



Title VI/Nondiscrimination

Ensuring Justice

SFY 2022 Accomplishments/SFY 2023 Goals

October 1, 2022

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Iowa Department of Transportation Title VI Program SFY 2022 Accomplishments and SFY 2023 Goals Report

Introduction

This report supplements the Iowa Department of Transportation's (Iowa DOT) Title VI/Nondiscrimination Program Plan and provides information on the accomplishments of the Iowa DOT Federal Highway Administration funded programs for SFY 2022 and planned activities for SFY 2023. This report was prepared in accordance with *23 CFR, Part 200, Section 200.9 (b) [State actions]*.

Title VI Policy Statement and Assurances

The Iowa DOT's Title VI/Nondiscrimination Policy Statement was updated with Director Scott Marler's signature on October 1, 2022. It can be found in the Iowa DOT Title VI/Nondiscrimination Plan that is disseminated internally and externally on the Civil Rights webpage (<https://iowadot.gov/civilrights/documents/TitleVIProgramPlan.pdf>). The Standard Title VI/Nondiscrimination Assurances were also updated with Director Scott Marler's signature on, October 1, 2022, and are included as an attachment to the Iowa DOT Title VI/Nondiscrimination Plan.

Organization and Staffing

The Title VI/Nondiscrimination program was led by Tonnnette Harris, the former Director of the Civil Rights Bureau (CRB) until December 2021. Nikita Rainey began serving as the Interim CRB Director in December 2021, and formally took on the position of Director in September 2022. The director role reports directly to Scott Marler, Director of the Iowa Department of Transportation and Troy Jerman, Chief Operating Officer. Tracey Bradley and Steve Kerber are the Civil Rights Compliance Officers with responsibilities for the Title VI/Nondiscrimination and Contractor Compliance programs. Nikita Rainey and Danny Wagener are the DBE Compliance Auditors and Yareli Reeve-Mendoza is the External Civil Rights Administrator. James Ward, Transportation Aide, provides administrative support for the CRB.

Title VI Compliance and Monitoring Process

The Civil Rights Bureau Director is responsible for implementing, monitoring, and ensuring the Iowa DOT's compliance with Title VI/Nondiscrimination regulations. The Civil Rights Compliance Officers are responsible for reviewing Iowa DOT's internal and external programs including its policies and practices for Title VI/Nondiscrimination compliance. The Compliance Officers are also responsible for reviewing and monitoring sub-recipients including Regional Planning Affiliations (RPAs), counties, cities, and all recipients of funds through Iowa DOT, whatever the source.

Civil Rights Complaints

There were two Title VI complaints received from the MVD in SFY 2022, and both were resolved internally.

Administration Program Areas Civil Rights Bureau

SFY 2022 Accomplishments

- Sub-recipient Reviews – Completed 22 sub-recipient reviews; Updated site review tools.
- Internal Review – completed 1 review, Construction and Materials Bureau.
- External Technical Assistance – Completed 19 administrative supports upon requests of the local public agencies and regional planning agencies.
- Participated in FHWA's Equity 1 LEP Review process.
- Trainings attended:
 - Indian Hills Community College Diversity Conference, April 2022
 - US DOT's Community of Practice Training Sessions (DBE webinar training sessions):
 - Prompt Payment/Return of Retainage, April 20, 2022
 - Good Faith Efforts, May 17, 2022
 - Commercially Useful Function (CUF) and Counting, June 9, 2022
 - US DOT's DBE Contract Goal Setting Webinar, March 2, 2022
 - US DOT's DBE Program – New NAICS Code Official Guidance, March 10, 2022
- Worked collaboratively with other Iowa DOT offices in data collection efforts.

SFY 2023 Goals

- Reviews: Complete 24 subrecipient reviews with addition MPO/RPA, and 2 internal program area reviews.
- Training: Continue development of an online training module on Title VI/Nondiscrimination for internal training purposes, continue to offer Title VI/Nondiscrimination training to sub-recipients, contractors, and professional organizations. Participate in relevant training opportunities throughout the year.
- Civil Rights Committee: continue participation in quarterly committee meetings.
- Review and refresh content on the Civil Rights team webpage. Ensure all information is current.
- Continue collaboration with the Design Bureau in updating the ADA Transition plan and ensuring adequate opportunity for public involvement and consideration of public input.
- Begin process of updating the Iowa DOT's LEP Plan.
- Attend MINK Conference training in October 2022.
- Continued development of Iowa DOT's data collection processes.

