. Or Public Information Service uses Language Line or we can call Sacramento Unit to assist.
13. What efforts have you or your department made for limited English speaking individuals? (Working with CBOs, community meetings, etc.)  
Brochures translated into Spanish. Obtaining translators when needed.
14. How important is it for limited English speakers to have information regarding your department/program?  
Very important, especially for the Right of Way, Environmental Divisions who may hold public forums to let the public know what is going on with new projects and how it may impact that town in particular.
15. Please specify which Caltrans DMT programs/projects have a need for you to interact with limited English speaking populations.  
What is DMT? Oh, the divisions in our district that respond to the Annual Title VI Reporting. They may not necessarily have a need, but there is a potential for it.

16. What are some of the challenges you face when dealing with limited English speaking populations?  
I have not had the situation.

### **District 8**

1. How long have you worked with Caltrans?  
8 years
2. Are you fluent in any languages besides English?  
No
3. Do you have contact with transit agencies?  
Yes
  - a. If so, how do you contact transit agencies or how do they contact you?  
Phone, email, and in-person
  - b. What is the nature of your contact with them?  
Discussing projects
4. Who do you consider Caltrans "customers" besides transit agencies?  
The public, government officials, any public agency, contractors, internal staff
  - a. Do you have regular contact with them?  
Yes
  - b. What is the nature of that contact?  
Complaints to projects, dealing with media, meetings, ribbon cutting, partnering meetings, ground breakings, talking to the public in office or by phone
5. Are there others on your staff or in your district that that have direct contact with customers? (Who are they? Contact information)  
Yes, public information officers
6. Do you occasionally have customer contact with individuals who have limited English proficiency?  
Yes
  - a. How often does this happen?  
Couple times a month
  - b. What languages have you run into?  
Spanish
7. What do you or others in your organization do when you run into an LEP individual in these situations?  
We have a list of staff who speak languages other than English. These staff members are interpreters. We will also bring a translator to situations when we know it will have lots of LEP individuals.

8. Can you envision a situation when you or other staff might run into LEP individuals?  
Phone, customers in the office, public meetings, job sites
9. Are people in your district aware of the Title VI requirements to serve LEP individuals?  
Yes
10. What tools and resources are available to help them become aware of Title VI/LEP requirements, policies, and processes within the division/district?  
Online class we must take every 2 years
11. Does your district have a means of recording when interpretation and translation services are provided to customers
  - a. If so, what is the procedure?  
Don't know
12. What tools do you have available to help people with limited English language capabilities? (brochure, phone number to call)  
Brochures in Spanish and other languages, in-house Caltrans employees who volunteer to translate
13. What efforts have you or your department made for limited English speaking individuals? (Working with CBOs, community meetings, etc.)  
Work with interpreters
14. How important is it for limited English speakers to have information regarding your department/program?  
Everybody needs to know what is going on, so very important
15. Please specify which Caltrans DMT programs/projects have a need for you to interact with limited English speaking populations.  
Can't
16. What are some of the challenges you face when dealing with limited English speaking populations?  
Not knowing if translations are correct, literal translations and not interpreting the meaning don't work

**Associate Governmental Program Analyst, Procurement and Contracts**

1. How long have you worked with Caltrans?  
5 years, 7 months
2. Are you fluent in any languages besides English?

No

3. Do you have contact with transit agencies?

a. If so, how do you contact transit agencies or how do they contact you?

b. What is the nature of your contact with them?

No

4. Who do you consider Caltrans "customers" besides transit agencies?

Contractors and vendors for non-IT and IT goods and services; other Caltrans and State employees

a. Do you have regular contact with them?

Yes

b. What is the nature of that contact?

Answer general contracting and procurement questions

5. Are there others on your staff or in your district that that have direct contact with customers? (Who are they? Contact information)

Yes – the entire Division of Procurement and Contracts

6. Do you occasionally have customer contact with individuals who have limited English proficiency? Never

a. How often does this happen?

b. What languages have you run into?

7. What do you or others in your organization do when you run into an LEP individual in these situations?

Contact a Caltrans staff who is on the Bilingual Volunteer List and/or utilize Language Line Services contract

8. Can you envision a situation when you or other staff might run into LEP individuals?

Any situation where an external customer contacts Caltrans for information

9. Are people in your district aware of the Title VI requirements to serve LEP individuals?

Some

10. What tools and resources are available to help them become aware of Title VI/LEP requirements, policies, and processes within the division/district?

The OBEO Title VI intranet

11. Does your district have a means of recording when interpretation and translation services are provided to customers No

a. If so, what is the procedure?

12. What tools do you have available to help people with limited English language capabilities? (brochure, phone number to call) Language Line Services for interpretation
13. What efforts have you or your department made for limited English speaking individuals? (Working with CBOs, community meetings, etc.) I'm not sure
14. How important is it for limited English speakers to have information regarding your department/program? Just as important as native English speakers
15. Please specify which Caltrans DMT programs/projects have a need for you to interact with limited English speaking populations. I'm not sure. Any division could be contacted at any time by a limited English speaker
16. What are some of the challenges you face when dealing with limited English speaking populations? Translation and interpreting the needs of the limited English speaker

### **Senior Transportation Engineer**

1. How long have you worked with Caltrans?  
26 + years
2. Are you fluent in any languages besides English?  
No
3. Do you have contact with transit agencies?  
Yes
  - a. If so, how do you contact transit agencies or how do they contact you?  
Agencies contact me by phone or email.
  - b. What is the nature of your contact with them?  
Assist them with policies and procedures required for federal-aid transportation projects.
4. Who do you consider Caltrans "customers" besides transit agencies?  
Small business council members, some consultants, and District Local Assistance staff.
  - a. Do you have regular contact with them?  
Yes
  - b. What is the nature of that contact?  
Assist them with policies and procedures required for federal-aid transportation projects. This includes construction and consultant contract language required for federal contracts, specifically Construction, Disadvantage Business Enterprise and Title VI.
5. Are there others on your staff or in your district that that have direct contact with customers? (Who are they? Contact information)

People in the District Local Assistance have more contact with agencies, i.e., customers, then headquarters staff. Our primary contact is with District Local Assistance.

6. Do you occasionally have customer contact with individuals who have limited English proficiency?  
No
  - a. How often does this happen?  
Been here 6 years and it happened only once. It was a wrong #.
  - b. What languages have you run into?  
Spanish – the one time.
7. What do you or others in your organization do when you run into an LEP individual in these situations?  
Get someone who is proficient in the language.
8. Can you envision a situation when you or other staff might run into LEP individuals? No, I do not.
9. Are people in your district aware of the Title VI requirements to serve LEP individuals? Yes.
10. What tools and resources are available to help them become aware of Title VI/LEP requirements, policies, and processes within the division/district?  
Section Title VI Implementation of Chapter 9, "Civil Rights and Disadvantaged Business Enterprise," of the Local Assistance Procedure Manual. Information on Interpreter Services, including names and phone numbers of individuals and language spoken.
11. Does your district have a means of recording when interpretation and translation services are provided to customers?  
No they do not.
  - a. If so, what is the procedure?
12. What tools do you have available to help people with limited English language capabilities? (brochure, phone number to call)  
Phone number
13. What efforts have you or your department made for limited English speaking individuals? (Working with CBOs, community meetings, etc.)  
Minimal as there has not been a need. The Department has issued guidance on who to call and how to work with interpreters if the need arises (July 15, 2009 is the date of memo) and has established a volunteers to assist if interpreters are needed.
14. How important is it for limited English speakers to have information regarding your department/program?  
Very rare for there to be individuals needing are services who do not speak English fluently.

15. Please specify which Caltrans DMT programs/projects have a need for you to interact with limited English speaking populations.  
Caltrans Division of Construction would on occasion interact with individuals with limited English, especially on construction projects when it is necessary to interview laborers for labor compliance. Caltrans Division of Maintenance who have direct contact with the public.
16. What are some of the challenges you face when dealing with limited English speaking populations?  
N/A as the need never arises.

### **District 8**

1. How long have you worked with Caltrans?  
15 years
2. Are you fluent in any languages besides English?  
Yes, ASL (American Sign Language)
3. Do you have contact with transit agencies?  
Somewhat very occasionally
  - a. If so, how do you contact transit agencies or how do they contact you? Phone and email
  - b. What is the nature of your contact with them?  
Title VI Compliance questions
4. Who do you consider Caltrans "customers" besides transit agencies?  
City and Local governments, contractors and sub-contractors, public.
  - a. Do you have regular contact with them?  
Somewhat occasionally
  - b. What is the nature of that contact?  
Title VI compliance, Title VI complaints
5. Are there others on your staff or in your district that that have direct contact with customers? (Who are they? Contact information)  
Yes, Public Affairs staff, Project Managers, Design division staff, Executive Staff, etc. I do not have all their contact information.
6. Do you occasionally have customer contact with individuals who have limited English proficiency?  
Yes, usually Spanish speakers and some deaf persons. (District 8 has the California School for the Deaf in our District.)
  - a. How often does this happen?  
Less than 10 times a year
  - b. What languages have you run into?

## Spanish and ASL

7. What do you or others in your organization do when you run into an LEP individual in these situations?  
District 8 has a LEP volunteer list of staff who speak languages other than English and when we need someone to translate we call one of those persons. Also we use the online TTY service to return calls to the deaf.
8. Can you envision a situation when you or other staff might run into LEP individuals?  
Yes. Public meetings, phone calls, and in the office.
9. Are people in your district aware of the Title VI requirements to serve LEP individuals?  
Yes.
10. What tools and resources are available to help them become aware of Title VI/LEP requirements, policies, and processes within the division/district?  
All District 8 staff take Title VI (which includes LEP) training every two years. Title VI issues/complaints are forwarded to the Title VI Liaison in the District 8 EEO Office.
11. Does your district have a means of recording when interpretation and translation services are provided to customers?  
Yes.
  - a. If so, what is the procedure?  
Each division in our District is responsible for tracking those and the reports it every year in the Title VI Compliance Report to Headquarters.
12. What tools do you have available to help people with limited English language capabilities? (brochure, phone number to call)  
Our website is available in different languages, we use our LEP volunteer interpreter list to respond to individuals either by phone, email, or letter. Public Affairs sends out information (flyers, etc) in Spanish regarding projects, posts in Spanish newspapers regarding projects, and information on Spanish radio stations on projects.
13. What efforts have you or your department made for limited English speaking individuals? (Working with CBOs, community meetings, etc.)  
Interpreters are available upon request.
14. How important is it for limited English speakers to have information regarding your department/program?  
I professionally feel it is important.
15. Please specify which Caltrans DMT programs/projects have a need for you to interact with limited English speaking populations.  
I do not have that information in my position.

16. What are some of the challenges you face when dealing with limited English speaking populations?

In my position I have not faced an

### **District 6**

1. How long have you worked with Caltrans?  
17 years
2. Are you fluent in any languages besides English?  
No
3. Do you have contact with transit agencies?  
No
  - a. If so, how do you contact transit agencies or how do they contact you?
  - b. What is the nature of your contact with them?
4. Who do you consider Caltrans “customers” besides transit agencies?  
Not Applicable
  - a. Do you have regular contact with them?
  - b. What is the nature of that contact?
5. Are there others on your staff or in your district who have direct contact with customers?  
(Who are they? Contact information)  
Not Applicable
6. Do you occasionally have customer contact with individuals who have limited English proficiency?  
No
  - a. How often does this happen?
  - b. What languages have you run into?
7. What do you or others in your organization do when you run into an LEP individual in these situations?  
Not applicable to my position
8. Can you envision a situation when you or other staff might run into LEP individuals? No
9. Are people in your district aware of the Title VI requirements to serve LEP individuals?  
Yes
10. What tools and resources are available to help them become aware of Title VI/LEP requirements, policies, and processes within the division/district?

Title VI Training, TTY services

11. Does your district have a means of recording when interpretation and translation services are provided to customers
  - a. If so, what is the procedure?
12. What tools do you have available to help people with limited English language capabilities? (brochure, phone number to call)  
Language line Services, TTY, volunteer interpreters in the District.
13. What efforts have you or your department made for limited English speaking individuals? (Working with CBOs, community meetings, etc.)  
Not applicable
14. How important is it for limited English speakers to have information regarding your department/program?  
Highly Important
15. Please specify which Caltrans DMT programs/projects have a need for you to interact with limited English speaking populations.  
NA
16. What are some of the challenges you face when dealing with limited English speaking populations?  
NA

My position involves only internal employees so many of these questions were not applicable to me. However, District 6 employees are required to take Title VI Training annually, plus there are Title VI brochures placed with divisions such as Environmental and Right of Way. District 6 Internal EEO webpage identifies how employees can find paid interpreters or volunteer and language guides when working with limited English individuals.

**Associate Transportation Planner, Aeronautics**

1. How long have you worked with Caltrans?  
6 ½ years
2. Are you fluent in any languages besides English?  
No
3. Do you have contact with transit agencies?  
Yes
  - a. If so, how do you contact transit agencies or how do they contact you?

I used to work for the El Dorado County Transportation Commission; my primary task was dealing with El Dorado Transit Director on various issues. We are still friends, so now and then we email one another.

- b. What is the nature of your contact with them?

Usually I inform the Director of possible grant funding they may be unaware of.

4. Who do you consider Caltrans “customers” besides transit agencies?

Managers and staff of Airports.

- a. Do you have regular contact with them?

Yes

- b. What is the nature of that contact?

Always work related; they usually call me for assistance with questions they do not have the answer to (if they are within my specific areas (Districts 5, 6 & 9). I am an Aviation Planner and they will contact me (or I them) regarding the plans for their airport, their grants for the airport, studies done for their airports, etc.

5. Are there others on your staff or in your district who have direct contact with customers?

Yes.

Who are they?

The Division’s Aviation Safety Officers (pilots). They are tasked with inspecting all of the airports in California each year for safety per contract with the FAA.

Contact information – for whom?

The safety inspectors or all of the airport managers in the state of CA?

6. Do you occasionally have customer contact with individuals who have limited English proficiency?

NO not yet.

- a. How often does this happen?

Never has happened while I’ve worked here.

- b. What languages have you run into?

Only English.

7. What do you or others in your organization do when you run into an LEP individual in these situations?

We have four staff members who have volunteered to serve as interpreters speaking 8 different languages; if that doesn’t “cover it” they would come to me as the Title VI representative for our Division to seek guidance on the next step. I have presented this issue to all of our Division staff during a monthly staff meeting.

8. Can you envision a situation when you or other staff might run into LEP individuals? Yes, I can envision almost anything.

9. Are people in your district aware of the Title VI requirements to serve LEP individuals?

Hmmm....I'm uncertain what you mean my "district." In my DIVISION they are aware because I've made them aware...as is my responsibility serving as the Title VI Representative for our Division. I do not know about the entire District.

10. What tools and resources are available to help them become aware of Title VI/LEP requirements, policies, and processes within the division/district?

In our Division, I do a presentation twice a year, usually Spring and Fall and hand out information regarding Title VI issues and definitions and who to contact besides myself if I am unavailable. I also inform them of the links on our Caltrans website for Title VI should there be a need.

11. Does your district have a means of recording when interpretation and translation services are provided to customers?

Yes. Although it has not occurred since I have worked here – 6 ½ years.

- a. If so, what is the procedure?

Any person confronted with Title VI issues in our Division knows to come to me; I will contact which ever person on our staff that has volunteered to interpret the specific language and make note of the request as well as the outcome in order to include it in the "end of the year Annual Report."

12. What tools do you have available to help people with limited English language capabilities? (brochure, phone number to call)

We have four individuals on our staff that have volunteered to interpret for individuals needing assistance; if the people happen to speak a language that our 4 volunteers do not speak, I would contact a Title VI representative and seek assistance; however, we have never had that situation in the past 6 ½ years. Additionally, all of our staff is "educated" on whom to contact if I am unavailable. (Perhaps not WHO directly, but to contact the Title VI staff. I've passed out the link and the names of several staff dealing with Title VI at Caltrans Headquarters.)

13. What efforts have you or your department made for limited English speaking individuals? (Working with CBOs, community meetings, etc.)

We RARELY have community meetings, (and only one since I've been here) but the statement that our Division uses reads, *"In accordance with the requirements of Title VI of the Americans with Disabilities Act of 1990 (ADA), the Caltrans Division of Aeronautics will provide any reasonable accommodations needed to ensure that persons with disabilities have an equal opportunity to access all of its programs, services and activities. Please, contact the Division one week in advance of the hearing at (916) 654-4959."*

14. How important is it for limited English speakers to have information regarding your department/program?

The Division of Aeronautics is a specialized form of transportation and not accessible to all general public. We deal primarily with Managers of airports and their staff; to date, all English speaking. I would imagine it would be the CUSTOMERS of the large commercial

public airports that would perhaps need interpretation, which we do not deal with. The Managers and staff of airports deal with their public. However...we do hold public meetings once in a great while (I am told). Once that I am aware of for a contract we secured for an airport project where we hired a consultant. In that case, they conducted the public meeting and we provided the above verbiage for the public hearing as stated in 13. There were no requests for interpretation, and no attendees.

15. Please specify which Caltrans DMT programs/projects have a need for you to interact with limited English speaking populations. (?)

16. What are some of the challenges you face when dealing with limited English speaking populations?

I haven't experienced this at all in the 6 ½ years I have been employed with Caltrans. In previous employment however, I have and the number one challenge was trying to inform them via public notices of the event.

### **District 3**

1. How long have you worked with Caltrans?

7 years

2. Are you fluent in any languages besides English?

No

3. Do you have contact with transit agencies?

No

a. If so, how do you contact transit agencies or how do they contact you?

b. What is the nature of your contact with them?

4. Who do you consider Caltrans "customers" besides transit agencies?

Any customers

a. Do you have regular contact with them?

b. What is the nature of that contact?

5. Are there others on your staff or in your district who have direct contact with customers?

(Who are they? Contact information)

Liza Whitmore 530-741-4222

6. Do you occasionally have customer contact with individuals who have limited English proficiency?

No

a. How often does this happen?

b. What languages have you run into?

7. What do you or others in your organization do when you run into an LEP individual in these situations?  
Use the LEP hotline
8. Can you envision a situation when you or other staff might run into LEP individuals? No
9. Are people in your district aware of the Title VI requirements to serve LEP individuals?  
Yes
10. What tools and resources are available to help them become aware of Title VI/LEP requirements, policies, and processes within the division/district?  
Information on the web site. E-mail blasts
11. Does your district have a means of recording when interpretation and translation services are provided to customers?  
Not sure
  - a. If so, what is the procedure?
12. What tools do you have available to help people with limited English language capabilities? (brochure, phone number to call)  
Internet web page, brochures
13. What efforts have you or your department made for limited English speaking individuals? (Working with CBOs, community meetings, etc.)  
Updated lists and communication.
14. How important is it for limited English speakers to have information regarding your department/program?  
Important
15. Please specify which Caltrans DMT programs/projects have a need for you to interact with limited English speaking populations.  
Not sure
16. What are some of the challenges you face when dealing with limited English speaking populations?  
Education of CT Resources.

## District 2

### TITLE VI PHONE QUESTIONNAIRE DISTRICT LIAISONS

1. How long have you worked with Caltrans? *6 years 7 months*
2. Are you fluent in any languages besides English? *NO*
3. Do you have contact with transit agencies? *NOT sure what you mean BY*
  - a. If so, how do you contact transit agencies or how do they contact you? *"TRANSIT" Agency.*
  - b. What is the nature of your contact with them?
4. Who do you consider Caltrans "customers" besides transit agencies? *Everyone I deal with is considered a customer*
  - a. Do you have regular contact with them? *yes*
  - b. What is the nature of that contact? *daily working communication*
5. Are there others on your staff or in your district who have direct contact with customers? (Who are they? Contact information) *Everyone*
6. Do you occasionally have customer contact with individuals who have limited English proficiency? *Yes*
  - a. How often does this happen? *MAInly it was HQ Accounting, Budgets*
  - b. What languages have you run into? *Personnel of ASIAN, decent*
7. What do you or others in your organization do when you run into an LEP individual in these situations? *I use email to communicate with them*
8. Can you envision a situation when you or other staff might run into LEP individuals? *I don't have STAFF, it could happen in AN Interview or AN EEO Complaint.*
9. Are people in your district aware of the Title VI requirements to serve LEP individuals? *IF they have received TRAINING they should be AWARE.*
10. What tools and resources are available to help them become aware of Title VI/LEP requirements, policies, and processes within the division/district? *The information provided By HQ.*
11. Does your district have a means of recording when interpretation and translation services are provided to customers?
  - a. If so, what is the procedure? *I don't know. I AM new to this position.*
12. What tools do you have available to help people with limited English language capabilities? (brochure, phone number to call) *AGAIN I AM new and I have NO knowledge about this.*
13. What efforts have you or your department made for limited English speaking individuals? (Working with CBOs, community meetings, etc.)  
*AGAIN, I AM new to the position I don't know what has been done in the PAST.*

14. How important is it for limited English speakers to have information regarding your department/program? *I would think it is very important in order for them to communicate clearly.*
15. Please specify which Caltrans DMT programs/projects have a need for you to interact with limited English speaking populations. *I am new so at this point I have no idea.*
16. What are some of the challenges you face when dealing with limited English speaking populations? *I have not dealt with this other than when I was in Budgets dealing with HQ Accounting & Budget personnel who's English speaking was broken or very hard to understand.*

*Since the DD-91-R1 only came out on 11-10-14 I have not had an opportunity to find out more on what is needed to be done.*

## District 6

1. How long have you worked with Caltrans?  
8 yrs
2. Are you fluent in any languages besides English?  
No
3. Do you have contact with transit agencies?  
Yes
  - a. If so, how do you contact transit agencies or how do they contact you? EMAIL/PHONE
  - b. What is the nature of your contact with them?  
Grant Mgt
4. Who do you consider Caltrans "customers" besides transit agencies?  
City /County Agencies
  - a. Do you have regular contact with them?  
Weekly
  - b. What is the nature of that contact?  
Email/Phone
5. Are there others on your staff or in your district who have direct contact with customers?  
(Who are they? Contact information)  
Yes they got questionnaire already
6. Do you occasionally have customer contact with individuals who have limited English proficiency?  
Rarely
  - a. How often does this happen?  
Once / Twice Per Yr
  - b. What languages have you run into?  
Spanish
7. What do you or others in your organization do when you run into an LEP individual in these situations?  
Get staff on the phone that can speak language
8. Can you envision a situation when you or other staff might run into LEP individuals? NO
9. Are people in your district aware of the Title VI requirements to serve LEP individuals?  
YES
10. What tools and resources are available to help them become aware of Title VI/LEP requirements, policies, and processes within the division/district?

## Training

11. Does your district have a means of recording when interpretation and translation services are provided to customers?  
Don't know
  - a. If so, what is the procedure?
12. What tools do you have available to help people with limited English language capabilities? (brochure, phone number to call)  
Don't know
13. What efforts have you or your department made for limited English speaking individuals? (Working with CBOs, community meetings, etc.)  
Don't know
14. How important is it for limited English speakers to have information regarding your department/program?  
Minor
15. Please specify which Caltrans DMT programs/projects have a need for you to interact with limited English speaking populations.  
None
16. What are some of the challenges you face when dealing with limited English speaking populations?  
Communication

## District 1

1. How long have you worked with Caltrans?  
Since June, 2005.
2. Are you fluent in any languages besides English?  
Yes, Portuguese.
3. Do you have contact with transit agencies?
  - a. If so, how do you contact transit agencies or how do they contact you?  
No.
  - b. What is the nature of your contact with them?  
N/A
4. Who do you consider Caltrans "customers" besides transit agencies?
  - a. Do you have regular contact with them?  
All of our employees are considered customers, when we are providing a service.

- b. What is the nature of that contact?  
I am the Administrative Services Chief, but I am also the EEO Office.
5. Are there others on your staff or in your district who have direct contact with customers?  
(Who are they? Contact information)  
In my staff we deal with all D1 employees and on occasion with externals. Community members looking to work at Caltrans, disposing of property and donating them to non-profit agencies, and dealing with training vendors.
6. Do you occasionally have customer contact with individuals who have limited English proficiency?  
Has not happen at this agency as of yet, all employees communicate in English.
- a. How often does this happen?
- b. What languages have you run into?
7. What do you or others in your organization do when you run into an LEP individual in these situations?  
We will acquire an interpreter for language of disability. At a job interview we had an individual that was deaf; we had an American Sign Language interpreter assist.
8. Can you envision a situation when you or other staff might run into LEP individuals?  
Interviews, open houses/public meetings, concerned citizen.
9. Are people in your district aware of the Title VI requirements to serve LEP individuals?  
Yes! We request that all of our employees in D1 take the Title VI on line training course.
10. What tools and resources are available to help them become aware of Title VI/LEP requirements, policies, and processes within the division/district?  
Training, pamphlets, information on our intranet and internet.
11. Does your district have a means of recording when interpretation and translation services are provided to customers
- a. If so, what is the procedure?  
This process has not been used here in D1.
12. What tools do you have available to help people with limited English language capabilities?  
(brochure, phone number to call)  
Brochures, pamphlets, some in house interpreters.
13. What efforts have you or your department made for limited English speaking individuals?  
(Working with CBOs, community meetings, etc.)  
Have publications, questioners, and forms translated -Public meetings.

14. How important is it for limited English speakers to have information regarding your department/program?

Very important.

15. Please specify which Caltrans DMT programs/projects have a need for you to interact with limited English speaking populations.

Most of our departments, Project Management, Planning, traffic, Right of Way, Construction, Environmental, Design, and Administration.

16. What are some of the challenges you face when dealing with limited English speaking populations?

If it is not one of the most common languages it takes creativity to communicate with that individual but it always works out.

## District 1

### TITLE VI PHONE QUESTIONNAIRE DISTRICT LIAISONS

1. How long have you worked with Caltrans? *20 years*
2. Are you fluent in any languages besides English? *no*
3. Do you have contact with transit agencies? *yes*
  - a. If so, how do you contact transit agencies or how do they contact you? *email + phone + letters.*
  - b. What is the nature of your contact with them? *management of contracts.*
4. Who do you consider Caltrans "customers" besides transit agencies? *the public, counties, cities*
  - a. Do you have regular contact with them? *yes.*
  - b. What is the nature of that contact? *discuss needs + projects.*
5. Are there others on your staff or in your district who have direct contact with customers? (Who are they? Contact information) *I am not a manager, I have no staff.*
6. Do you occasionally have customer contact with individuals who have limited English proficiency? *no*
  - a. How often does this happen? *na.*
  - b. What languages have you run into? *na.*
7. What do you or others in your organization do when you run into an LEP individual in these situations? *if we did we would pursue a translator.*
8. Can you envision a situation when you or other staff might run into LEP individuals? *no*
9. Are people in your district aware of the Title VI requirements to serve LEP individuals? *yes.*
10. What tools and resources are available to help them become aware of Title VI/LEP requirements, policies, and processes within the division/district? *at all public mtgs make sure to let others know they can contact us if any concerns.*
11. Does your district have a means of recording when interpretation and translation services are provided to customers? *na.*
  - a. If so, what is the procedure?
12. What tools do you have available to help people with limited English language capabilities? (brochure, phone number to call) *spanish speaking Supervisor.*
13. What efforts have you or your department made for limited English speaking individuals? (Working with CBOs, community meetings, etc.) *for public meetings make bi-lingual staff available to answer questions if feasible*

14. How important is it for limited English speakers to have information regarding your department/program? *important, so that important issues and concerns can be communicated to the appropriate staff and public can get issues resolved affectively.*
15. Please specify which Caltrans DMT programs/projects have a need for you to interact with limited English speaking populations. *- Minimal in DI*
16. What are some of the challenges you face when dealing with limited English speaking populations? *none aware of.*

## District 10

1. How long have you worked with Caltrans?  
5 years
2. Are you fluent in any languages besides English?  
Yes
3. Do you have contact with transit agencies?
  - a. If so, how do you contact transit agencies or how do they contact you? Seldom
  - b. What is the nature of your contact with them? Title VI questions (happens very rarely)
4. Who do you consider Caltrans “customers” besides transit agencies?  
Anyone from the public
  - a. Do you have regular contact with them?  
Seldom
  - b. What is the nature of that contact?  
ADA concerns
5. Are there others on your staff or in your district who have direct contact with customers?  
Several people in my district have contact with customers. Don’t know them all. In my particular unit: Robert Boswell 948-3950, Marie Wilson 948-3950, Steven Martinez 948-7855 (Who are they? Contact information)
6. Do you occasionally have customer contact with individuals who have limited English proficiency?  
VERY rarely
  - a. How often does this happen?  
Once in a few months
  - b. What languages have you run into?  
Spanish
7. What do you or others in your organization do when you run into an LEP individual in these situations?  
Use the Caltrans interpreters or the Lifeline provider.
8. Can you envision a situation when you or other staff might run into LEP individuals?  
Whenever someone from the public calls in or attends public meetings.
9. Are people in your district aware of the Title VI requirements to serve LEP individuals?  
Yes
10. What tools and resources are available to help them become aware of Title VI/LEP requirements, policies, and processes within the division/district?

Website/intranet

11. Does your district have a means of recording when interpretation and translation services are provided to customers
  - a. If so, what is the procedure?  
Public contact employees were told to keep a log when they encounter or provide an LEP services.
12. What tools do you have available to help people with limited English language capabilities? (brochure, phone number to call) brochures  
"I Speak" card.
13. What efforts have you or your department made for limited English speaking individuals? (Working with CBOs, community meetings, etc.)  
When there is a public meeting DOT will provide interpreters if necessary.
14. How important is it for limited English speakers to have information regarding your department/program?  
Very important
15. Please specify which Caltrans DMT programs/projects have a need for you to interact with limited English speaking populations.  
Projects? I'm not sure. Programs? Not certain.
16. What are some of the challenges you face when dealing with limited English speaking populations?  
Haven't faced any challenges yet.

#### **District 4**

1. How long have you worked with Caltrans?  
7 years
2. Are you fluent in any languages besides English?  
Yes
3. Do you have contact with transit agencies?  
Yes
  - a. If so, how do you contact transit agencies or how do they contact you?  
Usually via email
  - b. What is the nature of your contact with them?  
Title VI and ADA compliance reviews
4. Who do you consider Caltrans "customers" besides transit agencies?

The public

- a. Do you have regular contact with them?  
Yes
  - b. What is the nature of that contact?  
Grievances
5. Are there others on your staff or in your district who have direct contact with customers?  
(Who are they? Contact information)  
Just on occasion the public will file a grievance and/or we work on compliance reviews
6. Do you occasionally have customer contact with individuals who have limited English proficiency?  
No
- a. How often does this happen?
  - b. What languages have you run into?
7. What do you or others in your organization do when you run into an LEP individual in these situations?  
We have interpreters here
8. Can you envision a situation when you or other staff might run into LEP individuals? Yes when we have meetings on environmental justice issues
9. Are people in your district aware of the Title VI requirements to serve LEP individuals?  
Yes
10. What tools and resources are available to help them become aware of Title VI/LEP requirements, policies, and processes within the division/district?  
Director's policy and brochures for the public
11. Does your district have a means of recording when interpretation and translation services are provided to customers?  
Yes
- a. If so, what is the procedure?  
Tally sheets at meetings
12. What tools do you have available to help people with limited English language capabilities?  
(brochure, phone number to call)  
Brochures
13. What efforts have you or your department made for limited English speaking individuals?  
(Working with CBOs, community meetings, etc.)  
We have interpreters

14. How important is it for limited English speakers to have information regarding your department/program?  
Mandated under law
15. Please specify which Caltrans DMT programs/projects have a need for you to interact with limited English speaking populations.  
Divisions of Public Affairs and Project Management
16. What are some of the challenges you face when dealing with limited English speaking populations?  
We only have brochures in Spanish and English

### **District 5**

1. How long have you worked with Caltrans?  
11.5 years
2. Are you fluent in any languages besides English?  
No
3. Do you have contact with transit agencies?  
No
  - a. If so, how do you contact transit agencies or how do they contact you?
  - b. What is the nature of your contact with them?
4. Who do you consider Caltrans "customers" besides transit agencies?  
Any person or persons needing to communicate with the department would be considered a customer.
  - a. Do you have regular contact with them? NA
  - b. What is the nature of that contact? NA
5. Are there others on your staff or in your district who have direct contact with customers?  
(Who are they? Contact information)  
Susana Cruz, PIO, 549-3138
6. Do you occasionally have customer contact with individuals who have limited English proficiency?  
Rarely
  - a. How often does this happen?  
Once a year
  - b. What languages have you run into?  
Spanish

7. What do you or others in your organization do when you run into an LEP individual in these situations?

We have 4 certified translators in the District who would be our point of contact to assist LEP customers.

8. Can you envision a situation when you or other staff might run into LEP individuals? Yes.

9. Are people in your district aware of the Title VI requirements to serve LEP individuals?

Yes

10. What tools and resources are available to help them become aware of Title VI/LEP requirements, policies, and processes within the division/district?

Regular internal training opportunities.

11. Does your district have a means of recording when interpretation and translation services are provided to customers?

We have not implemented a tracking process.

a. If so, what is the procedure?

12. What tools do you have available to help people with limited English language capabilities? (brochure, phone number to call)

All the above.

13. What efforts have you or your department made for limited English speaking individuals? (Working with CBOs, community meetings, etc.)

We follow the established recommendations of the Department to ensure that meet the needs of individuals needing LEP assistance.

14. How important is it for limited English speakers to have information regarding your department/program?

As a recipient of Federal funds it's critical that we abide by the statutes of the Title VI program and ensure that we provide full access to our external customers.

15. Please specify which Caltrans DMT programs/projects have a need for you to interact with limited English speaking populations.

NA

16. What are some of the challenges you face when dealing with limited English speaking populations?

NA

## **District 5**

1. How long have you worked with Caltrans?

9 Years

2. Are you fluent in any languages besides English?  
No, not personally.
3. Do you have contact with transit agencies?  
Yes
  - a. If so, how do you contact transit agencies or how do they contact you?  
Phone calls, E-mails, and Face to Face meetings.
  - b. What is the nature of your contact with them?  
Assist with completing Section 5311 applications, Requests for Reimbursements, technical assistance, policy clarification, transit facility and bus inspections, etc.
4. Who do you consider Caltrans "customers" besides transit agencies?  
General public, MPO's, RTPA's, Local Governments, State Governments, stakeholders, etc.
  - a. Do you have regular contact with them?  
Yes
  - b. What is the nature of that contact?  
Provide guidance, Policy clarification, technical assistance, referrals to technical units when needed, etc.
5. Are there others on your staff or in your district who have direct contact with customers?  
(Who are they? Contact information)  
Yes, all of District 5 Planning staff regularly have direct contact with customers as well as staff from the other functional units.
6. Do you occasionally have customer contact with individuals who have limited English proficiency?  
Not often
  - a. How often does this happen?  
Once bi-annually at most.
  - b. What languages have you run into?  
Spanish.
7. What do you or others in your organization do when you run into an LEP individual in these situations?  
Obtain the assistance of our State Certified Spanish translator within Public Affairs, provide Spanish translations of key documents and informational materials.
8. Can you envision a situation when you or other staff might run into LEP individuals? Public meetings, outreach activities, phone calls, etc.
9. Are people in your district aware of the Title VI requirements to serve LEP individuals?  
Yes

10. What tools and resources are available to help them become aware of Title VI/LEP requirements, policies, and processes within the division/district?  
Departmental Training, State Certified District translator, Directives, Guidance, Internet, etc.
11. Does your district have a means of recording when interpretation and translation services are provided to customers?  
Yes.
  - a. If so, what is the procedure?  
District staff complete the Title VI form which is submitted annually to HQ.
12. What tools do you have available to help people with limited English language capabilities? (brochure, phone number to call)  
Brochures, pamphlets, Public Affairs staff, internet, phone tree option in Spanish, etc.
13. What efforts have you or your department made for limited English speaking individuals? (Working with CBOs, community meetings, etc.)  
Providing informational materials in Spanish, including News Releases and Public Notices, Display Boards, Toll-Free Hotlines, having bilingual staff on location to assist in translating,
14. How important is it for limited English speakers to have information regarding your department/program?  
Extremely
15. Please specify which Caltrans DMT programs/projects have a need for you to interact with limited English speaking populations.  
There are no specific DMT programs that I have found a need to interact with limited English speaking populations. The programs and local agency staff that I have worked with have all been English speaking.
16. What are some of the challenges you face when dealing with limited English speaking populations?  
We have one State Certified Translator in the District and sometimes the workload and short turn-around time required for the translation can be challenging.

