

Amtrak has compiled a list of Amtrak policies that demonstrate our compliance with Title VI. This list does not include the LEP policies.

- To protect contractors, we have a Procurement SOP titled *Supplier Diversity Program Procedure*. The primary purpose of this policy is, in part, to ensure nondiscrimination in the award and administration of contracts; create a level playing field on which diverse firms can compete fairly; help remove barriers to the participation of diverse firms on contracts; and assist the development of diverse firms that can compete successfully in the market place.
- To protect customers and coworkers in general, we have the *Amtrak Standards of Excellence*, which provides, “As a matter of policy, we manage this company and administer our programs without regard to race, color, religion, sex, national origin, age, disability, sexual orientation or veteran’s status and in conformance with all applicable federal, state and local laws. Therefore, we will not tolerate discrimination or harassment of any kind by our employees toward our customers or coworkers, including but not limited to racial, ethnic, religious or sexual slurs, whether written or spoken.”
- The Amtrak Police Department has a *Bias Based Profiling* policy. This APD policy prohibits certain conduct (e.g., detaining, searching, seizing, questioning, etc.) based on a number of protected characteristics including race, ethnic background, and cultural group -- which are covered by Title VI (ethnic background and cultural group are akin to national origin.) Officers must follow this policy towards all individuals – Amtrak employees and the public alike.
- To protect passengers, the Terms of Transportation contains a Seating policy that states, “Seating arrangements will be made without regard to race, color, gender, creed or national origin.”
<https://www.amtrak.com/servlet/ContentServer?c=Page&pagename=am%2FLayout&cid=1241337896127>
- *Contracting Opportunities for Minority- and Women-Owned Business Enterprises policy*
- *Equal Employment Opportunity/Affirmative Action policy*
- *Anti-Discrimination and Anti-Harassment policy*

For Title VI LEP compliance, there is no specific requirement for posting such materials as those listed in the ODOT inquiry. The DOT guidance outlines four factors recipients should apply to the various kinds of contacts they have with the public to assess language needs and decide what reasonable steps they should take to ensure meaningful access for LEP persons:

- The number or proportion of LEP persons eligible to be served or likely to be encountered by a program, activity, or service of the recipient or grantee.
- The frequency with which LEP individuals come in contact with the program.
- The nature and importance of the program, activity, or service provided by the recipient to people’s lives.
- The resources available to the recipient and costs.

Using a combination of U.S. Census data, Contact Center call statistics and Language Line call statistics, Amtrak has limited multi-lingual translation of printed materials to the top four languages encountered across the Amtrak system (Spanish, French, and Chinese). Our focus to date has been related to customer safety material, and travel information such as baggage policies, Informational posters for certain policies, and passenger security related materials are posted in English, Spanish and Chinese. Additional materials are available as follows:

Deliverable	Languages
amtrakpolice.com website	All languages supported by Google Translate
I'm Nosey (APD K9 program)	English, Spanish
pass.amtrak.com	All languages supported by Google Translate
"Chuggington" Security Awareness video	English, Spanish
"If you see something, say something" video	English, Spanish
America's Preparathon Posters	English, Spanish, Chinese, Vietnamese
Amtrak.com	Spanish, French, Chinese, German
"Things to Know" 'Brochure	Spanish, French, Chinese
Baggage Policy: Carry-On	Spanish, French
Grade Crossing Safety Pamphlet	English, Spanish
Language Line for station and contact center agents	Various.