Systems Planning and Program Management Bureau

The Systems Planning and Program Management Bureaus are responsible for many activities that involve public participation in transportation decision-making throughout the planning and programming process. Every effort is made to have meetings at sites that are handicap accessible and to advertise through newspapers with the widest reader distribution. News releases are distributed around the state for many of the meetings and all meetings involving the Iowa Transportation Commission. The news releases direct anyone with special assistance needs to contact the department. The Strategic Communications and Policy Bureau handles the distribution of news releases, and their expertise is relied on to reach the largest audience, including minority and low-income populations. The following accomplishments list activities that have involved public participation and the type of public interaction, where applicable.

SFY 2022 Accomplishments

The Iowa Transportation Commission held 12 business meetings and 13 workshops during SFY 2022. During these meetings, many delegations provided comments and/or made presentations concerning transportation issues in Iowa. No requests for specific accommodations were received. The following two paragraphs summarize these meetings:

- Four meetings were held at locations around the state specifically to seek public input from transportation providers and system users. During SFY 2022, those locations were Carroll (August 2021), Waterloo (October 2021), Council Bluffs (April 2022), and Coralville (June 2022). Numerous delegations at these meetings presented materials concerning agency policies, transportation corridors, and specific transportation projects.
- Eight meetings were held in-person at the Ames DOT complex with a virtual option for attendees and presenters. Numerous delegations presented materials at these meetings generally related to highway projects, RISE project proposals, and rail economic development or rail-related improvement projects.

A statewide public input meeting was held on August 17, 2021 via conference call to receive comments on the Statewide Transportation Improvement Program (STIP). In addition, public meetings were held by all the MPOs and RPAs to receive comments on their respective TIPs. Input is received from organizations and private citizens that represent all economic levels and ethnic backgrounds.

A virtual public meeting to discuss potential projects for Iowa's Federal Recreational Trails Program was held November 16, 2021 via Microsoft Teams. Attendees represented a wide variety of organizations and private citizens of all economic levels.

The Iowa DOT and the Iowa Transportation Commission gathered input for the Iowa state long-range transportation plan and the state freight plan updates. A public comment period was conducted from February 22, 2022 through April 7, 2022.

Iowa DOT gathered input for the Iowa Electric Vehicle Infrastructure Plan in accordance with the National Electric Vehicle Infrastructure (NEVI). A survey was conducted in June 2022.

The Iowa DOT facilitates additional public participation through the activities of advisory groups, maintains several websites that detail many agency programs, provides information in the form of agency news releases, publications, and newsletters, and encourages input by written comments, phone, internet (including social media) or fax.

SFY 2023 Goals

- Continue to provide guidance to MPOs and RPAs related to Title VI documentation requirements. Update this guidance and the appropriate documentation templates as needed and post to the Systems Planning Bureau's online Planning Resource Guide.
- Continue to enhance the Title VI compliance review process into routine scheduled planning agency reviews. Monitor the effectiveness of this process compared to the Title VI review process previously used by the Iowa DOT.
- Public participation in planning and programming activities will be encouraged via public hearings, information meetings, the Commission's public input meetings, Commission meeting delegations, additional advisory groups, and opportunities to submit comments to the department on a continuous basis through the department's website and social media or other communications options.
- MPO and RPA Title VI activities will continue to be reviewed through department staff participation in the metropolitan and regional planning processes. The DOT will continue to administer the pass-through funding of transportation planning activities by administration of the joint FHWA and FTA agreements. Federal planning reviews of MPOs and RPAs within the state will continue to stress the importance of accessibility to ensure minority groups are involved in the development of plans and projects.
- Opportunities to increase employee awareness of Title VI and EJ issues as related to work activities will continue to be explored.
- Systems Planning Bureau will offer education and training opportunities to bureau staff as directed by the Civil Rights Bureau and federal oversight agencies.

Data Collection:

SPB planning activities are statewide in scope, and associated data used to inform those activities is also statewide in nature. A statewide demographic profile is included in the state long-range transportation plan and other plan documents; however, area-specific location inventories of socioeconomic groups is largely a product of the MPO and RPA planning process. Project development-specific profiles would likely be a product of the Location and Environment Bureau.

SPB largely relies on publicly available datasets. SPB planning products that leverage data are primarily used by other bureaus within the department that are responsible for project development activities.

Complaints: None reported.