## **District 2**

1. How long have you worked with Caltrans?  
14 years
2. Are you fluent in any languages besides English?  
Spanish oral and written
3. Do you have contact with transit agencies?

Yes

- a. If so, how do you contact transit agencies or how do they contact you?  
In person and by e-mail
  - b. What is the nature of your contact with them?  
Process 5311 Transit Applications, process requests for reimbursement invoices for 5311, answer questions about transit programs and requirements
4. Who do you consider Caltrans “customers” besides transit agencies? Everyone/anyone - Citizens and agency employees
- a. Do you have regular contact with them?  
Yes
  - b. What is the nature of that contact?  
Answer questions about programs and process applications and invoices.
5. Are there others on your staff or in your district who have direct contact with customers? (Who are they? Contact information)  
[Aaron\\_Casas@dot.ca.gov](mailto:Aaron_Casas@dot.ca.gov) , [john\\_maxwell@dot.ca.gov](mailto:john_maxwell@dot.ca.gov) , [tamara.j.rich@dot.ca.gov](mailto:tamara.j.rich@dot.ca.gov),
6. Do you occasionally have customer contact with individuals who have limited English proficiency?  
No.
- a. How often does this happen?  
Very infrequently
  - b. What languages have you run into?  
I’ve spoken Spanish a couple of times in 14 years
7. What do you or others in your organization do when you run into an LEP individual in these situations?  
Either use a computer/Internet based translator app or determine whether there are any speakers that can translate, if not arrange to have a translator.
8. Can you envision a situation when you or other staff might run into LEP individuals?  
Community Public participation information meetings regarding Caltrans projects or programs
9. Are people in your district aware of the Title VI requirements to serve LEP individuals?  
Yes, all that deal with the public
10. What tools and resources are available to help them become aware of Title VI/LEP requirements, policies, and processes within the division/district?  
EEO, Caltrans website, federal websites
11. Does your district have a means of recording when interpretation and translation services are provided to customers?

- a. If so, what is the procedure?  
Don't know suggest contact district Public Information Office
12. What tools do you have available to help people with limited English language capabilities?  
(brochure, phone number to call)  
Either use a computer/Internet based translator app or determine whether there are any speakers that can translate, if not arrange to have a translator.
13. What efforts have you or your department made for limited English speaking individuals?  
(Working with CBOs, community meetings, etc.)  
Either use a computer/Internet based translator app or determine whether there are any speakers that can translate, if not arrange to have a translator.
14. How important is it for limited English speakers to have information regarding your department/program?  
Critical, Very important
15. Please specify which Caltrans DMT programs/projects have a need for you to interact with limited English speaking populations.  
Primarily it is the local agencies that receive transit funding that have public meetings who must address LEP situations. Have not had general public contact Caltrans for DMT info.
16. What are some of the challenges you face when dealing with limited English speaking populations?  
Follow the process to facilitate communication and there should not be problems (Either use a computer/Internet based translator app or determine whether there are any speakers that can translate, if not arrange to have a translator

## **District 7**

1. How long have you worked with Caltrans?  
9 years
2. Are you fluent in any languages besides English?  
No
3. Do you have contact with transit agencies?  
Yes
  - a. If so, how do you contact transit agencies or how do they contact you?  
Via phone and e-mail
  - b. What is the nature of your contact with them?  
Grants
4. Who do you consider Caltrans "customers" besides transit agencies?

LTC, City and County officials, Board of Supervisors, public

- a. Do you have regular contact with them?  
Yes
- b. What is the nature of that contact?  
Grants and Construction
5. Are there others on your staff or in your district who have direct contact with customers?  
(Who are they? Contact information)  
I do not know
6. Do you occasionally have customer contact with individuals who have limited English proficiency?  
No
- a. How often does this happen?  
N/A
- b. What languages have you run into?  
N/A
7. What do you or others in your organization do when you run into an LEP individual in these situations?  
N/A
8. Can you envision a situation when you or other staff might run into LEP individuals? No
9. Are people in your district aware of the Title VI requirements to serve LEP individuals?  
Yes
10. What tools and resources are available to help them become aware of Title VI/LEP requirements, policies, and processes within the division/district?  
Train them about Title IV
11. Does your district have a means of recording when interpretation and translation services are provided to customers?  
N/A
- a. If so, what is the procedure?
12. What tools do you have available to help people with limited English language capabilities?  
(brochure, phone number to call)  
Brochure in Spanish
13. What efforts have you or your department made for limited English speaking individuals?  
(Working with CBOs, community meetings, etc.)  
We us interpreters if needed

14. How important is it for limited English speakers to have information regarding your department/program?

Very Important

15. Please specify which Caltrans DMT programs/projects have a need for you to interact with limited English speaking populations.

N/A

16. What are some of the challenges you face when dealing with limited English speaking populations?

N/A

### **District 7**

1. How long have you worked with Caltrans?

15 years

2. Are you fluent in any languages besides English?

No

3. Do you have contact with transit agencies?

a. If so, how do you contact transit agencies or how do they contact you?

No

b. What is the nature of your contact with them?

None

4. Who do you consider Caltrans "customers" besides transit agencies?

a. Do you have regular contact with them?

No

b. What is the nature of that contact?

None

5. Are there others on your staff or in your district who have direct contact with customers?  
(Who are they? Contact information)

Yes, but I don't know their names

6. Do you occasionally have customer contact with individuals who have limited English proficiency?

a. How often does this happen?

No

b. What languages have you run into?

None

7. What do you or others in your organization do when you run into an LEP individual in these situations?

I'm not sure but, I believe they would request a translator

8. Can you envision a situation when you or other staff might run into LEP individuals?

Yes

9. Are people in your district aware of the Title VI requirements to serve LEP individuals?

Yes

10. What tools and resources are available to help them become aware of Title VI/LEP requirements, policies, and processes within the division/district?

The website, brochures and Deputy Directive regarding Limited English Proficiency.

11. Does your district have a means of recording when interpretation and translation services are provided to customers?

a. If so, what is the procedure?

Yes, I don't know, I'm acting in this position until a suitable replacement can be hired.

12. What tools do you have available to help people with limited English language capabilities? (brochure, phone number to call)

Both

13. What efforts have you or your department made for limited English speaking individuals? (Working with CBOs, community meetings, etc.)

I don't know

14. How important is it for limited English speakers to have information regarding your department/program?

Very important

15. Please specify which Caltrans DMT programs/projects have a need for you to interact with limited English speaking populations.

I don't know

16. What are some of the challenges you face when dealing with limited English speaking populations?

Unknown

### **District 9**

1. How long have you worked with Caltrans?

7 years

2. Are you fluent in any languages besides English?  
No
3. Do you have contact with transit agencies?  
Yes
  - a. If so, how do you contact transit agencies or how do they contact you?
  - b. What is the nature of your contact with them?  
Email, phone, in person
4. Who do you consider Caltrans "customers" besides transit agencies?  
Any person or party that has contact with the Department or its employees
  - a. Do you have regular contact with them?  
Bi-weekly if not weekly
  - b. What is the nature of that contact?  
Grant funding or grant management question/issue/processing of reimbursements
5. Are there others on your staff or in your district who have direct contact with customers?  
(Who are they? Contact information)  
Tom Dumas (209-941-1921)
6. Do you occasionally have customer contact with individuals who have limited English proficiency?  
No
  - a. How often does this happen?  
Never
  - b. What languages have you run into?  
Many bilingual people, however, all have been fluent in English
7. What do you or others in your organization do when you run into an LEP individual in these situations?  
I have never dealt with an LEP individual.
8. Can you envision a situation when you or other staff might run into LEP individuals?  
No, my unit deals directly with other public agencies. Typically, when a member of the general public needs something that requires the assistance from my unit, we get a request from PIO. The customer goes through PIO who then gets the information from my unit.
9. Are people in your district aware of the Title VI requirements to serve LEP individuals?  
Yes
10. What tools and resources are available to help them become aware of Title VI/LEP requirements, policies, and processes within the division/district?  
Department emails and PIO acts as a good resource as well.

11. Does your district have a means of recording when interpretation and translation services are provided to customers?  
Yes, we note when an LEP individual contacts us, however, this has never happened in 7 years.  
a) If so, what is the procedure?  
See previous answer
12. What tools do you have available to help people with limited English language capabilities? (brochure, phone number to call)  
There are brochures in the District lobby as well as web resources
13. What efforts have you or your department made for limited English speaking individuals? (Working with CBOs, community meetings, etc.)  
We have designated people of different languages that can provide assistance if needed for LEP individuals
14. How important is it for limited English speakers to have information regarding your department/program?  
We are a public agency, everyone should be able to access information regarding my department and program
15. Please specify which Caltrans DMT programs/projects have a need for you to interact with limited English speaking populations.  
None
16. What are some of the challenges you face when dealing with limited English speaking populations?  
Never have

## **OBEO**

1. How long have you worked with Caltrans?  
9 months
2. Are you fluent in any languages besides English?  
No
3. Do you have contact with transit agencies?  
Yes
  - a. If so, how do you contact transit agencies or how do they contact you?  
Via email or phone
  - b. What is the nature of your contact with them?  
Disabled Business Enterprise (DBE), small businesses, disabled veterans business enterprise

4. Who do you consider Caltrans “customers” besides transit agencies?  
Federal dept. of transportation, any California resident, anyone who enters California, multiple state agencies
  - a. Do you have regular contact with them?  
Yes for the state agencies, dept. of transportation, and California residents
  - b. What is the nature of that contact?  
Complaints
  
5. Are there others on your staff or in your district who have direct contact with customers?  
(Who are they? Contact information)
  - a. Llyod Tran
  - b. Alicia Smith
  - c. Hershhal Basher
  - d. Paul Richard
  
6. Do you occasionally have customer contact with individuals who have limited English proficiency? No
  - a. How often does this happen?
  - b. What languages have you run into?
  
7. What do you or others in your organization do when you run into an LEP individual in these situations?
  - a. List on intranet has translators
  
8. Can you envision a situation when you or other staff might run into LEP individuals?  
Complaints from a customer
  
9. Are people in your district aware of the Title VI requirements to serve LEP individuals? Yes
  
10. What tools and resources are available to help them become aware of Title VI/LEP requirements, policies, and processes within the division/district?  
Internal staff member is state representative for title 6 and internet has Information
  
11. Does your district have a means of recording when interpretation and translation services are provided to customers? no
  - a. If so, what is the procedure?
  
12. What tools do you have available to help people with limited English language capabilities?  
(brochure, phone number to call)  
I am assuming there is a phone number
  
13. What efforts have you or your department made for limited English speaking individuals?  
(Working with CBOs, community meetings, etc.)

Keep current the translator list

14. How important is it for limited English speakers to have information regarding your department/program?

Extremely important

15. Please specify which Caltrans DMT programs/projects have a need for you to interact with limited English speaking populations.

Outreach efforts, possibility mandatory pre-bids

16. What are some of the challenges you face when dealing with limited English speaking populations?

None

### **District 6**

1. How long have you worked with Caltrans?

8.5 years

2. Are you fluent in any languages besides English?

No

3. Do you have contact with transit agencies?

Yes

a. If so, how do you contact transit agencies or how do they contact you?

Email, telephone, meetings

What is the nature of your contact with them?

Grants management

4. Who do you consider Caltrans "customers" besides transit agencies?

Local, state, federal agencies and the public

a. Do you have regular contact with them? No

b. What is the nature of that contact? N/A

5. Are there others on your staff or in your district who have direct contact with customers?  
(Who are they? Contact information)

Most likely, but N/A to my job

6. Do you occasionally have customer contact with individuals who have limited English proficiency?

No

a. How often does this happen? N/A

- b. What languages have you run into?  
Many languages in Los Angeles and Ventura Counties
7. What do you or others in your organization do when you run into an LEP individual in these situations?  
Arrange for an interpreter
8. Can you envision a situation when you or other staff might run into LEP individuals?  
N/A Does not apply to my job
9. Are people in your district aware of the Title VI requirements to serve LEP individuals?  
Yes
10. What tools and resources are available to help them become aware of Title VI/LEP requirements, policies, and processes within the division/district?  
Caltrans Title VI training module
11. Does your district have a means of recording when interpretation and translation services are provided to customers  
Unknown
- a. If so, what is the procedure?
12. What tools do you have available to help people with limited English language capabilities? (brochure, phone number to call)  
Unknown
13. What efforts have you or your department made for limited English speaking individuals? (Working with CBOs, community meetings, etc.)  
N/A Does not apply to my job
14. How important is it for limited English speakers to have information regarding your department/program?  
N/A Does not apply to my job.
15. Please specify which Caltrans DMT programs/projects have a need for you to interact with limited English speaking populations.  
N/A Does not apply to my job
16. What are some of the challenges you face when dealing with limited English speaking populations?  
N/A Does not apply to my job

### District 3

1. How long have you worked with Caltrans?  
8 years
2. Are you fluent in any languages besides English?  
Spanish
3. Do you have contact with transit agencies?  
Yes
  - a. If so, how do you contact transit agencies or how do they contact you?  
Telephone calls or email.
  - b. What is the nature of your contact with them?  
Work with transit agencies on State and Federal Transit projects.
4. Who do you consider Caltrans "customers" besides transit agencies?  
General public
  - a. Do you have regular contact with them?  
N/A
  - b. What is the nature of that contact?  
N/A
5. Are there others on your staff or in your district who have direct contact with customers?  
(Who are they? Contact information)  
N/A
6. Do you occasionally have customer contact with individuals who have limited English proficiency?  
N/A
  - a. How often does this happen?
  - b. What languages have you run into?
7. What do you or others in your organization do when you run into an LEP individual in these situations?  
I have not run into this situation.
8. Can you envision a situation when you or other staff might run into LEP individuals? N/A
9. Are people in your district aware of the Title VI requirements to serve LEP individuals?  
Yes
10. What tools and resources are available to help them become aware of Title VI/LEP requirements, policies, and processes within the division/district?  
Their local agencies share this information on their own websites.

11. Does your district have a means of recording when interpretation and translation services are provided to customers?  
I do not know.
  - a. If so, what is the procedure?
12. What tools do you have available to help people with limited English language capabilities? (brochure, phone number to call)  
Have a bilingual employee list.
13. What efforts have you or your department made for limited English speaking individuals? (Working with CBOs, community meetings, etc.)  
I am not aware of these resources since I have not had to provide services to limited English speaking individuals.
14. How important is it for limited English speakers to have information regarding your department/program?  
It is extremely important for all individuals seeking information about our department to be able to access the information they are inquiring about.
15. Please specify which Caltrans DMT programs/projects have a need for you to interact with limited English speaking populations.  
N/A
16. What are some of the challenges you face when dealing with limited English speaking populations? N/A

## **APPENDIX A7**

### **PHONE INTERVIEW SOLICITATION LETTER**

## Interview Solicitation Letter

Dear \_\_\_\_\_,

The California Department of Transportation (Caltrans) has asked us to assist it in research on how best to serve customers with limited English language capability. This “Limited English Proficiency” project is a federal requirement and is intended to determine whether there are any areas where Caltrans can communicate more effectively with LEP individuals it comes across in its interaction with transit agencies and also to discover if there are tools and trainings that can ensure Caltrans serves everyone sufficiently, regardless of their primary language.

On behalf of Caltrans, we want to schedule a time for a brief phone interview. Attached you will find questions that are intended to identify the challenges of Caltrans employees in dealing with customers with limited English language skills and to suggest potential solutions for increasing effective communication. Your participation is important and should take 15 or 20 minutes to complete. Please email us back with a convenient time to schedule this phone questionnaire in the next week. We look forward to speaking with you!

Thank you very much for your assistance,

## **APPENDIX B**

### FACTORS TWO AND THREE RESEARCH AND DATA

## **APPENDIX B1**

### **LIST OF SURVEY INVITEES**

AGENCY/ORGANIZATION	PHONE	ADDRESS	CITY	STATE	ZIP
Tahoe Transportaton District	775-589-5509	P.O. Box 499	Zephyr Cove	NE	89448
County of Los Angeles DPW	626-458-3959	900 South Fremont Avenue	Alhambra	CA	91803
Imperial County Transportation Commission	760-592-4494	1405 North Imperial Avenue	El Centro	CA	92243
Hi-Desert Health Care District	760-366-6321	6601 White Feather Road	Joshua Tree	CA	92252
City of Barstow	760-255-5170	220 East Mountain View Street, Suite A	Barstow	CA	92311
City of Needles	760-326-2113	817 Third Street	Needles	CA	92311
Mountain Area Regional Transit Authority	909-963-7202	P. O. Box 1501	Big Bear Lake	CA	92315
Victor Valley Transit Authority	760-948-4330	11741 E, Santa Fe Ave	Hesperia	CA	92345
Victor Valley Transit Authority	760-948-3262	17150 Smokeetree Street	Hesperia	CA	92345
Ventura County Transportation Commission	805-642-1591	950 County Square Drive, Suite 207	Ventura	CA	93003
City of Ojai	805-646-5581	P.O. Box 1570	Ojai	CA	93024
Santa Barbara Metropolitan Transit District	805-963-3364	550 Olive Street	Santa Barbara	CA	93101
Santa Barbara County Association of Governments	805-961-8900	260 N. San Antonio Road, Suite B	Santa Barbara	CA	93110
Easy Lift Transportation	805-681-1410	52 Cass Place, Suite D	Goleta	CA	93117
City of Arvin	661-854-3134	200 Campus Drive	Arvin	CA	93203
Kings County Area Public Transit Agency	559-852-2691	P.O. Box 209	Hanford	CA	93230
City of McFarland	661-792-3091	401 W. Kern Avenue	McFarland	CA	93250
City of Porterville	559-782-7448	291 N. Main Street	Porterville	CA	93257
City of Shafter	661-746-5043	336 Pacific Avenue	Schafter	CA	93263
City of Taft	661-763-1350	209 E. Kern Street	Taft	CA	93268
City of Tulare	559-684-4255	411 E. Kern Avenue	Tulare	CA	93274
City of Wasco	661-758-7237	764 E. Street	Wasco	CA	93280
City of Woodlake	559-564-8055	350 N. Valencia Blvd	Woodlake	CA	93286
Tulare County Area Transit	559-624-7180	5961 South Mooney blvd	Visalia	CA	93291
Kern Regional Transit	661-862-5078	2700 M Street, Suite 400	Bakersfield	CA	93301
City of San Luis Obispo, San Luis Obispo Transit	805-781-7121	919 Palm Street	San Luis Obispo	CA	93401
San Luis Obispo Council of Governments (SLOCOG)/SLO Regional Rideshare	805-781-1385	1114 Marsh Street	San Luis Obispo	CA	93401
San Luis Obispo Council of Governments/Regional Rideshare	805-781-4462	1114 Marsh Street	San Luis Obispo	CA	93401
San Luis Obispo Regional Transit Authority	805-781-4465	179 Cross Street	San Luis Obispo	CA	93401
San Luis Obispo Regional Rideshare, San Luis Obispo Council of Governments	805-781-5712	1150 Osos Street, Suite 202	San Luis Obispo	CA	93401
City of Guadalupe	805-356-2892	918 Obispo Street	Guadalupe	CA	93434
City of El Paso de Robles	805-237-3999	1000 Spring Street	El Paso de Robles	CA	93446
NCI Affiliates Inc.	805-239-5462	496 Linne Road	Paso Robles	CA	93446
Community Partners in Caring	805-925-8170	608 E. Main St	Santa Maria	CA	93454
City of Santa Maria	805-925-0951	110 Pine Street Suite 101	Santa Maria	CA	93458
City of Solvang - Santa Ynez Valley Transit	805-688-5575	1644 Oak Street	Solvang	CA	93463
City of California City	760-373-7167	21000 Hacienda Blvd	california City	CA	93505
Eastern Sierra Transit Authority	760-872-1901	P.O. Box 1357	Bishop	CA	93515
City of Ridgecrest	760-499-5041	100 W. California Avenue	Ridgecrest	CA	93555
City of Tehachapi	661-822-2200	115 South Robinson Street	Tehachapi	CA	93561
City of Chowchilla	559-665-8615	130 S. Second Street	Chowchilla	CA	93610
Rancho Cielo, Inc.	831-444-3503	710 Old Stage Road	Salinas	CA	93908
San Mateo County District	650-508-6368	1250 San Carlos Avenue	San Carlos	CA	94070
City of Fairfield	707-434-3808	2000 Cadenasso Drive	Fairfield	CA	94533
Livermore Amador Valley Transit Authority	925-455-7561	1362 Rutan Court, Suite 100	Livermore	CA	94551
Livermore Amador Valley Transit Authority	925-455-7566	1362 Rutan Drive, Suite 100	Livermore	CA	94551
Napa County Transportation and Planning Agency	707-259-8779	625 Burnell Street	Napa	CA	94559
Napa County Transportation and Planning Agency	707-259-8779	707 Randolph Street, Suite 100	Napa	CA	94559
City of Rio Vista	707-399-3217	1 Main Street	Rio Vista	CA	94571
Solano County Transit (SolTrans)	707-648-4690	311 Sacramento Street	Vallejo	CA	94590
Marin County Transit District	415-226-0861	711 Grand Avenue, Suite 110	San Rafael	CA	94901
City of Petaluma	707-766-3711	555 N. McDowell Blvd.	Petaluma	CA	94954
Community Bridges	831-688-8840	236 Santa Cruz Avenue	Aptos	CA	95003
Seniors Council of Santa Cruz and San Benito Counties	831-475-0816	234 Santa Cruz Avenue	Aptos	CA	95003
San Benito County Local Transit Authority	831-637-7665	330 Tres Pinos Road, Suite c7	Hollister	CA	95023
Santa Cruz Metro	831-426-6080	110 Vernon Street	Santa Cruz	CA	95060
Santa Clara Valley Transportation Authority	408-952-4235	3331 North First Street	San Jose	CA	95134
Calaveras County Department of Public Works	310-919-8717	891 Mountain Ranch Road	San Andreas	CA	95249

City of Escalon	209-691-7465	2060 McHenry Avenue	Escalon	CA	95320
Mariposa County Local Transportation Commission	209-966-5356	4639 Ben Hur Road	Mariposa	CA	95338
Transit Joint Powers Authority of Merced County	209-723-3153	369 W. 18th Street	Merced	CA	95340
Catholic Charities of the Diocese of Stockton	209-529-3784	400 12th Street	Modesto	CA	95354
Stanislaus County Public Works - Transit Division	209-525-7560	1010 10th Street, Suite 3500	Modesto	CA	95354
Tuolumne County Transit Agency	209-533-5601	2 South Green Street	Sonora	CA	95370
Mendocino Transit Authority	707-234-6446	241 Plant Road	Ukiah	CA	95482
City of Eureka	707-441-4144	531 K Street	Eureka	CA	95501
Humboldt Transit Authority	707-443-0826	133 V Street	Eureka	CA	95501
Placer County Public Works (TART & PCT)	530-745-7582	3091 County Center Drive, Suite 220	Auburn	CA	95603
El Dorado County Transit Authority	530-642-5383	6565 Commerce Way	Diamond Springs	CA	95619
City of Dixon	707-678-7051	600 East A Street	Dixon	CA	95620
Amador Transit	209-267-5089	11400 American Legion Drive	Jackson	CA	95642
Yolo County Transportation District	530-661-0816	350 Industrial Way	Woodland	CA	95776
County of Sacramento - Department of Transportation	916-874-3926	906 G Street, Suite 510	Sacramento	CA	95814
Yuba-Sutter Transit Authority	530-634-6880	2100 B Street	Marysville	CA	95901
Butte County Association of Governments	530-879-2468	2580 Sierra Sunrise Terrace, Suite 100	Chico	CA	95928
Colusa County Transit Agency	530-458-0444	715 D Street	Colusa	CA	95932
Sierra County Transportation Commission	530-289-3201	101 Courthouse Square	Downieville	CA	95936
Nevada County Department of Public Works, Transit Services Division	530-477-0103	950 Maidu Ave.	Nevada City	CA	95959
Western Placer Consolidated Transportation Services Agency	530-823-4090	299 Nevada	Auburn	CA	95959
Plumas County Transportation Commission	530-283-6498	1834 E. Main Street	Quincy	CA	95971
Glenn County Transportation Commission	530-934-6540	P.O. Box 1070	Willows	CA	95988
County of Shasta	530-245-6826	1855 Placer Street	Redding	CA	96003
First Class Shuttle, Inc.	530-605-0137	2075 Cilantro Drive	Redding	CA	96003
Tehama County	530-385-1462	9380 San Benito Avenue	Gerber	CA	96035
Trinity County Department of Transportation	530-623-1365	P.O. Box 2490	Weaverville	CA	96093
Siskiyou County	530-842-8295	411 Fourth Street	Yreka	CA	96097
Modoc Transportation Agency	530-233-6140	111 W. North Street	Alturas	CA	96101
Modoc Transportation Agency	530-233-6410	108 S. Main Street	Alturas	CA	96101
Town of Truckee	530-265-7084	10183 Truckee Airport Road	Truckee	CA	96161
Butte Regional Transit	530-879-2468	2580 Sierra Sunrise Terrace, Suite 100	Chico	CA	95928-8441
ABRAZAR, INC					
Access Services, Inc.	213/270-6000				
AchieveKids	650-213-5283				
AGE WELL, INC					
AIDS SERVICES FOUNDATION					
Alpine County					
ALTAMED Health Services, Inc.	323/890-8767				
ALZHEIMER'S SERVICES OF EAST BAY	510-644-8292				
ARC Amador/Calaveras					
ARC FRESNO	559/226-6268 x11				
ARC Imperial Valley					
ARC San Joaquin					
ARC TAFT	661-763-1532				
Arts and Services for Disabled	562/980-0247				
Asian Community Center	916-394-6399				
BAKERSFIELD ARC	661-834-2272 x203				
Bay Area Outreach & Recreation Program (BORP)	510-849-4663 ext 13				
Becoming Independent	707-524-6675				
Braswell Rehabilitation Institute - B.R.I.D.G.E.S., INC.	909/623-5304				
Brethren Hillcrest Homes	909-392-4320				
Cambria Community Council	805-927-1147				
Camping Unlimited	831-227-0980				
Care-A-Van					
Casa Allegra Community Services	415-499-1116 ext 672				
Center for Elders Independence	510-433-1160				
CENTRO LATINO DE SAN FRANCISCO	415-286-0883				
City of Azusa	626/812-5206				

CITY OF BUENA PARK SENIOR CTR					
City of El Paso de Robles					
City of Eureka	707-441-4114				
City of Fontana					
City of Fortuna	707-725-7620				
CITY OF FRESNO	559-621-1469				
City of Glendale	818/548-3960 option				
CITY OF HUNTINGTON BEACH					
City of Inglewood	310/412-4347				
CITY OF IRVINE					
City of Lafayette: Lamorinda Sprit Van Program	925-284-5546				
City of Lompoc					
City of Pasadena	626/744-7452				
City of Rio Vista	707-374-6451				
City of San Ramon	925-973-3271				
City of Santa Maria					
City of Santa Maria					
City of Visalia					
City of Whittier	562/698-2131				
Community Bridges	831-212-6811				
COMMUNITY CATALYSTS OF CA	559/347-6848				
Community Cornerstone	707-923-9248				
CONTRA COSTA ARC	925-370-1818				
DESERT AREA RESOURCES & TRNG	760/375-9787 x22 760				
DesertArc					
Developmental Services Continuum					
East Los Angeles Remarkable Citizen's Association, Inc.	323/223-3079				
Easter Seals Southern California	310/503-0916				
Easter Seals Superior CA	916-979-6739				
Easy Lift Transportation	805-681-1417				
Edgewood Center for Children & Families	415-682-3155				
El Dorado County Transit Authority	530-642-5383				
EXCEED dba VALLEY RESOURCE CENTER FOR THE RETARDED					
Exceptional Children's Foundation	910/845-8085				
FAMILY BRIDGES, INC.	510-302-0460				
FRESNO COUNTY ECONOMIC (EOC)	(559) 263-8004				
Fresno County Rural Transit Agency					
Friends of Adult Day Health					
Friends of Children with Special Needs	510/739-6900 X3300				
Friends of Moreno Valley Sr. Center Inc.					
Full Access & Coord. Transp. Inc. (FACT)					
Glenn County Office of Education	530-934-6575 X3060				
Gold Country Telecare, Inc.	530-272-1710				
GOLDEN RAIN FOUNDATION OF LAGUNA WOODS					
Goodwill Industries of Southern CA	323/223-1211				
Goodwill Serving the People of Southern Los Angeles	562/435-3411				
Grandview Foundation, Inc.	626/797-1124				
Help of Ojai	805/646-0144				
Home of Guiding Hands					
Hope Rehabilitation Services Santa Cruz	831 761-8628				
HORIZON CROSS CULTURAL CTR					
Humboldt Community Access & Resource Ctr (HCAR)	707-443-7077 X1				
Humboldt Medi-Trans	707-839-3364				
Institute for the Redesign of Learning (Almansor Ctr)	323/341-5584 323-62				
INSTITUTE ON AGING Mount Zion - Formerly Goldman's	415-750-4180 ext 105				
IRVINE ADULT DAY HEALTH SVCS.					
JEWISH FAMILY & CHILDREN'S SERVICES	415-449-2936				
Jr. Blind of America dba Foundation for Junior Blind					
Kimochi, Inc	415-931-2294				
KINGS REHABILITATION CENTER	559-583-5054 559-415				

Lake Transit Authority	559-734-2646				
Lanterman Developmental Center					
Life Steps Foundation, Santa Maria Wisdom Center	805-354-5332				
LifeLong Medical Care	415-897-6884				
Manteca CAPS					
Mary Lind Foundation dba Mary Lind Recovery Ctrs					
MFI Recovery Center					
Milestones Adult Development Center	707-644-0496				
Monterey-Salinas Transit	831-393-8131				
Morongo Basin Transit Authority					
Motion Picture and Television Fund					
Mountain Shadows Support Group					
NEW ADVANCES FOR PEOPLE WITH DISABILITIEIS	661/322-6542				
NORTH OF THE RIVER REC & PARK DIST.	661-392-2035				
OMNITRANS					
ON LOK DAY SERVICES	415-550-2262				
OPARC					
ORANGE COUNTY ARC					
OUTREACH & ESCORT	408-436-2865				
PACE SOLANO	707-448-2283				
Pacific Autism Center for Education - PACE	408-625-6194				
Paratransit, Inc..	916-429-2009 ext. 73				
Peppermint Ridge					
Pomona Valley Transportation Authority					
PORTERVILLE SHELTERED W/SHOP	(559) 781-0352 ext 1				
PRIDE Industries One, Inc.	916-788-2321				
PROJECT INDEPENDENCE					
Redding Area Bus Authority	530-245-7116				
Redwood Coast Seniors	707-964-0443				
Redwood Sr. Homes/Elderlink					
RICHMOND PARATRANSIT PROGRAM (City of Richmond)	510-621-1258				
Saint Francis Memorial Hospital	415-353-6352				
San Diego Center for the Blind					
San Fernando Valley ARC (dba New Horizons)					
San Fernando Valley Interfaith Council -Wilkinson Center					
San Joaquin Regional Transit Authority					
SANTA ROSA DEPARTMENT OF TRANSIT	707-543-3335				
Satellite Senior Homes (aka) Satellite Housing, Inc.	925-765-0009				
SELF HELP FOR THE ELDERLY	415-677-7600				
SHARP Healthcare/San Diego Hospital Asso.					
Shasta County Opportunity Center	530-225-5418				
Shasta Senior Nutrition Center	530-226-3876				
Shields for Families					
SMOOTH	805-922-8476				
Social Vocational Services Santa Fe					
Sonoma County Transit					
St, Madeleine Sophie Center					
Steelworkers Oldtimers Foundation					
Sunrise Driving Services					
Tarzana Treatment Center, Inc					
Tehama County Opportunity Center (North Valley Services)	530-527-0407				
Tehama County Public Works	530-385-1462 X3017				
TERI, Inc.					
Tierra del Sol Foundation					
Town of Truckee	530-582-7700				
TULARE COUNTY TRAINING CTR FOR HANDICAPPED (ABLE INDUSTRIES)	(559) 651-0357 (559)				
UCP of Greater Sacramento, Inc.	916-283-8302				
UCP Ride-On	805-541-8751				
Ukiah Senior Center	707-462-4343				
United Cerebral Palsy of Stanislaus County					

United Christian Center	916-372-0200				
Valley Village					
VETERAN'S HOME OF CALIFORNIA	707-944-4815				
Villa Esperanza					
VOCATIONAL VISION					
WATCH Resources, Incorporated					
Watts Labor Community Action Committee/ Theresa Lindsay Senior Center					
West End YMCA					
WESTCARE CALIFORNIA	559/265-4800 x254 55				
Wildomar Senior Partners					
Willits Seniors, Inc.	707-459-6826				
Work Training Center	530-343-5706 ext. 21				

**APPENDIX B2**  
**SURVEY QUESTIONNAIRE**

1. Please provide us the following information

Name

Agency/Organization

City / Town

ZIP / Postal Code

Email

Phone

2. Do you come into contact with the Caltrans Division of Rail and Mass Transit (DRMT)?

- Yes
- No



Next

3. By what method do you come into contact with Caltrans DRMT or does Caltrans DRMT come into contact with you? Check all that apply.

- Email
- Phone
- In-person
- Other

If other (please specify)

4. How frequently do you come into contact with Caltrans DRMT?

- Frequently (1 or more times per week)
- Somewhat frequently (1 or more times per month)
- Not very frequently (6-11 times per year)
- Not at all frequently (less than 6 times per year)

5. What is the nature of your contact with Caltrans DRMT? Check all that apply.

- Title VI compliance
- DBE compliance
- Drug and alcohol policy
- Funding/grant/contract management
- Project management
- Policy clarification
- Other

If other (please specify)

6. How would you rate the importance of your contact with Caltrans DRMT?

- Extremely important (I need Caltrans DRMT contact in order to do my work or provide services to my clients)
- Somewhat important (I need Caltrans DRMT contact in order to do my work or provide services to my clients, but I could find the support/information elsewhere)
- Neutral (I do not need Caltrans DRMT contact in order to do my work or provide services to my clients, but it does improve the quality of my work when I have it)
- Not at all important (I do not need Caltrans DRMT contact in order to do my work or provide services to my clients)



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7. What individuals in your organization are likely to come into contact with Caltrans DRMT? Please provide title(s).

