SRTC’s VISION
SRTC is recognized for excellence in transportation planning and regional cooperation.

SRTC’S MISSION
To coordinate transportation planning in the Spokane region by providing leadership, expertise, and a forum for collaboration.
Save page for Board resolution
Title VI Compliance

The Spokane Regional Transportation Council (SRTC) assures that no person shall, on the grounds of race, color, national origin, or sex as provided by Title VI of the Civil Rights Act of 1964 and the Civil Rights Restoration Act of 1987 (P.L. 100.259), be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity.

Americans with Disabilities Act (ADA) Information

Materials can be provided in alternate formats by contacting the Spokane Regional Transportation Council (SRTC) at 509-343-6370 or contact.srtc@srtc.org.
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I. INTRODUCTION

The Spokane Regional Transportation Council’s (SRTC’s) Public Participation Plan (PPP) reflects the agency’s practices for public involvement, consultation with interested parties, interagency consultation, as well as agency governance and operations; all documented in one place for public reference. It considers demographic research conducted by SRTC staff using the Internet, Census data and public meetings.

SRTC is the federally designated Metropolitan Planning Organization (MPO) and the state designated Regional Transportation Planning Organization (RTPO) for the area covered by Spokane County. MPOs and RTPOs ensure that transportation expenditures are based on a continuing, cooperative and comprehensive planning process. Federal and state funds for transportation projects and programs are channeled through this process and awarded to local agencies and jurisdictions that build transportation projects or implement transportation programs. The major difference between MPOs and RTPOs is that RTPOs cover both urban and rural areas and receives state funding in support of planning efforts.

As a local intergovernmental agency, SRTC encourages coordination and collaboration between planning and transportation departments at member agencies and partners, including the City of Spokane, Spokane Valley, Spokane County, Spokane Transit, Washington State Department of Transportation-Eastern Region and small cities and towns (Airway Heights, Cheney, Liberty Lake, Rockford, Deer Park, Waverly, Fairfield, Spangle, Millwood, Latah, and Medical Lake) and the Spokane and Kalispel Tribes.
SRTC is committed to transparency and encourages participation by all in its transportation planning activities. SRTC aims to provide clear and understandable informational materials and address concerns raised by interested parties. All public involvement activities for decision making processes are documented and given appropriate consideration.

**Organizational Structure**

SRTC is governed by a Board and has two standing advisory committees.

SRTC’s Board of Directors is comprised of local elected or appointed leaders and senior staff at SRTC partner agencies. The Board meets monthly to make policy and project decisions and provide direction to SRTC staff. The Transportation Technical Committee (TTC) and Transportation Advisory Committee (TAC) advise the Board on agency activities. SRTC also has subcommittees and work groups on specific topics that meet as needed.

All meetings of SRTC’s Board and committees are open to the public, with the exception of Board executive sessions, under chapter 42.30 of the Revised Code of Washington. Agendas and minutes from all committee and Board meetings are posted on the SRTC website at [www.srtc.org](http://www.srtc.org) or hardcopies can be obtained by calling (509) 343-6370. All Board and committee meetings include a public comment agenda item.
Spokane Regional Transportation Council (SRTC) STRUCTURE

SRTC BOARD
Appointed pursuant to Inter-local Agreement
14 Voting Members
3 Ex Officio Representatives

Voting Members
- City of Spokane (2)
- Spokane County (2)
- City of Spokane Valley (1)
- WSDOT (1)
- WA State Transportation Commission (1)
- Small Cities (3)
- Small Towns (1)
- Spokane Transit Authority (1)
- Private Sector Transportation Provider (1)
- Spokane Airport Board (1)

Ex Officio Representatives
- Rail (1)
- TAC Chair (1)
- TTC Chair (1)
- House of Representatives
- State Senate

Transportation Advisory Committee (TAC)
Community Participants Appointed by the SRTC Board

Transportation Technical Committee
Appointed Technical Staff from Jurisdictions
- City of Spokane (3)
- Spokane County (3)
- WSDOT (3)
- City of Spokane Valley (2)
- Spokane Transit (2)
- Small Cities
- Spokane Regional Clean Air Agency
- Spokane Airports
- City of Airway Heights
- City of Cheney
- City of Liberty Lake
- Kalispel Tribe of Indians
- Spokane Tribe of Indians
- Spokane Regional Health District

Executive Director
Appointed by the Board
- 10 Employees

Updated August 2017
SRTC involves the following groups in the review of agency activities and studies but is not limited to these groups. Staff continually looks for new partners and groups to coordinate with.