Right-of-Way Bureau

SFY 2022 Accomplishments

- Each Right of Way (ROW) section reviewed Title VI requirements in section meetings during the year. The office has made it a point to ensure that any new employees see the awareness video and receive the “fact sheet.”
- The Appraisal Section utilized 4 appraisal firm employing female appraisers and 0 minority owned appraisal firms.
- Iowa DOT acquired a total of 756 parcels during the reporting period. There were no concerns raised regarding the treatment of minorities or women, and contact reports reflect no concerns.
- The Department utilized outside services for the acquisition of 482 (ADA) of the 756 parcels acquired during SFY 2022. Two of these firms utilized female negotiation staff.
- The Property Management Section utilized the services of several contractors. They include but are not limited to appraisers, plumbers, electricians, locksmiths, excavating, mowing, seeding, general maintenance. The Property Management Section continues to utilize a prequalified contractor bidding process through the Purchasing Office of the Iowa DOT. This has resulted in the wider distribution of work to qualified contractors and has provided better access to DBE contractors.
- **Data Collection:** Data collected is used to document the ROW Office’s compliance with the Uniform Act and Title VI. Data collection has transitioned to the Civil Rights Bureau.
- **Complaints:** No civil rights complaints were received.

SFY 2023 Goals

- The office will continue to ensure that policy manuals reviewed include provisions related to Title VI compliance.
- The office will continue to seek minority tenants for DOT properties and minority contractors to provide products and services.
- Title VI requirements will continue to be discussed with staff to maintain awareness.
- There will be continued focus directed to addressing LEP issues along with greater distribution of outside appraisal work and property management service work.
- The Property Management Section will continue to develop broader public access to parcels available for lease or sale. This should result in better access for persons in protected classes.

Data Collection:

Data collected is used to document the ROW Office’s compliance with the Uniform Act and Title VI. Data collection has transitioned to the Civil Rights Bureau.

Complaints: No civil rights complaints were received.

Location & Environment Bureau

Title VI is constantly in the forefront of our daily work with NEPA and public involvement. We identified federally funded projects that required further review and assistance due to potential environmental justice impacts and public involvement.

SFY 2022 Accomplishments

- The following LEP requirements continue to be addressed:
 - Text translations into Spanish for newspaper notices
 - Project handouts and newspaper publications.
- Environmental Justice (EJ) impacts were considered during the NEPA process in developing thirty-four environmental studies which included eight Environmental Assessment (EA) studies. Items considered during the EJ evaluation process included: determining the project's area of influence and the characteristics of the general population as well as the impacted population, comparison of the population impacts to determine whether there is an EJ impact, mitigation of the impacts and provision for public participation. One EA was completed; and eight others were developed during this fiscal year. Eight Categorical Exclusions were completed and work continues on 17 more.

SFY 2023 Goals

- We hope to utilize a demographic dashboard for our transportation projects to help identify disadvantaged communities within the project area. We will use this information to help better serve our stakeholders.
- The Bureau recently established an account through the interpreter service at www.ctslanguagelink.com. We anticipate using their services throughout the year.
- We will be reviewing the Title VI video with staff at an all-bureau staff meeting and will discuss concerns and set goals for the coming year.

Data Collection:

We have paper and electronic records of where we advertised, how much we spent, and if we used a translator for our public involvement activities.

We also document any outreach in our Environmental Assessments.

Complaints: None reported.

Contracts and Specifications Bureau

SFY 2022 Accomplishments

Bureau representative participates in Civil Rights Committee Meetings.

Prequalification Analyst actively participates in Iowa DOT's annual DBE Workshop – presentations and roundtable discussions.

Prequalification Analyst meets annually with Iowa State University Center for Industrial Research and Service (CIRAS), including conducting webinar presentations.

Support implementation of DBE requirements for non- USDOT federal funded local agency contracts.

- Participate in DBE contract goal setting
- Participate in DBE contract goal GFE evaluation
- Participate in quarterly Civil Rights/Construction/Contracts meetings
- Assist OES/CRT in administration and implementation of civil rights programs
- Respond to construction industry questions regarding DBE contract goal bidding procedures
- Conduct pre-bid meetings in locations accessible to persons with disabilities.
- Request authorization of federal funding for civil rights programs.
- Generate routine and ad-hoc reports on contract letting related data to support civil rights programs

SFY 2023 Goals

- Participate in Civil Rights Committee Meetings.
- Continue with on-going activities listed above.

Complaints: None reported.

Local Systems Bureau

Policy Review: The Local Systems Bureau continually reviews its Federal-aid Project Development Guide, Instructional Memorandums to Local Public Agencies (I.M.s), and other published Guidance for compliance with Title VI.