8. Are there any members of your staff who are considered Limited English Proficient (LEP) individuals?

Individuals who do not speak English as their primary language and who have a limited ability to read, write, speak, or understand English.

- Yes
- No



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9. What Language(s) reflect the primary language(s) of LEP staff member(s)? Check all that apply.

- African languages
- Arabic
- Armenian
- Chinese
- Creole
- French (incl. Patois, Cajun)
- French creole
- German
- Greek
- Gujarati
- Hebrew
- Hindi
- Hmong
- Hungarian
- Italian
- Japanese
- Korean
- Laotian
- Mon-Khmer, Cambodian
- Persian
- Polish
- Portuguese
- Russian
- Serbo-Croatian
- Spanish or Spanish creole
- Tagalog
- Thai
- Urdu
- Vietnamese

10. Do LEP staff members come into contact with Caltrans DRMT?

- Yes
- No

11. By what method do they come into contact with Caltrans DRMT or does Caltrans DRMT come into contact with them? Check all that apply.

- Email
- Phone
- In-person
- Other

If other (please specify)

12. How frequently do they come into contact with Caltrans DRMT?

- Frequently (1 or more times per week)
- Somewhat frequently (1 or more times per month)
- Not very frequently (6-11 times per year)
- Not at all frequently (less than 6 times per year)

13. What is the nature of their contact with Caltrans DRMT? Check all that apply.

- Title VI compliance
- DBE compliance
- Drug and alcohol policy
- Funding/grant/contract management
- Project management
- Policy clarification
- Other

If other (please specify)

14. How would you rate the importance of their contact with Caltrans DRMT?

- Extremely important (They need Caltrans DRMT contact in order to do their work or provide services to our clients)
- Somewhat important (They need Caltrans DRMT contact in order to do their work or provide services to our clients, but they could find the support/information elsewhere)
- Neutral (They do not need Caltrans DRMT contact in order to do their work or provide services to our clients, but it does improve the quality of their work when they have it)
- Not at all important (They do not need Caltrans DRMT contact in order to do their work or provide services to our clients)



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15. Of the populations (i.e. riders, customers) you serve, are you aware of any LEP persons who come into contact with Caltrans DRMT?

- Yes
- No



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16. What language(s) reflect the primary language(s) of LEP clients/customers? Check all that apply.

- African languages
- Arabic
- Armenian
- Chinese
- Creole
- French (incl. Patois, Cajun)
- French creole
- German
- Greek
- Gujarati
- Hebrew
- Hindi
- Hmong
- Hungarian
- Italian
- Japanese
- Korean
- Laotian
- Mon-Khmer, Cambodian
- Persian
- Polish
- Portuguese
- Russian
- Serbo-Croatian
- Spanish or Spanish creole
- Tagalog
- Thai
- Urdu
- Vietnamese

17. What is the nature of their contact with Caltrans DRMT?

18. How frequently do you believe they come into contact with Caltrans DRMT?

- Frequently (1 or more times per week)
- Somewhat frequently (1 or more times per month)
- Not very frequently (6-11 times per year)
- Not at all frequently (less than 6 times per year)

19. How would you rate the importance of their contact with Caltrans DRMT?

- Extremely important
- Somewhat important
- Neutral
- Not at all important



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20. Of the public meetings and/or public outreach events your organization holds, does Caltrans participate in any of them?

- Yes
- No



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21. Please describe the nature of the event(s). Please provide dates and locations for those events that took place within the last 12 months.

22. Of those events, did any require language assistance (i.e. translated materials, language interpretation)?

- Yes
- No

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23. In what language(s) were translations and interpretation provided? Check all that apply.

- African languages
- Arabic
- Armenian
- Chinese
- Creole
- French (incl. Patois, Cajun)
- French creole
- German
- Greek
- Gujarati
- Hebrew
- Hindi
- Hmong
- Hungarian
- Italian
- Japanese
- Korean
- Laotian
- Mon-Khmer, Cambodian
- Persian
- Polish
- Portuguese
- Russian
- Serbo-Croatian
- Spanish or Spanish creole
- Tagalog
- Thai
- Urdu



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24. Has your organization prepared a Language Assistance Plan per the U.S. Department of Transportation's guidelines?

- Yes
- No, but we are currently in the process of completing a Language Assistance Plan.
- No, but we are planning to complete a Language Assistance Plan in the future.
- No



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25. When are you planning to complete a Language Assistance Plan?



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26. Why isn't your organization planning to prepare a Language Assistance Plan?



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**APPENDIX B3**  
**SURVEY RESULTS**

### Q1 Please provide us the following information

Answered: 107 Skipped: 1

Answer Choices	Responses
Name	100.00% 107
Agency/Organization	100.00% 107
Address	0.00% 0
Address 2	0.00% 0
City / Town	100.00% 107
State / Province	0.00% 0
ZIP / Postal Code	100.00% 107
Country	0.00% 0
Email	100.00% 107
Phone	100.00% 107

#	Name	Date
1	[REDACTED]	4/8/2015 8:11 AM
2	[REDACTED]	4/7/2015 3:50 PM
3	[REDACTED]	4/7/2015 3:29 PM
4	[REDACTED]	4/7/2015 3:09 PM
5	[REDACTED]	4/7/2015 2:40 PM
6	[REDACTED]	4/7/2015 9:31 AM
7	[REDACTED]	4/7/2015 9:29 AM
8	[REDACTED]	4/7/2015 8:37 AM
9	[REDACTED]	4/7/2015 8:29 AM
10	[REDACTED]	4/7/2015 7:50 AM
11	[REDACTED]	4/7/2015 7:43 AM
12	[REDACTED]	4/7/2015 5:09 AM
13	[REDACTED]	4/6/2015 4:47 PM
14	[REDACTED]	4/6/2015 4:40 PM
15	[REDACTED]	3/26/2015 12:03 PM
16	[REDACTED]	3/24/2015 7:12 PM
17	[REDACTED]	3/23/2015 3:51 PM
18	[REDACTED]	3/23/2015 3:23 PM
19	[REDACTED]	3/22/2015 6:13 PM

20	[REDACTED]	3/18/2015 9:26 AM
21	[REDACTED]	3/9/2015 2:06 PM
22	[REDACTED]	3/3/2015 2:49 PM
23	[REDACTED]	3/2/2015 1:22 PM
24	[REDACTED]	3/2/2015 8:27 AM
25	[REDACTED]	3/1/2015 7:42 PM
26	[REDACTED]	2/28/2015 6:54 AM
27	[REDACTED]	2/27/2015 4:09 PM
28	[REDACTED]	2/27/2015 2:36 PM
29	[REDACTED]	2/27/2015 2:36 PM
30	[REDACTED]	2/27/2015 2:27 PM
31	[REDACTED]	2/27/2015 2:22 PM
32	[REDACTED]	2/27/2015 2:18 PM
33	[REDACTED]	2/27/2015 1:44 PM
34	[REDACTED]	2/27/2015 1:28 PM
35	[REDACTED]	2/27/2015 1:05 PM
36	[REDACTED]	2/27/2015 12:42 PM
37	[REDACTED]	2/27/2015 11:55 AM
38	[REDACTED]	2/27/2015 11:50 AM
39	[REDACTED]	2/27/2015 11:39 AM
40	[REDACTED]	2/27/2015 11:38 AM
41	[REDACTED]	2/27/2015 11:30 AM
42	[REDACTED]	2/27/2015 11:28 AM
43	[REDACTED]	2/27/2015 11:21 AM
44	[REDACTED]	2/27/2015 11:17 AM
45	[REDACTED]	2/27/2015 11:17 AM
46	[REDACTED]	2/27/2015 11:13 AM
47	[REDACTED]	2/27/2015 11:10 AM
48	[REDACTED]	2/27/2015 11:04 AM
49	[REDACTED]	2/26/2015 4:06 PM
50	[REDACTED]	2/26/2015 8:45 AM
51	[REDACTED]	2/25/2015 4:17 PM
52	[REDACTED]	2/25/2015 9:40 AM
53	[REDACTED]	2/24/2015 3:42 PM
54	[REDACTED]	2/24/2015 3:37 PM
55	[REDACTED]	2/24/2015 12:35 PM
56	[REDACTED]	2/24/2015 11:40 AM
57	[REDACTED]	2/24/2015 11:37 AM

58	[REDACTED]	2/24/2015 11:03 AM
59	[REDACTED]	2/24/2015 10:24 AM
60	[REDACTED]	2/24/2015 8:10 AM
61	[REDACTED]	2/23/2015 1:52 PM
62	[REDACTED]	2/23/2015 11:37 AM
63	[REDACTED]	2/23/2015 10:29 AM
64	[REDACTED]	2/23/2015 10:10 AM
65	[REDACTED]	2/23/2015 9:33 AM
66	[REDACTED]	2/23/2015 9:27 AM
67	[REDACTED]	2/23/2015 9:17 AM
68	[REDACTED]	2/23/2015 9:06 AM
69	[REDACTED]	2/23/2015 9:00 AM
70	[REDACTED]	2/23/2015 8:36 AM
71	[REDACTED]	2/23/2015 8:26 AM
72	[REDACTED]	2/23/2015 8:23 AM
73	[REDACTED]	2/23/2015 8:18 AM
74	[REDACTED]	2/21/2015 12:32 PM
75	[REDACTED]	2/20/2015 2:28 PM
76	[REDACTED]	2/20/2015 1:57 PM
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80	[REDACTED]	2/20/2015 12:26 PM
81	[REDACTED]	2/20/2015 11:38 AM
82	[REDACTED]	2/20/2015 11:20 AM
83	[REDACTED]	2/20/2015 11:01 AM
84	[REDACTED]	2/20/2015 10:26 AM
85	[REDACTED]	2/20/2015 9:56 AM
86	[REDACTED]	2/20/2015 8:54 AM
87	[REDACTED]	2/20/2015 8:50 AM
88	[REDACTED]	2/20/2015 8:29 AM
89	[REDACTED]	2/20/2015 8:24 AM
90	[REDACTED]	2/20/2015 8:23 AM
91	[REDACTED]	2/20/2015 8:02 AM
92	[REDACTED]	2/20/2015 7:54 AM
93	[REDACTED]	2/20/2015 7:50 AM
94	[REDACTED]	2/20/2015 7:33 AM
95	[REDACTED]	2/20/2015 7:26 AM

96	[REDACTED]	2/20/2015 6:34 AM
97	[REDACTED]	2/19/2015 5:31 PM
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99	[REDACTED]	2/19/2015 4:41 PM
100	[REDACTED]	2/19/2015 4:40 PM
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102	[REDACTED]	2/19/2015 4:33 PM
103	[REDACTED]	2/19/2015 4:31 PM
104	[REDACTED]	2/19/2015 4:23 PM
105	[REDACTED]	2/19/2015 4:22 PM
106	[REDACTED]	2/19/2015 4:20 PM
107	[REDACTED]	2/19/2015 4:19 PM
#	Agency/Organization	Date
1	MTC	4/8/2015 8:11 AM
2	County Connection	4/7/2015 3:50 PM
3	Caltrans	4/7/2015 3:29 PM
4	TCAG	4/7/2015 3:09 PM
5	SCCRTC	4/7/2015 2:40 PM
6	MCTC/MTA	4/7/2015 9:31 AM
7	El Dorado County Transportation Commission	4/7/2015 9:29 AM
8	SamTrans & Caltrain	4/7/2015 8:37 AM
9	SBCAG	4/7/2015 8:29 AM
10	San Luis Obispo Council of Governments	4/7/2015 7:50 AM
11	Santa Barbara Metropolitan Transit District	4/7/2015 7:43 AM
12	Community Partners in Caring	4/7/2015 5:09 AM
13	MCTC	4/6/2015 4:47 PM
14	Shasta Regional Transportation Agency	4/6/2015 4:40 PM
15	Hi-Desert Memorial Health Care District	3/26/2015 12:03 PM
16	Western Placer Consolidated Transportation Services Agency	3/24/2015 7:12 PM
17	San Luis Obispo Council of Governments	3/23/2015 3:51 PM
18	Rancho Cielo	3/23/2015 3:23 PM
19	Napa County Transportation and Planning Agency	3/22/2015 6:13 PM
20	City of Petaluma (Petaluma Transit)	3/18/2015 9:26 AM
21	New Horizons	3/9/2015 2:06 PM
22	Kern Regional Transit	3/3/2015 2:49 PM
23	SBCAG	3/2/2015 1:22 PM
24	Catholic Charities of the Diocese of Stockton	3/2/2015 8:27 AM
25	North Valley Services	3/1/2015 7:42 PM

26	Alpine County	2/28/2015 6:54 AM
27	SBCAG	2/27/2015 4:09 PM
28	Arts and Services for Disabled, Inc.	2/27/2015 2:36 PM
29	Contra Costa ARC	2/27/2015 2:36 PM
30	City of Visalia - Visalia Transit	2/27/2015 2:27 PM
31	Irvine Adult Day Health Services	2/27/2015 2:22 PM
32	EXCEPTIONAL CHILDREN'S FOUNDATION	2/27/2015 2:18 PM
33	Saint Francis Memorial Hospital/c/o Dignity Health	2/27/2015 1:44 PM
34	Goodwill Southern California	2/27/2015 1:28 PM
35	City of Eureka	2/27/2015 1:05 PM
36	First Class Shuttle, Inc.	2/27/2015 12:42 PM
37	EXCEPTIONAL CHILDREN'S FOUNDATION	2/27/2015 11:55 AM
38	El Dorado County Transit Authority	2/27/2015 11:50 AM
39	Work Training Center	2/27/2015 11:39 AM
40	VIC/Robert M. Wilkinson MPC	2/27/2015 11:38 AM
41	City of Ridgecrest	2/27/2015 11:30 AM
42	Mountain Area Regional Transit Authority	2/27/2015 11:28 AM
43	County of Shasta	2/27/2015 11:21 AM
44	Brethren Hillcrest Homes	2/27/2015 11:17 AM
45	Nevada County Transit Services	2/27/2015 11:17 AM
46	Bay Area Outreach & Recreation	2/27/2015 11:13 AM
47	Desert Arc	2/27/2015 11:10 AM
48	FACT, Inc.	2/27/2015 11:04 AM
49	Monterey-Salinas Transit	2/26/2015 4:06 PM
50	North of the River Recreation & Park District	2/26/2015 8:45 AM
51	PRIDE Industries	2/25/2015 4:17 PM
52	City of Solvang - Santa Ynez Valley Transit	2/25/2015 9:40 AM
53	City of Dixon	2/24/2015 3:42 PM
54	AltaMed Healthcare Corp.	2/24/2015 3:37 PM
55	St. Madeleine Sophie's Center	2/24/2015 12:35 PM
56	Community Bridges / Lift Line	2/24/2015 11:40 AM
57	Grandview Foundation, Inc.	2/24/2015 11:37 AM
58	HELP of Ojai	2/24/2015 11:03 AM
59	PSW	2/24/2015 10:24 AM
60	Pacific Autism Center for Education	2/24/2015 8:10 AM
61	WATCH Resources Inc.	2/23/2015 1:52 PM
62	Exceptional Children's Foundatiom	2/23/2015 11:37 AM
63	City of Ojai Trolley Service	2/23/2015 10:29 AM

64	Community Cornerstone Inc.	2/23/2015 10:10 AM
65	Age Well Senior Services	2/23/2015 9:33 AM
66	City of Needles/Needles Area Transit	2/23/2015 9:27 AM
67	City of Fairfield	2/23/2015 9:17 AM
68	Stanislaus County Public Works - Transit	2/23/2015 9:06 AM
69	City of Corcoran	2/23/2015 9:00 AM
70	Humboldt Transit Authority	2/23/2015 8:36 AM
71	Mendocino Transit Authority	2/23/2015 8:26 AM
72	San Luis Obispo Regional Transit Authority	2/23/2015 8:23 AM
73	Tulare County Area Transit	2/23/2015 8:18 AM
74	Cambria community council	2/21/2015 12:32 PM
75	Eastern Sierra Transit Authority	2/20/2015 2:28 PM
76	Peppermint Ridge	2/20/2015 1:57 PM
77	OCAAC	2/20/2015 1:54 PM
78	City of Escalon	2/20/2015 1:11 PM
79	Siskiyou County STAGE	2/20/2015 1:10 PM
80	Jewish Family and Children's Center	2/20/2015 12:26 PM
81	Bakersfield ARC, Inc.	2/20/2015 11:38 AM
82	City of Santa Maria	2/20/2015 11:20 AM
83	Arts and Services for Disabled, Inc.	2/20/2015 11:01 AM
84	EL ARCA	2/20/2015 10:26 AM
85	City of Guadalupe	2/20/2015 9:56 AM
86	Santa Cruz Metropolitan Transit District	2/20/2015 8:54 AM
87	Colusa County Transit Agency	2/20/2015 8:50 AM
88	Wildomar Assisted Living	2/20/2015 8:29 AM
89	Yuba-Sutter Transit Authority	2/20/2015 8:24 AM
90	City of Porterville	2/20/2015 8:23 AM
91	Life Steps Foundation, Inc.	2/20/2015 8:02 AM
92	Plumas County DPW	2/20/2015 7:54 AM
93	Sierra County	2/20/2015 7:50 AM
94	Victor Valley Transit Authority	2/20/2015 7:33 AM
95	Sacramento County	2/20/2015 7:26 AM
96	Arc Taft	2/20/2015 6:34 AM
97	Pomona Valley Transportation Authority	2/19/2015 5:31 PM
98	LADPW	2/19/2015 4:45 PM
99	Transportation	2/19/2015 4:41 PM
100	Santa Clara Valley Transportation Authority	2/19/2015 4:40 PM
101	Placer County	2/19/2015 4:34 PM

102	ICTC	2/19/2015 4:33 PM
103	Trinity County Dept of Transportation	2/19/2015 4:31 PM
104	PACE	2/19/2015 4:23 PM
105	Glenn County Transportation Commission	2/19/2015 4:22 PM
106	Shasta County	2/19/2015 4:20 PM
107	New Advances for People with Disabilities	2/19/2015 4:19 PM
#	Address	Date
	There are no responses.	
#	Address 2	Date
	There are no responses.	
#	City / Town	Date
1	Oakland	4/8/2015 8:11 AM
2	Concord	4/7/2015 3:50 PM
3	Sacramento	4/7/2015 3:29 PM
4	Visalia	4/7/2015 3:09 PM
5	Santa Cruz	4/7/2015 2:40 PM
6	Alturas	4/7/2015 9:31 AM
7	El Dorado	4/7/2015 9:29 AM
8	San Carlos	4/7/2015 8:37 AM
9	Santa Barbara	4/7/2015 8:29 AM
10	San Luis Obispo	4/7/2015 7:50 AM
11	Santa Barbara	4/7/2015 7:43 AM
12	Santa Maria	4/7/2015 5:09 AM
13	Madera	4/6/2015 4:47 PM
14	Redding	4/6/2015 4:40 PM
15	Joshua Tree	3/26/2015 12:03 PM
16	Auburn	3/24/2015 7:12 PM
17	San Luis Obispo	3/23/2015 3:51 PM
18	Salinas	3/23/2015 3:23 PM
19	Napa	3/22/2015 6:13 PM
20	Petaluma	3/18/2015 9:26 AM
21	North Hills	3/9/2015 2:06 PM
22	Bakersfield	3/3/2015 2:49 PM
23	Santa Barbara	3/2/2015 1:22 PM
24	MODESTO	3/2/2015 8:27 AM
25	Red Bluff	3/1/2015 7:42 PM
26	Markleeville	2/28/2015 6:54 AM
27	Santa Barbara	2/27/2015 4:09 PM

28	Long Beach	2/27/2015 2:36 PM
29	Martinez	2/27/2015 2:36 PM
30	Visalia	2/27/2015 2:27 PM
31	Irvine	2/27/2015 2:22 PM
32	CULVER CITY	2/27/2015 2:18 PM
33	San Francisco	2/27/2015 1:44 PM
34	Los Angeles	2/27/2015 1:28 PM
35	Eureka	2/27/2015 1:05 PM
36	Redding	2/27/2015 12:42 PM
37	CULVER CITY	2/27/2015 11:55 AM
38	Diamond Springs	2/27/2015 11:50 AM
39	Chico	2/27/2015 11:39 AM
40	Northridge	2/27/2015 11:38 AM
41	Ridgecrest	2/27/2015 11:30 AM
42	Big Bear Lake	2/27/2015 11:28 AM
43	Redding	2/27/2015 11:21 AM
44	La Verne	2/27/2015 11:17 AM
45	Nevada City, CA	2/27/2015 11:17 AM
46	Berkeley	2/27/2015 11:13 AM
47	Palm Desert	2/27/2015 11:10 AM
48	Oceanside	2/27/2015 11:04 AM
49	Monterey	2/26/2015 4:06 PM
50	Bakersfield	2/26/2015 8:45 AM
51	Roseville	2/25/2015 4:17 PM
52	Solvang	2/25/2015 9:40 AM
53	Dixon	2/24/2015 3:42 PM
54	Los Angeles	2/24/2015 3:37 PM
55	El Cajon	2/24/2015 12:35 PM
56	Aptos	2/24/2015 11:40 AM
57	Pasadena	2/24/2015 11:37 AM
58	Ojai	2/24/2015 11:03 AM
59	Porterville	2/24/2015 10:24 AM
60	Santa Clara	2/24/2015 8:10 AM
61	Sonora	2/23/2015 1:52 PM
62	Culver City	2/23/2015 11:37 AM
63	Ojai	2/23/2015 10:29 AM
64	Redway	2/23/2015 10:10 AM
65	Laguna Woods	2/23/2015 9:33 AM

66	Needles	2/23/2015 9:27 AM
67	Fairfield	2/23/2015 9:17 AM
68	Modesto	2/23/2015 9:06 AM
69	Corcoran	2/23/2015 9:00 AM
70	Eureka	2/23/2015 8:36 AM
71	Ukiah	2/23/2015 8:26 AM
72	San Luis Obispo	2/23/2015 8:23 AM
73	Visalia	2/23/2015 8:18 AM
74	Cambria	2/21/2015 12:32 PM
75	Bishop	2/20/2015 2:28 PM
76	Corona	2/20/2015 1:57 PM
77	Anaheim	2/20/2015 1:54 PM
78	Escalon	2/20/2015 1:11 PM
79	Yreka	2/20/2015 1:10 PM
80	San Francisco	2/20/2015 12:26 PM
81	Bakersfield	2/20/2015 11:38 AM
82	Santa Maria	2/20/2015 11:20 AM
83	Long Beach	2/20/2015 11:01 AM
84	LOS ANGELES	2/20/2015 10:26 AM
85	Guadalupe	2/20/2015 9:56 AM
86	Santa Cruz	2/20/2015 8:54 AM
87	Colusa	2/20/2015 8:50 AM
88	Wildomar	2/20/2015 8:29 AM
89	Marysville	2/20/2015 8:24 AM
90	Porterville	2/20/2015 8:23 AM
91	Santa Maria	2/20/2015 8:02 AM
92	Quincy	2/20/2015 7:54 AM
93	Downieville	2/20/2015 7:50 AM
94	Hesperia	2/20/2015 7:33 AM
95	Sacramento	2/20/2015 7:26 AM
96	Taft	2/20/2015 6:34 AM
97	La Verne	2/19/2015 5:31 PM
98	Xx	2/19/2015 4:45 PM
99	El Centro	2/19/2015 4:41 PM
100	San Jose	2/19/2015 4:40 PM
101	Auburn	2/19/2015 4:34 PM
102	El Centro	2/19/2015 4:33 PM
103	Weaverville	2/19/2015 4:31 PM

104	Santa Clara	2/19/2015 4:23 PM
105	Willows	2/19/2015 4:22 PM
106	Redding	2/19/2015 4:20 PM
107	Bakersfield	2/19/2015 4:19 PM
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5	93907	4/7/2015 2:40 PM
6	CA 96101	4/7/2015 9:31 AM
7	95623	4/7/2015 9:29 AM
8	94070	4/7/2015 8:37 AM
9	93110	4/7/2015 8:29 AM
10	93401	4/7/2015 7:50 AM
11	93101	4/7/2015 7:43 AM
12	93454	4/7/2015 5:09 AM
13	93637	4/6/2015 4:47 PM
14	96001	4/6/2015 4:40 PM
15	92252	3/26/2015 12:03 PM
16	95603	3/24/2015 7:12 PM
17	93401	3/23/2015 3:51 PM
18	93907	3/23/2015 3:23 PM
19	94559	3/22/2015 6:13 PM
20	94954	3/18/2015 9:26 AM
21	91343	3/9/2015 2:06 PM
22	93301	3/3/2015 2:49 PM
23	93103	3/2/2015 1:22 PM
24	95354	3/2/2015 8:27 AM
25	96080	3/1/2015 7:42 PM
26	96120	2/28/2015 6:54 AM
27	93110	2/27/2015 4:09 PM
28	90804	2/27/2015 2:36 PM
29	94553	2/27/2015 2:36 PM
30	93291	2/27/2015 2:27 PM
31	92604	2/27/2015 2:22 PM

32	90232	2/27/2015 2:18 PM
33	94109	2/27/2015 1:44 PM
34	90031	2/27/2015 1:28 PM
35	95501	2/27/2015 1:05 PM
36	96002	2/27/2015 12:42 PM
37	90232	2/27/2015 11:55 AM
38	95619	2/27/2015 11:50 AM
39	95928	2/27/2015 11:39 AM
40	91324	2/27/2015 11:38 AM
41	93555	2/27/2015 11:30 AM
42	92315	2/27/2015 11:28 AM
43	96003	2/27/2015 11:21 AM
44	91750	2/27/2015 11:17 AM
45	95959	2/27/2015 11:17 AM
46	94703	2/27/2015 11:13 AM
47	92260	2/27/2015 11:10 AM
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49	93940	2/26/2015 4:06 PM
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53	95620	2/24/2015 3:42 PM
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66	92363	2/23/2015 9:27 AM
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78	95320	2/20/2015 1:11 PM
79	96097	2/20/2015 1:10 PM
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107	93301	2/19/2015 4:19 PM

#	Country	Date
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9	[REDACTED]	4/7/2015 8:29 AM
10	[REDACTED]	4/7/2015 7:50 AM
11	[REDACTED]	4/7/2015 7:43 AM
12	[REDACTED]	4/7/2015 5:09 AM
13	[REDACTED]	4/6/2015 4:47 PM
14	[REDACTED]	5/2015 4:40 PM
15	[REDACTED]	3/26/2015 12:03 PM
16	[REDACTED]	3/24/2015 7:12 PM
17	[REDACTED]	3/23/2015 3:51 PM
18	[REDACTED]	3/23/2015 3:23 PM
19	[REDACTED]	3/22/2015 6:13 PM
20	[REDACTED]	3/18/2015 9:26 AM
21	[REDACTED]	3/9/2015 2:06 PM
22	[REDACTED]	3/3/2015 2:49 PM
23	[REDACTED]	3/2/2015 1:22 PM
24	[REDACTED]	3/2/2015 8:27 AM
25	[REDACTED]	3/1/2015 7:42 PM
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33	[REDACTED]	2/27/2015 1:44 PM
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42	[REDACTED]	2/27/2015 11:28 AM
43	[REDACTED]	2/27/2015 11:21 AM
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74	[REDACTED]	2/21/2015 12:32 PM
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79	[REDACTED]	2/20/2015 1:10 PM
80	[REDACTED]	2/20/2015 12:26 PM
81	[REDACTED]	2/20/2015 11:38 AM
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83	[REDACTED]	2/20/2015 11:01 AM
84	[REDACTED]	2/20/2015 10:26 AM
85	[REDACTED]	2/20/2015 9:56 AM
86	[REDACTED]	2/20/2015 8:54 AM
87	[REDACTED]	2/20/2015 8:50 AM
88	[REDACTED]	2/20/2015 8:29 AM
89	[REDACTED]	2/20/2015 8:24 AM
90	[REDACTED]	2/20/2015 8:23 AM
91	[REDACTED]	2/20/2015 8:02 AM
92	[REDACTED]	2/20/2015 7:54 AM
93	[REDACTED]	2/20/2015 7:50 AM
94	[REDACTED]	2/20/2015 7:33 AM
95	[REDACTED]	2/20/2015 7:26 AM
96	[REDACTED]	2/20/2015 6:34 AM
97	[REDACTED]	2/19/2015 5:31 PM
98	[REDACTED]	2/19/2015 4:45 PM
99	[REDACTED]	2/19/2015 4:41 PM
100	[REDACTED]	2/19/2015 4:40 PM
101	[REDACTED]	2/19/2015 4:34 PM
102	[REDACTED]	2/19/2015 4:33 PM
103	[REDACTED]	2/19/2015 4:31 PM
104	[REDACTED]	2/19/2015 4:23 PM
105	[REDACTED]	2/19/2015 4:22 PM
106	[REDACTED]	2/19/2015 4:20 PM
107	[REDACTED]	2/19/2015 4:19 PM
#	Phone	Date
1	510-817-5897	4/8/2015 8:11 AM
2	9256802048	4/7/2015 3:50 PM
3	916-651-6010	4/7/2015 3:29 PM

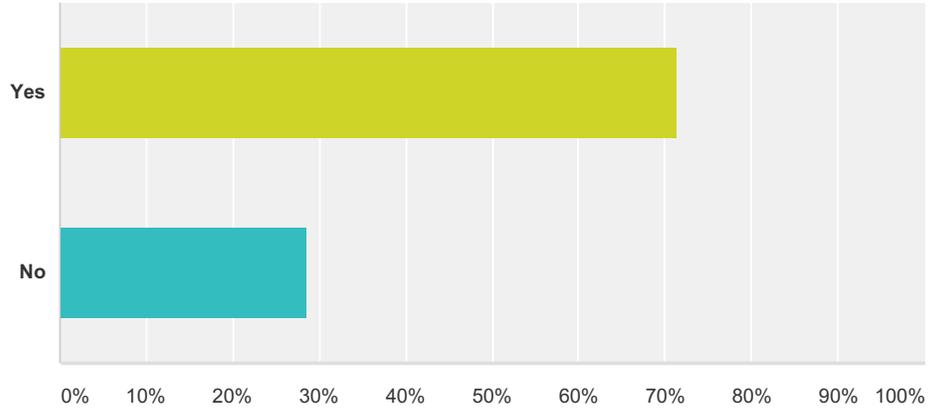
4	5596230455	4/7/2015 3:09 PM
5	8314603200	4/7/2015 2:40 PM
6	530 233-6410	4/7/2015 9:31 AM
7	530.642.5264	4/7/2015 9:29 AM
8	650-508-6248	4/7/2015 8:37 AM
9	(805) 961-8905	4/7/2015 8:29 AM
10	805.781.4255	4/7/2015 7:50 AM
11	(805) 963-3364	4/7/2015 7:43 AM
12	8059258000	4/7/2015 5:09 AM
13	(559) 675-0721	4/6/2015 4:47 PM
14	530-262-6190	4/6/2015 4:40 PM
15	7603666321	3/26/2015 12:03 PM
16	530-823-4090	3/24/2015 7:12 PM
17	805-781-5711	3/23/2015 3:51 PM
18	(831) 444-3506	3/23/2015 3:23 PM
19	707-259-8779	3/22/2015 6:13 PM
20	707-776-3711	3/18/2015 9:26 AM
21	818-894-9301	3/9/2015 2:06 PM
22	661-862-5078	3/3/2015 2:49 PM
23	805-961-8915	3/2/2015 1:22 PM
24	2095293784	3/2/2015 8:27 AM
25	(530) 527-0407	3/1/2015 7:42 PM
26	530-260-0991	2/28/2015 6:54 AM
27	805-961-8910	2/27/2015 4:09 PM
28	310-527-7717	2/27/2015 2:36 PM
29	925-370-1818	2/27/2015 2:36 PM
30	(559) 713-4100	2/27/2015 2:27 PM
31	9492621123	2/27/2015 2:22 PM
32	3108458085	2/27/2015 2:18 PM
33	415-353-6352	2/27/2015 1:44 PM
34	323 833-5130	2/27/2015 1:28 PM
35	707-441-4114	2/27/2015 1:05 PM
36	530-605-0137	2/27/2015 12:42 PM
37	310-845-8072	2/27/2015 11:55 AM
38	5306425383	2/27/2015 11:50 AM
39	530-343-5706	2/27/2015 11:39 AM
40	8188855220	2/27/2015 11:38 AM
41	760 499 5041	2/27/2015 11:30 AM

42	(909) 963-7202	2/27/2015 11:28 AM
43	530-225-5418	2/27/2015 11:21 AM
44	(909) 392-4320	2/27/2015 11:17 AM
45	530-477-01013 x1003	2/27/2015 11:17 AM
46	5108494663	2/27/2015 11:13 AM
47	(760) 346 1611	2/27/2015 11:10 AM
48	7607541252	2/27/2015 11:04 AM
49	831-393-8131	2/26/2015 4:06 PM
50	(661)392-2035	2/26/2015 8:45 AM
51	916-788-2327	2/25/2015 4:17 PM
52	(805) 688-5575	2/25/2015 9:40 AM
53	7076787051x104	2/24/2015 3:42 PM
54	3235587626	2/24/2015 3:37 PM
55	6194425129	2/24/2015 12:35 PM
56	831-688-8840	2/24/2015 11:40 AM
57	626-797-1124	2/24/2015 11:37 AM
58	805-646-7787	2/24/2015 11:03 AM
59	5597841399,1010	2/24/2015 10:24 AM
60	4086256174	2/24/2015 8:10 AM
61	2095330510	2/23/2015 1:52 PM
62	310-845-8060	2/23/2015 11:37 AM
63	805-646-5581 X 207	2/23/2015 10:29 AM
64	7079239248	2/23/2015 10:10 AM
65	949.855.8033	2/23/2015 9:33 AM
66	7603262113 x 315	2/23/2015 9:27 AM
67	7074343808	2/23/2015 9:17 AM
68	209-525-7560	2/23/2015 9:06 AM
69	(559)992-2177	2/23/2015 9:00 AM
70	707-443-0826	2/23/2015 8:36 AM
71	707-234-6449	2/23/2015 8:26 AM
72	8057811171	2/23/2015 8:23 AM
73	559.624.7084	2/23/2015 8:18 AM
74	8059271147	2/21/2015 12:32 PM
75	760.872.1901	2/20/2015 2:28 PM
76	951 273-7329	2/20/2015 1:57 PM
77	(714) 744-5301 x 107	2/20/2015 1:54 PM
78	209-691-7465	2/20/2015 1:11 PM
79	530.842.8295	2/20/2015 1:10 PM

80	415-449-2936	2/20/2015 12:26 PM
81	(661) 834-2272	2/20/2015 11:38 AM
82	805-925-0951 x225	2/20/2015 11:20 AM
83	310-527-7717	2/20/2015 11:01 AM
84	(323)223-3079	2/20/2015 10:26 AM
85	805-356-3892	2/20/2015 9:56 AM
86	831-420-2580	2/20/2015 8:54 AM
87	530.458.0444	2/20/2015 8:50 AM
88	951-678-1555 ext.29	2/20/2015 8:29 AM
89	530-634-6880	2/20/2015 8:24 AM
90	5597827448	2/20/2015 8:23 AM
91	8053545332	2/20/2015 8:02 AM
92	530-283-6498	2/20/2015 7:54 AM
93	5302893201	2/20/2015 7:50 AM
94	7609953599	2/20/2015 7:33 AM
95	916 874 3926	2/20/2015 7:26 AM
96	6617631532	2/20/2015 6:34 AM
97	909-596-7664	2/19/2015 5:31 PM
98	213.555.6788	2/19/2015 4:45 PM
99	760-337-8002	2/19/2015 4:41 PM
100	408-952-4235	2/19/2015 4:40 PM
101	530-745-7582	2/19/2015 4:34 PM
102	7605924494	2/19/2015 4:33 PM
103	(530) 623-1365	2/19/2015 4:31 PM
104	408-625-6194	2/19/2015 4:23 PM
105	530-934-6530	2/19/2015 4:22 PM
106	5302456826	2/19/2015 4:20 PM
107	661-322-6542	2/19/2015 4:19 PM