- Spokane Transit
- Representatives of users of public transportation
- Representatives of users of pedestrian and bicycle transportation facilities
- Representatives of the disabled and elderly
- Representatives of young people
- Other interested parties identified by SRTC during ongoing outreach efforts

Because SRTC is just one of many players in area transportation planning, and recognizing that transportation has direct impacts on the environment, it is essential that regional transportation planning and funding decisions are informed by governments at all levels. SRTC engages the following agencies in its planning process, and this PPP was reviewed by:

- Public agencies
- Transit agencies
- Freight shippers
- Providers of freight transportation services
- Private providers of transportation
- Area Native American Tribes
- Other interested parties.

**Outreach Barriers**

As with many government agencies, SRTC faces some definite challenges in its efforts to reach and educate members of the public on our activities, as well as to gather input. Some of those barriers or challenges include:

*Language barriers* - Some members of the community are Limited English Proficient (LEP) and don’t understand outreach messages or don’t get involved as a result (SRTC’s methods for outreach to LEP populations are included on page 23).

*Mistrust* - Some community members do not participate in community outreach events as they have a distrust or fear of government agency or do not want to draw attention to themselves.

*Difficult concepts* - Some of SRTC’s documents, studies and plans include very technical terms due to the nature of the work, making them difficult for people not involved in the transportation industry to understand.

*Limited resources* - SRTC has a small staff so is limited in the time that can be spent attending community events and making presentations. There is also a limited outreach budget so staff members have to be creative in their outreach methods.
Apathy- While SRTC’s work is important to the future of the community, many people are not interested due to the long-term nature of the agency’s work.

SRTC continues to look for ways to overcome these barriers and this PPP guides staff on ways to do so, including offering translators and translated materials for those with language barriers, using visualizations and maps to more clearly explain difficult concepts, teaming up with other agencies to stretch limited outreach resources and using “plain speak” in all of our materials to stress the importance of SRTC’s work and why it is important to everyone, even those who may be apathetic to the agency’s activities. More information on how some of these challenges are addressed are included under “Public Participation Techniques” on pages 24 and 25.

Development of the Public Participation Plan (PPP)

While SRTC is guided by multiple policies and regulations (see page 12) to produce and update a PPP, the agency doesn’t do it only because it is a federal requirement. Having a document that clearly lays out the available tools and methods for outreach lets SRTC continually improve public involvement efforts by providing a baseline document to consult. This allows staff to periodically check our efforts and make sure the agency is on the right track and using all resources available.

A draft PPP was made available for a 45-day public comment period from October 1 to November 15, 2017. All comments received are included in Appendix A. The public comment period included:

- Notifying SRTC members; interested parties; stakeholders; Tribes; representatives of Title VI and Environmental Justice groups; and federal agencies of opportunity to comment
- Online review opportunities at www.srtc.org
- Notification of public comment period through social media including SRTC’s blog, Facebook and Twitter pages
- News releases sent to area media outlets, including those that serve diverse and Limited English Proficient audiences. Releases were sent to announce the start of the public comment period, a public open house during the comment period, and the impending closing of the public comment period.
- Posted notice on community calendars.
- Legal notices placed in local print media.

Updating the Public Participation Plan

In accordance with 23 CFR 450.316(a)(1)(x) of the Code of Federal Regulations, this PPP will be reviewed periodically for effectiveness of the procedures and strategies contained within it and to help determine ways to expand or adapt SRTC’s outreach process in future updates.

All major updates to the PPP include a review by SRTC’s advisory committees, the TTC and TAC, plus a 45-day public comment period with wide release and notification of the public about
proposed changes or updates. Public notice will be published in local newspapers, sent out to
SRTC partner jurisdictions for comment and multiple email distribution lists of people, groups
or agencies to be notified of SRTC activities.

The final draft of the PPP will be submitted to the Federal Highway Administration (FHWA) and
the Federal Transit Administration (FTA). Once approved by the SRTC Board, the Public
Participation Plan will be posted to the SRTC website at www.srtc.org.