SFY 2022 Accomplishments

We were able to resume in-person trainings in SFY 2022.

Jenifer Bates, Urban Engineer for the Local Systems Bureau, along with Keith Knapp, Director of Iowa's Local Technical Assistance Program, held an in-person training session in Ames, IA on the joint Iowa DOT/SUDAS Design Manual Chapter 12A-1 through 12A-4, Sidewalks and Bicycle Facilities. This training focused on the requirements for ADA compliance. The half day training was entitled "Accessible Sidewalks and Curb Ramps: Design to Installation". We had 77 people attend this year (the lowest number since we've started doing it once a year and very likely due to the class being rescheduled at the last minute due to a COVID situation). There were 22 local agencies in attendance, plus consultants. Attendance included: 52 local attendees, 1 DOT employee, and 24 consultants.

SFY 2023 Goals

- *Describe plans/goals for the upcoming year, including any significant problem areas to focus on and plans/goals for approaching them.*
 1. We plan to offer Federal-aid training sessions that, among other topics, will include information on:
 - Consultant Selection and DBE requirements
 - Contract administration requirements which will include discussions on Title VI nondiscrimination and Equal Employment Opportunities (EEO) Site Inspection
 2. We hope to offer the Accessible Sidewalks and Curb Ramps: Design to Installation Training Sessions in multiple locations around the state to reach additional people.
 3. The Access Board has stated that they had planned to send a final version of the Proposed Accessibility Guideline for Pedestrian Facilities in the Public Right-of-Way to the Department of Justice for rule making by the end of calendar year 2013. This still has not happened, but when this is accomplished, the Local Systems Bureau will organize the ADA Standardization Committee to review and compare with the DOT and SUDAS Design Manual Chapter 12. If changes are needed to Chapter 12, the changes will be made, and the local agencies will be notified. The Local Systems Bureau will again work with the Iowa Local Technical Assistance Program (LTAP) to develop and perform updated training.

Complaints: None reported.

Project Management Bureau

SFY 2022 Accomplishments

Our Policy and Procedure Manual 300.12 – Negotiated Contracts for Architectural, Engineering, and Related Professional Services requires that DOT RFPs must include the website which lists certified DBE/TSB consulting firms. The intent is to give consultants the opportunity to network with DBE/TSB firms earlier in the selection/contracting process. This website access may enhance the ability of a consulting firm to find a DBE/TSB firm that can provide sub-consultant services on a contract that they may not have considered before.

SFY 2023 Goals

The continued usage of engineering consultants is anticipated because of workload and in-house staffing capabilities. As we continue with the use of private consultants, it will be our goal to increase the percentage of the total cost of contracted services to be provided by DBE firms. We post all our RFPs to the Targeted Small Business Web Site prior to our normal advertising process. Because most of our engineering contracts are paid from our state Outside Services fund, any work given to a DBE would be counted as race neutral.

The Project Management Bureau (PMB) continues to work with our internal partners on upgrading the Consultant Utilization website. Within this upgrade we intend to improve identification of prequalified DBE consultants. Currently, this website lists each work category for all prequalified consultants. The website includes the firm's name and mailing lists. The DOT plans to add additional information for easier identification of DBE firms. This will assist in the identification of DBEs for those project managers who utilize these lists when seeking consultant work. Likewise, the continued development of the Contract Management system and the consolidation of consultant coordination efforts are also expected to continue in FY23 and will enhance the DOT's capabilities to provide DBE utilization reports.

Complaints: None reported.

Design Bureau

SFY 2022 Accomplishments

During the fiscal year 2022 projects let with ADA specific funding totaling \$3,260,776.00 These projects covered 6 cities that were on the Priority list in districts 5, and 6. These 6 projects successfully fulfilled the transition plan requirement of \$2,000,000/year and cleared the line item of \$2,000,000/year. We continue to assist the districts and other cities with design issues and plan development.

Complaints: We are not aware of any ADA violations.

Next year we plan on letting projects that will fulfil our line item and fulfill the Transition plan requirements that includes 8 cities across the state.