## Q2 Do you come into contact with the Caltrans Division of Rail and Mass Transit (DRMT)?

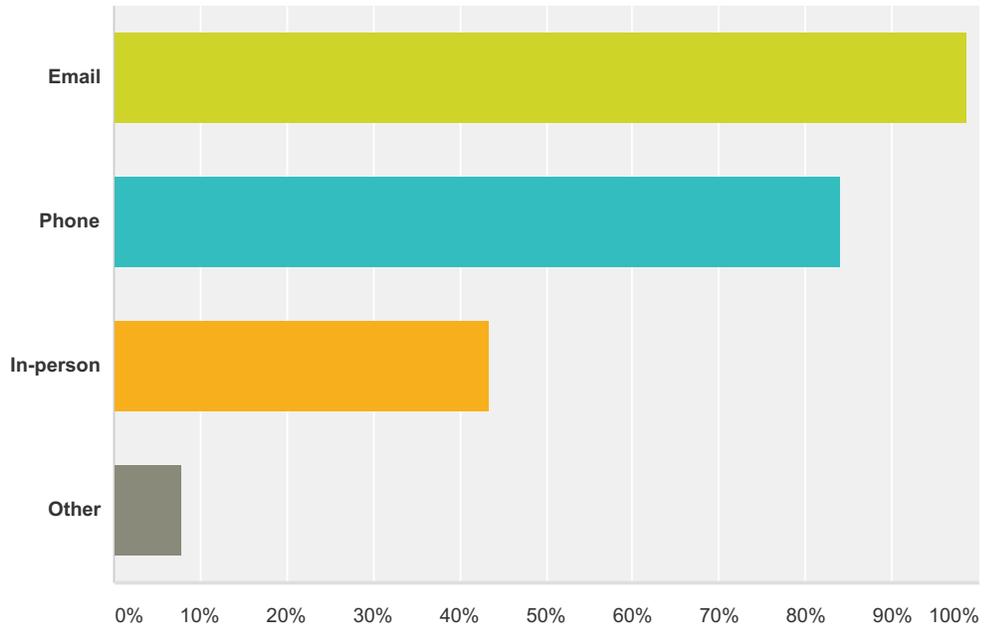
Answered: 108 Skipped: 0



Answer Choices	Responses
Yes	71.30% 77
No	28.70% 31
<b>Total</b>	<b>108</b>

**Q3 By what method do you come into contact with Caltrans DRMT or does Caltrans DRMT come into contact with you?  
Check all that apply.**

Answered: 76 Skipped: 32

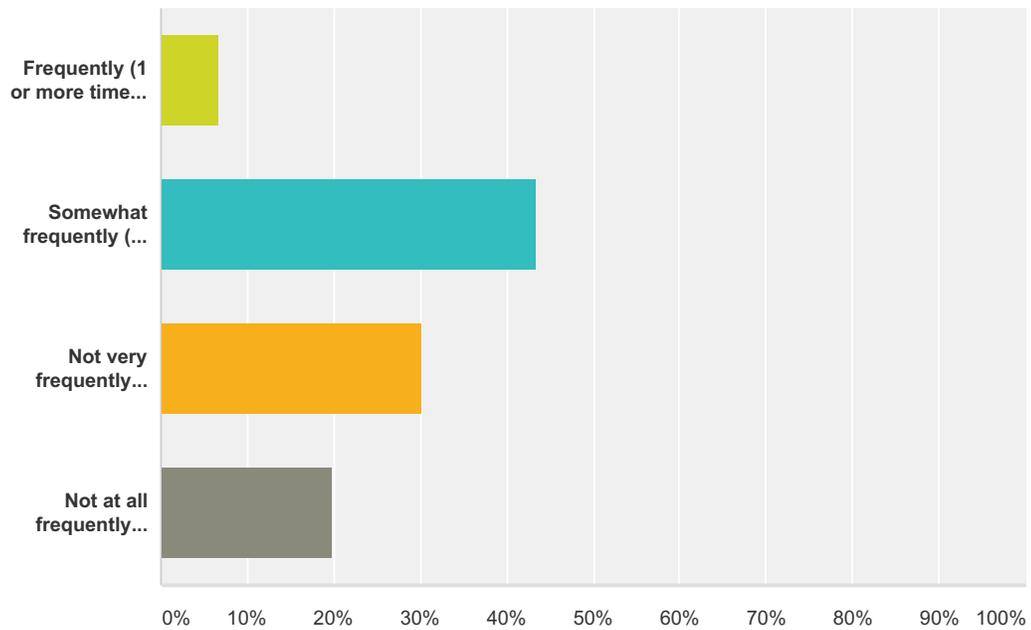


Answer Choices	Responses
Email	98.68% 75
Phone	84.21% 64
In-person	43.42% 33
Other	7.89% 6
<b>Total Respondents: 76</b>	

#	If other (please specify)	Date
1	Meetings	3/24/2015 7:13 PM
2	Periodic grant workshops, although fewer and fewer of them are held in our County	3/23/2015 3:54 PM
3	written correspondence	2/23/2015 9:30 AM
4	Conferences	2/23/2015 8:25 AM
5	Mail	2/20/2015 8:25 AM
6	At conferences	2/20/2015 7:34 AM

### Q4 How frequently do you come into contact with Caltrans DRMT?

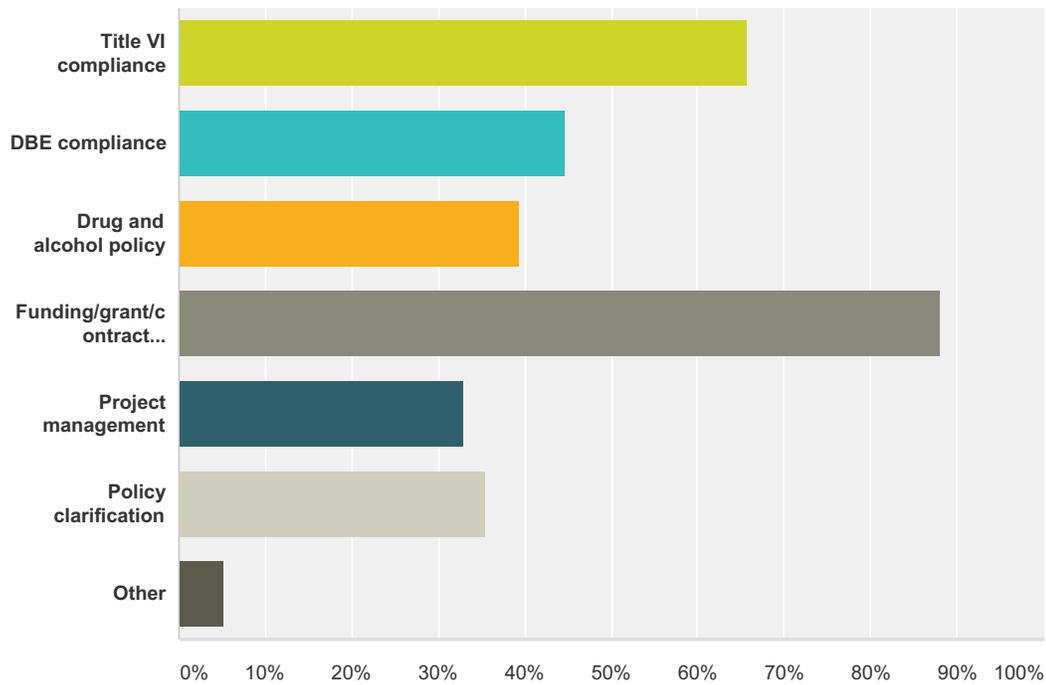
Answered: 76 Skipped: 32



Answer Choices	Responses
Frequently (1 or more times per week)	6.58% 5
Somewhat frequently (1 or more times per month)	43.42% 33
Not very frequently (6-11 times per year)	30.26% 23
Not at all frequently (less than 6 times per year)	19.74% 15
<b>Total</b>	<b>76</b>

### Q5 What is the nature of your contact with Caltrans DRMT? Check all that apply.

Answered: 76 Skipped: 32

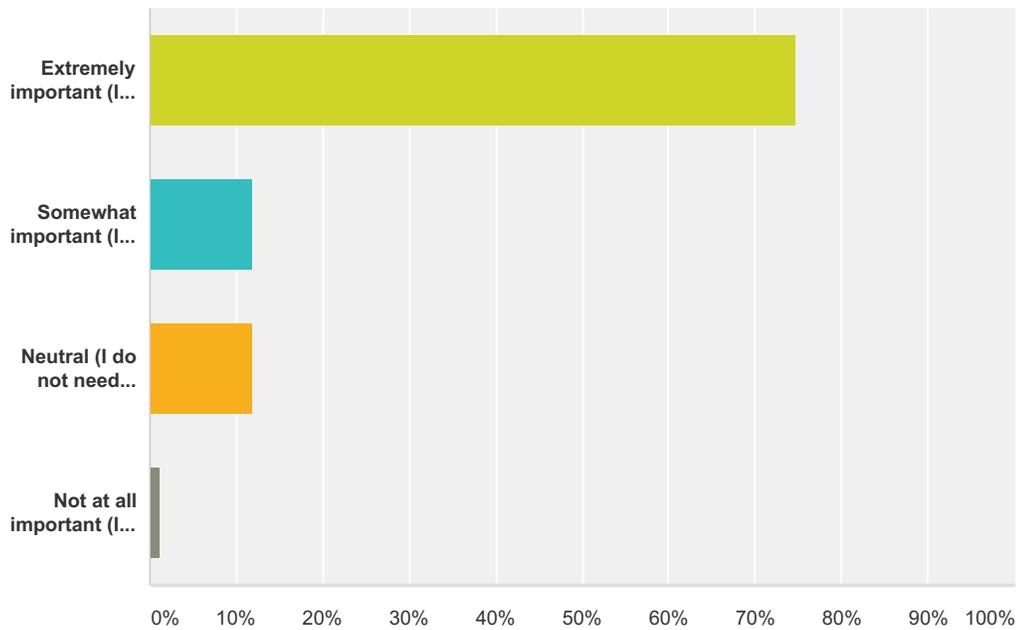


Answer Choices	Responses
Title VI compliance	65.79% 50
DBE compliance	44.74% 34
Drug and alcohol policy	39.47% 30
Funding/grant/contract management	88.16% 67
Project management	32.89% 25
Policy clarification	35.53% 27
Other	5.26% 4
<b>Total Respondents: 76</b>	

#	If other (please specify)	Date
1	Update on pending calls for project; clarification on grant application questions to assist new applicants; scoring of some grant requests at regional level; other issues related to changes in Federal legislation	3/23/2015 3:54 PM
2	Mass Transit/5310	2/26/2015 8:47 AM
3	Planning	2/23/2015 9:35 AM
4	5311 application processing	2/23/2015 9:30 AM
5	5310 application	2/20/2015 12:27 PM

### Q6 How would you rate the importance of your contact with Caltrans DRMT?

Answered: 75 Skipped: 33



Answer Choices	Responses
Extremely important (I need Caltrans DRMT contact in order to do my work or provide services to my clients)	74.67% 56
Somewhat important (I need Caltrans DRMT contact in order to do my work or provide services to my clients, but I could find the support/information elsewhere)	12.00% 9
Neutral (I do not need Caltrans DRMT contact in order to do my work or provide services to my clients, but it does improve the quality of my work when I have it)	12.00% 9
Not at all important (I do not need Caltrans DRMT contact in order to do my work or provide services to my clients)	1.33% 1
<b>Total</b>	<b>75</b>

**Q7 What individuals in your organization are likely to come into contact with Caltrans DRMT? Please provide title(s).**

Answered: 104 Skipped: 4

#	Responses	Date
1	Executive Director, Senior Planner, Administrative Services Officer	4/13/2015 4:56 PM
2	Contract compliance Staff	4/8/2015 8:12 AM
3	Laramie Bowron, Manager of Planning Kristina Vassallo, Civil Rights Administrator	4/7/2015 3:53 PM
4	Lea Simpson	4/7/2015 3:30 PM
5	Associate Regional Planners Senior Regional Planners	4/7/2015 3:09 PM
6	Deputy Director Sr. Transportation Planner	4/7/2015 2:41 PM
7	James Ogbonna, Division Chief Jila Priebe, Program Policy Management Mark Codey, Transit Grants and Contracts Wendy King, Prop 1B Carlos Ruiz, Toni Clayborne	4/7/2015 9:38 AM
8	Possibly some of the staff from our Grants department.	4/7/2015 8:38 AM
9	Scott Spaulding Sarkes Khachek	4/7/2015 8:30 AM
10	Peter Rodgers, Division Chief, Transit and Administration Ronald L. De Carli, Executive Director	4/7/2015 7:51 AM
11	Jerry Estrada, General Manager Brad Davis, Assistant General Manager Thais Sayat, Assistant Controller Steve Maas, Manager of Government Relations & Compliance	4/7/2015 7:45 AM
12	Ashley Payne, Executive Director	4/7/2015 5:11 AM
13	Grants Analyst Senior Regional Planner	4/6/2015 4:48 PM
14	Jenn Pollom (Associate Transportation Planner); Dan Little (Executive Director); Keith Williams (Assistant Transportation Planner)	4/6/2015 4:44 PM
15	None	3/26/2015 12:03 PM
16	Program Manager Senior Transportation Planner Associate Transportation Planner	3/24/2015 7:16 PM
17	Chief of Planning; Chief of Administration and Public Transportation; Chief of Programming; Regional Rideshare Manager; all Transportation Planners	3/23/2015 3:55 PM
18	Management Staff	3/23/2015 3:24 PM
19	Manager of Public Transit Manager of Finance	3/22/2015 6:15 PM
20	Senior Transit Specialist Transit Division Manager	3/18/2015 9:27 AM
21	Chief Operating Office Chief Financial Officer	3/9/2015 2:07 PM
22	Administrative Coordinator (2) Transit Manager (1)	3/3/2015 2:50 PM
23	Anne Jensen, Transportation Planner II; Sarkes Khachek, Senior Planner; Steve VanDenburgh, Deputy Director	3/2/2015 1:23 PM
24	Program Director	3/2/2015 8:28 AM
25	Al Skaggs. Director	3/1/2015 7:43 PM
26	Transportation Program Manager	2/28/2015 6:55 AM
27	Grant Manager Transportation Coordinator Programs Administrator	2/27/2015 2:53 PM
28	N/A	2/27/2015 2:37 PM
29	Monty Cox Carmen Quevedo	2/27/2015 2:29 PM

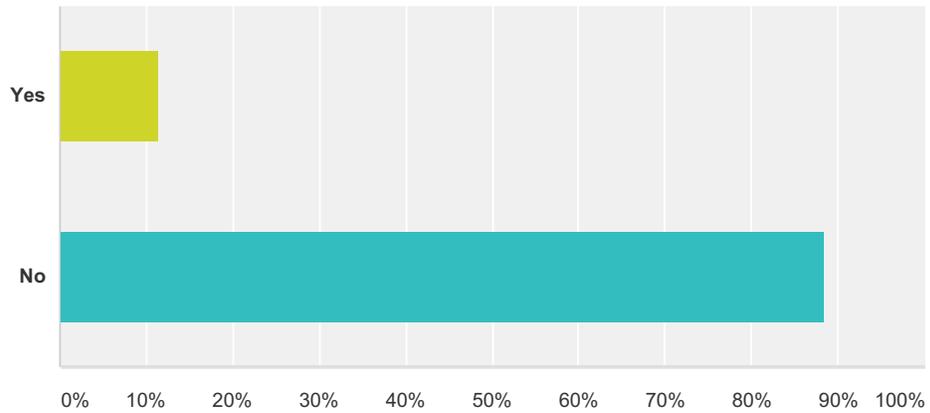
30	none	2/27/2015 2:22 PM
31	We service who have significant disabilities. Some don't read or write.	2/27/2015 2:20 PM
32	No	2/27/2015 1:45 PM
33	Counselors	2/27/2015 1:31 PM
34	Finance Director City Engineer Transportation Special Projects Manager	2/27/2015 1:08 PM
35	Manager	2/27/2015 12:43 PM
36	This would be very limited as we "Community Bridges / Life Line" are a para-transit operation. We are not rail or Mass Transit. But if anyone were to come in contact it would be myself "Kirk Ance Lift Line Program Director".	2/27/2015 12:29 PM
37	Karen Kato, VP of Administrative Operations	2/27/2015 11:56 AM
38	Executive Director Planning and Marketing Manager Finance Manager Operations Manager Senior Maintenance Mechanic	2/27/2015 11:52 AM
39	Cheryl Evans/ staff records Caltrans. info	2/27/2015 11:41 AM
40	Transportation coordinator	2/27/2015 11:40 AM
41	Transit Services Coordinator	2/27/2015 11:34 AM
42	General Manager Administrative Assistant	2/27/2015 11:30 AM
43	none	2/27/2015 11:22 AM
44	Reginald Ingram, Chief Development Officer Scott Snider, Associate Director of Development Jerry Elliot, Director of Support Services	2/27/2015 11:20 AM
45	Trasnit Services Manager Accounting Technician	2/27/2015 11:18 AM
46	Administrative Director Transportation Coordinator	2/27/2015 11:15 AM
47	None	2/27/2015 11:10 AM
48	5310 Program Liaison	2/27/2015 11:09 AM
49	General Manager/CEO Assistant General Manager, Finance & Administration Chief Operating Officer Purchasing Manager	2/26/2015 4:08 PM
50	General Manager/Transportation Supervisor/Director of Finances	2/26/2015 8:48 AM
51	Joan Pederson, Director of Operations Jeff Murray, Transit Manager Muriel Nelson, Administrative Assistant Ernest Frere, Maintenance Manager	2/25/2015 4:20 PM
52	Public Works Director Administrative Services Director Accounting Manager Transit Consultant	2/25/2015 9:43 AM
53	City Engineer Public Works Administrator	2/24/2015 3:43 PM
54	N/A Our HR department has a list of individuals who ride the trains to and from work, but I don't know who they are.	2/24/2015 3:38 PM
55	Job Coaches and Consumers	2/24/2015 12:37 PM
56	Executive Director, Program Director, Driver, Administrative Assistant	2/24/2015 11:43 AM
57	NA	2/24/2015 11:05 AM
58	Executive Director Director of Transportation & Safety	2/24/2015 10:25 AM
59	We work with Valarie Smith Associate Transportation Planner Grant Administrator Elderly and Disabled Specialized Transit Program Federal Transit Grant Caltrans, Division of Mass Transportation Phone: (916) 654-8065	2/24/2015 8:12 AM
60	directors	2/23/2015 1:54 PM
61	Transit Operations Supervisor Finance Director Public Works Director	2/23/2015 10:31 AM
62	NONE	2/23/2015 10:11 AM

63	COO, Transportation Director, NEMT Director	2/23/2015 9:35 AM
64	Transit Services Manager	2/23/2015 9:31 AM
65	George Hicks, Public Works Director Kevin Berryhill, City Engineer Ryan Panganiban, Associate Engineer Diane Feinstein, Senior Management Analyst	2/23/2015 9:20 AM
66	Associate Planner	2/23/2015 9:08 AM
67	Soledad Ruiz-Nunez - Deputy Finance Director / HR Steve Kroeker - Public Works Director Valerie Bega - Transit Coordinator Sara Torres - Senior Transit Assistant	2/23/2015 9:05 AM
68	Greg Pratt, General Manager Consuelo Espinosa, ADA Specialist/Title VI Cord. Jim Wilson, Director Of Maintenance Alene Webb, Admin & Finance Clerk	2/23/2015 8:43 AM
69	Dan Baxter, General Manager Sally Webster, Finance Manager Bob Butler, Maintenance Manager	2/23/2015 8:28 AM
70	Civil Rights Liaison Grants Manager Executive Director	2/23/2015 8:27 AM
71	Daniel Fox, Transit Coordinator Johnny Wong, Chief Engineer Teresa Ortega, Transit Technician	2/23/2015 8:22 AM
72	warren gay, bus administrator	2/21/2015 12:33 PM
73	Jill Batchelder - Transit Analyst Susan Distel - Administrative Analyst	2/20/2015 2:30 PM
74	The Director of Development	2/20/2015 2:01 PM
75	Transit Coordinator	2/20/2015 1:16 PM
76	Transportation Services Manager	2/20/2015 1:12 PM
77	Anita Friedman, Executive Director Greg Murphy- Facilities Director Gayle Zahler, Associate Executive Director Gail MacGowan, Grant Writer Cheryl J. Magid Administrator, L'Chaim ADHC	2/20/2015 12:28 PM
78	Gilbert Garcia, Grant Writer Dorothy Hill, Transportation Clerk David Kyle, Chief Compliance Officer/Grant Administrator	2/20/2015 11:44 AM
79	Ronald Hu Kevin Mariant	2/20/2015 11:21 AM
80	Kristy Glass Programs Administrator	2/20/2015 11:02 AM
81	HISPANIC	2/20/2015 10:29 AM
82	City Administrator, Finance Director, Transit Manager (contract)	2/20/2015 9:59 AM
83	None	2/20/2015 8:54 AM
84	Transit Manager, Executive Director	2/20/2015 8:52 AM
85	none	2/20/2015 8:29 AM
86	Transit Manager Finance Program Manager Planning Program Manager	2/20/2015 8:26 AM
87	Transit Manager	2/20/2015 8:24 AM
88	Program Director CEO Transportation Coordinator	2/20/2015 8:04 AM
89	Associate Transportation Planner	2/20/2015 7:56 AM
90	Bryan Davey, Transportation Planner Miriam Dines, Office Manager Lynnea White, Financial officer	2/20/2015 7:52 AM
91	Nancie Goff, Deputy Director-Grants Aaron Moore, Mobility Manager Ron Zirges, Facilities & Maintenance Director	2/20/2015 7:35 AM
92	Associate Civil Engineer, Daniel Klinker	2/20/2015 7:28 AM
93	None	2/20/2015 6:34 AM
94	Administrator & Senior Transit Analyst	2/19/2015 5:34 PM
95	Assistant Transit Analyst Assistant Transit Manager	2/19/2015 4:48 PM
96	Director of Transportation, Transportation Coordinator	2/19/2015 4:43 PM

97	Planners, Engineers, Project Managers, Accountants	2/19/2015 4:42 PM
98	Transit Analyst	2/19/2015 4:35 PM
99	senior transit planner and transit planner	2/19/2015 4:34 PM
100	Transportation Planners Accountant III Environmental Compliance Specialist	2/19/2015 4:33 PM
101	N/A	2/19/2015 4:24 PM
102	Director of Transportation Service Manager	2/19/2015 4:23 PM
103	Principal Planner, Executive Director, Assistant Planner	2/19/2015 4:23 PM
104	Staff Services Manager Supervising Engineer Deputy Director Engineering	2/19/2015 4:21 PM

**Q8 Are there any members of your staff who are considered Limited English Proficient (LEP) individuals? Individuals who do not speak English as their primary language and who have a limited ability to read, write, speak, or understand English.**

Answered: 104 Skipped: 4

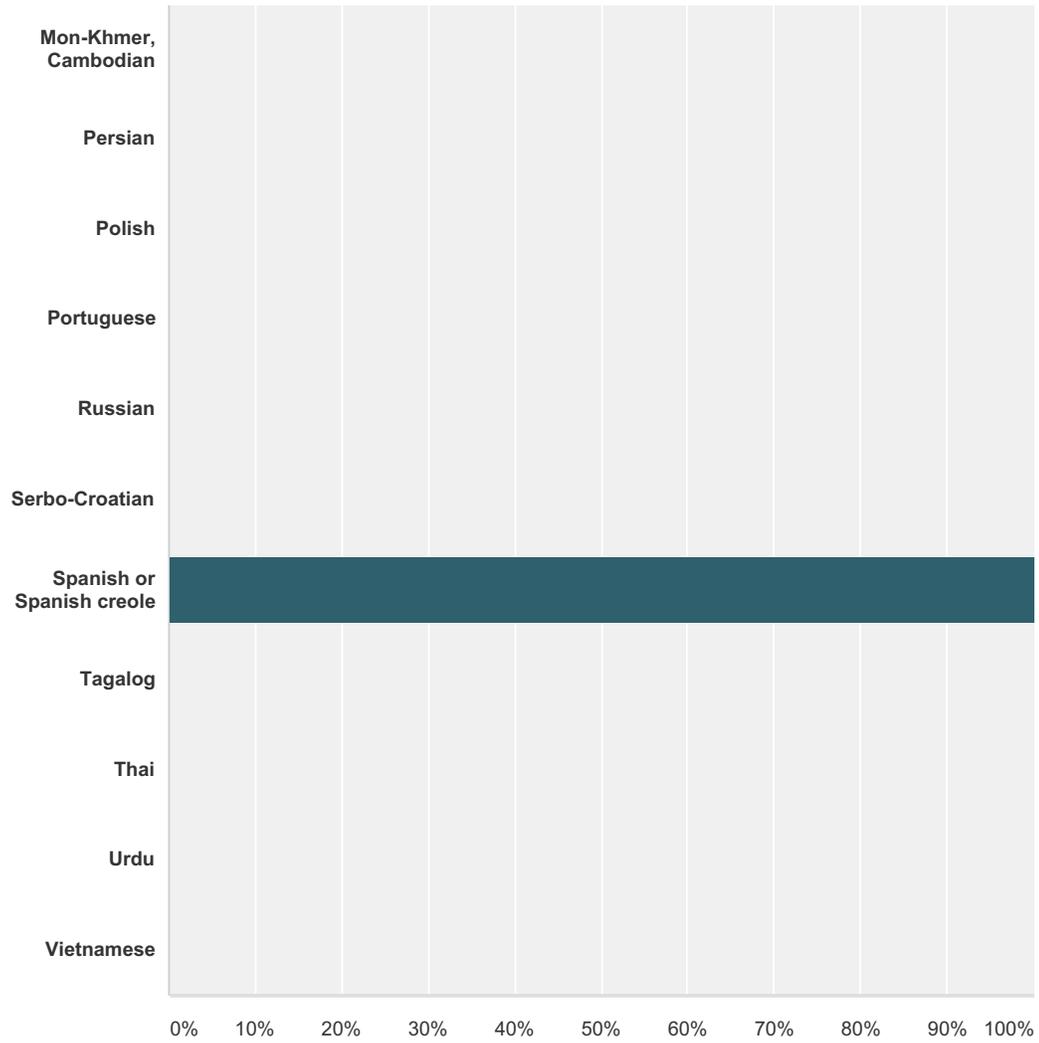


Answer Choices	Responses	
Yes	11.54%	12
No	88.46%	92
<b>Total</b>		<b>104</b>

**Q9 What Language(s) reflect the primary language(s) of LEP staff member(s)? Check all that apply.**

Answered: 9 Skipped: 99



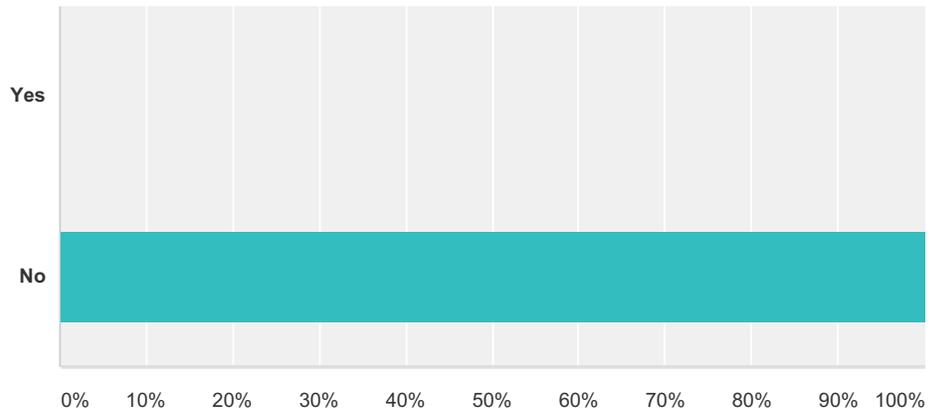


Answer Choices	Responses
African languages	0.00% 0
Arabic	0.00% 0
Armenian	0.00% 0
Chinese	0.00% 0
Creole	0.00% 0
French (incl. Patois, Cajun)	0.00% 0
French creole	0.00% 0
German	0.00% 0
Greek	0.00% 0
Gujarati	0.00% 0
Hebrew	0.00% 0
Hindi	0.00% 0

Hmong	0.00%	0
Hungarian	0.00%	0
Italian	0.00%	0
Japanese	0.00%	0
Korean	0.00%	0
Laotian	0.00%	0
Mon-Khmer, Cambodian	0.00%	0
Persian	0.00%	0
Polish	0.00%	0
Portuguese	0.00%	0
Russian	0.00%	0
Serbo-Croatian	0.00%	0
Spanish or Spanish creole	100.00%	9
Tagalog	0.00%	0
Thai	0.00%	0
Urdu	0.00%	0
Vietnamese	0.00%	0
<b>Total Respondents: 9</b>		

### Q10 Do LEP staff members come into contact with Caltrans DRMT?

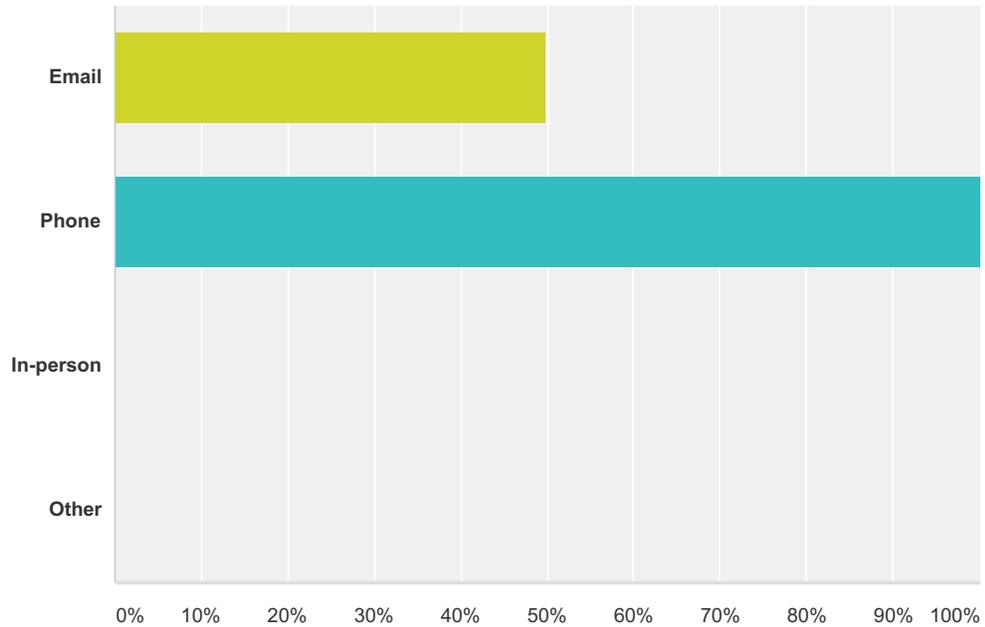
Answered: 11 Skipped: 97



Answer Choices	Responses
Yes	0.00% 0
No	100.00% 11
<b>Total</b>	<b>11</b>

**Q11 By what method do they come into contact with Caltrans DRMT or does Caltrans DRMT come into contact with them? Check all that apply.**

Answered: 2 Skipped: 106

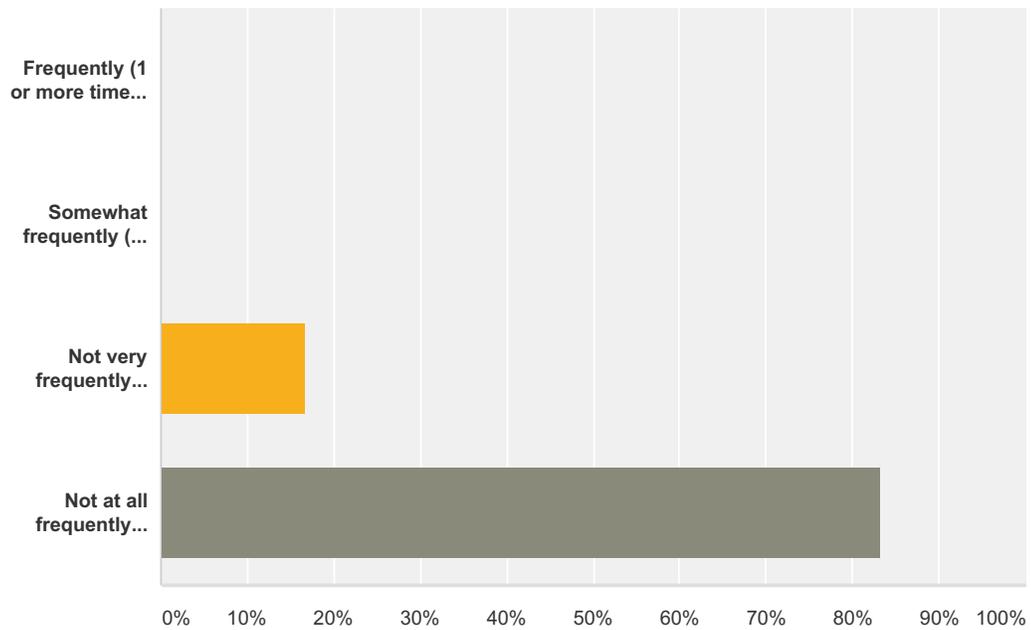


Answer Choices	Responses
Email	50.00% 1
Phone	100.00% 2
In-person	0.00% 0
Other	0.00% 0
<b>Total Respondents: 2</b>	

#	If other (please specify)	Date
1	N/A	2/27/2015 2:54 PM
2	No LEP come in contact whit DRMT nor do any DRMT come in contact with them.	2/27/2015 12:33 PM
3	N/A	2/24/2015 3:40 PM
4	N/A	2/20/2015 11:45 AM