**Reviewing/Evaluating the Public Participation Plan**
SRTC’s Public Participation Plan is a living document; an ongoing strategy that is reviewed
periodically and updated as needed or along with the Metropolitan Transportation Plan (MTP)
when it is updated.

A key element of all SRTC products and activities is evaluating their success and determining
how to improve them in the future. SRTC will continually evaluate the success of its
communication and public outreach efforts and use that information to update the PPP. Data
and feedback will be used to make sure the following audiences are provided an equal
opportunity to participate in SRTC activities:

- Minority populations
- Low income populations
- Those who speak English as a second language
- Senior citizens
- The entire population of Spokane County

A person with a disability may request a reasonable accommodation by contacting the SRTC
office by telephone at (509) 343-6370 or by email at contact.srtc@srtc.org at least 48 hours in
advance. Persons who are deaf or hard of hearing may contact (509) 343-6387 through the
Washington Relay Service at 7-1-1.

Reasonable accommodations include assistive hearing devices in the agency’s conference
room, interpreters, translation of materials for those who are Limited English Proficient and
signers for the hearing impaired or deaf.

Maps showing the distribution throughout Spokane County of minority populations,
households living below the poverty level and people who speak English less than very well
can be found on pages 29 through 31 of this document. Information on ways staff reaches out
to those populations is included on page 23. SRTC’s Limited English Proficiency (LEP) Plan
outlines how the agency assists with providing meaningful access to services for individuals
with Limited English Proficiency. It can be found as Appendix C of this document.

SRTC’s Title VI Plan can be found online at [www.SRTC.org](http://www.SRTC.org) under the “About SRTC” menu tab or
SRTC’s ADA Coordinator, Staci Lehman, can be contacted for a hardcopy, or other information
and requests, at slehman@srtc.org or (509) 343-6387.
The following matrix shows the type of evaluation used to guide and gauge SRTC’s outreach efforts and the tools that will be assessed for effectiveness. At the end of each year, the Communications Coordinator will compile data on the tools to analyze the quality and quantity of the agency’s efforts to engage the public in SRTC’s activities. The information will be used to improve outreach methods and efforts and guide updates to this Public Participation Plan.

<table>
<thead>
<tr>
<th>TOOL</th>
<th>WHAT/HOW MONITORED</th>
<th>INDICATES:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Website</td>
<td>Number of site visits</td>
<td>• website use levels</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• if use is growing</td>
</tr>
<tr>
<td></td>
<td>Most-viewed pages and downloads</td>
<td>• what topics the public is interested in</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• if outreach efforts on specific topics is effective</td>
</tr>
<tr>
<td></td>
<td>Time spent on site</td>
<td>• how much time members of the public are using to delve into SRTC activities</td>
</tr>
<tr>
<td>Board/Committee &amp; Public Meetings/Open Houses or Stakeholder Meetings</td>
<td>Number of meetings and open houses</td>
<td>• If SRTC is hosting sufficient in-person meetings with members of the public</td>
</tr>
<tr>
<td></td>
<td>Number of citizen attendees</td>
<td>• If public is receiving meeting notifications</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Public interest in agenda items</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Sign in sheets can reveal if members of traditionally underserved populations are attending</td>
</tr>
<tr>
<td></td>
<td>Number of comments received at meetings</td>
<td>• If attendees understand meeting content</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Which topic areas are of interest to public</td>
</tr>
<tr>
<td></td>
<td>Substance of comments received at meetings</td>
<td>• If meeting attendees are being appropriately educated on topics</td>
</tr>
<tr>
<td>Newsletters</td>
<td>Number of people signed up to receive newsletter</td>
<td>• If the public is being made aware of SRTC’s newsletter</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Public’s level of interest in SRTC activities</td>
</tr>
<tr>
<td></td>
<td>Number of newsletters read</td>
<td>• Analytics tracking allows SRTC to see how many people who receive the newsletter open it, which can indicate the public’s interest in SRTC activities</td>
</tr>
<tr>
<td>News Releases</td>
<td>Number of releases sent out</td>
<td>• If adequate information is being sent to the media</td>
</tr>
<tr>
<td></td>
<td>Number of articles/media pieces published or broadcast following releases</td>
<td>• If information is easily understood and presented in a way that engages the public</td>
</tr>
<tr>
<td></td>
<td>Website analytics day after news article or broadcast</td>
<td>• If news releases, articles or broadcasts led readers to SRTC’s website</td>
</tr>
<tr>
<td>Public Comments and Public Comment Periods</td>
<td>Number of comments received</td>
<td>• If public understands comment period topic</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• If members of the public are interested in the comment period topic</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• If the number of comments received continues to increase, demonstrating that an ever increasing amount of people in the community are being reached</td>
</tr>
<tr>
<td></td>
<td>Substance of comments received</td>
<td>If commenters are being appropriately educated on topics</td>
</tr>
<tr>
<td>----------------------</td>
<td>---------------------------------</td>
<td>--------------------------------------------------------</td>
</tr>
</tbody>
</table>
| **Social Media**     | Number of ‘likes’ or ‘followers’ | • How many people are being made aware of SRTC’s activity in the community  
|                      |                                 | • How many people are interested in SRTC’s activities  
|                      | Number of comments, replies or ‘retweets’ | • If SRTC is effectively engaging people |
| **Email Distribution Lists** | Number of people receiving emails from SRTC announcing activities | • Interest in SRTC activities  
|                      |                                 | • That staff is making new connections and adding new contacts to email blast lists  
|                      | Number of people receiving monthly meeting agendas and packets | • Interest in SRTC activities  
|                      |                                 | • That staff is making new connections and adding new contacts to email blast lists |
Policies, Federal Requirements and Regulations Guiding SRTC’s Public Participation Plan:

• Fixing America’s Surface Transportation Act (FAST Act) (Pub. L. No. 114-94)
• Executive Order 13166 — Improving Access to Services for Persons with Limited English Proficiency.
• Executive Order 12898 — Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations.
• Executive Order 12372 — Intergovernmental Review of Federal Programs
• State Environmental Policy Act (SEPA), RCW 43.21C
• Growth Management Act (GMA), RCW 36.70A
• Open Public Meetings Act, RCW 42.30
• Public Records Act, RCW 43.56
• Washington Clean Air Act, RCW 70.94
• SRTC Interlocal Agreement
II. PUBLIC PARTICIPATION PLAN PRINCIPLES

SRTC’s public involvement process gives members of the public opportunities for early and continuing participation in transportation plans and projects, and to provide public access to the decision making processes. Engaging the public early and often is critical to the success of any transportation plan or program, and required by state and federal laws, as well as SRTC policy.

SRTC is committed to providing timely public notice and disclosure of information unbiased by race, ethnicity, gender, economic level or population boundary.

SRTC’s public involvement procedures are built on the following principles:

- Public education through distribution of information and a variety of public outreach techniques strengthens regional transportation policy and regional plans.
- Inclusion of potentially underserved populations through alternate modes of communication fortifies the whole.
- Public input is highest when citizens of all ethnicity, gender and backgrounds are well informed; when they have the opportunity to voice their opinions; and when their concerns have been addressed.
- Public participation is a dynamic activity that requires teamwork and commitment at all levels of the MPO structure, as well as relationship building and maintenance.
- One size does not fit all — effective public participation strategies must be tailored to fit the audience and the issue.
- Early involvement of stakeholders improves information and direction for regional planning decisions.
- No major public policy decision is reached or large project implemented without significantly affecting someone.
- There is often more than one solution to a problem.
- If SRTC staff doesn’t provide all relevant information necessary for an informed decision, the public will turn to others for information on which to base decisions.
III. PUBLIC INVOLVEMENT/COMMENT PROCEDURE

SRTC will adhere to the following public involvement procedures:

1. Prior to review and action by the SRTC Board, regional plans and TIPs (and major amendments to the TIP) are subject to review and comment by SRTC’s Transportation Technical Committee (TTC).

3. All SRTC committee meetings are open to the public except executive sessions of the Board, under chapter 42.30 of the Revised Code of Washington.

4. Scheduled meeting dates of the SRTC Board are published on the agency website and an ad published in the local newspaper. All efforts are made to place notice of urgent or emergency-scheduled meetings in newspapers ten days prior to the meeting. In the instance that is not possible, additional steps to publicize the meeting will be taken, such as posting flyers, sending notice to email distribution lists, posting meeting information on SRTC’s website and blog, asking other agencies to do the same, and sending meeting announcements out via Twitter and Facebook.