2022 construction

	Project #	City	District	Amount
**	STPN-052-1(121)--2J-49	Bellevue	6	481,500.00
**	STPN-062-1(25)--2J-49	Bellevue	6	703,512.00
**	NHSN-067-1(154)--2R-82	Le Claire	6	624,315.00
**	STPN-064-1(25)--2J-53	Wyoming	6	506,149.00
	NHSN-005-2(47)--2R-68	Albia	5	779,300.00
**	STPN-038-3(59)--2J-53	Monticello	6	166,000.00
	**Denotes Tied Project to 3R			\$3,260,776.00

SFY 2023 Goals

2023 Construction

	Project #	City	District	Amount
**	NHSN-063-1(98)--2R-26	Bloomfield	5	589,185.00
	STPN-070-1(37)--2J-70	Nichols	5	531,837.60
**	STPN-065-9(22)--2J-98	Northwood	2	2,123,253.71
**	STPN-281-2(8)--2J-10	Fairbank	6	638,185.00
	NHSN-003-3(71)--2R-76	Pocahontas	3	298,573.91
	STPN-004-4(25)--2J-76	Pocahontas	3	
**	STPN-015-1(10)--2J-76	Rolfe	3	390,052.25
	STPN-175-1(90)--2J-67	Onawa	3	963,811.84
**	STPN-148-2(19)-2J-02	Corning	4	415,121.84
				\$5,950,021.15

Data Collection:

As per information obtained from Workday on August 5, 2022, there were 96 people within the Design Bureau which was made up of 75 males and 21 females which equates to a percentage of 78.1 and 21.9 respectively. The ethnicity of the Design Bureau consists of 87 White (90.6%), 5 Asians (5.2%), 2 black (2.1%) and 2 unreported (2.1%).

Complaints: No complaints reported

Support Services Bureau – Administrative Services Division

SFY 2022 Accomplishments

Driver License Stations

- Added or updated signage, door hardware, clear routes, and heights of accessories.

Field, District, and Construction Offices

- Adding or updating signage, door hardware, clear routes, and heights of accessories.
- Fort Dodge Mechanics, Brine, and Wash Bay Building – construct a new building at existing maintenance facility including but not limited to compliant entrances, parking, and restrooms.
- Spirit Lake Mechanics, Brine, and Wash Bay Building – construct a new building at existing maintenance facility including but not limited to compliant entrances, parking, and restrooms.

SFY 2023 Goals

Driver License Stations

- Set up new location in Iowa City ensuring construction meets all ADA guidelines.
- Set up new location in Muscatine ensuring construction meets all ADA guidelines.
- Set up new location in Clinton ensuring construction meets all ADA guidelines.
- Add power openers to all locations for ease of access.

Field, District, and Construction Offices

- Adding or updating signage, door hardware, clear routes, and heights of accessories.
- De Soto Mechanics, Brine, and Wash Bay Building – construct a new building at existing maintenance facility including but not limited to compliant entrances, parking, and restrooms.
- Waterloo Mechanics, Brine, and Wash Bay Building – construct a new building at existing maintenance facility including but not limited to compliant entrances, parking, and restrooms.
- Sioux City District, Construction, and Materials Lab Building – construct a new building at new Sioux City consolidation site off Highway 20 including but not limited to compliant entrances, parking, and restrooms.
- Sioux City Maintenance Facility – construct a new maintenance building at new Sioux City consolidation site off Highway 20 including but not limited to compliant entrances, parking, and restrooms.

Ames

- Northwest Wing – remodel existing building on Ames complex to include, but not limited to adding new compliant restrooms, entrances, and parking.

Ankeny

- MVD Building – Entry remodel changing flooring and routing for ease of customer access.
- MVD Building – Building remodel affecting all areas ensuring construction meets all ADA guidelines.

Complaints: No complaints reported.

District 1

SFY 2022 Accomplishments

- District 1 Title VI Coordinator attended the Iowa DOT Civil Rights Committee meetings via teams.
- Public meetings were online due to the pandemic and all Project Related Public Information Meeting notices are published and posted with contact information provided for the Civil Rights Commission and Affirmative Action Officer.
- The district can make interpreters available at public meetings, as needed.

SFY 2023 Goals

- Assist the Iowa DOT Civil Rights Coordinators in the compliance of Title VI.
- Seek out related training opportunities.
- Continue to represent District 1 on the DOT Civil Rights Team.
- Assist Iowa DOT Civil Rights Team with sub-recipient Title VI reviews if necessary.
- Attend the DBE conference
- Provide Civil Rights meeting information to District 1 staff meetings.
- Review the public meeting hybrid as an alternative to get a wider attendance at public meetings.

Complaints: None reported.

