

GRANT TRANSIT AUTHORITY TITLE VI POLICY

TITLE VI PLAN FOR THE FEDERAL TRANSIT ADMINISTRATION

TITLE VI COMPLAINT PROCEDURES

What is Title VI of the Civil Rights Act of 1964?

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color and national origin in programs and activities receiving Federal financial assistance.

Grant Transit Authority is committed to ensuring that no person is excluded from participation in, or denied benefits of its transit services on the basis of race, color, or national origin, as protected by Title VI Federal Transit Administration (FTA) Circular 4702.1.A. If you believe you have been subjected to discrimination under Title VI, you may file a complaint.

How to file a Title VI Complaint?

You may file a signed, written complaint one hundred and eighty (180) days from the date of the alleged discrimination. The complaint should include the following information:

- Your name, mailing address, and how to contact you (i.e., telephone number or email address)
- How, when, where and why you believe you were discriminated against. Include the location, names and contact information of any witnesses
- Other information that you deem significant

The complaint may be filed in writing with Grant Transit Authority at the following address:

Grant Transit Authority
Title VI Coordinator
PO Box 10
Ephrata, WA 98823
By phone: (509) 754-1075
By Facsimile: (509) 754-1170

Note: Grant Transit Authority encourages all complaints to certify all mail that is sent through the US Postal Service and/or ensure that all written correspondence can be tracked easily. For complaints originally submitted by facsimile, an original, signed copy of the complaint must be mailed to the Title VI Coordinator as soon as possible, but no later than 180 days from the alleged date of discrimination.

What happens to my complaint after it is submitted to Grant Transit Authority?

All complaints alleging discrimination based on race, color, or national origin in a service or benefit provided by Grant Transit Authority will be directly addressed by Grant Transit Authority. Grant Transit Authority shall also provide appropriate assistance to complaints, including those persons with disabilities, or who are limited their ability to communicate in English. Additionally, Grant Transit Authority shall make every effort to address complaints in an expeditious and thorough manner.

In instances where additional information is needed for investigation of the complaint, Grant Transit Authority will contact the complainant in writing. Please note that in responding to any requests for additional information, a complainant's failure to provide the requested information will result in administrative closure of the complaint.

Once sufficient information for investigation the complaint is received by Grant Transit Authority, a written response will be drafted subject to review by the transit's attorney. If appropriate, Grant Transit Authority's attorney may administratively close to complaint. In this case, Grant Transit Authority will notify the complainant of the action as soon as possible.

How will I be notified of the outcome of my complaint?

Grant Transit Authority will send a final written response to the complainant and advise the complainant of his or her right to 1) appeal within 7 calendar days of receipt of the final written decision from Grant Transit Authority, and/or 2) file a complaint externally with the U.S. Department of Transportation and/or the Federal Transit Administration. Every effort will be made to respond to Title VI complaints within 60 working days of receipt of such complaints, if not sooner.

In addition to the complaint process described above, a complainant may file a Title VI complaint with the following offices:

Office of Civil Rights	Director	
Federal Transit Administration	FTA Office of Civil Rights	
915 Second Avenue, Ste 3142	East Building, 5 th Floor	
Seattle, WA 98174	1200 New Jersey Ave, SE	
Phone: 206-220-7954	Fax: 206-220-7959	Washington, DC 20590

RECORD OF TITLE VI INVESTIGATIONS, COMPLAINTS OR LAWSUITS

To date, there have been no Title VI investigations, complaints or lawsuits.

LIMITED ENGLISH PROFICIENCY (LEP) PLAN

Grant Transit Authority is committed to breaking down language barriers by implementing consistent standards of language assistance across its service area.

Census. The United States is home to millions of national origin minority individuals who are LEP. That is, their primary language is not English and they cannot speak, read, write or understand the English language at a level that permits them to interact effectively with recipients of Federal financial assistance. Because of language differences and the inability to effectively speak or understand English, persons with LEP may be subject to exclusion from programs or activities, experience delays or denials of services. These individuals may be entitled to language assistance with respect to a particular type of service. The federal government and those receiving assistance from the federal government must take reasonable steps to ensure that LEP persons have meaningful access to the programs, services, and information those entities provide. This will require agencies to establish creative solutions to address the needs of this ever-growing population of individuals, for whom English is not their primary language. According to the 2000 Census Data for Grant County, English is spoken by 71.7% in Grant County. Overwhelmingly, Spanish represents 25.2% of the non English speaking in Grant County.