### Q12 How frequently do they come into contact with Caltrans DRMT?

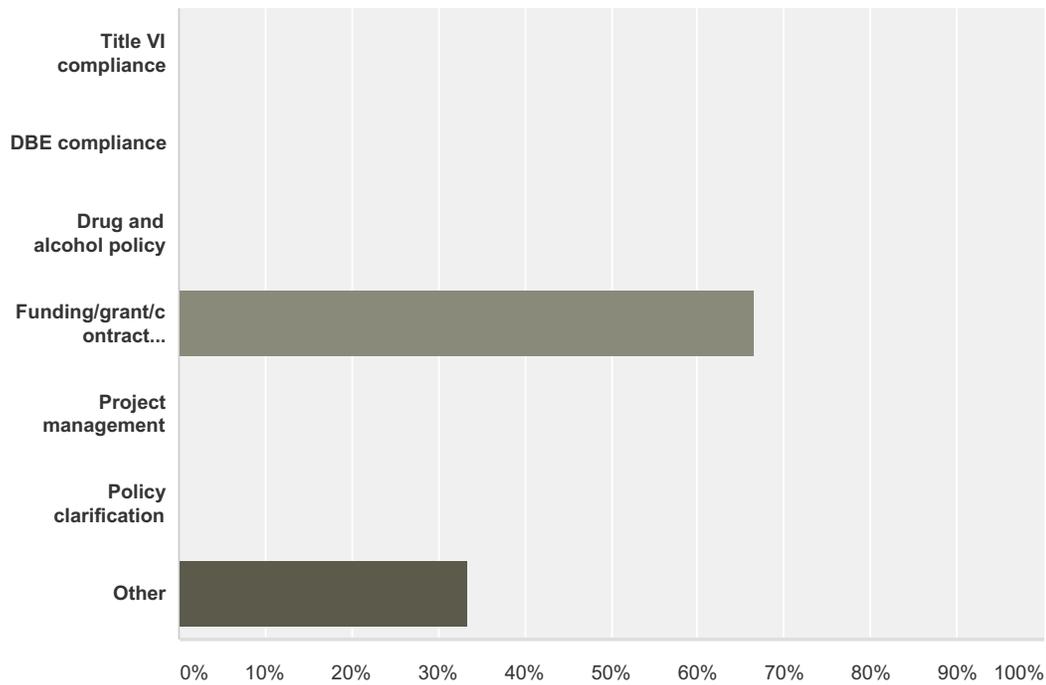
Answered: 6 Skipped: 102



Answer Choices	Responses
Frequently (1 or more times per week)	0.00% 0
Somewhat frequently (1 or more times per month)	0.00% 0
Not very frequently (6-11 times per year)	16.67% 1
Not at all frequently (less than 6 times per year)	83.33% 5
<b>Total</b>	<b>6</b>

### Q13 What is the nature of their contact with Caltrans DRMT? Check all that apply.

Answered: 3 Skipped: 105

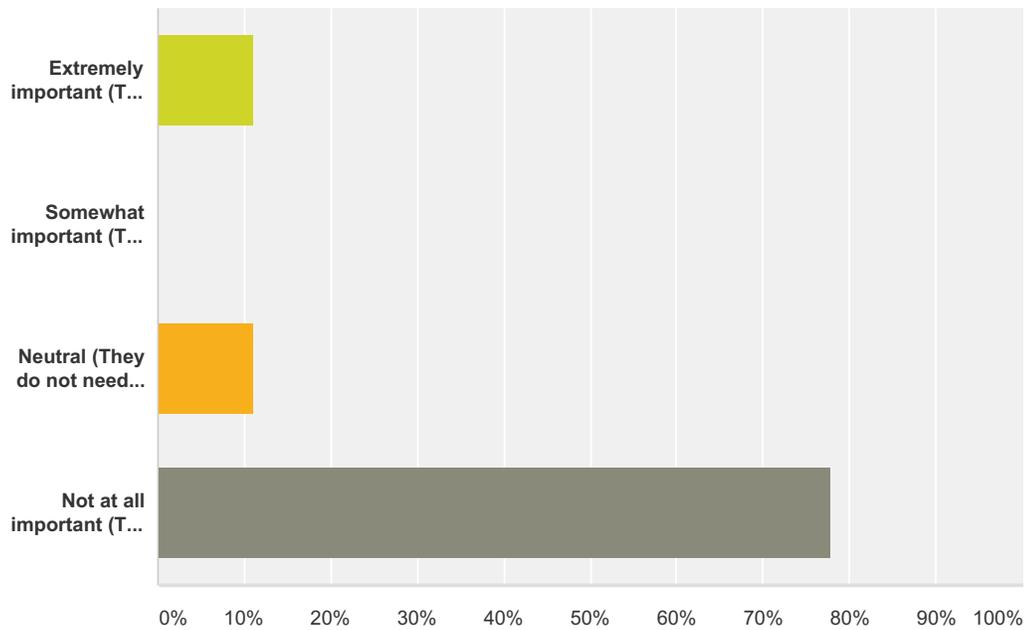


Answer Choices	Responses
Title VI compliance	0.00% 0
DBE compliance	0.00% 0
Drug and alcohol policy	0.00% 0
Funding/grant/contract management	66.67% 2
Project management	0.00% 0
Policy clarification	0.00% 0
Other	33.33% 1
<b>Total Respondents: 3</b>	

#	If other (please specify)	Date
1	N/A	2/27/2015 2:54 PM
2	No contact with Caltrans DRMT.	2/27/2015 12:33 PM
3	N/A	2/24/2015 3:40 PM

### Q14 How would you rate the importance of their contact with Caltrans DRMT?

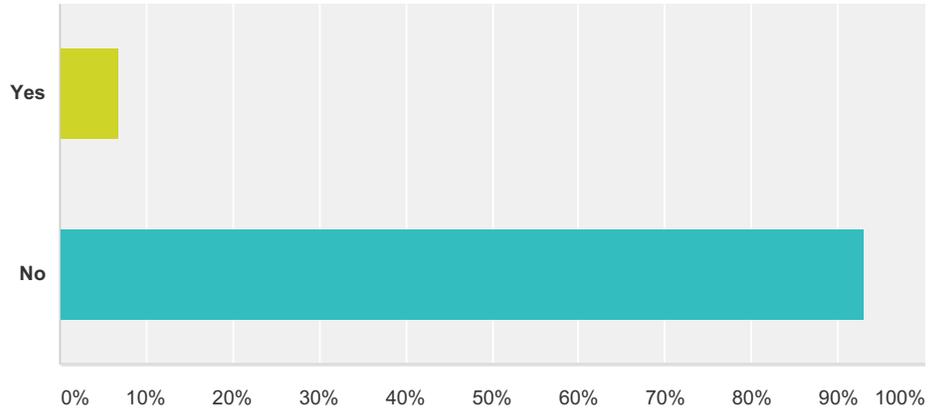
Answered: 9 Skipped: 99



Answer Choices	Responses
Extremely important (They need Caltrans DRMT contact in order to do their work or provide services to our clients)	11.11% 1
Somewhat important (They need Caltrans DRMT contact in order to do their work or provide services to our clients, but they could find the support/information elsewhere)	0.00% 0
Neutral (They do not need Caltrans DRMT contact in order to do their work or provide services to our clients, but it does improve the quality of their work when they have it)	11.11% 1
Not at all important (They do not need Caltrans DRMT contact in order to do their work or provide services to our clients)	77.78% 7
<b>Total</b>	<b>9</b>

**Q15 Of the populations (i.e. riders, customers) you serve, are you aware of any LEP persons who come into contact with Caltrans DRMT?**

Answered: 101 Skipped: 7

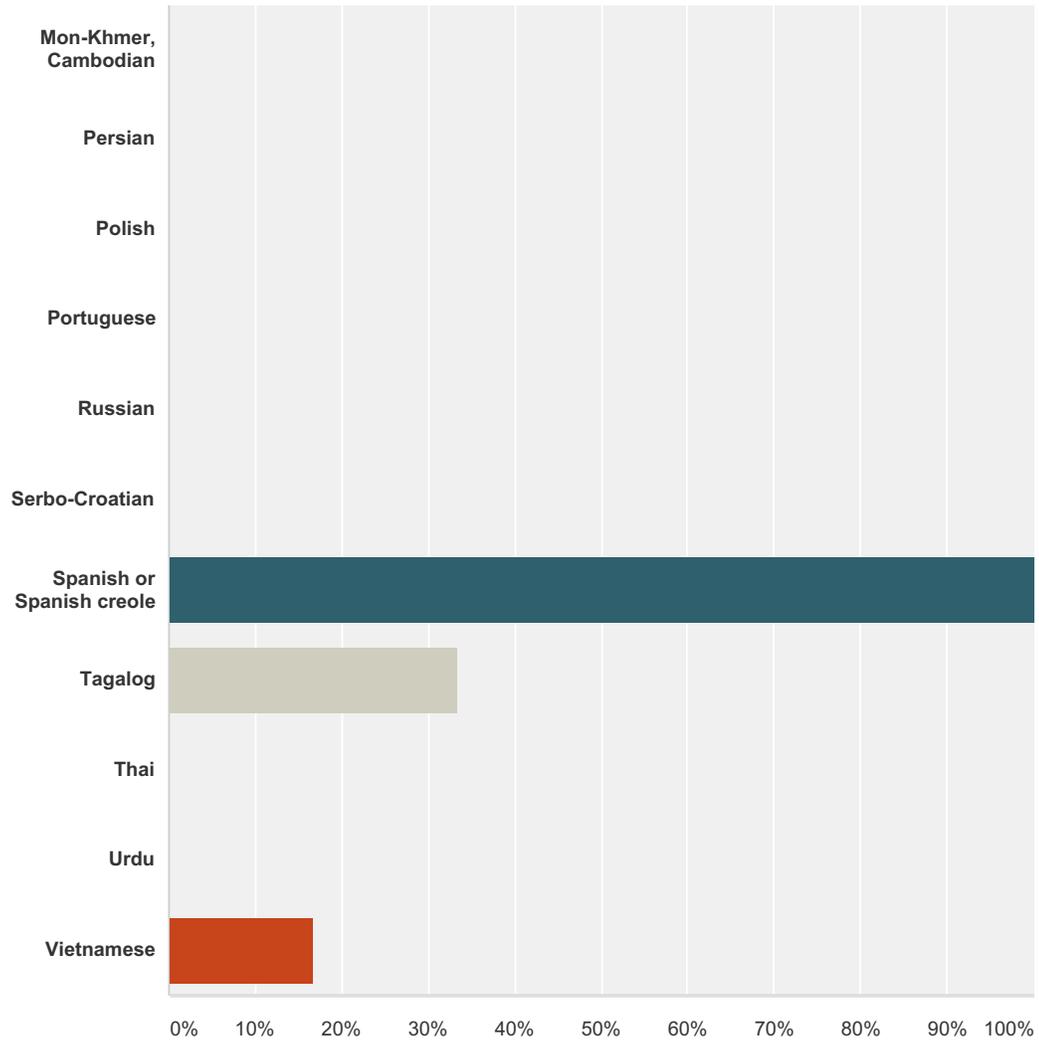


Answer Choices	Responses
Yes	6.93% 7
No	93.07% 94
<b>Total</b>	<b>101</b>

**Q16 What language(s) reflect the primary language(s) of LEP clients/customers?  
Check all that apply.**

Answered: 6 Skipped: 102





Answer Choices	Responses
African languages	0.00% 0
Arabic	0.00% 0
Armenian	0.00% 0
Chinese	0.00% 0
Creole	0.00% 0
French (incl. Patois, Cajun)	0.00% 0
French creole	0.00% 0
German	0.00% 0
Greek	0.00% 0
Gujarati	0.00% 0
Hebrew	0.00% 0
Hindi	0.00% 0

Hmong	0.00%	0
Hungarian	0.00%	0
Italian	0.00%	0
Japanese	0.00%	0
Korean	16.67%	1
Laotian	0.00%	0
Mon-Khmer, Cambodian	0.00%	0
Persian	0.00%	0
Polish	0.00%	0
Portuguese	0.00%	0
Russian	0.00%	0
Serbo-Croatian	0.00%	0
Spanish or Spanish creole	100.00%	6
Tagalog	33.33%	2
Thai	0.00%	0
Urdu	0.00%	0
Vietnamese	16.67%	1
<b>Total Respondents: 6</b>		

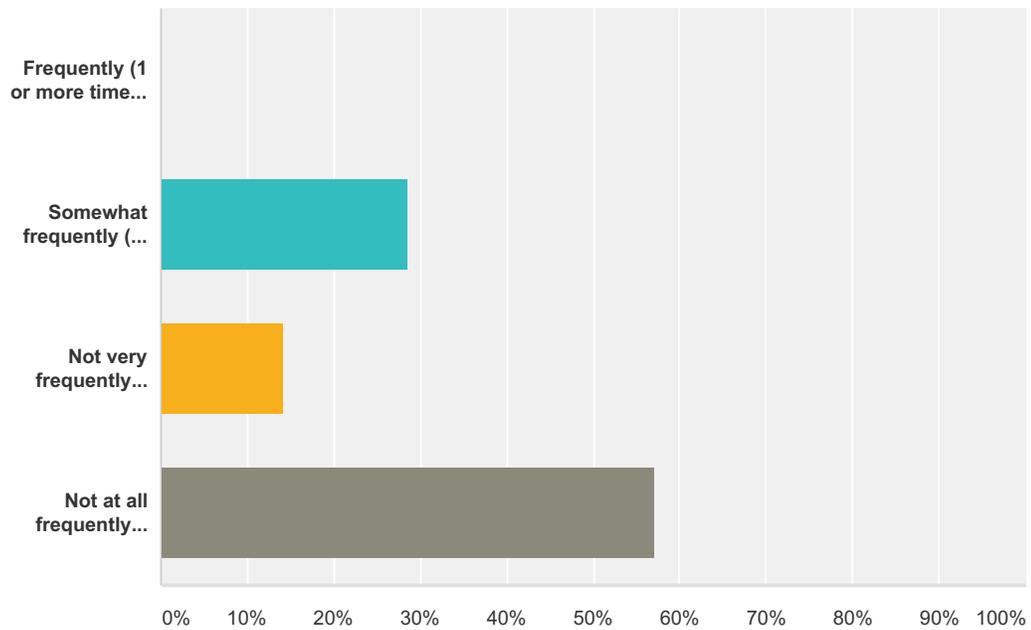
**Q17 What is the nature of their contact with Caltrans DRMT?**

Answered: 6 Skipped: 102

#	Responses	Date
1	Requesting rides.	4/7/2015 5:12 AM
2	Clients	3/23/2015 3:24 PM
3	unknown	2/27/2015 11:40 AM
4	Noine	2/20/2015 1:23 PM
5	None	2/20/2015 9:04 AM
6	Information Requests, Policy clarification, etc.	2/19/2015 4:43 PM

### Q18 How frequently do you believe they come into contact with Caltrans DRMT?

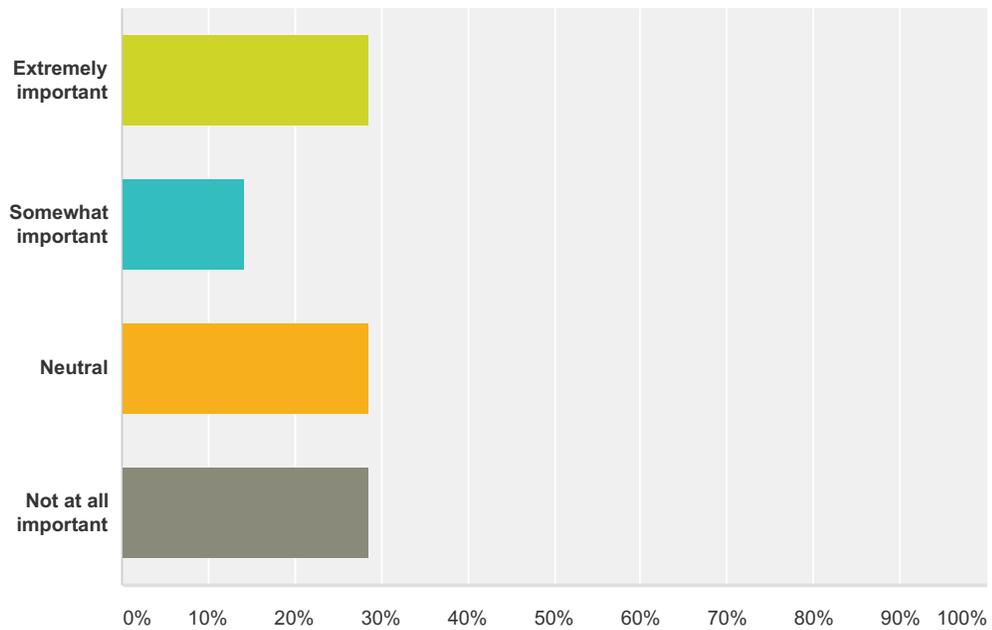
Answered: 7 Skipped: 101



Answer Choices	Responses
Frequently (1 or more times per week)	0.00% 0
Somewhat frequently (1 or more times per month)	28.57% 2
Not very frequently (6-11 times per year)	14.29% 1
Not at all frequently (less than 6 times per year)	57.14% 4
<b>Total</b>	<b>7</b>

### Q19 How would you rate the importance of their contact with Caltrans DRMT?

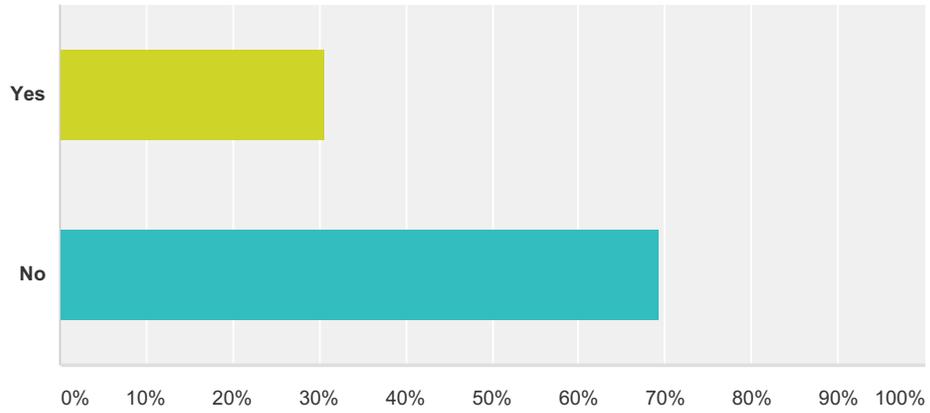
Answered: 7 Skipped: 101



Answer Choices	Responses
Extremely important	28.57% 2
Somewhat important	14.29% 1
Neutral	28.57% 2
Not at all important	28.57% 2
<b>Total</b>	<b>7</b>

**Q20 Of the public meetings and/or public outreach events your organization holds, does Caltrans participate in any of them?**

Answered: 101 Skipped: 7



Answer Choices	Responses
Yes	30.69% 31
No	69.31% 70
<b>Total</b>	<b>101</b>

**Q21 Please describe the nature of the event(s). Please provide dates and locations for those events that took place within the last 12 months.**

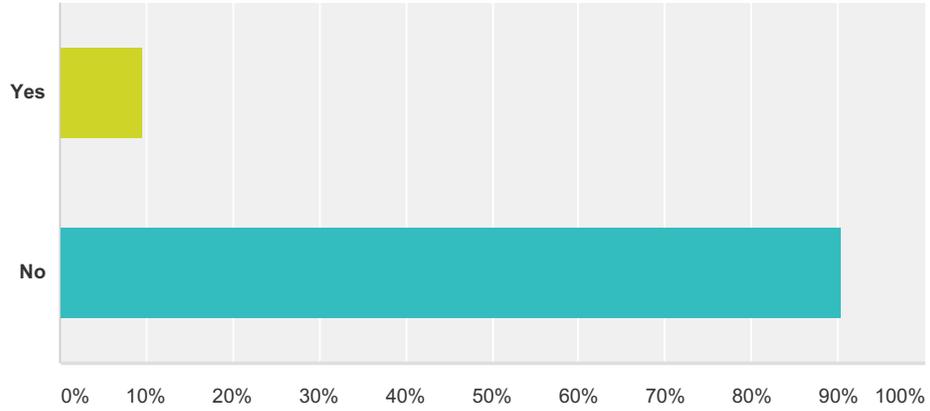
Answered: 29 Skipped: 79

#	Responses	Date
1	Public Meetings for Transportation Planning Projects	4/13/2015 4:59 PM
2	Calmentor and business outreach events	4/8/2015 8:13 AM
3	Caltrans District Offices	4/7/2015 3:31 PM
4	TCAG Monthly Board Meetings held in rotating locations throughout the County.	4/7/2015 3:12 PM
5	Information meetings and workshops	4/7/2015 2:42 PM
6	MTA Board and MCTC Commission meetings 6 times per year Public workshop for Human Coordinated Transportation Plan	4/7/2015 9:39 AM
7	SBCAG Board Meetings	4/7/2015 8:31 AM
8	SLOCOG Board Meetings - 6/4/14, 8/6/14, 9/3/14, 10/1/14, 12/3/14, 2/4/15, 4/1/15	4/7/2015 7:53 AM
9	SSTAC meetings (Bimonthly); TAC meetings (Five annually); Board of Directors meetings (Five annually)	4/6/2015 4:47 PM
10	Regional consolidated Transit Plan	3/1/2015 7:44 PM
11	Public meeting on Wayfinding Plan.	2/28/2015 6:56 AM
12	County Board of Supervisor meetings when Caltrans does presentations.	2/27/2015 11:23 AM
13	Council on Access and Mobility (CAM) - advisory committee to FACT Board; reviews services, discusses transportation topics, and provides input; meetings held every other month	2/27/2015 11:13 AM
14	Kern Council of Governments-Transportation Technical Advisory Committee/meets monthly	2/26/2015 8:50 AM
15	SSTAC meeting in Hanford - Reviewing TDP and Caltrans was present 7/10/2014	2/23/2015 9:08 AM
16	Humboldt Transit Authority Governing Board of Directors Meetings/ Takes place every third Wednesday of each month	2/23/2015 8:46 AM
17	SSTAC Quarterly Meetings	2/23/2015 8:23 AM
18	Division 9 staff provides information and policy updates periodically at ESTA Board meetings. An update regarding the Lee Vining rockfall project on Hwy 395 was presented 11.19.14.	2/20/2015 2:32 PM
19	Funding meetings, conferences	2/20/2015 1:23 PM
20	Transportation Commission meetings (1st Tuesday of the month, but not every month)	2/20/2015 1:14 PM
21	Coordinated Plan Development. October 28th, 2014	2/20/2015 8:54 AM
22	PCTC meetings every month	2/20/2015 7:57 AM
23	SCTC meetings bi monthly, Update of the Coordinated plan public meeting, 10/22/2014.	2/20/2015 7:56 AM
24	None	2/20/2015 7:36 AM
25	Title VI training	2/19/2015 4:43 PM
26	None within the last 12 Months	2/19/2015 4:36 PM
27	Transportation Commission Meetings (1st and 3rd Tuesday of the month) Social Service Transportation Advisory Council Meetings (as needed) Update of Short Range Transit Development Plan and Coordinated Plan (Sept 2013-October 2014)	2/19/2015 4:35 PM

28	attendance by District 11 at Unmet Transit Needs Public hearings	2/19/2015 4:34 PM
29	Commission meeting	2/19/2015 4:25 PM

**Q22 Of those events, did any require language assistance (i.e. translated materials, language interpretation)?**

Answered: 31 Skipped: 77

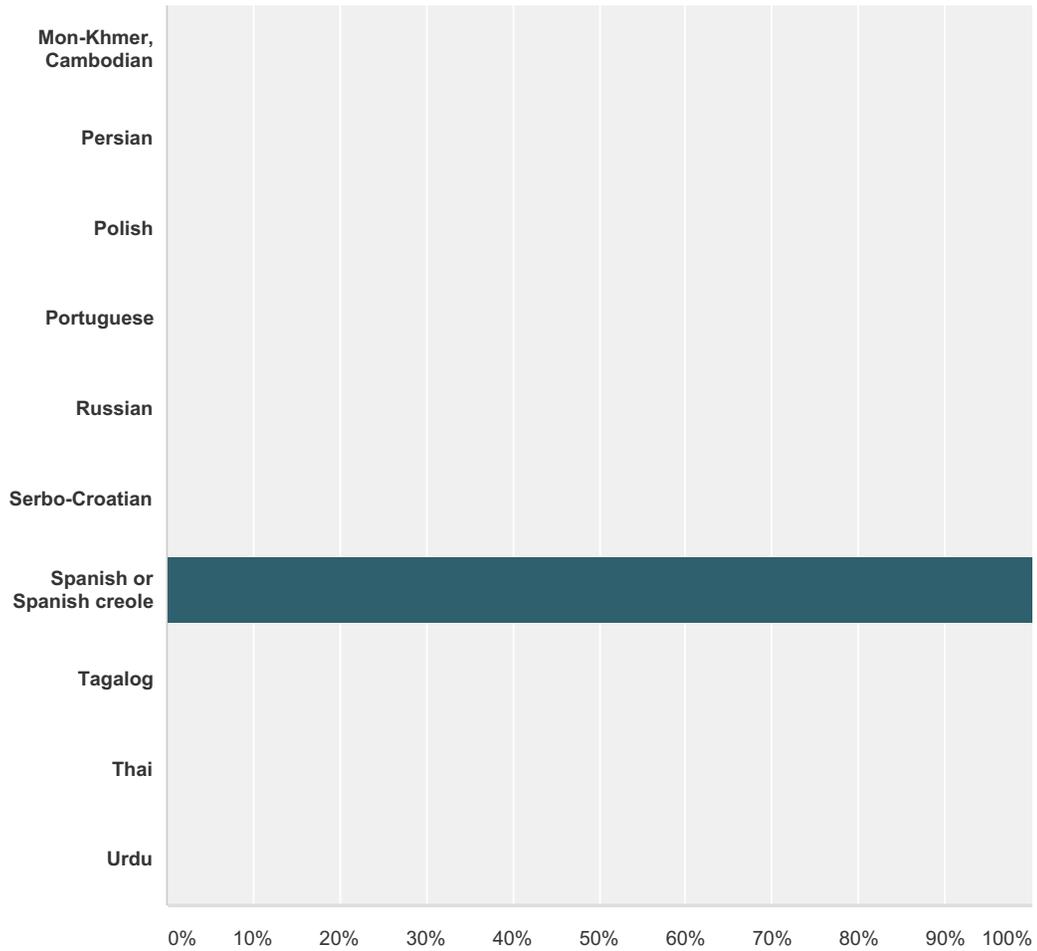


Answer Choices	Responses
Yes	9.68% 3
No	90.32% 28
<b>Total</b>	<b>31</b>

**Q23 In what language(s) were translations and interpretation provided? Check all that apply.**

Answered: 3 Skipped: 105



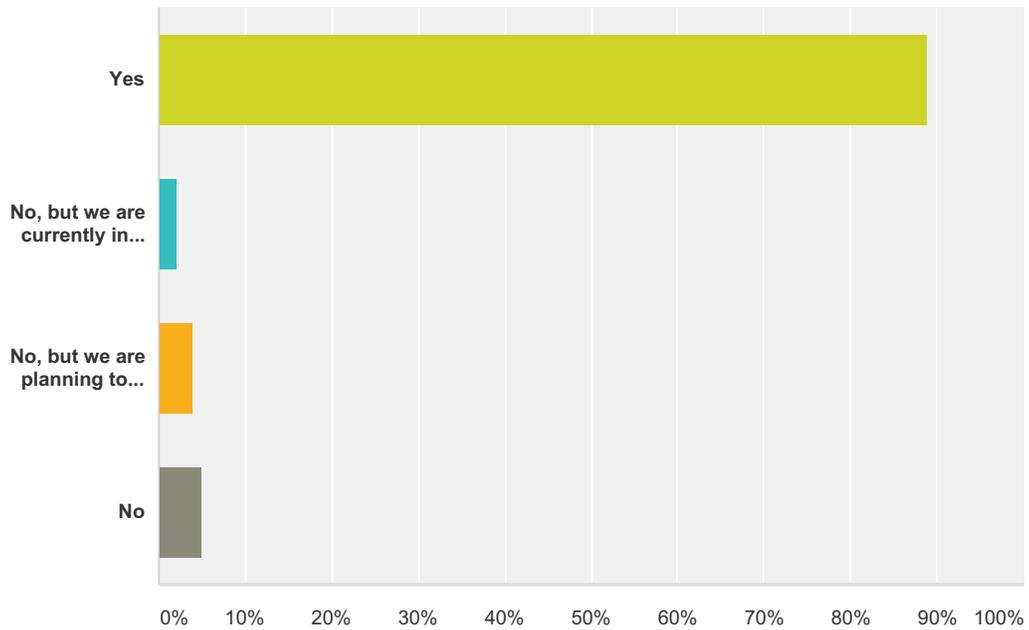


Answer Choices	Responses
African languages	0.00% 0
Arabic	0.00% 0
Armenian	0.00% 0
Chinese	0.00% 0
Creole	0.00% 0
French (incl. Patois, Cajun)	0.00% 0
French creole	0.00% 0
German	0.00% 0
Greek	0.00% 0
Gujarati	0.00% 0
Hebrew	0.00% 0
Hindi	0.00% 0
Hmong	0.00% 0

Hungarian	0.00%	0
Italian	0.00%	0
Japanese	0.00%	0
Korean	0.00%	0
Laotian	0.00%	0
Mon-Khmer, Cambodian	0.00%	0
Persian	0.00%	0
Polish	0.00%	0
Portuguese	0.00%	0
Russian	0.00%	0
Serbo-Croatian	0.00%	0
Spanish or Spanish creole	100.00%	3
Tagalog	0.00%	0
Thai	0.00%	0
Urdu	0.00%	0
<b>Total Respondents: 3</b>		

### Q24 Has your organization prepared a Language Assistance Plan per the U.S. Department of Transportation’s guidelines?

Answered: 100 Skipped: 8



Answer Choices	Responses
Yes	89.00% 89
No, but we are currently in the process of completing a Language Assistance Plan.	2.00% 2
No, but we are planning to complete a Language Assistance Plan in the future.	4.00% 4
No	5.00% 5
<b>Total</b>	<b>100</b>

### Q25 When are you planning to complete a Language Assistance Plan?

Answered: 4 Skipped: 104

#	Responses	Date
1	I don't know	2/27/2015 2:22 PM
2	Next fiscal year. This is the first I have heard of an LEP Plan. We recently submitted a Title VI Plan which included a component of this plan.	2/23/2015 8:26 AM
3	sometime in the next three years	2/21/2015 12:35 PM
4	FY 15-16	2/20/2015 7:58 AM

## Q26 Why isn't your organization planning to prepare a Language Assistance Plan?

Answered: 7 Skipped: 101

#	Responses	Date
1	Will discuss with agency leadership to discuss the need to create a LAP.	4/7/2015 2:43 PM
2	Per WPCTSA Title VI Plan: Given the relatively modest size of the WPCTSA's services and the small amount of LEP persons countywide, WPCTSA has determined that it is not necessary to develop a formal LEP plan. This is done with the full understanding that the absence of a written LEP plan does not obviate the underlying obligation to ensure meaningful access by LEP persons to WPCTSA's services. In addition, WPCTSA will continue to develop materials to provide meaningful access to Spanish speaking persons.	3/24/2015 7:23 PM
3	Most clients speak Spanish and we have Spanish speaking employees	2/27/2015 2:23 PM
4	Not Needed	2/27/2015 11:11 AM
5	No need. All City employees are fluent in English. We have an up to date Title VI Plan for non English speaking passengers of Santa Ynez Valley Transit.	2/25/2015 9:47 AM
6	Our Organization does not service the public. We are a day program for 25 disabled adults. Those are the only people we transport. All English speaking.	2/23/2015 10:15 AM
7	need not apparent	2/21/2015 12:35 PM

## **APPENDIX C**

### **FACTOR FOUR AVAILABLE RESOURCES**

# **APPENDIX C1**

## **CALTRANS BILINIGUAL STAFF LIST**

**Caltrans Volunteer/Certified Bilingual Listing 2015**

Last Name	First Name	Language	Certified	District/HQ Program	Phone Number	Position	Location
Berhane	Azeb B	Amharic	No	D11	619-688-3258	Trans. Eng. CT/Civil	San Diego
Zelege	Melecio	Amharic	No	D3	530-741-4505	Transportation Engineer	Marysville
Abou-Fadel	Camille	Arabic	No	D11	619-718-7833	Senior Transportation Engineer	San Diego
Abudiab	Ali	Arabic	No	D11	619-688-3209	Transportation Engineer	San Diego
Akkad	Sam	Arabic	No	D3	916-227-0404	Senior Bridge Engineer	Sacramento
Alameddine	Mustapha	Arabic	No	D8	909-383-4796	Transportation Engineer	San Bernardino
Alkhatatbeh	Farouq	Arabic	No	D8	909-383-1296	Operations	San Bernardino
Amen	Sam	Arabic	No	D11	619-718-7835	Senior Transportation Engineer	San Diego
Auon	Tony	Arabic	No	D3	916-296-9692	Construction Traffic Manager	Sacramento
Balkis	Shaker	Arabic	No	D3	916-825-7926	Transportation Engineer	W. Sacramento
Bendelhoum	Mohammed	Arabic	No	D8	909-356-3749	Sr. Transportation Electrical Engineer	Fontana
Elkhatat	Omar	Arabic	No	D3	916-654-2582	Senior Transportation Engineer	Sacramento
Ghafur	Jaff	Arabic	No	D11	619-688-6844/ 760-443-0337	Transportation Engineer	San Diego
Hasan	Nabil	Arabic	No	D10	209-948-7786	Transportation Engineer	Stockton
Kabbany	Antoine	Arabic	No	D11	858-720-2130/ 858-688-1564	Transportation Engineer	San Diego
Kahil	Ahmad	Arabic	No	D8	951-453-8898	Transportation Engineer	Redlands
Naguib	Nader	Arabic	No	D8	909-388-7180	Project manager	San Bernardino
Tabshouri	Isam	Arabic	No	D3	530-741-5749	Branch Chief	Marysville
Petoian	Sergey	Armenian	No	D5	805-549-3060	Transportation Engineer	San Luis Obispo
Roni	Sirajul	Bangla	No	D11	619-688-6636 858-335-2805	Transportation Engineer	San Diego
Anwar	Tofael	Bengali	No	D2	530-225-3172	Transportation Engineer	Redding
Chowdhury	Salahuddin	Bengali	No	D3	530-741-4479	Transportation Engineer	Marysville
Habib	Aysha	Bengali	No	D8	909-383-4830	Transportation Engineer	San Bernardino
Pausanos	Edgar	Bisayan	No	D10	209-948-7209 209-601-5992 209-948-3689	Transportation Engineer	Stockton
Pheng	Sinaren	Cambodian	No	D10	209-405-0553	Project Manager	Stockton
Lee	Nelson	Cantonese	No	D3	530-634-7622	Senior Electrical Engineer	Marysville
Leong	Mei-Ling	Cantonese	No	D4	510-286-4532	Trans. Eng. CT/Civil	Oakland
Pang	Raymond	Cantonese	No	D4	510-286-5387	Office Chief	Oakland
Tang	Sharon	Cantonese	No	D3	530-741-4577	Air/Noise Specialist	Marysville
Yip	Patrick	Cantonese	No	D4	510-622-0794	Trans. Eng. CT/Civil	Oakland
Olveda	Jose	Castillian	Yes	D4	510-286-7397	Branch Chief	Oakland
Mohammadi	Noor	Dari	No	D10	209-639-2147	Transportation Engineer	Stockton
Schermer	Fredrick	Dutch	No	D4	510-286-5557	Associate Transportation Planner	Oakland
Assadipour	Bidjan	Farsi	No	D10	209-221-6587/ 209-610-0807	Transportation Engineer	Tracy
Baha	Wana	Farsi	No	D11	619-688-3606	Transportation Engineer	San Diego
Dabiri	Tony	Farsi	No	D3	916-859-7951	Transportation Engineer	Sacramento
Dawar	Rafia	Farsi	No	D3	530-741-5508	Transportation Engineer	Marysville
Entezar	Soraya	Farsi	No	D10	209-948-3869	TE-Electrical	Stockton
Faraji	Laleh	Farsi	No	D4	707- 566-3948	Transportation Engineer	Santa Rosa
Gharib	Nasrin	Farsi	No	D4	510-622-5964	Trans. Eng./Electrical	Oakland
Ghassemi	Mohssen	Farsi	No	HQ	916-263-5648	Resident Engineer	Sacramento
Hadipour	Elaheh	Farsi	No	D8	909-388-2175	Transportation Engineer	San Bernardino
Khakizadeh	Mahin	Farsi	No	D3	916-227-7785	Transportation Engineer	Sacramento
Kushaki	Farah	Farsi	No	D11	619-688-6809	Transportation Engineer	San Diego
Lashai	Parviz	Farsi	No	HQ	916-654-5784	Chief of Maintenance	Sacramento
Mirzaie	Hossein	Farsi	No	D4	510-286-4698	Trans. Eng. CT/Civil	Oakland
Nowshiravan	Vahid	Farsi	No	HQ	916-654-5089	Transportation Engineer - Civil	Sacramento
Rafiq	Ahmad	Farsi	No	D11	858-720-2125/ 858-688-1415	Resident Engineer	San Diego
Rhezaii	Javad	Farsi	No	D11	619-481-8178	Transportation Engineer	San Diego
Tadjalli	Ali	Farsi	No	D8	909-383-6059	Transportation Engineer (Civil)	San Bernardino
Taheripour	Ali	Farsi	No	D4	510-622-0700	Senior Transportation Engineer	Oakland
Abou-Fadel	Camille	French	No	D11	619-718-7833	Senior Transportation Engineer	San Diego
Alameddine	Mustapha	French	No	D8	909-383-4796	Transportation Engineer	San Bernardino
Auon	Tony	French	No	D3	916-296-9692	Construction Traffic Manager	Sacramento
Bendelhoum	Mohammed	French	No	D8	909-356-3749	Sr. Transportation Electrical Engineer	Fontana
Dabilly	Maxine	French	No	D4	510-867-6093	Transportation Engineer	Hayward
Denenberg	Fred	French	No	D11	619-688-6885	AGPA	San Diego
Kabbany	Antoine	French	No	D11	858-720-2130/ 858-688-1564	Transportation Engineer	San Diego
Louka	Tony	French	No	D8	909-383-6385	Senior Transportation Engineer	San Bernardino
Naguib	Nader	French	No	D8	909-388-7180	Project manager	San Bernardino
Tabshouri	Isam	French	No	D3	530-741-5749	Branch Chief	Marysville