District 2

SFY 2022 Accomplishments

- District 2 Title VI Coordinator attended and participated in Iowa DOT Civil Rights Committee meetings
 - As standard practice made interpreters available when needed
 - As standard practice Title VI Coordinator notifies those on our minority contact list when job opportunities become available in District 2. District 2 has nine total contacts in the communities of Waterloo, Clarion and Hampton. Jobs promoted during SFY 2022 include:

▪ Highway Technician Associate-Waterloo	August 11 th
▪ Highway Technician Associate-Osage	September 24 th
▪ Highway Technician Associate-Hanlontown	November 30 th
▪ Highway Technician Senior-New Hampton	December 21 st
▪ Highway Technician Associate-Elkader	December 29 th
▪ Highway Technician-Waterloo	January 3 rd
▪ Highway Technician Associate-Mason City	January 7 th
▪ Highway Technician Associate-Waterloo	January 7 th
▪ Highway Technician Associate-New Hampton	January 7 th
▪ Highway Technician Senior-New Hampton	February 16 th
▪ Highway Technician Associate-Waterloo	February 16 th
▪ Highway Technician-Waterloo	March 9 th
▪ District Design Engineer-Mason City	March 25 th
▪ Summer Traffic Counters	March 25 th
▪ Highway Technician-West Union	April 13 th
▪ Highway Technician Associate-Mason City	May 10 th
▪ Highway Technician Associate-Elkader	May 12 th
▪ Highway Technician-Waterloo	May 25 th
▪ Construction Technician Senior-New Hampton	June 15 th
▪ Highway Technician Associate-Mason City	June 21 st
- Made “virtual interviews” available during COVID-19 pandemic to remove any possible barriers
 - As standard practice made sure those who attend meetings, including public, contractor and preconstruction, are aware the DOT can and will accommodate those with disabilities. It is also standard practice to hold these meetings in handicap accessible rooms.

Other Actions:

- District 2 remains a member of the Iowa DOT Civil Rights Committee

SFY 2023 Goals

- Check all District offices/shop for displays of required Title VI material
- Add new contacts to minority list for District job postings
- Represent District 2 on DOT Civil Rights Team
- Assist Iowa DOT Civil Rights Bureau with subrecipient Title VI reviews if necessary

Complaints: None reported.

District 3

SFY 2022 Accomplishments

- ADA project work completed in Manning, Sioux City, Cherokee.
- Review 2020 census data for Hinton to evaluate need for translation service at the project public involvement meeting
- Language Link utilized for Limited English proficiency encounters
- Data Collection: Review of 2020 Census Data in project target areas in Hinton (US 75 Reconstruction Project) Sioux City (Gordon Drive Viaduct/Bacon creek Conduit project)
- Education: MAASTO Conference Breakout Sessions.
 - Methods for Improving Equity in Transportation Decision-making Process
 - Homeless Occupancy of Highway Right-of-Way

SFY 2022 Goals

- Continue education effort with employees including Human Trafficking training
 - Outreach toward low income and minority populations impacted by proposed Gordon Drive Viaduct/Bacon Creek Conduit project
 - Assemble and review 2020 census data to versus programmed future project to determine outreach strategies for minority and vulnerable populations within District 3
 - Complete additional ADA work

Complaints: None reported.

District 4

SFY 2022 Accomplishments

- Continue to work with community of Corning in developing ADA projects.
- Completed 2022 accomplishment and 2023 goals.
- Coordinated with the office of Design for ADA projects in District 4.
- We have identified a need for a Spanish language outreach effort for the Council Bluffs Interstate Project. We published a Spanish language version newsletter to advise of the decisions made. Language Link, Project Statement and project newsletter were available at the public meetings. We have also advertised public meetings in Spanish in the newspaper, Spanish TV networks have provided meeting notices in Spanish. HDR the consultant for the Council Bluffs Interstate project has taken the lead on Public Involvement activities.
- We have incorporated Language Link for Public Meetings.
- Continue to explore methods of involving various groups in the public information process.
- The Spanish page on the Council Bluffs Interstate website continues to receive hits. We will continue to update the page with information on public meetings and other project activities.
- Worked with Regional Planning Affiliations (RPA) and Metropolitan Planning Organization (MPO), on working with communities with Limited English Proficiency and identifying these areas to involve them in the planning process.
- Shared with communities the need to update sidewalks and facilities to make them ADA compliant.
- Explore Census data to determine population increases or decreases in area as well as what Nationalities are in the area.
- Visited with several field offices within the DOT to see if they had any title VI complaints. None were reported.

- Made sure each office and garage in District 4 had the Title VI Pamphlets.
- Attended RPA and MPO reviews including Title VI reviews.