ANALYSIS OF FACTORS

Factor No. 1: The nature and importance of service provided by Grant Transit Authority. Grant Transit Authority provides important transit services to the public through its fixed route, paratransit, and vanpool programs.

Factor No. 2: The number or proportion of LEP persons in the service area. The vast majority of the population with which we do business (individuals wishing to ride transit) is proficient in English, so that LEP services are not normally required. No information was available regarding the percentage of bilingual residents of the county.

Factor No. 3. The frequency with which LEP individuals come into contact with the service. All contacts with Grant Transit Authority are made through its administrative office located in Ephrata, WA., and scheduling office located 940 E. Broadway, Moses Lake, WA. We serve LEP persons daily via our buses, contracted services, paratransit, demand response services, and vanpool program. In a joint effort to serve LEP persons, calls/contacts from LEP individuals are handled by our contracted service provider and sent to our administrative office for tracking purposes and to be logged.

Factor No. 4. The resources available to the recipient of the federal funds to assure meaningful access to the service by LEP persons. Grant Transit Authority's contracted service provider has experienced staff that is fluent in Spanish and have agreed to serve as interpreters as needed on those occasions when a person with limited English proficiency contacts the transit system. Grant Transit Authority provides a number of publications in both English and Spanish and prints Special Notices of public meetings and other events in Spanish.

IMPLEMENTATION PLAN

Grant Transit Authority currently has implemented its plan and will review it annually, including any contacts with LEP persons to determine the frequency of contacts, the language used, and how the contacts were handled. We identify LEP persons in the service area by ridership, telephone contact counts, neighborhood demographics, general awareness surveys and on-board surveys. Grant Transit Authority's Title VI Policy and a Complaint Form are available on our website. Beginning in 2010, all printed maps and schedules will have Title VI language. If there is a service change, we run notices in the newspaper in Spanish and in English. We also have flyers on the bus which are printed as the information changes (not at any particular time but rather as route, schedule or fare information changes or when we run out of flyers. In order to comply with 49 CFR 21.9(d), Grant Transit Authority and its sub-recipients must provide information to beneficiaries regarding their Title VI obligations and inform beneficiaries of the protections against discrimination afforded them by Title VI.

GRANT TRANSIT AUTHORITY has established a statement of rights and a policy statement.

NOTIFYING BENEFICIARIES OF THEIR RIGHTS UNDER TITLE VI
Our website includes our Title VI policy and complaint form. The website will also state: **GRANT TRANSIT AUTHORITY** does not discriminate on the basis of race, color or national origin.

GRANT TRANSIT AUTHORITY no discrimina en base de raza, color o origen nacional.

A copy of Grant Transit Authority's Title VI Policy and Complaint Form is also available at our administrative office located at 90 Alder St NW in Ephrata, WA., and at our scheduling office located at 940 E. Broadway Ave in Moses Lake, WA.

INCLUSIVE PUBLIC PARTICIPATION

Community Outreach is a requirement of Title VI. Recipients and sub-recipients shall seek out and consider the viewpoints of minority and low-income populations in the course of conducting public outreach. Recipients have wide latitude to determine what specific measures are most appropriate and should make this determination based on the composition of the affected population, the public involvement process, and the resources of Grant Transit Authority. Grant Transit Authority will engage the public in its planning and decision-making processes, as well as its marketing and outreach activities and includes the Washington State Migrant Council, Opportunities Industrialization Council, and the Grant County Developmental Disabilities Program for input.

CUSTOMER COMPLAINT PROCESS

Citizens may contact Grant Transit Authority to lodge a complaint or comment. All complaints/comments are put into a database, researched, followed-up and a response is made to the citizen. This process can be initiated by calling Grant Transit Authority at (509) 754-1075, or by visiting the administration office located at 90 Alder St NW, Ephrata, WA.