**Caltrans Volunteer/Certified Bilingual Listing 2015**

Last Name	First Name	Language	Certified	District/HQ Program	Phone Number	Position	Location
Zuniga	Gus	French	No	HQ	916-227-8848	Trans. Eng. CT/Civil	Sacramento
Arnold	Gary	German	No	D3	530-741-4004	Senior Transportation Planner	Marysville
Bendelhoum	Mohammed	German	No	D8	909-356-3749	Sr. Transportation Electrical Engineer	Fontana
Bylinski	Claude	German	No	D3	916-227-8148	Senior Mechanical Engineer	Sacramento
Dayak	Silvia	German	No	D10	209-948-7780	Associate Transportation Planner	Stockton
Phillips	Sybillie	German	No	D8	909-383-4158	Transportation Engineer	San Bernardino
Schmidt	Chris	German	No	D11	619-220-7360 619-709-4313	Senior Transportation Planner	San Diego
Taberner	Hal A.	German	No	D4	510-286-6463	Associate Info. Sys. Analyst	Oakland
Bozonelos	Jim	Greek	No	D4	510-286-6236	Associate Right of Way Agent	Oakland
Maragos	Percy	Greek	No	D10	209-601-5523	Trans. Eng. CT/Civil	Stockton
Mehta	Bihari	Gujarati	No	D8	909-383-4117	Transportation Engineer (Civil)	San Bernardino
Pankhaniya	Mrugesh	Gujarati	No	D4	510-286-5282	Trans. Eng. CT/Civil	Oakland
Ajayi	Olawale	Hausa	No	D3	530-741-4478	Transportation Engineer	Marysville
Adhikari	Dinesh	Hindi	No	D3	530-741-5436	Project Engineer	Sacramento
Bhatt	Mahesh	Hindi	No	D12	949-724-2117	Chief Traffic Management	Irvine
Bhuiyan	Shefa	Hindi	No	D7	213-897-0649	Branch Chief	Los Angeles
Brar	Baljinder	Hindi	No	D3	530-741-4497	Transportation Engineer (Civil)	Marysville
Hansra	Gurprit "Pete"	Hindi	No	D3	916-654-7252	Electronics Engineer	Sacramento
Hundal	Kuldip	Hindi	No	D10	209-942-6097	Transportation Surveyor	Stockton
Kamal	Balbir	Hindi	No	D3	916-799-0878	Resident Engineer	Sacramento
Mehta	Bihari	Hindi	No	D8	909-383-4117	Transportation Engineer (Civil)	San Bernardino
Pankhaniya	Mrugesh	Hindi	No	D4	510-286-5282	Trans. Eng. CT/Civil	Oakland
Roni	Sirajul	Hindi	No	D11	619-688-6636 858-335-2805	Transportation Engineer	San Diego
Siddiqui	Asfand "Sid"	Hindi	No	HQ	916-654-6994	Transportation Engineer (Electrical)	Sacramento
Singh	Dave	Hindi	No	D3	916-227-8243	Transportation Engineer	Sacramento
Singh	Dave	Hindi	No	HQ	916-227-8243	Transportation Engineer	Sacramento
Syed	Iram	Hindi	No	D11	619-688-3179	Transportation Engineer	San Diego
Tadi	Ramakrishna	Hindi	No	D8	909-383-4551	Assistant District Traffic Manager	San Bernardino
Uppal	Kriti	Hindi	No	D10	209-932-2371	AGPA	Stockton
Vang	Kua	Hmong	No	D6	559-445-6513	Transportation Surveyor	Fresno
Risman	Iwan	Indonesian	No	D8	909-383-4476	Transportation Engineer	San Bernardino
Dallarda	Gustavo	Italian	No	D11	619-688-6738 619-701-0472	I-15 Corridor Director	San Diego
Denenberg	Fred	Italian	No	D11	619-688-6885	AGPA	San Diego
Arnold	Gary	Japanese	No	D3	530-741-4004	Senior Transportation Planner	Marysville
Ito	Emi	Japanese	No	D11	619-688-3345 858-518-3570	Pavement Mgmt - Project Engineer	San Diego
Kim	Sangjun	Korean	No	D10	209-948-3813	Transportation Engineer Civil	Stockton
Kim	Yong	Korean	No	D8	909-383-6309	Truck Service Manager	San Bernardino
Lee	Young	Korean	No	D3	916-227-7645	Transportation Surveyor	Sacramento
Na	James	Korean	No	D3	916-445-1955	Enterprise Software Developers	Sacramento
Vardanega	Yeong	Korean	No	HQ	916-653-3064 619-688-6844/	Staff Information System Analyst	Sacramento
Ghafur	Jaff	Kurdish	No	D11	760-443-0337	Transportation Engineer	San Diego
Luangrath	Kam	Lao	No	D10	209-948-3803	Transportation Engineer - Civil	Stockton
Phoukhao	Sasinouan	Lao	No	D11	619-220-5381	Transportation Engineer - Civil	San Diego
Mendoza	Barbara	Locano	No	D10	209-948-3866	Project Analyst (AGPA)	Stockton
Ambriz	Rachel	Maintenance	No	D10	209-942-6020	Personnel Transaction Liaison	Stockton
Chen	George	Mandarin	No	D10	209-941-1914	Transportation Engineer - Civil	Stockton
Chou	Chih-Hao	Mandarin	No	D3	530-741-4343	Transportation Engineer	Marysville
Hsu	Mei-Chu	Mandarin	No	HQ	916-651-6545	Staff Services Analyst	Sacramento
Lan	Jian	Mandarin	No	D8	909-386-5296	Transportation Engineer	San Bernardino
Lee	Michael	Mandarin	No	D8	909-383-4579	Associate Transportation Engineer	San Bernardino
Lee	Nelson	Mandarin	No	D3	530-634-7622	Senior Electrical Engineer	Marysville
Leong	Mei-Ling	Mandarin	No	D4	510-286-4532	Trans. Eng. CT/Civil	Oakland
Tsao	John	Mandarin	No	D4	510-286-5202	Trans. Eng. CT/Civil	Oakland
Wang	Jinrong	Mandarin	No	HQ	916-227-4467	Senior Bridge Engineer	Sacramento
Whang	William	Mandarin	No	D4	510-286-5142	Transportation Engineer	Oakland
Xu	Zhongping "John"	Mandarin	No	D4	510-286-5577	Associate Transportation Planner	Oakland
Yan	Jenny	Mandarin	No	D11	619-688-2574	Transportation Engineer	San Diego
Yip	Patrick	Mandarin	No	D4	510-622-0794 510-286-5235/	Trans. Eng. CT/Civil	Oakland
Zhang	Haiyan	Mandarin	No	D4	510-780-6617	Senior Environmental Planner	Oakland
Zhang	Xiao	Mandarin	No	D8	909-383-4580	Senior Transportation Engineer	San Bernardino
Narayan	Selwal	Nepalese	No	D3	530-741-5138	TMP Coordinator	Marysville
Kushaki	Farah	Ordo	No	D11	619-688-6809	Transportation Engineer	San Diego

**Caltrans Volunteer/Certified Bilingual Listing 2015**

Last Name	First Name	Language	Certified	District/HQ Program	Phone Number	Position	Location
Afzal	Rohullah	Pashto	No	D10	209-576-6299	Transportation Engineer - Civil	Stockton
Dawar	Rafia	Pashto	No	D3	530-741-5508	Transportation Engineer	Marysville
Kushaki	Farah	Pashto	No	D11	619-688-6809	Transportation Engineer	San Diego
Mohammadi	Noor	Pashtu	No	D10	209-639-2147	Transportation Engineer	Stockton
Gharib	Nasrin	Persian	No	D4	510-622-5964	Trans. Eng./Electrical	Oakland
Hadipour	Elaheh	Persian	No	D8	909-388-2175	Transportation Engineer	San Bernardino
Hadjibabaie	Farhad	Persian	No	D12	949-724-2129	Civil Transportation	Irvine
Kushaki	Farah	Persian	No	D11	619-688-6809	Transportation Engineer	San Diego
Mirzaie	Hossein	Persian	No	D4	510-286-4698	Trans. Eng. CT/Civil	Oakland
Pakandam	Mehrdad	Persian	No	D11	858-688-1590	Transportation Engineer	San Diego
Tadjalli	Ali	Persian	No	D8	909-383-6059	Transportation Engineer (Civil)	San Bernardino
Taheripour	Ali	Persian	No	D4	510-622-0700	Senior Transportation Engineer	Oakland
Komorniczak	Bogdan	Polish	No	HQ	916-227-5863	Senior Eng. Geologist	Sacramento
Avila	Francisco (George)	Portuguese	No	D3	916-709-2056	Superintendent	Sacramento
Chan	Bao	Portuguese	No	D4	510-286-6148	District Branch Chief	Oakland
Ferraz	Cristina	Portuguese	No	D4	510-286-3890	Principal Transportation Engineer	Oakland
Finney	Santa	Portuguese	No	D1	707-445-5318	Chief	Eureka
Florentino	Yasnaia	Portuguese	No	D11	619-688-6966	Associate Planner	San Diego
Merriman	David	Portuguese	No	D3	707-601-1661	Transportation Engineer	So. Lake Tahoe
Vinson	Regina	Portuguese	No	D3	530-544-3045	Transportation Engineer	Rancho Cordova/So. Lake Tahoe
Vinson	Regina	Portuguese	No	D3	530-544-3045	Transportation Engineer	Rancho Cordova/So. Lake Tahoe
Arshad	Mian	Punjabi	No	D4	925-602-9021/ 510-861-6237	Trans. Eng. CT/Civil	Concord
Basi	Harjinder	Punjabi	No	D3	530-741-5115	Transportation Engineer	Marysville
Brar	Baljinder	Punjabi	No	D3	530-741-4497	Transportation Engineer (Civil)	Marysville
Hansra	Gurprit "Pete"	Punjabi	No	D3	916-654-7252	Electronics Engineer	Sacramento
Hundal	Kuldip	Punjabi	No	D10	209-942-6097	Transportation Surveyor	Stockton
Kamal	Balbir	Punjabi	No	D3	916-799-0878	Resident Engineer	Sacramento
Rai	Premjit	Punjabi	No	D4	510-286-5894	Deputy District Director, Admin.	Oakland
Singh	Dave	Punjabi	No	D3	916-227-8243	Transportation Engineer	Sacramento
Singh	Dave	Punjabi	No	HQ	916-227-8243	Transportation Engineer	Sacramento
Takhar	Sukhvinder (Sue)	Punjabi	No	D3	530-741-4025	Project Manager	Marysville
Ginzburg	Galina	Russian	No	D8	714-335-3594	Transportation Engineer	San Bernardino
Iroanusi	Felix	Russian	No	D11	858-467-3030 858-518-3570	Electrical Engineer	San Diego
Kopitch	Lima	Russian	No	D11	858-467-3203/ 858-518-3763	TMC Operations Engineer	San Diego
Krichevesky	Larisa	Russian	No	HQ	916-653-3830	Senior Transportation Engineer	Sacramento
Petoian	Sergey	Russian	No	D5	805-549-3060	Transportation Engineer	San Luis Obispo
Taberner	Marianna	Russian	No	D4	510-286-6463	Volunteer	Oakland
Suthahar	N. Sutha	Sinhala	No	D3	530-741-5408	Project Manager	Marysville
Aceves	Patricia	Spanish	No	D3	530-741-5752	Transportation Engineer	Marysville
Acosta-Perez	Rosemary	Spanish	Yes	D7	213-897-0708	Associate Right of Way Agent	Los Angeles
Aguirre	Delia	Spanish	No	HQ	530-919-7946	Transportation Engineer	Sacramento/Sunrise
Alonso	Javier	Spanish	No	D11	619-688-0136	Transportation Engineer Range D	San Diego
Alvarado	Max	Spanish	No	D3	916-501-9375	Certified Equipment Operator	West Sacramento
Arnold	Gary	Spanish	No	D3	530-741-4004	Transportation Engineer (Civil)	Marysville
Arzaga	Arturo	Spanish	Yes	D8	909-877-8704	Colton Landscape Mtce	Colton
Avila	Francisco (George)	Spanish	No	D3	916-709-2056	Superintendent	Sacramento
Avila	Sergio	Spanish	No	D8	909-383-1554	Senior Transportation Engineer	San Bernardino
Baier	Juanita	Spanish	No	HQ	916-323-7951	Senior Management Auditor	Sacramento
Barajas	Agustin	Spanish	No	D7	213-897-7665	Associate Environmental Planner	Los Angeles
Batista	Javier	Spanish	Yes	D11	619-661-7237/ 858-688-1475	Transportation Engineer	San Diego
Beyer-Salinas	Alicia	Spanish	Yes	D3	530-741-4580	Transportation Engineer	Marysville
Bishop	Iris	Spanish	No	D3	530-741-4320	Transportation Engineer Civil	Marysville
Blanco-Krauss	Cristina	Spanish	No	D11	619-688-6746	Landscape Associate Range D	San Diego
Blas	Guillermo	Spanish	No	D7	213-897-4138	AGPA	Los Angeles
Calvillo	Tony	Spanish	No	D8	909-383-6260	Landscape Associate	San Bernardino
Canizal	J Alberto	Spanish	No	D11	619-688-3184	Transportation Engineer	San Diego
Cardenas	Roberto	Spanish	No	D3	530-741-4069	Right of Way Agent	Marysville
Cardenas	Victor	Spanish	No	D11	858-688-3640	Transportation Engineer	San Diego
Caro	Bricelda	Spanish	No	D11	858-688-4094/ 858-688-4083/ 858-688-8015	Transportation Engineer	San Diego
Castellon	Anna	Spanish	No	D10	209-942-6020	Office Technician - Typing	Stockton
Ceballos	Hector	Spanish	No	D8	909-232-7471	Transportation Surveyor	San Bernardino
Cendejas	Thomas	Spanish	Yes	D7	323-262-5894	Maintenance Supervisor	Los Angeles

**Caltrans Volunteer/Certified Bilingual Listing 2015**

Last Name	First Name	Language	Certified	District/HQ Program	Phone Number	Position	Location
Cervantes	Ramon	Spanish	Yes	D7	213-897-6534	Right of Way Agent	Los Angeles
Chalco	Melecio	Spanish	No	D8	909-383-6761	Project manager	San Bernardino
Chambers	Gilberto	Spanish	No	HQ	916-653-3424	Transportation Planner	Sacramento
Clymer	Jack	Spanish	No	D5	805-714-9963	MREA / RSO	Buellton
Constantino	Esther	Spanish	Yes	D11	619-688-3309	Office Technician - Typing	San Diego
Cortes	Oscar	Spanish	No	D11	619-688-0290	Transportation Engineer	San Diego
Cruz	Susana	Spanish	Yes	D5	805-549-3138	AGPA/PIO	San Luis Obispo
Cruz	Susana	Spanish	No	D5	805-549-3138 619-688-6738	AGPA	San Luis Obispo
Dallarda	Gustavo	Spanish	No	D11	619-701-0472	I-15 Corridor Director	San Diego
Del Rio	Javier	Spanish	No	D3	916-654-5658	Assoc Telecommunications Engineer	Sacramento
Delgado	Sylvia	Spanish	Yes	D7	213-897-8244	EEO Officer	Los Angeles
Denenberg	Fred	Spanish	Yes	D11	619-688-6885	AGPA	San Diego
Dominguez	Refugio	Spanish	No	D7	213-897-5580	Senior Transportation Engineer	Los Angeles
Encinas	Barney	Spanish	No	D3	916-227-9676	Lubrication Coordinator	Sacramento
Escutia	Gus	Spanish	No	D10	209-948-3861	Stormwater Coordinator	Stockton
Espinoza-Yepez	Maria	Spanish	No	D12	949-724-2294	Branch Chief	Irvine
Estrada	Jorge	Spanish	No	D3	916-227-8582	Senior Bridge Engineer	Sacramento
Estrella	Rosa	Spanish	Yes	D3	530-941-0121	Trans Engineering Truck Inspector	Sacramento
Farias	Manuel	Spanish	No	D8	909-383-6260	Office Chief	San Bernardino
Fielding	Sam	Spanish	No	D4	510-286-5342	Associate Environmental Planner	Oakland
Flores	Catalina	Spanish	Yes	D11	619-688-2582	Transportation Engineering Technician	San Diego
Gandara	Fernando	Spanish	Yes	D3	909-885-8583	Right of Way Agent	San Bernardino
Garcia	Frank	Spanish	No	D3	916-227-9149	Accounting Administrator III	Sacramento
Genel	Genaro	Spanish	Yes	D11	619-596-3234/ 858-688-1418	Transportation Engineer (Civil)	San Diego
Ghafur	Jaff	Spanish	No	D11	619-688-6844/ 760-443-0337	Transportation Engineer	San Diego
Gomez	Gisela	Spanish	No	D6	559-243-3541	Project Engineer	Fresno
Gonzalez	Maria C.	Spanish	No	D4	510-286-4805	Trans. Eng./Electrical	Oakland
Graczyk	Michael	Spanish	Yes	D8	951-323-1810	Supervisor, Riverside Mtce	Riverside
Gutierrez	Francisco	Spanish	No	D11	760-735-5089/ 858-688-1424	Transportation Engineer	San Diego
Gutierrez-Rivaz	Mary	Spanish	Yes	D8	909-383-6296	Associate Right of Way Agent	San Bernardino
Guzman	Hugo	Spanish	No	D7	213-897-0557	Engineer	Los Angeles
Haggard	Laura	Spanish	No	D3	916-227-7311	AGPA	Sacramento
Hermosillo	Guillermo	Spanish	Yes	D7	818-366-6341	CMS	San Fernando
Hermosillo	Luz	Spanish	No	D8	909-383-4929	AGPA, PPM	San Bernardino
Hermosillo	Sergio	Spanish	Yes	D12	949-661-2200	CT Equipment Operator II	Irvine
Hernandez	Francisco	Spanish	No	D11	619-220-5377	Transportation Engineer	San Diego
Hernandez-Medina	Alfredo	Spanish	No	D11	619-697-0217	Transportation Engineer - Civil	San Diego
Herrera	Edgar	Spanish	No	D7	213-897-9546	Transportation Engineer	Los Angeles
Hoover	Michael	Spanish	Yes	D4	510-286-5324	Branch Chief	Oakland
Horvilleur	Martin	Spanish	No	HQ	916-653-2270	Senior Transportation Engineer	Sacramento
Huizar	John	Spanish	Yes	D12	949-661-2200	Landscape Maintenance Worker	Irvine
Hurtado	Marina	Spanish	No	D11	619-688-6692	SSA/Business Services Lead Worker	San Diego
Isaac	Charles	Spanish	Yes	D7	213-897-3672	Maintenance Area Superintendent	Los Angeles
Jackman	Rex	Spanish	Yes	D1	707-445-6412	Chief	Eureka
Jacobo	Ismael	Spanish	No	D11	858-688-1440	Transportation Engineer	San Diego
Jauregui-Tiret	Leslie	Spanish	No	D4	510-715-9272	Structural Steel Painter	Oakland
Johns	Mary-Ann	Spanish	No	D8	909-383-6275	Landscape Architecture	San Bernardino
Kharrati	Majid	Spanish	Yes	D11	619-688-6729	Project Design Manager	San Diego
King	Elsa	Spanish	No	D7	213-897-1928	AGPA	Los Angeles
Lambirth	Cara	Spanish	No	D3	530-741-4109	Associate Environmental Planner	Marysville
Lopez	Carlos	Spanish	No	HQ	916-653-3548	Engineering Geologist	Sacramento
Lopez	Fernando	Spanish	No	D10	209-948-7177	Transportation Engineer-Civil	Stockton
Lopez	Waldo	Spanish	No	D11	619-688-6773/ 619-962-8925	Project Engineer	San Diego
Lujan	Blanca	Spanish	Yes	D10	209-948-7193	Project Management	Stockton
Manzanera	Fernando	Spanish	No	D2	707-445-5322	Hydraulic Engineer	Eureka
Mares	Maritza	Spanish	No	D11	619-688-5122	Office Technician - Typing	San Diego
Mariscal	Eva	Spanish	No	D7	909-383-6200	Transportation Engineer Civil	San Bernardino
Martinez	Alfredo	Spanish	Yes	D11	858-688-1520	Transportation Engineer	San Diego
Mason	Patrick	Spanish	Yes	D5	805-549-3498 619-278-3735	Right of Way Agent	San Luis Obispo
Medina	Luis	Spanish	No	D11	619-481-8167	Transportation Engineer - Civil	San Diego
Meléndez	Luis B.	Spanish	Yes	D4	510-286-5606	Transportation Planner	Oakland
Mendoza	Maria	Spanish	No	D3	530-7410-4417	Right of Way Agent	Marysville

**Caltrans Volunteer/Certified Bilingual Listing 2015**

Last Name	First Name	Language	Certified	District/HQ Program	Phone Number	Position	Location
Mora	Jesus	Spanish	No	HQ	916-227-2630	Chief	Sacramento
Muniz	Ismaela "Izzie"	Spanish	Yes	D6	559-445-6264	Associate Right of Way Agent	Fresno
Nunez	Gustavo	Spanish	Yes	D5	805-529-8691	Supervisor	San Luis Obispo
Olveda	Jose	Spanish	Yes	D4	510-286-7397	Branch Chief	Oakland
Osoy	Ada	Spanish	No	D7	213-897-4791	Transportation Engineer	Los Angeles
Pallares	Sergio	Spanish	Yes	D11	619-688-3610	Chief International Border Studies	San Diego
Palma	Eva D	Spanish	No	D11	619-688-6007	Transportation Engineer	San Diego
Pea	Rosana	Spanish	No	D3	530-741-4552	Transportation Engineer	Marysville
Peinado	Marcelo	Spanish	No	D11	619-688-6112/ 619-573-5009	District Division Chief Engineering	San Diego
Perez-Valdes	Jorge	Spanish	Yes	D11	619-688-3164/ 619-964-8818	Transportation Engineer Civil	San Diego
Pinuelas	Neidy	Spanish	Yes	D8	909-388-8451	Associate Right of Way Agent	San Bernardino
Ponce	Gregoria	Spanish	No	HQ	916-653-5308	Senior Environmental Planner	Sacramento
Ramirez	Enrique	Spanish	No	D11	619-688-3257	Transportation Engineer	San Diego
Ramirez	Francisco	Spanish	No	D4	916-324-6248	Structural Steel Painter	Sacramento
Reyes	Juan	Spanish	No	D1	707-441-5853	Transportation Engineer	Eureka
Reyes	Juan	Spanish	No	D8	707-496-8038	Transportation Engineer	Fortuna
Reza	Ruben	Spanish	No	D8	909-388-1825	Transportation Engineer	San Bernardino
Rios	David	Spanish	Yes	D7	213-897-6524	Associate Right of Way Agent	Los Angeles
Rivas	Manuel	Spanish	No	D11	858-829-1020	Asst. Resident Engineer	San Diego
Rivera	Fernando	Spanish	No	D3	530-822-5355	Area Construction Engineer	Marysville
Rivera	Yolanda	Spanish	Yes	D7	213-897-0503	Office Technician - Typing	Los Angeles
Rodriguez	Carmen	Spanish	No	D3	530-741-4067	Transportation Engineer (Civil)	Marysville
Rodriguez	Maria	Spanish	Yes	D10	209-948-7475	Associate Transportation Planner	Stockton
Rodriguez	Nelson	Spanish	Yes	D8	951-686-3672	Riv. Landscape Leadworker	San Bernardino
Romero	Hector	Spanish	No	HQ	916-227-5855	Senior Transportation Engineer	Sacramento
Salazar	Heriberto	Spanish	Yes	D7	213-897-0505	Right of Way Agent	Los Angeles
Sandoval	Martha H.	Spanish	No	D4	510-622-0715	AGPA	Oakland
Sesteaga	Victor	Spanish	No	D8	909-383-4482	Transportation Engineer	San Bernardino
Styer	Martha	Spanish	No	HQ	916-651-9364	Sr. Transportation Electrical Engineer	Sacramento
Sutherland	Bill	Spanish	No	D2	530-225-3431	Transportation Engineer	Redding
Tabshouri	Isam	Spanish	No	D3	530-741-5749	Branch Chief	Marysville
Tello	Luidmila	Spanish	No	D11	619-688-4284	AGPA	San Diego
Torres	Salvador	Spanish	No	D2	530-225-2034	Project Engineer	Redding
Trenado	Marta	Spanish	Yes	D7	213-897-1690	Information Systems Analyst	Los Angeles
Uranga	Marta	Spanish	No	D8	909-383-6035	Associate Contract Analyst	San Bernardino
Urgoiti	Nerea	Spanish	Yes	D7	213-897-3634	Associate Right of Way Agent	Los Angeles
Valdez	Jose Luis	Spanish	No	D3	530-741-5336	Transportation Engineer	Marysville
Valls	Frank	Spanish	No	HQ	916-227-2634	AGPA	Sacramento
Vega	Ismael	Spanish	No	D4	925-926-6113/ 510-772-8030	CT Maintenance Area Supt.	Oakland
Vergara	Hector	Spanish	No	HQ	916-274-6080	Transportation Engineer	Sacramento
Villasenor	Jose M	Spanish	Yes	D7	310-233-7427	Lead Worker	Long Beach
Viscarra	Andres	Spanish	Yes	D12	714-708-5708	CT Equipment Operator I	Santa Ana
Washington	Evy	Spanish	Yes	D12	949-724-2515	Branch Chief	Irvine
Washington	Labell	Spanish	No	D7	213-897-0554	Supervisor of Drafting Services	Los Angeles
Wood	Dave	Spanish	No	D3	530-265-7931	Maintenance Superintendent	Nevada City
Zuniga	Gus	Spanish	No	HQ	916-227-8848	Trans. Eng. CT/Civil	Sacramento
Loe	Aileen	Swedish	No	D5	805-549-3065	Acting Deputy Director	San Luis Obispo
De Claro	Rhodel	Tagalog	No	D10	209-942-6048	Transportation Engineer - Civil	Stockton
Garcia	Maria	Tagalog	No	D11	619-688-3348	Staff Services Analyst	San Diego
Gubio	Nemia	Tagalog	No	D11	858-467-4044/ 858-518-8632	Regional Adm. Officer	San Diego
Johns	Mary-Ann	Tagalog	No	D8	909-383-6275	Landscape Architecture	San Bernardino
Pausanos	Edgar	Tagalog	No	D10	209-948-7209 209-601-5992	Transportation Engineer	Stockton
Realin	Virgil	Tagalog	No	D3	916 227-9601	Highway Equipment Superintendent	Sacramento
Chan	Bao	Taiwanese	No	D4	510-286-6148	District Branch Chief	Oakland
Chen	George	Taiwanese	No	D10	209-941-1914	Transportation Engineer - Civil	Stockton
Hsu	Mei-Chu	Taiwanese	No	HQ	916-651-6545	Staff Services Analyst	Sacramento
Lee	Michael	Taiwanese	No	D8	909-383-4579	Associate Transportation Engineer	San Bernardino
Prakash	Sathish	Tamil	No	D3	916-826-4163	Asst Resident Engineer	Rocklin
Suthahar	N. Sutha	Tamil	No	D3	530-741-5408	Project Manager	Marysville
Tadi	Ramakrishna	Telugu	No	D8	909-383-4551	Assistant District Traffic Manager	San Bernardino
Chongchaikit	Pochana	Thai	No	D4	510-286-5057	Supervising TE	Oakland
Luangrath	Kam	Thai	No	D10	209-948-3803	Transportation Engineer - Civil	Stockton
Pakandam	Mehrdad	Turkish	No	D11	858-688-1590	Transportation Engineer	San Diego

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<b>Last Name</b>	<b>First Name</b>	<b>Language</b>	<b>Certified</b>	<b>District/HQ Program</b>	<b>Phone Number</b>	<b>Position</b>	<b>Location</b>
Rhezaii	Javad	Turkish	No	D11	619-481-8178	Transportation Engineer	San Diego
Taberner	Marianna	Ukrainian	No	D4	510-286-6463	Volunteer	Oakland
Ali	Saiyed	Urdu	No	D10	209-948-7873	Associate Engineering Geologist	Stockton
Arshad	Mian	Urdu	No	D4	925-602-9021/ 510-861-6237	Trans. Eng. CT/Civil	Concord
Siddiqui	Asfand "Sid"	Urdu	No	HQ	916-654-6994	Transportation Engineer (Electrical)	Sacramento
Singh	Dave	Urdu	No	HQ	916-227-8243	Transportation Engineer	Sacramento
Syed	Iram	Urdu	No	D11	619-688-3179	Transportation Engineer	San Diego
Le	Levy	Vietnamese	No	D11	619-688-3280	Transportation Engineer - Civil	San Diego
Lu	Hugh	Vietnamese	No	D10	209-948-7221	Transportation Engineer - Civil	Stockton
Nguyen	Danh Van	Vietnamese	No	D4	408-590-4394	CT Maintenance Supervisor	Cupertino
Nguyen	Lam	Vietnamese	No	D8	909-232-3523	Traffic Operations	Riverside
Slocum	Thien	Vietnamese	No	D3	530-741-4157	Project Engineer	Marysville
Ton	Duy	Vietnamese	No	D11	619-688-6740	Design Manager	San Diego
Tran	Quoc	Vietnamese	No	D4	510-622-5007	Trans. Eng. CT/Civil	Oakland
Trinh	Quan	Vietnamese	No	D10	209-471-4008	Transportation Engineer - Civil	Stockton
Truong	Chuong	Vietnamese	No	HQ	916-654-2589	Senior Transportation Engineer	Sacramento
Tu	Thomas	Vietnamese	No	D8	951-756-1989	Transportation Engineer	San Bernardino
Van	Hong	Vietnamese	No	D8	909-383-5953	Senior Transportation Engineer	San Bernardino