FY 2023 GOALS

- Continue to work with RPA's and MPO's regarding projects in urban areas for ADA and projects where LEP may exist.
- Continue to identify neighborhood groups for the CBIS project and other projects.
- Continue to work with several communities trying to combine ADA projects with regional funding.
- Monitor the CBIS project Spanish web page.
- Continue to identify LEP needs for public information meetings and public hearings.
- Strive to educate all communities on making facilities ADA compliant.
- Conduct Title VI trainings

Educate communities in the district about translation software such as Language Link.

- Become a better communicator between District 4 and Central Office in Ames.

Complaints: None reported.

District 5

SFY 2022 Accomplishments

- Monitored LEP activities on construction and planning projects.
 - Reviewed updates to Regional Planning Affiliations' (RPAs') planning documents (i.e., Long-Range Transportation Plan) to ensure the documents included a discussion on the needs of the LEP population in their area.
 - Analyzed census data for Ottumwa, Mediapolis, Columbus Junction to determine if written translation or oral interpretation would have been required for an Iowa DOT public notice and/or public meeting material.
 - Coordinated with the Location and Environment Bureau to have an interpreter available at a public hearing for individuals who spoke Spanish.
 - Coordinated with the Location and Environment Bureau to translate public meeting material into Spanish for a public information meeting.

Goals SFY 2023

- Attend the Iowa DOT Civil Rights Committee meetings.
- Publish and post all Public Information Meeting notices with contact information for the Civil Rights Commission and Affirmative Action Officer.
 - Ensure contact information for CRC and AAO are included on seven public announcements for District 5 projects.
- Continue to address and incorporate ADA compliance in Primary projects.
 - Review traffic safety projects involving sidewalk and traffic signal improvements on IA 14, US 61, US 34, IA 1 and IA 92.
- Disseminate updates to District 5 staff from Civil Rights Committee meetings.
 - Provide general updates to D5 management during staff meetings.

Complaints: None reported.

District 6

SFY 2022 Accomplishments

Efforts made to comply with Title VI regulations:

- **Inclusion in process:** Focused discussion of Title VI at a few staff meetings.
 - **Steps taken in District 6:**
 - Title VI Coordinator continued attendance in statewide Civil Rights Committee meetings when possible.
 - Discussion of Title VI concerns at District 6 quarterly regional staff meetings and at District 6 weekly management meetings. No concerns expressed by staff.
 - It is standard practice to make those attending project informational meetings aware that the DOT will make accommodations for those with disabilities if needed. It is also standard practice to hold these types of meetings in rooms that are ADA accessible. We continued to do that this year.
 - Due to CoVid concerns the district assisted in all virtual public meetings for the past year.
 - The District, through standard practice, makes interpreters available to the public when needed through the interpreter service at www.ctslanguagelink.com. Interpreters are also provided if previously determined to have an LEP need by either the Office of Location and Environment or a local public agency where the project will take place.
 - Maintained quantities of Title VI Notice to the Public statements already displayed in all District offices/shops.
 - Maintained quantities of “Title VI and You” brochures already on display in all District offices/shops.
 - District 6 management team took part in the United Way’s Equity Challenge. This was largely about sharing informational articles with management team that were related to equity concerns for disenfranchised persons.

SFY 2023 Goals:

- Work with DOT Civil Rights Coordinator to help the Department meet and/or exceed Federal Title VI requirements.
- Continue District Staff discussions regarding diversity at staff meetings.
- Continue to increase awareness and familiarity with all aspects of Title VI.
- Attend additional training when available.

- Attend DBE annual meeting.
- Continue to work with the DOT Civil Rights Committee.

Complaints: None reported

Motor Vehicle Division (MVD)

SFY 2022 Accomplishments

The Motor Vehicle Division administers and enforces federal and state laws and regulations pertaining to vehicle titling and registration, vehicle operation and driver licensing, and legal identity. MVD handles transactions for 2.6 million Iowa residents holding driver license (DL) or identification (ID) products and for more than 4.6 million registered vehicles in the state. MVD also licenses and oversees operations for a variety of businesses, including vehicle dealers, third-party service providers and educators.

The division directly provides many different types of transactions and works with 99 Iowa county treasurer offices to fully deliver services to all residents and businesses of the state. It also works with the American Association of Motor Vehicle Administrators (AAMVA) to follow national standards and guidelines for motor vehicle and driver/ID services.