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Last Name	First Name	Language	Certified	District/HQ Program	Phone Number	Position	Location
Finney	Santa	Portuguese	No	D1	707-445-5318	Chief	Eureka
Jackman	Rex	Spanish	Yes	D1	707-445-6412	Chief	Eureka
Reyes	Juan	Spanish	No	D1	707-441-5853	Transportation Engineer	Eureka
Anwar	Tofael	Bengali	No	D2	530-225-3172	Transportation Engineer	Redding
Manzanera	Fernando	Spanish	No	D2	707-445-5322	Hydraulic Engineer	Eureka
Sutherland	Bill	Spanish	No	D2	530-225-3431	Transportation Engineer	Redding
Torres	Salvador	Spanish	No	D2	530-225-2034	Project Engineer	Redding
Zeleke	Melecio	Amharic	No	D3	530-741-4505	Transportation Engineer	Marysville
Akkad	Sam	Arabic	No	D3	916-227-0404	Senior Bridge Engineer	Sacramento
Auon	Tony	Arabic	No	D3	916-296-9692	Construction Traffic Manager	Sacramento
Balkis	Shaker	Arabic	No	D3	916-825-7926	Transportation Engineer	W. Sacramento
Elkhatay	Omar	Arabic	No	D3	916-654-2582	Senior Transportation Engineer	Sacramento
Tabshouri	Isam	Arabic	No	D3	530-741-5749	Branch Chief	Marysville
Chowdhury	Salahuddin	Bengali	No	D3	530-741-4479	Transportation Engineer	Marysville
Lee	Nelson	Cantonese	No	D3	530-634-7622	Senior Electrical Engineer	Marysville
Tang	Sharon	Cantonese	No	D3	530-741-4577	Air/Noise Specialist	Marysville
Dabiri	Tony	Farsi	No	D3	916-859-7951	Transportation Engineer	Sacramento
Dawar	Rafia	Farsi	No	D3	530-741-5508	Transportation Engineer	Marysville
Khakizadeh	Mahin	Farsi	No	D3	916-227-7785	Transportation Engineer	Sacramento
Auon	Tony	French	No	D3	916-296-9692	Construction Traffic Manager	Sacramento
Tabshouri	Isam	French	No	D3	530-741-5749	Branch Chief	Marysville
Arnold	Gary	German	No	D3	530-741-4004	Senior Transportation Planner	Marysville
Bylinski	Claude	German	No	D3	916-227-8148	Senior Mechanical Engineer	Sacramento
Ajayi	Olawale	Hausa	No	D3	530-741-4478	Transportation Engineer	Marysville
Adhikari	Dinesh	Hindi	No	D3	530-741-5436	Project Engineer	Sacramento
Brar	Baljinder	Hindi	No	D3	530-741-4497	Transportation Engineer (Civil)	Marysville
Hansra	Gurprit "Pete"	Hindi	No	D3	916-654-7252	Electronics Engineer	Sacramento
Kamal	Balbir	Hindi	No	D3	916-799-0878	Resident Engineer	Sacramento
Singh	Dave	Hindi	No	D3	916-227-8243	Transportation Engineer	Sacramento
Arnold	Gary	Japanese	No	D3	530-741-4004	Senior Transportation Planner	Marysville
Lee	Young	Korean	No	D3	916-227-7645	Transportation Surveyor	Sacramento
Na	James	Korean	No	D3	916-445-1955	Enterprise Software Developers	Sacramento
Chou	Chih-Hao	Mandarin	No	D3	530-741-4343	Transportation Engineer	Marysville
Lee	Nelson	Mandarin	No	D3	530-634-7622	Senior Electrical Engineer	Marysville
Narayan	Selwal	Nepalese	No	D3	530-741-5138	TMP Coordinator	Marysville
Dawar	Rafia	Pashto	No	D3	530-741-5508	Transportation Engineer	Marysville
Avila	Francisco (George)	Portuguese	No	D3	916-709-2056	Superintendent	Sacramento
Merriman	David	Portuguese	No	D3	707-601-1661	Transportation Engineer	So. Lake Tahoe
Vinson	Regina	Portuguese	No	D3	530-544-3045	Transportation Engineer	Rancho Cordova/So. Lake Tahoe
Vinson	Regina	Portuguese	No	D3	530-544-3045	Transportation Engineer	Rancho Cordova/So. Lake Tahoe
Basi	Harminder	Punjabi	No	D3	530-741-5115	Transportation Engineer	Marysville
Brar	Baljinder	Punjabi	No	D3	530-741-4497	Transportation Engineer (Civil)	Marysville
Hansra	Gurprit "Pete"	Punjabi	No	D3	916-654-7252	Electronics Engineer	Sacramento
Kamal	Balbir	Punjabi	No	D3	916-799-0878	Resident Engineer	Sacramento
Singh	Dave	Punjabi	No	D3	916-227-8243	Transportation Engineer	Sacramento
Takhar	Sukhvinder (Sue)	Punjabi	No	D3	530-741-4025	Project Manager	Marysville
Suthahar	N. Sutha	Sinhala	No	D3	530-741-5408	Project Manager	Marysville
Aceves	Patricia	Spanish	No	D3	530-741-5752	Transportation Engineer	Marysville
Alvarado	Max	Spanish	No	D3	916-501-9375	Certified Equipment Operator	West Sacramento
Arnold	Gary	Spanish	No	D3	530-741-4004	Transportation Engineer (Civil)	Marysville
Avila	Francisco (George)	Spanish	No	D3	916-709-2056	Superintendent	Sacramento
Beyer-Salinas	Alicia	Spanish	Yes	D3	530-741-4580	Transportation Engineer	Marysville
Bishop	Iris	Spanish	No	D3	530-741-4320	Transportation Engineer Civil	Marysville
Cardenas	Roberto	Spanish	No	D3	530-741-4069	Right of Way Agent	Marysville
Del Rio	Javier	Spanish	No	D3	916-654-5658	Assoc Telecommunications Engineer	Sacramento
Encinas	Barney	Spanish	No	D3	916-227-9676	Lubrication Coordinator	Sacramento
Estrada	Jorge	Spanish	No	D3	916-227-8582	Senior Bridge Engineer	Sacramento
Estrella	Rosa	Spanish	Yes	D3	530-941-0121	Trans Engineering Truck Inspector	Sacramento
Gandara	Fernando	Spanish	Yes	D3	909-885-8583	Right of Way Agent	San Bernardino
Garcia	Frank	Spanish	No	D3	916-227-9149	Accounting Administrator III	Sacramento
Haggard	Laura	Spanish	No	D3	916-227-7311	AGPA	Sacramento
Lambirth	Cara	Spanish	No	D3	530-741-4109	Associate Environmental Planner	Marysville
Mendoza	Maria	Spanish	No	D3	530-7410-4417	Right of Way Agent	Marysville
Pea	Rosana	Spanish	No	D3	530-741-4552	Transportation Engineer	Marysville
Rivera	Fernando	Spanish	No	D3	530-822-5355	Area Construction Engineer	Marysville
Rodriguez	Carmen	Spanish	No	D3	530-741-4067	Transportation Engineer (Civil)	Marysville
Tabshouri	Isam	Spanish	No	D3	530-741-5749	Branch Chief	Marysville

**Caltrans Volunteer/Certified Bilingual Listing 2015**

Last Name	First Name	Language	Certified	District/HQ Program	Phone Number	Position	Location
Valdez	Jose Luis	Spanish	No	D3	530-741-5336	Transportation Engineer	Marysville
Wood	Dave	Spanish	No	D3	530-265-7931	Maintenance Superintendent	Nevada City
Realin	Virgil	Tagalog	No	D3	916 227-9601	Highway Equipment Superintendent	Sacramento
Prakash	Sathish	Tamil	No	D3	916-826-4163	Asst Resident Engineer	Rocklin
Suthahar	N. Sutha	Tamil	No	D3	530-741-5408	Project Manager	Marysville
Slocum	Thien	Vietnamese	No	D3	530-741-4157	Project Engineer	Marysville
Ajayi	Olawale	Yoruba	No	D3	530-741-4478	Transportation Engineer	Marysville
Alabi	Kazeem	Yoruba	No	D3	530-741-5108	Transportation Engineer	Marysville
Leong	Mei-Ling	Cantonese	No	D4	510-286-4532	Trans. Eng. CT/Civil	Oakland
Pang	Raymond	Cantonese	No	D4	510-286-5387	Office Chief	Oakland
Yip	Patrick	Cantonese	No	D4	510-622-0794	Trans. Eng. CT/Civil	Oakland
Olveda	Jose	Castilian	Yes	D4	510-286-7397	Branch Chief	Oakland
Schermer	Fredrick	Dutch	No	D4	510-286-5557	Associate Transportation Planner	Oakland
Faraji	Laleh	Farsi	No	D4	707- 566-3948	Transportation Engineer	Santa Rosa
Gharib	Nasrin	Farsi	No	D4	510-622-5964	Trans. Eng./Electrical	Oakland
Mirzaie	Hossein	Farsi	No	D4	510-286-4698	Trans. Eng. CT/Civil	Oakland
Taheripour	Ali	Farsi	No	D4	510-622-0700	Senior Transportation Engineer	Oakland
Dabilly	Maxine	French	No	D4	510-867-6093	Transportation Engineer	Hayward
Taberner	Hal A.	German	No	D4	510-286-6463	Associate Info. Sys. Analyst	Oakland
Bozionelos	Jim	Greek	No	D4	510-286-6236	Associate Right of Way Agent	Oakland
Pankhaniya	Mrugesh	Gujarati	No	D4	510-286-5282	Trans. Eng. CT/Civil	Oakland
Pankhaniya	Mrugesh	Hindi	No	D4	510-286-5282	Trans. Eng. CT/Civil	Oakland
Leong	Mei-Ling	Mandarin	No	D4	510-286-4532	Trans. Eng. CT/Civil	Oakland
Tsao	John	Mandarin	No	D4	510-286-5202	Trans. Eng. CT/Civil	Oakland
Whang	William	Mandarin	No	D4	510-286-5142	Transportation Engineer	Oakland
Xu	Zhongping "John"	Mandarin	No	D4	510-286-5577	Associate Transportation Planner	Oakland
Yip	Patrick	Mandarin	No	D4	510-622-0794	Trans. Eng. CT/Civil	Oakland
Zhang	Haiyan	Mandarin	No	D4	510-286-5235/ 510-780-6617	Senior Environmental Planner	Oakland
Gharib	Nasrin	Persian	No	D4	510-622-5964	Trans. Eng./Electrical	Oakland
Mirzaie	Hossein	Persian	No	D4	510-286-4698	Trans. Eng. CT/Civil	Oakland
Taheripour	Ali	Persian	No	D4	510-622-0700	Senior Transportation Engineer	Oakland
Chan	Bao	Portuguese	No	D4	510-286-6148	District Branch Chief	Oakland
Ferraz	Cristina	Portuguese	No	D4	510-286-3890	Principal Transportation Engineer	Oakland
Arshad	Mian	Punjabi	No	D4	925-602-9021/ 510-861-6237	Trans. Eng. CT/Civil	Concord
Rai	Premjit	Punjabi	No	D4	510-286-5894	Deputy District Director, Admin.	Oakland
Taberner	Marianna	Russian	No	D4	510-286-6463	Volunteer	Oakland
Fielding	Sam	Spanish	No	D4	510-286-5342	Associate Environmental Planner	Oakland
Gonzalez	Maria C.	Spanish	No	D4	510-286-4805	Trans. Eng./Electrical	Oakland
Hoover	Michael	Spanish	Yes	D4	510-286-5324	Branch Chief	Oakland
Jauregui-Tiret	Leslie	Spanish	No	D4	510-715-9272	Structural Steel Painter	Oakland
Meléndez	Luis B.	Spanish	Yes	D4	510-286-5606	Transportation Planner	Oakland
Olveda	Jose	Spanish	Yes	D4	510-286-7397	Branch Chief	Oakland
Ramirez	Francisco	Spanish	No	D4	916-324-6248	Structural Steel Painter	Sacramento
Sandoval	Martha H.	Spanish	No	D4	510-622-0715	AGPA	Oakland
Vega	Ismael	Spanish	No	D4	925-926-6113/ 510-772-8030	CT Maintenance Area Supt.	Oakland
Chan	Bao	Taiwanese	No	D4	510-286-6148	District Branch Chief	Oakland
Chongchaikit	Pochana	Thai	No	D4	510-286-5057	Supervising TE	Oakland
Taberner	Marianna	Ukrainian	No	D4	510-286-6463	Volunteer	Oakland
Arshad	Mian	Urdu	No	D4	925-602-9021/ 510-861-6237	Trans. Eng. CT/Civil	Concord
Nguyen	Danh Van	Vietnamese	No	D4	408-590-4394	CT Maintenance Supervisor	Cupertino
Tran	Quoc	Vietnamese	No	D4	510-622-5007	Trans. Eng. CT/Civil	Oakland
Petoian	Sergey	Armenian	No	D5	805-549-3060	Transportation Engineer	San Luis Obispo
Petoian	Sergey	Russian	No	D5	805-549-3060	Transportation Engineer	San Luis Obispo
Clymer	Jack	Spanish	No	D5	805-714-9963	MREA / RSO	Buellton
Cruz	Susana	Spanish	Yes	D5	805-549-3138	AGPA/PIO	San Luis Obispo
Cruz	Susana	Spanish	No	D5	805-549-3138	AGPA	San Luis Obispo
Mason	Patrick	Spanish	Yes	D5	805-549-3498	Right of Way Agent	San Luis Obispo
Nunez	Gustavo	Spanish	Yes	D5	805-529-8691	Supervisor	San Luis Obispo
Loe	Aileen	Swedish	No	D5	805-549-3065	Acting Deputy Director	San Luis Obispo
Vang	Kua	Hmong	No	D6	559-445-6513	Transportation Surveyor	Fresno
Gomez	Gisela	Spanish	No	D6	559-243-3541	Project Engineer	Fresno
Muniz	Ismaela "Izzie"	Spanish	Yes	D6	559-445-6264	Associate Right of Way Agent	Fresno
Acosta-Perez	Rosemary	Spanish	Yes	D7	213-897-0708	Associate Right of Way Agent	Los Angeles
Barajas	Agustin	Spanish	No	D7	213-897-7665	Associate Environmental Planner	Los Angeles

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Last Name	First Name	Language	Certified	District/HQ Program	Phone Number	Position	Location
Blas	Guillermo	Spanish	No	D7	213-897-4138	AGPA	Los Angeles
Cendejas	Thomas	Spanish	Yes	D7	323-262-5894	Maintenance Supervisor	Los Angeles
Cervantes	Ramon	Spanish	Yes	D7	213-897-6534	Right of Way Agent	Los Angeles
Delgado	Sylvia	Spanish	Yes	D7	213-897-8244	EEO Officer	Los Angeles
Dominguez	Refugio	Spanish	No	D7	213-897-5580	Senior Transportation Engineer	Los Angeles
Guzman	Hugo	Spanish	No	D7	213-897-0557	Engineer	Los Angeles
Hermosillo	Guillermo	Spanish	Yes	D7	818-366-6341	CMS	San Fernando
Herrera	Edgar	Spanish	No	D7	213-897-9546	Transportation Engineer	Los Angeles
Isaac	Charles	Spanish	Yes	D7	213-897-3672	Maintenance Area Superintendent	Los Angeles
King	Elsa	Spanish	No	D7	213-897-1928	AGPA	Los Angeles
Mariscal	Eva	Spanish	No	D7	909-383-6200	Transportation Engineer Civil	San Bernardino
Osoy	Ada	Spanish	No	D7	213-897-4791	Transportation Engineer	Los Angeles
Rios	David	Spanish	Yes	D7	213-897-6524	Associate Right of Way Agent	Los Angeles
Rivera	Yolanda	Spanish	Yes	D7	213-897-0503	Office Technician - Typing	Los Angeles
Salazar	Heriberto	Spanish	Yes	D7	213-897-0505	Right of Way Agent	Los Angeles
Trenado	Marta	Spanish	Yes	D7	213-897-1690	Information Systems Analyst	Los Angeles
Urgoiti	Nerea	Spanish	Yes	D7	213-897-3634	Associate Right of Way Agent	Los Angeles
Villasenor	Jose M	Spanish	Yes	D7	310-233-7427	Lead Worker	Long Beach
Washington	Labell	Spanish	No	D7	213-897-0554	Supervisor of Drafting Services	Los Angeles
Bhuiyan	Shefa	Hindi	No	D7	213-897-0649	Branch Chief	Los Angeles
Alameddine	Mustapha	Arabic	No	D8	909-383-4796	Transportation Engineer	San Bernardino
Alkhatatbeh	Farouq	Arabic	No	D8	909-383-1296	Operations	San Bernardino
Bendelhoum	Mohammed	Arabic	No	D8	909-356-3749	Sr. Transportation Electrical Engineer	Fontana
Kahil	Ahmad	Arabic	No	D8	951-453-8898	Transportation Engineer	Redlands
Naguib	Nader	Arabic	No	D8	909-388-7180	Project manager	San Bernardino
Habib	Aysha	Bengali	No	D8	909-383-4830	Transportation Engineer	San Bernardino
Hadipour	Elaheh	Farsi	No	D8	909-388-2175	Transportation Engineer	San Bernardino
Tadjalli	Ali	Farsi	No	D8	909-383-6059	Transportation Engineer (Civil)	San Bernardino
Alameddine	Mustapha	French	No	D8	909-383-4796	Transportation Engineer	San Bernardino
Bendelhoum	Mohammed	French	No	D8	909-356-3749	Sr. Transportation Electrical Engineer	Fontana
Louka	Tony	French	No	D8	909-383-6385	Senior Transportation Engineer	San Bernardino
Naguib	Nader	French	No	D8	909-388-7180	Project manager	San Bernardino
Bendelhoum	Mohammed	German	No	D8	909-356-3749	Sr. Transportation Electrical Engineer	Fontana
Phillips	Sybille	German	No	D8	909-383-4158	Transportation Engineer	San Bernardino
Mehta	Bihari	Gujarati	No	D8	909-383-4117	Transportation Engineer (Civil)	San Bernardino
Mehta	Bihari	Hindi	No	D8	909-383-4117	Transportation Engineer (Civil)	San Bernardino
Tadi	Ramakrishna	Hindi	No	D8	909-383-4551	Assistant District Traffic Manager	San Bernardino
Risman	Iwan	Indonesian	No	D8	909-383-4476	Transportation Engineer	San Bernardino
Kim	Yong	Korean	No	D8	909-383-6309	Truck Service Manager	San Bernardino
Lan	Jian	Mandarin	No	D8	909-386-5296	Transportation Engineer	San Bernardino
Lee	Michael	Mandarin	No	D8	909-383-4579	Associate Transportation Engineer	San Bernardino
Zhang	Xiao	Mandarin	No	D8	909-383-4580	Senior Transportation Engineer	San Bernardino
Hadipour	Elaheh	Persian	No	D8	909-388-2175	Transportation Engineer	San Bernardino
Tadjalli	Ali	Persian	No	D8	909-383-6059	Transportation Engineer (Civil)	San Bernardino
Ginzburg	Galina	Russian	No	D8	714-335-3594	Transportation Engineer	San Bernardino
Arzaga	Arturo	Spanish	Yes	D8	909-877-8704	Colton Landscape Mtce	Colton
Avila	Sergio	Spanish	No	D8	909-383-1554	Senior Transportation Engineer	San Bernardino
Calvillo	Tony	Spanish	No	D8	909-383-6260	Landscape Associate	San Bernardino
Ceballos	Hector	Spanish	No	D8	909-232-7471	Transportation Surveyor	San Bernardino
Chalco	Melecio	Spanish	No	D8	909-383-6761	Project manager	San Bernardino
Farias	Manuel	Spanish	No	D8	909-383-6260	Office Chief	San Bernardino
Graczyk	Michael	Spanish	Yes	D8	951-323-1810	Supervisor, Riverside Mtce	Riverside
Gutierrez-Rivaz	Mary	Spanish	Yes	D8	909-383-6296	Associate Right of Way Agent	San Bernardino
Hermosillo	Luz	Spanish	No	D8	909-383-4929	AGPA, PPM	San Bernardino
Johns	Mary-Ann	Spanish	No	D8	909-383-6275	Landscape Architecture	San Bernardino
Pinuelas	Neidy	Spanish	Yes	D8	909-388-8451	Associate Right of Way Agent	San Bernardino
Reyes	Juan	Spanish	No	D8	707-496-8038	Transportation Engineer	Fortuna
Reza	Ruben	Spanish	No	D8	909-388-1825	Transportation Engineer	San Bernardino
Rodriguez	Nelson	Spanish	Yes	D8	951-686-3672	Riv. Landscape Leadworker	San Bernardino
Sesteaga	Victor	Spanish	No	D8	909-383-4482	Transportation Engineer	San Bernardino
Uranga	Marta	Spanish	No	D8	909-383-6035	Associate Contract Analyst	San Bernardino
Johns	Mary-Ann	Tagalog	No	D8	909-383-6275	Landscape Architecture	San Bernardino
Lee	Michael	Taiwanese	No	D8	909-383-4579	Associate Transportation Engineer	San Bernardino
Tadi	Ramakrishna	Telugu	No	D8	909-383-4551	Assistant District Traffic Manager	San Bernardino
Nguyen	Lam	Vietnamese	No	D8	909-232-3523	Traffic Operations	Riverside
Tu	Thomas	Vietnamese	No	D8	951-756-1989	Transportation Engineer	San Bernardino
Van	Hong	Vietnamese	No	D8	909-383-5953	Senior Transportation Engineer	San Bernardino

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Last Name	First Name	Language	Certified	District/HQ Program	Phone Number	Position	Location
Hasan	Nabil	Arabic	No	D10	209-948-7786	Transportation Engineer	Stockton
Pausanos	Edgar	Bisayan	No	D10	209-948-7209 209-601-5992	Transportation Engineer	Stockton
Pheng	Sinaren	Cambodian	No	D10	209-948-3689 209-405-0553	Project Manager	Stockton
Mohammadi	Noor	Dari	No	D10	209-639-2147 209-221-6587/	Transportation Engineer	Stockton
Assadipour	Bidjan	Farsi	No	D10	209-610-0807	Transportation Engineer	Tracy
Entezar	Soraya	Farsi	No	D10	209-948-3869	TE-Electrical	Stockton
Dayak	Silvia	German	No	D10	209-948-7780	Associate Transportation Planner	Stockton
Maragos	Percy	Greek	No	D10	209-601-5523	Trans. Eng. CT/Civil	Stockton
Hundal	Kuldip	Hindi	No	D10	209-942-6097	Transportation Surveyor	Stockton
Uppal	Kriti	Hindi	No	D10	209-932-2371	AGPA	Stockton
Kim	Sangjun	Korean	No	D10	209-948-3813	Transportation Engineer Civil	Stockton
Luangrath	Kam	Lao	No	D10	209-948-3803	Transportation Engineer - Civil	Stockton
Mendoza	Barbara	Locano	No	D10	209-948-3866	Project Analyst (AGPA)	Stockton
Ambriz	Rachel	Maintenance	No	D10	209-942-6020	Personnel Transaction Liaison	Stockton
Chen	George	Mandarin	No	D10	209-941-1914	Transportation Engineer - Civil	Stockton
Afzal	Rohullah	Pashto	No	D10	209-576-6299	Transportation Engineer - Civil	Stockton
Mohammadi	Noor	Pashtu	No	D10	209-639-2147	Transportation Engineer	Stockton
Hundal	Kuldip	Punjabi	No	D10	209-942-6097	Transportation Surveyor	Stockton
Castellon	Anna	Spanish	No	D10	209-942-6020	Office Technician - Typing	Stockton
Escutia	Gus	Spanish	No	D10	209-948-3861	Stormwater Coordinator	Stockton
Lopez	Fernando	Spanish	No	D10	209-948-7177	Transportation Engineer-Civil	Stockton
Lujan	Blanca	Spanish	Yes	D10	209-948-7193	Project Management	Stockton
Rodriguez	Maria	Spanish	Yes	D10	209-948-7475	Associate Transportation Planner	Stockton
De Claro	Rhodel	Tagalog	No	D10	209-942-6048 209-948-7209	Transportation Engineer - Civil	Stockton
Pausanos	Edgar	Tagalog	No	D10	209-601-5992	Transportation Engineer	Stockton
Chen	George	Taiwanese	No	D10	209-941-1914	Transportation Engineer - Civil	Stockton
Luangrath	Kam	Thai	No	D10	209-948-3803	Transportation Engineer - Civil	Stockton
Ali	Saiyed	Urdu	No	D10	209-948-7873	Associate Engineering Geologist	Stockton
Lu	Hugh	Vietnamese	No	D10	209-948-7221	Transportation Engineer - Civil	Stockton
Trinh	Quan	Vietnamese	No	D10	209-471-4008	Transportation Engineer - Civil	Stockton
Berhane	Azeb B	Amharic	No	D11	619-688-3258	Trans. Eng. CT/Civil	San Diego
Abou-Fadel	Camille	Arabic	No	D11	619-718-7833	Senior Transportation Engineer	San Diego
Abudiab	Ali	Arabic	No	D11	619-688-3209	Transportation Engineer	San Diego
Amen	Sam	Arabic	No	D11	619-718-7835	Senior Transportation Engineer	San Diego
Ghafur	Jaff	Arabic	No	D11	619-688-6844/ 760-443-0337	Transportation Engineer	San Diego
Kabbany	Antoine	Arabic	No	D11	858-720-2130/ 858-688-1564	Transportation Engineer	San Diego
Roni	Sirajul	Bangla	No	D11	619-688-6636 858-335-2805	Transportation Engineer	San Diego
Baha	Wana	Farsi	No	D11	619-688-3606	Transportation Engineer	San Diego
Kushaki	Farah	Farsi	No	D11	619-688-6809	Transportation Engineer	San Diego
Rafiq	Ahmad	Farsi	No	D11	858-720-2125/ 858-688-1415	Resident Engineer	San Diego
Rhezaii	Javad	Farsi	No	D11	619-481-8178	Transportation Engineer	San Diego
Abou-Fadel	Camille	French	No	D11	619-718-7833	Senior Transportation Engineer	San Diego
Denenberg	Fred	French	No	D11	619-688-6885	AGPA	San Diego
Kabbany	Antoine	French	No	D11	858-720-2130/ 858-688-1564	Transportation Engineer	San Diego
Schmidt	Chris	German	No	D11	619-220-7360 619-709-4313	Senior Transportation Planner	San Diego
Roni	Sirajul	Hindi	No	D11	619-688-6636 858-335-2805	Transportation Engineer	San Diego
Syed	Iram	Hindi	No	D11	619-688-3179 619-688-6738	Transportation Engineer	San Diego
Dallarda	Gustavo	Italian	No	D11	619-701-0472	I-15 Corridor Director	San Diego
Denenberg	Fred	Italian	No	D11	619-688-6885	AGPA	San Diego
Ito	Emi	Japanese	No	D11	619-688-3345 858-518-3570	Pavement Mgmt - Project Engineer	San Diego
Ghafur	Jaff	Kurdish	No	D11	619-688-6844/ 760-443-0337	Transportation Engineer	San Diego
Phoukhao	Sasinouan	Lao	No	D11	619-220-5381	Transportation Engineer - Civil	San Diego
Yan	Jenny	Mandarin	No	D11	619-688-2574	Transportation Engineer	San Diego
Kushaki	Farah	Ordo	No	D11	619-688-6809	Transportation Engineer	San Diego
Kushaki	Farah	Pashto	No	D11	619-688-6809	Transportation Engineer	San Diego
Kushaki	Farah	Persian	No	D11	619-688-6809	Transportation Engineer	San Diego

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Last Name	First Name	Language	Certified	District/HQ Program	Phone Number	Position	Location
Pakandam	Mehrdad	Persian	No	D11	858-688-1590	Transportation Engineer	San Diego
Florentino	Yasnaia	Portuguese	No	D11	619-688-6966	Associate Planner	San Diego
Iroanusi	Felix	Russian	No	D11	858-467-3030 858-518-3570	Electrical Engineer	San Diego
Kopitch	Lima	Russian	No	D11	858-467-3203/ 858-518-3763	TMC Operations Engineer	San Diego
Alonso	Javier	Spanish	No	D11	619-688-0136	Transportation Engineer Range D	San Diego
Batista	Javier	Spanish	Yes	D11	619-661-7237/ 858-688-1475	Transportation Engineer	San Diego
Blanco-Krauss	Cristina	Spanish	No	D11	619-688-6746	Landscape Associate Range D	San Diego
Canizal	J Alberto	Spanish	No	D11	619-688-3184	Transportation Engineer	San Diego
Cardenas	Victor	Spanish	No	D11	858-688-3640	Transportation Engineer	San Diego
Caro	Bricelda	Spanish	No	D11	858-688-4094/ 858-688-4083/ 858-688-8015	Transportation Engineer	San Diego
Constantino	Esther	Spanish	Yes	D11	619-688-3309	Office Technician - Typing	San Diego
Cortes	Oscar	Spanish	No	D11	619-688-0290	Transportation Engineer	San Diego
Dallarda	Gustavo	Spanish	No	D11	619-688-6738 619-701-0472	I-15 Corridor Director	San Diego
Denenberg	Fred	Spanish	Yes	D11	619-688-6885	AGPA	San Diego
Flores	Catalina	Spanish	Yes	D11	619-688-2582	Transportation Engineering Technician	San Diego
Genel	Genaro	Spanish	Yes	D11	619-596-3234/ 858-688-1418	Transportation Engineer (Civil)	San Diego
Ghafur	Jaff	Spanish	No	D11	619-688-6844/ 760-443-0337	Transportation Engineer	San Diego
Gutierrez	Francisco	Spanish	No	D11	760-735-5089/ 858-688-1424	Transportation Engineer	San Diego
Hernandez	Francisco	Spanish	No	D11	619-220-5377	Transportation Engineer	San Diego
Hernandez-Medina	Alfredo	Spanish	No	D11	619-697-0217	Transportation Engineer - Civil	San Diego
Hurtado	Marina	Spanish	No	D11	619-688-6692	SSA/Business Services Lead Worker	San Diego
Jacobo	Ismael	Spanish	No	D11	858-688-1440	Transportation Engineer	San Diego
Kharrati	Majid	Spanish	Yes	D11	619-688-6729	Project Design Manager	San Diego
Lopez	Waldo	Spanish	No	D11	619-688-6773/ 619-962-8925	Project Engineer	San Diego
Mares	Maritza	Spanish	No	D11	619-688-5122	Office Technician - Typing	San Diego
Martinez	Alfredo	Spanish	Yes	D11	858-688-1520 619-278-3735	Transportation Engineer	San Diego
Medina	Luis	Spanish	No	D11	619-481-8167	Transportation Engineer - Civil	San Diego
Pallares	Sergio	Spanish	Yes	D11	619-688-3610	Chief International Border Studies	San Diego
Palma	Eva D	Spanish	No	D11	619-688-6007	Transportation Engineer	San Diego
Peinado	Marcelo	Spanish	No	D11	619-688-6112/ 619-573-5009	District Division Chief Engineering	San Diego
Perez-Valdes	Jorge	Spanish	Yes	D11	619-688-3164/ 619-964-8818	Transportation Engineer Civil	San Diego
Ramirez	Enrique	Spanish	No	D11	619-688-3257	Transportation Engineer	San Diego
Rivas	Manuel	Spanish	No	D11	858-829-1020	Asst. Resident Engineer	San Diego
Tello	Luidmila	Spanish	No	D11	619-688-4284	AGPA	San Diego
Garcia	Maria	Tagalog	No	D11	619-688-3348	Staff Services Analyst	San Diego
Gubio	Nemia	Tagalog	No	D11	858-467-4044/ 858-518-8632	Regional Adm. Officer	San Diego
Pakandam	Mehrdad	Turkish	No	D11	858-688-1590	Transportation Engineer	San Diego
Rhezaii	Javad	Turkish	No	D11	619-481-8178	Transportation Engineer	San Diego
Syed	Iram	Urdu	No	D11	619-688-3179	Transportation Engineer	San Diego
Le	Levy	Vietnamese	No	D11	619-688-3280	Transportation Engineer - Civil	San Diego
Ton	Duy	Vietnamese	No	D11	619-688-6740	Design Manager	San Diego
Bhatt	Mahesh	Hindi	No	D12	949-724-2117	Chief Traffic Management	Irvine
Hadjibabaie	Farhad	Persian	No	D12	949-724-2129	Civil Transportation	Irvine
Espinoza-Yepez	Maria	Spanish	No	D12	949-724-2294	Branch Chief	Irvine
Hermosillo	Sergio	Spanish	Yes	D12	949-661-2200	CT Equipment Operator II	Irvine
Huizar	John	Spanish	Yes	D12	949-661-2200	Landscape Maintenance Worker	Irvine
Viscarra	Andres	Spanish	Yes	D12	714-708-5708	CT Equipment Operator I	Santa Ana
Washington	Evy	Spanish	Yes	D12	949-724-2515	Branch Chief	Irvine
Ghassemi	Mohssen	Farsi	No	HQ	916-263-5648	Resident Engineer	Sacramento
Lashai	Parviz	Farsi	No	HQ	916-654-5784	Chief of Maintenance	Sacramento
Nowshiravan	Vahid	Farsi	No	HQ	916-654-5089	Transportation Engineer - Civil	Sacramento
Zuniga	Gus	French	No	HQ	916-227-8848	Trans. Eng. CT/Civil	Sacramento
Siddiqui	Asfand "Sid"	Hindi	No	HQ	916-654-6994	Transportation Engineer (Electrical)	Sacramento
Singh	Dave	Hindi	No	HQ	916-227-8243	Transportation Engineer	Sacramento
Vardanega	Yeong	Korean	No	HQ	916-653-3064	Staff Information System Analyst	Sacramento
Hsu	Mei-Chu	Mandarin	No	HQ	916-651-6545	Staff Services Analyst	Sacramento

**Caltrans Volunteer/Certified Bilingual Listing 2015**

<b>Last Name</b>	<b>First Name</b>	<b>Language</b>	<b>Certified</b>	<b>District/HQ Program</b>	<b>Phone Number</b>	<b>Position</b>	<b>Location</b>
Wang	Jinrong	Mandarin	No	HQ	916-227-4467	Senior Bridge Engineer	Sacramento
Komorniczak	Bogdan	Polish	No	HQ	916-227-5863	Senior Eng. Geologist	Sacramento
Singh	Dave	Punjabi	No	HQ	916-227-8243	Transportation Engineer	Sacramento
Krichevsky	Larisa	Russian	No	HQ	916-653-3830	Senior Transportation Engineer	Sacramento
Aguirre	Delia	Spanish	No	HQ	530-919-7946	Transportation Engineer	Sacramento/Sunrise
Baier	Juanita	Spanish	No	HQ	916-323-7951	Senior Management Auditor	Sacramento
Chambers	Gilberto	Spanish	No	HQ	916-653-3424	Transportation Planner	Sacramento
Horvilleur	Martin	Spanish	No	HQ	916-653-2270	Senior Transportation Engineer	Sacramento
Lopez	Carlos	Spanish	No	HQ	916-653-3548	Engineering Geologist	Sacramento
Mora	Jesus	Spanish	No	HQ	916-227-2630	Chief	Sacramento
Ponce	Gregoria	Spanish	No	HQ	916-653-5308	Senior Environmental Planner	Sacramento
Romero	Hector	Spanish	No	HQ	916-227-5855	Senior Transportation Engineer	Sacramento
Styer	Martha	Spanish	No	HQ	916-651-9364	Sr. Transportation Electrical Engineer	Sacramento
Valls	Frank	Spanish	No	HQ	916-227-2634	AGPA	Sacramento
Vergara	Hector	Spanish	No	HQ	916-274-6080	Transportation Engineer	Sacramento
Zuniga	Gus	Spanish	No	HQ	916-227-8848	Trans. Eng. CT/Civil	Sacramento
Hsu	Mei-Chu	Taiwanese	No	HQ	916-651-6545	Staff Services Analyst	Sacramento
Siddiqui	Asfand "Sid"	Urdu	No	HQ	916-654-6994	Transportation Engineer (Electrical)	Sacramento

**Caltrans Volunteer/Certified Bilingual Listing 2015**

Last Name	First Name	Language	Certified	District/HQ Program	Phone Number	Position	Location
Abou-Fadel	Camille	Arabic	No	D11	619-718-7833	Senior Transportation Engineer	San Diego
Abou-Fadel	Camille	French	No	D11	619-718-7833	Senior Transportation Engineer	San Diego
Abudiab	Ali	Arabic	No	D11	619-688-3209	Transportation Engineer	San Diego
Aceves	Patricia	Spanish	No	D3	530-741-5752	Transportation Engineer	Marysville
Acosta-Perez	Rosemary	Spanish	Yes	D7	213-897-0708	Associate Right of Way Agent	Los Angeles
Adhikari	Dinesh	Hindi	No	D3	530-741-5436	Project Engineer	Sacramento
Afzal	Rohullah	Pashto	No	D10	209-576-6299	Transportation Engineer - Civil	Stockton
Aguirre	Delia	Spanish	No	HQ	530-919-7946	Transportation Engineer	Sacramento/Sunrise
Ajayi	Olawale	Hausa	No	D3	530-741-4478	Transportation Engineer	Marysville
Ajayi	Olawale	Yoruba	No	D3	530-741-4478	Transportation Engineer	Marysville
Akkad	Sam	Arabic	No	D3	916-227-0404	Senior Bridge Engineer	Sacramento
Alabi	Kazeem	Yoruba	No	D3	530-741-5108	Transportation Engineer	Marysville
Alameddine	Mustapha	Arabic	No	D8	909-383-4796	Transportation Engineer	San Bernardino
Alameddine	Mustapha	French	No	D8	909-383-4796	Transportation Engineer	San Bernardino
Ali	Saiyed	Urdu	No	D10	209-948-7873	Associate Engineering Geologist	Stockton
Alkhatatbeh	Farouq	Arabic	No	D8	909-383-1296	Operations	San Bernardino
Alonso	Javier	Spanish	No	D11	619-688-0136	Transportation Engineer Range D	San Diego
Alvarado	Max	Spanish	No	D3	916-501-9375	Certified Equipment Operator	West Sacramento
Ambriz	Rachel	Maintenance	No	D10	209-942-6020	Personnel Transaction Liaison	Stockton
Amen	Sam	Arabic	No	D11	619-718-7835	Senior Transportation Engineer	San Diego
Anwar	Tofael	Bengali	No	D2	530-225-3172	Transportation Engineer	Redding
Arnold	Gary	German	No	D3	530-741-4004	Senior Transportation Planner	Marysville
Arnold	Gary	Japanese	No	D3	530-741-4004	Senior Transportation Planner	Marysville
Arnold	Gary	Spanish	No	D3	530-741-4004	Transportation Engineer (Civil)	Marysville
Arshad	Mian	Punjabi	No	D4	510-861-6237/ 925-602-9021/	Trans. Eng. CT/Civil	Concord
Arshad	Mian	Urdu	No	D4	510-861-6237	Trans. Eng. CT/Civil	Concord
Arzaga	Arturo	Spanish	Yes	D8	909-877-8704	Colton Landscape Mtce	Colton
Assadipour	Bidjan	Farsi	No	D10	209-221-6587/ 209-610-0807	Transportation Engineer	Tracy
Auon	Tony	Arabic	No	D3	916-296-9692	Construction Traffic Manager	Sacramento
Auon	Tony	French	No	D3	916-296-9692	Construction Traffic Manager	Sacramento
Avila	Francisco (George)	Spanish	No	D3	916-709-2056	Superintendent	Sacramento
Avila	Francisco (George)	Portuguese	No	D3	916-709-2056	Superintendent	Sacramento
Avila	Sergio	Spanish	No	D8	909-383-1554	Senior Transportation Engineer	San Bernardino
Baha	Wana	Farsi	No	D11	619-688-3606	Transportation Engineer	San Diego
Baier	Juanita	Spanish	No	HQ	916-323-7951	Senior Management Auditor	Sacramento
Balkis	Shaker	Arabic	No	D3	916-825-7926	Transportation Engineer	W. Sacramento
Barajas	Agustin	Spanish	No	D7	213-897-7665	Associate Environmental Planner	Los Angeles
Basi	Harminder	Punjabi	No	D3	530-741-5115	Transportation Engineer	Marysville
Batista	Javier	Spanish	Yes	D11	619-661-7237/ 858-688-1475	Transportation Engineer	San Diego
Bendelhoum	Mohammed	Arabic	No	D8	909-356-3749	Sr. Transportation Electrical Engineer	Fontana
Bendelhoum	Mohammed	French	No	D8	909-356-3749	Sr. Transportation Electrical Engineer	Fontana
Bendelhoum	Mohammed	German	No	D8	909-356-3749	Sr. Transportation Electrical Engineer	Fontana
Berhane	Azeb B	Amharic	No	D11	619-688-3258	Trans. Eng. CT/Civil	San Diego
Beyer-Salinas	Alicia	Spanish	Yes	D3	530-741-4580	Transportation Engineer	Marysville
Bhatt	Mahesh	Hindi	No	D12	949-724-2117	Chief Traffic Management	Irvine
Bhuiyan	Shefa	Hindi	No	D7	213-897-0649	Branch Chief	Los Angeles
Bishop	Iris	Spanish	No	D3	530-741-4320	Transportation Engineer Civil	Marysville
Blanco-Krauss	Cristina	Spanish	No	D11	619-688-6746	Landscape Associate Range D	San Diego
Blas	Guillermo	Spanish	No	D7	213-897-4138	AGPA	Los Angeles
Bozionelos	Jim	Greek	No	D4	510-286-6236	Associate Right of Way Agent	Oakland
Brar	Baljinder	Hindi	No	D3	530-741-4497	Transportation Engineer (Civil)	Marysville
Brar	Baljinder	Punjabi	No	D3	530-741-4497	Transportation Engineer (Civil)	Marysville
Bylinski	Claude	German	No	D3	916-227-8148	Senior Mechanical Engineer	Sacramento
Calvillo	Tony	Spanish	No	D8	909-383-6260	Landscape Associate	San Bernardino
Canizal	J Alberto	Spanish	No	D11	619-688-3184	Transportation Engineer	San Diego
Cardenas	Roberto	Spanish	No	D3	530-741-4069	Right of Way Agent	Marysville
Cardenas	Victor	Spanish	No	D11	858-688-3640	Transportation Engineer	San Diego
Caro	Bricelda	Spanish	No	D11	858-688-4094/ 858-688-4083/ 858-688-8015	Transportation Engineer	San Diego
Castellon	Anna	Spanish	No	D10	209-942-6020	Office Technician - Typing	Stockton
Ceballos	Hector	Spanish	No	D8	909-232-7471	Transportation Surveyor	San Bernardino
Cendejas	Thomas	Spanish	Yes	D7	323-262-5894	Maintenance Supervisor	Los Angeles
Cervantes	Ramon	Spanish	Yes	D7	213-897-6534	Right of Way Agent	Los Angeles

**Caltrans Volunteer/Certified Bilingual Listing 2015**

Last Name	First Name	Language	Certified	District/HQ Program	Phone Number	Position	Location
Chalco	Melecio	Spanish	No	D8	909-383-6761	Project manager	San Bernardino
Chambers	Gilberto	Spanish	No	HQ	916-653-3424	Transportation Planner	Sacramento
Chan	Bao	Portuguese	No	D4	510-286-6148	District Branch Chief	Oakland
Chan	Bao	Taiwanese	No	D4	510-286-6148	District Branch Chief	Oakland
Chen	George	Mandarin	No	D10	209-941-1914	Transportation Engineer - Civil	Stockton
Chen	George	Taiwanese	No	D10	209-941-1914	Transportation Engineer - Civil	Stockton
Chongchaikit	Pochana	Thai	No	D4	510-286-5057	Supervising TE	Oakland
Chou	Chih-Hao	Mandarin	No	D3	530-741-4343	Transportation Engineer	Marysville
Chowdhury	Salahuddin	Bengali	No	D3	530-741-4479	Transportation Engineer	Marysville
Clymer	Jack	Spanish	No	D5	805-714-9963	MREA / RSO	Buellton
Constantino	Esther	Spanish	Yes	D11	619-688-3309	Office Technician - Typing	San Diego
Cortes	Oscar	Spanish	No	D11	619-688-0290	Transportation Engineer	San Diego
Cruz	Susana	Spanish	Yes	D5	805-549-3138	AGPA/PIO	San Luis Obispo
Cruz	Susana	Spanish	No	D5	805-549-3138	AGPA	San Luis Obispo
Dabilly	Maxine	French	No	D4	510-867-6093	Transportation Engineer	Hayward
Dabiri	Tony	Farsi	No	D3	916-859-7951	Transportation Engineer	Sacramento
Dallarda	Gustavo	Italian	No	D11	619-688-6738 619-701-0472	I-15 Corridor Director	San Diego
Dallarda	Gustavo	Spanish	No	D11	619-688-6738 619-701-0472	I-15 Corridor Director	San Diego
Dawar	Rafia	Farsi	No	D3	530-741-5508	Transportation Engineer	Marysville
Dawar	Rafia	Pashto	No	D3	530-741-5508	Transportation Engineer	Marysville
Dayak	Silvia	German	No	D10	209-948-7780	Associate Transportation Planner	Stockton
De Claro	Rhodel	Tagalog	No	D10	209-942-6048	Transportation Engineer - Civil	Stockton
Del Rio	Javier	Spanish	No	D3	916-654-5658	Assoc Telecommunications Engineer	Sacramento
Delgado	Sylvia	Spanish	Yes	D7	213-897-8244	EEO Officer	Los Angeles
Denenberg	Fred	French	No	D11	619-688-6885	AGPA	San Diego
Denenberg	Fred	Italian	No	D11	619-688-6885	AGPA	San Diego
Denenberg	Fred	Spanish	Yes	D11	619-688-6885	AGPA	San Diego
Dominguez	Refugio	Spanish	No	D7	213-897-5580	Senior Transportation Engineer	Los Angeles
Elkhayat	Omar	Arabic	No	D3	916-654-2582	Senior Transportation Engineer	Sacramento
Encinas	Barney	Spanish	No	D3	916-227-9676	Lubrication Coordinator	Sacramento
Entezar	Soraya	Farsi	No	D10	209-948-3869	TE-Electrical	Stockton
Escutia	Gus	Spanish	No	D10	209-948-3861	Stormwater Coordinator	Stockton
Espinoza-Yepez	Maria	Spanish	No	D12	949-724-2294	Branch Chief	Irvine
Estrada	Jorge	Spanish	No	D3	916-227-8582	Senior Bridge Engineer	Sacramento
Estrella	Rosa	Spanish	Yes	D3	530-941-0121	Trans Engineering Truck Inspector	Sacramento
Faraji	Laleh	Farsi	No	D4	707- 566-3948	Transportation Engineer	Santa Rosa
Farias	Manuel	Spanish	No	D8	909-383-6260	Office Chief	San Bernardino
Ferraz	Cristina	Portuguese	No	D4	510-286-3890	Principal Transportation Engineer	Oakland
Fielding	Sam	Spanish	No	D4	510-286-5342	Associate Environmental Planner	Oakland
Finney	Santa	Portuguese	No	D1	707-445-5318	Chief	Eureka
Florentino	Yasnaia	Portuguese	No	D11	619-688-6966	Associate Planner	San Diego
Flores	Catalina	Spanish	Yes	D11	619-688-2582	Transportation Engineering Technician	San Diego
Gandara	Fernando	Spanish	Yes	D3	909-885-8583	Right of Way Agent	San Bernardino
Garcia	Frank	Spanish	No	D3	916-227-9149	Accounting Administrator III	Sacramento
Garcia	Maria	Tagalog	No	D11	619-688-3348	Staff Services Analyst	San Diego
Genel	Genaro	Spanish	Yes	D11	619-596-3234/ 858-688-1418	Transportation Engineer (Civil)	San Diego
Ghafur	Jaff	Arabic	No	D11	619-688-6844/ 760-443-0337	Transportation Engineer	San Diego
Ghafur	Jaff	Kurdish	No	D11	619-688-6844/ 760-443-0337	Transportation Engineer	San Diego
Ghafur	Jaff	Spanish	No	D11	619-688-6844/ 760-443-0337	Transportation Engineer	San Diego
Gharib	Nasrin	Farsi	No	D4	510-622-5964	Trans. Eng./Electrical	Oakland
Gharib	Nasrin	Persian	No	D4	510-622-5964	Trans. Eng./Electrical	Oakland
Ghassemi	Mohssen	Farsi	No	HQ	916-263-5648	Resident Engineer	Sacramento
Ginzburg	Galina	Russian	No	D8	714-335-3594	Transportation Engineer	San Bernardino
Gomez	Gisela	Spanish	No	D6	559-243-3541	Project Engineer	Fresno
Gonzalez	Maria C.	Spanish	No	D4	510-286-4805	Trans. Eng./Electrical	Oakland
Graczyk	Michael	Spanish	Yes	D8	951-323-1810	Supervisor, Riverside Mtce	Riverside
Gubio	Nemia	Tagalog	No	D11	858-467-4044/ 858-518-8632 760-735-5089/	Regional Adm. Officer	San Diego
Gutierrez	Francisco	Spanish	No	D11	858-688-1424	Transportation Engineer	San Diego
Gutierrez-Rivaz	Mary	Spanish	Yes	D8	909-383-6296	Associate Right of Way Agent	San Bernardino
Guzman	Hugo	Spanish	No	D7	213-897-0557	Engineer	Los Angeles
Habib	Aysha	Bengali	No	D8	909-383-4830	Transportation Engineer	San Bernardino

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Last Name	First Name	Language	Certified	District/HQ Program	Phone Number	Position	Location
Hadipour	Elaheh	Farsi	No	D8	909-388-2175	Transportation Engineer	San Bernardino
Hadipour	Elaheh	Persian	No	D8	909-388-2175	Transportation Engineer	San Bernardino
Hadjibabaie	Farhad	Persian	No	D12	949-724-2129	Civil Transportation	Irvine
Haggard	Laura	Spanish	No	D3	916-227-7311	AGPA	Sacramento
Hansra	Gurprit "Pete"	Hindi	No	D3	916-654-7252	Electronics Engineer	Sacramento
Hansra	Gurprit "Pete"	Punjabi	No	D3	916-654-7252	Electronics Engineer	Sacramento
Hasan	Nabil	Arabic	No	D10	209-948-7786	Transportation Engineer	Stockton
Hermosillo	Guillermo	Spanish	Yes	D7	818-366-6341	CMS	San Fernando
Hermosillo	Luz	Spanish	No	D8	909-383-4929	AGPA, PPM	San Bernardino
Hermosillo	Sergio	Spanish	Yes	D12	949-661-2200	CT Equipment Operator II	Irvine
Hernandez	Francisco	Spanish	No	D11	619-220-5377	Transportation Engineer	San Diego
Hernandez-Medina	Alfredo	Spanish	No	D11	619-697-0217	Transportation Engineer - Civil	San Diego
Herrera	Edgar	Spanish	No	D7	213-897-9546	Transportation Engineer	Los Angeles
Hoover	Michael	Spanish	Yes	D4	510-286-5324	Branch Chief	Oakland
Horvilleur	Martin	Spanish	No	HQ	916-653-2270	Senior Transportation Engineer	Sacramento
Hsu	Mei-Chu	Mandarin	No	HQ	916-651-6545	Staff Services Analyst	Sacramento
Hsu	Mei-Chu	Taiwanese	No	HQ	916-651-6545	Staff Services Analyst	Sacramento
Huizar	John	Spanish	Yes	D12	949-661-2200	Landscape Maintenance Worker	Irvine
Hundal	Kuldip	Hindi	No	D10	209-942-6097	Transportation Surveyor	Stockton
Hundal	Kuldip	Punjabi	No	D10	209-942-6097	Transportation Surveyor	Stockton
Hurtado	Marina	Spanish	No	D11	619-688-6692	SSA/Business Services Lead Worker	San Diego
Iroanusi	Felix	Russian	No	D11	858-467-3030 858-518-3570	Electrical Engineer	San Diego
Isaac	Charles	Spanish	Yes	D7	213-897-3672	Maintenance Area Superintendent	Los Angeles
Ito	Emi	Japanese	No	D11	619-688-3345 858-518-3570	Pavement Mgmt - Project Engineer	San Diego
Jackman	Rex	Spanish	Yes	D1	707-445-6412	Chief	Eureka
Jacobo	Ismael	Spanish	No	D11	858-688-1440	Transportation Engineer	San Diego
Jauregui-Tiret	Leslie	Spanish	No	D4	510-715-9272	Structural Steel Painter	Oakland
Johns	Mary-Ann	Spanish	No	D8	909-383-6275	Landscape Architecture	San Bernardino
Johns	Mary-Ann	Tagalog	No	D8	909-383-6275	Landscape Architecture	San Bernardino
Kabbany	Antoine	Arabic	No	D11	858-720-2130/ 858-688-1564	Transportation Engineer	San Diego
Kabbany	Antoine	French	No	D11	858-720-2130/ 858-688-1564	Transportation Engineer	San Diego
Kahil	Ahmad	Arabic	No	D8	951-453-8898	Transportation Engineer	Redlands
Kamal	Balbir	Hindi	No	D3	916-799-0878	Resident Engineer	Sacramento
Kamal	Balbir	Punjabi	No	D3	916-799-0878	Resident Engineer	Sacramento
Khakizadeh	Mahin	Farsi	No	D3	916-227-7785	Transportation Engineer	Sacramento
Kharrati	Majid	Spanish	Yes	D11	619-688-6729	Project Design Manager	San Diego
Kim	Sangjun	Korean	No	D10	209-948-3813	Transportation Engineer Civil	Stockton
Kim	Yong	Korean	No	D8	909-383-6309	Truck Service Manager	San Bernardino
King	Elsa	Spanish	No	D7	213-897-1928	AGPA	Los Angeles
Komorniczak	Bogdan	Polish	No	HQ	916-227-5863	Senior Eng. Geologist	Sacramento
Kopitch	Lima	Russian	No	D11	858-467-3203/ 858-518-3763	TMC Operations Engineer	San Diego
Krichevesky	Larisa	Russian	No	HQ	916-653-3830	Senior Transportation Engineer	Sacramento
Kushaki	Farah	Farsi	No	D11	619-688-6809	Transportation Engineer	San Diego
Kushaki	Farah	Ordo	No	D11	619-688-6809	Transportation Engineer	San Diego
Kushaki	Farah	Pashto	No	D11	619-688-6809	Transportation Engineer	San Diego
Kushaki	Farah	Persian	No	D11	619-688-6809	Transportation Engineer	San Diego
Lambirth	Cara	Spanish	No	D3	530-741-4109	Associate Environmental Planner	Marysville
Lan	Jian	Mandarin	No	D8	909-386-5296	Transportation Engineer	San Bernardino
Lashai	Parviz	Farsi	No	HQ	916-654-5784	Chief of Maintenance	Sacramento
Le	Levy	Vietnamese	No	D11	619-688-3280	Transportation Engineer - Civil	San Diego
Lee	Michael	Mandarin	No	D8	909-383-4579	Associate Transportation Engineer	San Bernardino
Lee	Michael	Taiwanese	No	D8	909-383-4579	Associate Transportation Engineer	San Bernardino
Lee	Nelson	Cantonese	No	D3	530-634-7622	Senior Electrical Engineer	Marysville
Lee	Nelson	Mandarin	No	D3	530-634-7622	Senior Electrical Engineer	Marysville
Lee	Young	Korean	No	D3	916-227-7645	Transportation Surveyor	Sacramento
Leong	Mei-Ling	Cantonese	No	D4	510-286-4532	Trans. Eng. CT/Civil	Oakland
Leong	Mei-Ling	Mandarin	No	D4	510-286-4532	Trans. Eng. CT/Civil	Oakland
Loe	Aileen	Swedish	No	D5	805-549-3065	Acting Deputy Director	San Luis Obispo
Lopez	Carlos	Spanish	No	HQ	916-653-3548	Engineering Geologist	Sacramento
Lopez	Fernando	Spanish	No	D10	209-948-7177	Transportation Engineer-Civil	Stockton
Lopez	Waldo	Spanish	No	D11	619-688-6773/ 619-962-8925	Project Engineer	San Diego
Louka	Tony	French	No	D8	909-383-6385	Senior Transportation Engineer	San Bernardino

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Last Name	First Name	Language	Certified	District/HQ Program	Phone Number	Position	Location
Lu	Hugh	Vietnamese	No	D10	209-948-7221	Transportation Engineer - Civil	Stockton
Luangrath	Kam	Lao	No	D10	209-948-3803	Transportation Engineer - Civil	Stockton
Luangrath	Kam	Thai	No	D10	209-948-3803	Transportation Engineer - Civil	Stockton
Lujan	Blanca	Spanish	Yes	D10	209-948-7193	Project Management	Stockton
Manzanera	Fernando	Spanish	No	D2	707-445-5322	Hydraulic Engineer	Eureka
Maragos	Percy	Greek	No	D10	209-601-5523	Trans. Eng. CT/Civil	Stockton
Mares	Maritza	Spanish	No	D11	619-688-5122	Office Technician - Typing	San Diego
Mariscal	Eva	Spanish	No	D7	909-383-6200	Transportation Engineer Civil	San Bernardino
Martinez	Alfredo	Spanish	Yes	D11	858-688-1520	Transportation Engineer	San Diego
Mason	Patrick	Spanish	Yes	D5	805-549-3498	Right of Way Agent	San Luis Obispo
Medina	Luis	Spanish	No	D11	619-278-3735 619-481-8167	Transportation Engineer - Civil	San Diego
Mehta	Bihari	Gujarati	No	D8	909-383-4117	Transportation Engineer (Civil)	San Bernardino
Mehta	Bihari	Hindi	No	D8	909-383-4117	Transportation Engineer (Civil)	San Bernardino
Meléndez	Luis B.	Spanish	Yes	D4	510-286-5606	Transportation Planner	Oakland
Mendoza	Barbara	Llocano	No	D10	209-948-3866	Project Analyst (AGPA)	Stockton
Mendoza	Maria	Spanish	No	D3	530-7410-4417	Right of Way Agent	Marysville
Merriman	David	Portuguese	No	D3	707-601-1661	Transportation Engineer	So. Lake Tahoe
Mirzaie	Hossein	Farsi	No	D4	510-286-4698	Trans. Eng. CT/Civil	Oakland
Mirzaie	Hossein	Persian	No	D4	510-286-4698	Trans. Eng. CT/Civil	Oakland
Mohammadi	Noor	Dari	No	D10	209-639-2147	Transportation Engineer	Stockton
Mohammadi	Noor	Pashtu	No	D10	209-639-2147	Transportation Engineer	Stockton
Mora	Jesus	Spanish	No	HQ	916-227-2630	Chief	Sacramento
Muniz	Ismaela "Izzie"	Spanish	Yes	D6	559-445-6264	Associate Right of Way Agent	Fresno
Na	James	Korean	No	D3	916-445-1955	Enterprise Software Developers	Sacramento
Naguib	Nader	Arabic	No	D8	909-388-7180	Project manager	San Bernardino
Naguib	Nader	French	No	D8	909-388-7180	Project manager	San Bernardino
Narayan	Selwal	Nepalese	No	D3	530-741-5138	TMP Coordinator	Marysville
Nguyen	Danh Van	Vietnamese	No	D4	408-590-4394	CT Maintenance Supervisor	Cupertino
Nguyen	Lam	Vietnamese	No	D8	909-232-3523	Traffic Operations	Riverside
Nowshiravan	Vahid	Farsi	No	HQ	916-654-5089	Transportation Engineer - Civil	Sacramento
Nunez	Gustavo	Spanish	Yes	D5	805-529-8691	Supervisor	San Luis Obispo
Olveda	Jose	Castillian	Yes	D4	510-286-7397	Branch Chief	Oakland
Olveda	Jose	Spanish	Yes	D4	510-286-7397	Branch Chief	Oakland
Osoy	Ada	Spanish	No	D7	213-897-4791	Transportation Engineer	Los Angeles
Pakandam	Mehrdad	Persian	No	D11	858-688-1590	Transportation Engineer	San Diego
Pakandam	Mehrdad	Turkish	No	D11	858-688-1590	Transportation Engineer	San Diego
Pallares	Sergio	Spanish	Yes	D11	619-688-3610	Chief International Border Studies	San Diego
Palma	Eva D	Spanish	No	D11	619-688-6007	Transportation Engineer	San Diego
Pang	Raymond	Cantonese	No	D4	510-286-5387	Office Chief	Oakland
Pankhaniya	Mrugesh	Gujarati	No	D4	510-286-5282	Trans. Eng. CT/Civil	Oakland
Pankhaniya	Mrugesh	Hindi	No	D4	510-286-5282	Trans. Eng. CT/Civil	Oakland
Pausanos	Edgar	Bisayan	No	D10	209-948-7209 209-601-5992	Transportation Engineer	Stockton
Pausanos	Edgar	Tagalog	No	D10	209-601-5992	Transportation Engineer	Stockton
Pea	Rosana	Spanish	No	D3	530-741-4552	Transportation Engineer	Marysville
Peinado	Marcelo	Spanish	No	D11	619-688-6112/ 619-573-5009	District Division Chief Engineering	San Diego
Perez-Valdes	Jorge	Spanish	Yes	D11	619-688-3164/ 619-964-8818	Transportation Engineer Civil	San Diego
Petoian	Sergey	Armenian	No	D5	805-549-3060	Transportation Engineer	San Luis Obispo
Petoian	Sergey	Russian	No	D5	805-549-3060	Transportation Engineer	San Luis Obispo
Pheng	Sinaren	Cambodian	No	D10	209-948-3689 209-405-0553	Project Manager	Stockton
Phillips	Sybill	German	No	D8	909-383-4158	Transportation Engineer	San Bernardino
Phoukhao	Sasinouan	Lao	No	D11	619-220-5381	Transportation Engineer - Civil	San Diego
Pinuelas	Neidy	Spanish	Yes	D8	909-388-8451	Associate Right of Way Agent	San Bernardino
Ponce	Gregoria	Spanish	No	HQ	916-653-5308	Senior Environmental Planner	Sacramento
Prakash	Sathish	Tamil	No	D3	916-826-4163 858-720-2125/	Asst Resident Engineer	Rocklin
Rafiq	Ahmad	Farsi	No	D11	858-688-1415	Resident Engineer	San Diego
Rai	Premjit	Punjabi	No	D4	510-286-5894	Deputy District Director, Admin.	Oakland
Ramirez	Enrique	Spanish	No	D11	619-688-3257	Transportation Engineer	San Diego
Ramirez	Francisco	Spanish	No	D4	916-324-6248	Structural Steel Painter	Sacramento
Realin	Virgil	Tagalog	No	D3	916 227-9601	Highway Equipment Superintendent	Sacramento
Reyes	Juan	Spanish	No	D1	707-441-5853	Transportation Engineer	Eureka
Reyes	Juan	Spanish	No	D8	707-496-8038	Transportation Engineer	Fortuna
Reza	Ruben	Spanish	No	D8	909-388-1825	Transportation Engineer	San Bernardino

**Caltrans Volunteer/Certified Bilingual Listing 2015**

Last Name	First Name	Language	Certified	District/HQ Program	Phone Number	Position	Location
Rhezaii	Javad	Farsi	No	D11	619-481-8178	Transportation Engineer	San Diego
Rhezaii	Javad	Turkish	No	D11	619-481-8178	Transportation Engineer	San Diego
Rios	David	Spanish	Yes	D7	213-897-6524	Associate Right of Way Agent	Los Angeles
Risman	Iwan	Indonesian	No	D8	909-383-4476	Transportation Engineer	San Bernardino
Rivas	Manuel	Spanish	No	D11	858-829-1020	Asst. Resident Engineer	San Diego
Rivera	Fernando	Spanish	No	D3	530-822-5355	Area Construction Engineer	Marysville
Rivera	Yolanda	Spanish	Yes	D7	213-897-0503	Office Technician - Typing	Los Angeles
Rodriguez	Carmen	Spanish	No	D3	530-741-4067	Transportation Engineer (Civil)	Marysville
Rodriguez	Maria	Spanish	Yes	D10	209-948-7475	Associate Transportation Planner	Stockton
Rodriguez	Nelson	Spanish	Yes	D8	951-686-3672	Riv. Landscape Leadworker	San Bernardino
Romero	Hector	Spanish	No	HQ	916-227-5855	Senior Transportation Engineer	Sacramento
Roni	Sirajul	Bangla	No	D11	619-688-6636 858-335-2805	Transportation Engineer	San Diego
Roni	Sirajul	Hindi	No	D11	619-688-6636 858-335-2805	Transportation Engineer	San Diego
Salazar	Heriberto	Spanish	Yes	D7	213-897-0505	Right of Way Agent	Los Angeles
Sandoval	Martha H.	Spanish	No	D4	510-622-0715	AGPA	Oakland
Schermer	Fredrick	Dutch	No	D4	510-286-5557	Associate Transportation Planner	Oakland
Schmidt	Chris	German	No	D11	619-220-7360 619-709-4313	Senior Transportation Planner	San Diego
Sesteaga	Victor	Spanish	No	D8	909-383-4482	Transportation Engineer	San Bernardino
Siddiqui	Asfand "Sid"	Hindi	No	HQ	916-654-6994	Transportation Engineer (Electrical)	Sacramento
Siddiqui	Asfand "Sid"	Urdu	No	HQ	916-654-6994	Transportation Engineer (Electrical)	Sacramento
Singh	Dave	Hindi	No	D3	916-227-8243	Transportation Engineer	Sacramento
Singh	Dave	Punjabi	No	D3	916-227-8243	Transportation Engineer	Sacramento
Singh	Dave	Hindi	No	HQ	916-227-8243	Transportation Engineer	Sacramento
Singh	Dave	Punjabi	No	HQ	916-227-8243	Transportation Engineer	Sacramento
Singh	Dave	Urdu	No	HQ	916-227-8243	Transportation Engineer	Sacramento
Slocum	Thien	Vietnamese	No	D3	530-741-4157	Project Engineer	Marysville
Styer	Martha	Spanish	No	HQ	916-651-9364	Sr. Transportation Electrical Engineer	Sacramento
Suthahar	N. Sutha	Sinhala	No	D3	530-741-5408	Project Manager	Marysville
Suthahar	N. Sutha	Tamil	No	D3	530-741-5408	Project Manager	Marysville
Sutherland	Bill	Spanish	No	D2	530-225-3431	Transportation Engineer	Redding
Syed	Iram	Hindi	No	D11	619-688-3179	Transportation Engineer	San Diego
Syed	Iram	Urdu	No	D11	619-688-3179	Transportation Engineer	San Diego
Taberner	Hal A.	German	No	D4	510-286-6463	Associate Info. Sys. Analyst	Oakland
Taberner	Marianna	Russian	No	D4	510-286-6463	Volunteer	Oakland
Taberner	Marianna	Ukrainian	No	D4	510-286-6463	Volunteer	Oakland
Tabshouri	Isam	Arabic	No	D3	530-741-5749	Branch Chief	Marysville
Tabshouri	Isam	French	No	D3	530-741-5749	Branch Chief	Marysville
Tabshouri	Isam	Spanish	No	D3	530-741-5749	Branch Chief	Marysville
Tadi	Ramakrishna	Hindi	No	D8	909-383-4551	Assistant District Traffic Manager	San Bernardino
Tadi	Ramakrishna	Telugu	No	D8	909-383-4551	Assistant District Traffic Manager	San Bernardino
Tadjalli	Ali	Farsi	No	D8	909-383-6059	Transportation Engineer (Civil)	San Bernardino
Tadjalli	Ali	Persian	No	D8	909-383-6059	Transportation Engineer (Civil)	San Bernardino
Taheripour	Ali	Farsi	No	D4	510-622-0700	Senior Transportation Engineer	Oakland
Taheripour	Ali	Persian	No	D4	510-622-0700	Senior Transportation Engineer	Oakland
Takhar	Sukhvinder (Sue)	Punjabi	No	D3	530-741-4025	Project Manager	Marysville
Tang	Sharon	Cantonese	No	D3	530-741-4577	Air/Noise Specialist	Marysville
Tello	Luidmila	Spanish	No	D11	619-688-4284	AGPA	San Diego
Ton	Duy	Vietnamese	No	D11	619-688-6740	Design Manager	San Diego
Torres	Salvador	Spanish	No	D2	530-225-2034	Project Engineer	Redding
Tran	Quoc	Vietnamese	No	D4	510-622-5007	Trans. Eng. CT/Civil	Oakland
Trenado	Marta	Spanish	Yes	D7	213-897-1690	Information Systems Analyst	Los Angeles
Trinh	Quan	Vietnamese	No	D10	209-471-4008	Transportation Engineer - Civil	Stockton
Truong	Chuong	Vietnamese	No	HQ	916-654-2589	Senior Transportation Engineer	Sacramento
Tsao	John	Mandarin	No	D4	510-286-5202	Trans. Eng. CT/Civil	Oakland
Tu	Thomas	Vietnamese	No	D8	951-756-1989	Transportation Engineer	San Bernardino
Uppal	Kriti	Hindi	No	D10	209-932-2371	AGPA	Stockton
Uranga	Marta	Spanish	No	D8	909-383-6035	Associate Contract Analyst	San Bernardino
Urgoiti	Nerea	Spanish	Yes	D7	213-897-3634	Associate Right of Way Agent	Los Angeles
Valdez	Jose Luis	Spanish	No	D3	530-741-5336	Transportation Engineer	Marysville
Valls	Frank	Spanish	No	HQ	916-227-2634	AGPA	Sacramento
Van	Hong	Vietnamese	No	D8	909-383-5953	Senior Transportation Engineer	San Bernardino
Vang	Kua	Hmong	No	D6	559-445-6513	Transportation Surveyor	Fresno
Vardanega	Yeong	Korean	No	HQ	916-653-3064 925-926-6113/	Staff Information System Analyst	Sacramento
Vega	Ismael	Spanish	No	D4	510-772-8030	CT Maintenance Area Supt.	Oakland

**Caltrans Volunteer/Certified Bilingual Listing 2015**

<b>Last Name</b>	<b>First Name</b>	<b>Language</b>	<b>Certified</b>	<b>District/HQ Program</b>	<b>Phone Number</b>	<b>Position</b>	<b>Location</b>
Vergara	Hector	Spanish	No	HQ	916-274-6080	Transportation Engineer	Sacramento
Villasenor	Jose M	Spanish	Yes	D7	310-233-7427	Lead Worker	Long Beach
Vinson	Regina	Portuguese	No	D3	530-544-3045	Transportation Engineer	Rancho Cordova/So. Lake Tahoe
Vinson	Regina	Portuguese	No	D3	530-544-3045	Transportation Engineer	Rancho Cordova/So. Lake Tahoe
Viscarra	Andres	Spanish	Yes	D12	714-708-5708	CT Equipment Operator I	Santa Ana
Wang	Jinrong	Mandarin	No	HQ	916-227-4467	Senior Bridge Engineer	Sacramento
Washington	Evy	Spanish	Yes	D12	949-724-2515	Branch Chief	Irvine
Washington	Labell	Spanish	No	D7	213-897-0554	Supervisor of Drafting Services	Los Angeles
Whang	William	Mandarin	No	D4	510-286-5142	Transportation Engineer	Oakland
Wood	Dave	Spanish	No	D3	530-265-7931	Maintenance Superintendent	Nevada City
Xu	Zhongping "John"	Mandarin	No	D4	510-286-5577	Associate Transportation Planner	Oakland
Yan	Jenny	Mandarin	No	D11	619-688-2574	Transportation Engineer	San Diego
Yip	Patrick	Cantonese	No	D4	510-622-0794	Trans. Eng. CT/Civil	Oakland
Yip	Patrick	Mandarin	No	D4	510-622-0794	Trans. Eng. CT/Civil	Oakland
Zelege	Melecio	Amharic	No	D3	530-741-4505	Transportation Engineer	Marysville
Zhang	Haiyan	Mandarin	No	D4	510-286-5235/ 510-780-6617	Senior Environmental Planner	Oakland
Zhang	Xiao	Mandarin	No	D8	909-383-4580	Senior Transportation Engineer	San Bernardino

## **APPENDIX C2**

# LANGUAGE LINE SOLUTIONS REFERENCE GUIDE

## CALTRANS Office of Business and Economic Opportunity

### HOW TO ACCESS AN INTERPRETER

#### ■ When Receiving a call:

1. Use your phone's conference feature to place the Limited English Proficient (**LEP**) speaker on hold.
2. Dial **1-877-245-0386**
3. Provide your Client ID # **5 9 7 0 9 7**
4. Select the language you need
  - a. Press 1 for Spanish
  - b. Press 2 for all other languages and state the name of the language you need

*\*\* Press 0 for agent assistance if you do not know the language*
5. Provide when prompted provide your 6-digit District number: **88-8367**

*You will be connected to an interpreter who will provide his/her ID number.*

6. Brief the interpreter.  
*Summarize what you wish to accomplish and provide any special instructions.*
7. Add the LEP onto the call.
8. Say "End of Call" to the interpreter when your call is completed.

#### ■ Note:

When placing an outbound call to a LEP, begin at **Step 2**. If you need assistance placing a call to the LEP, Please inform the interpreter or agent at the beginning of the call.

When the LEP is face-to-face with you begin at **Step 2**. Once the interpreter joins the line, brief him/her and place the phone on "Speaker" mode or pass the handset back-and-forth.

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### IMPORTANT INFORMATION:

**INTERPRETER IDENTIFICATION** - Interpreters identify themselves by name and ID number. Feel free to note this information for future reference if your organization requires it for their records or to comply with regulatory requirements.

**WORKING WITH AN INTERPRETER** – At the beginning of the call, briefly tell the interpreter the nature of the call. Speak directly to the limited English speaking speaker, not to the interpreter, and pause at the end of a complete thought. Please note, to ensure accuracy, your interpreter may sometimes ask for clarification or repetition.

**CUSTOMER SERVICE**– To provide feedback, commend an interpreter, or report any service concerns, call 1-800-752-6096 or go to [www.languageLine.com](http://www.languageLine.com), and click on the "Customer Service" tab to complete a Voice of the Customer form.