Organization

MVD is organized into a Director's office and four Bureaus:

- The Director's office oversees and guides all Division operations and services, legislative activity and legal compliance activity.
- The Bureau of Investigation and Identity Protection (BIIP) includes law enforcement officers and analysts that investigate fraud and other criminal practices relating to vehicle titling and registration, DL/ID products, vehicle dealer sales and MVD and county staff operations. Investigations may lead to criminal charges or sanctions against individuals or businesses.
- The Central Programs Bureau (CPB) provides oversight and ensures compliance of major programs throughout MVD. CPB establishes program structure for driver education, driver fitness, commercial driver licenses and motor carrier services. It directly manages dealer licensing, parent-taught driver education and other specialized programs. CPB provides oversight and guidance to the 99 Iowa county treasurer offices for the delivery of vehicle title and registration services and provides training services to all MVD and county treasurer staff.
- The Customer Services Bureau (CSB) directly delivers services and products to Iowa residents and businesses, including DL/ID products, persons-with-disability parking products, personal plate orders, bonded title applications and motor carrier registrations, fuel taxes and permits. The Customer Services Bureau has 18 DL/ID service centers and

works closely with 83 county treasurer offices to provide DL/ID services to all Iowa residents.

- The Systems and Administration Bureau (S&A) is responsible for the division's records management and data privacy compliance, financial and accounting functions maintenance and support of multiple transactional systems and vendor relationships, and MVD's portfolio of system-related projects and enhancements. S&A provides, maintains and improves system access and governance to all MVD and county treasurer employees and manages all MVD equipment, inventory, supplies and contracts.

Goals SFY2023

- Work with DOT Civil Rights Coordinator to help the Department meet and/or exceed Federal Title VI requirements.
- Continue District Staff discussions regarding diversity at staff meetings.
- Continue to increase awareness and familiarity with all aspects of Title VI.
- Attend additional training when available.
- Continue to work with the DOT Civil Rights Committee.

MVD Training:

MVD uses the DOTU training system to assign and track all training, including Title VI and Civil Rights training modules.

MVD had two complaints reported in FFY2022.

- A customer filed a complaint in August 2021 alleging discrimination on the basis of race, skin color and national origin. The customer alleged that MVD inquired about marriage, citizenship, visa status and other items relating to a driver license application. MVD submitted a response to ICRC in October 2021.
- A customer filed a complaint alleging discrimination on the basis of race, skin color, national origin, sex, and religion or creed. The case stemmed from a desire for the customer to use a preferred last name that did not match the submitted documentation. MVD submitted a response to ICRC in June 2022.

Motor Vehicle Enforcement (MVE)

Motor Vehicle Enforcement, sometimes known as MVE, is a dynamic, progressive, and professional statewide law enforcement organization dedicated to highway safety. Our officers serve and protect the public by patrolling Iowa's highways and operating our state-of-the-art weigh station facilities. We are Iowa Law Enforcement Academy (ILEA) certified peace officers. While we enforce all state law (traffic and criminal) our core mission is in the enforcement of the Federal Motor Carrier Safety Regulations (FMCSR), vehicle size, weight, registration, and travel authority of commercial motor vehicles.

SFY2022 GOALS

- MVE was able to get at least one public interview during the pre-post COVID 19 Pandemic. Captain Johnson was interviewed by Hope + Elim Church in the intercity of Des Moines. He did have several minority prospective candidates ask about jobs with MVE.
- Minority woman and minority officer candidates continue through DAS
- MVE did make an accretive effort to improve of communication to LEP through the updating of IDOT's translators list and state contact list.
- MVE did authorize the placement of information on how to contact our Civil Rights Bureau to file complaint on our inspection form that is given to drivers after officers conduct an inspection.
- MVE did add the Civil Right Bureau link to its home page that is located on the DOT's webpage.
- MVE was able to hire a Hispanic Officer. This hiring only helps in our quest for a more diverse workforce.
- MVE staff was able to complete Implicit Bias training.
- All New MVE Officers did complete Implicit Bias Training

SFY2023 GOALS

- MVE will try and participate in at least two or more recruiting events with an emphasis on LEP, LIS, woman, and minorities
- MVE will continue to look for ways to better its methods of collecting data
- MVE will strive to find ways to improve language barriers between its officers and the

public by looking into pocket interpreters for staff. This would need to be tested for practicality, efficiency and volume along with price.

Data Collection:

- TRAC's can track citations by race, sex and national origin. There are issues however that preclude this method from being the best method of data collection. Were able to pull some records.

Complaints: None received.