5. Various minority, low income, women, and disabled community groups as well as organizations that assist individuals with disabilities are informed of these dates through email blasts, newsletters, media coverage and community calendars.

6. Staff considers all public comments. A summary of comments received and how they were addressed is part of the final document for all plans, studies, policies and other documents.

7. If a final document differs substantially from one that was made available for public comment, an additional opportunity for public comment will be made available.

8. The SRTC public process will be coordinated with ongoing local, regional and statewide public involvement processes when possible to enhance public involvement.

Public Meetings
Public meetings and open houses are held as needed and required. Meetings are located and scheduled to maximize public participation. Locations are chosen based on proximity to the project/study area; ease of accessibility to minority, low-income, and traditionally underserved populations; and how accessible the location is to people with disabilities and those who rely on public transit.
If multiple meetings are required on a single topic or project, they are held at separate locations and times if possible in order to cover as much geographic area as possible and accommodate varying schedules.

Meeting times vary, depending on the meeting topic and target audience. Most public meetings or open houses are held in the evening as that is when the majority of members of the public are available to attend. In the case of multiple meetings on the same topic, at least one meeting in the series can be held during traditional daytime working hours.

**Public Comment**

Public comment will be solicited on all regional plans, TIPs or amendments. Prior to the SRTC Board taking action on a regional plan or TIP, a legal notice is published in the newspaper summarizing the document and indicating where copies can be obtained. A news release is sent to area media outlets to inform the public how to submit comments. Amendments to regional plans and documents are available for review and comment a minimum ten calendar days prior to Board action. Public comments will be handled in the following ways:

- Every public comment is responded to, in order to let the commenter know their comment was received and how it will be considered.
- Public comments are reviewed and analyzed by staff and used as input for potential revisions to operations, plans, programs and documents.
- Comments are summarized or referenced in document text as appropriate.
- All public comments on a document or study are included as an appendix of that document.

Members of the public do not have to wait for a public meeting or comment period to submit comments. Comments can be submitted any time by:

- Emailing contact.srtc@srtc.org
- Mailing to SRTC, 421 W. Riverside, Suite 500, Spokane, WA 99201
- Calling (509) 343-6370
- Posting a comment on a social media page (facebook.com/Spokane Regional Transportation Council or @SRTC_Spokane on Twitter)
**Maximizing Access and Outreach**

SRTC strives to ensure fair treatment and meaningful involvement of all area residents, regardless of race, color, national origin, gender, disability and income. Efforts are made to consider the needs and interests of all people, as well as traditionally underserved populations, through:

- Personal contact (phone calls, emails and presentations) with community based organizations that serve the needs of persons with disabilities, low income, minority and Limited English Proficient populations.
- Inclusion of persons with disabilities, low incomes, minority status, the elderly, the young and those with Limited English Proficiency.
- Flyers posted in areas where minority or traditionally underserved populations reside.
- As deemed necessary, posting translated materials in areas where persons with Limited English Proficiency reside.
- Using visualizations to better relate projects to regional goals and make documents clearer and simpler for those who do not have a background in transportation planning or those who are Limited English Proficient.
- Direct mailings.
- Contact with the media to help spread SRTC messages.
- Public meetings and open houses.

To ensure the agency’s programs and activities are inclusive, SRTC’s Geographic Information Systems (GIS) Analysts maintain data to compile a community profile of population and demographic characteristics. To make this data easily understandable, GIS staff has made a series of maps to illustrate the information. These maps can be found by clicking the “Maps” icon at [www.srtc.org](http://www.srtc.org), then selecting the “Populations with Transportation Barriers” map option. Maps are also contained in this document, starting on page 28.

The information included in these maps assists SRTC in: (1) developing strategies for public outreach activities; (2) project planning and development; (3) evaluating the effects of transportation planning activities/decisions on the communities it serves; and (4) ensuring that planning decisions/investments are equitable and not disproportionate to traditionally underserved populations.

**Tribal Government Consultation**

A map of Tribal trust lands in SRTC’s planning area is included in this plan as well, on page 18. There are two federally recognized Native American Tribal governments with trust lands shown: the Spokane Tribe and Kalispel Tribe. Both Tribes have representatives on the Transportation Technical Committee (TTC) and both also manage inter-regional transit operations. The Kalispel Tribe operates KALTRAN, a fixed route service from Usk, Washington to North Spokane that operates six days a week and service to Ione, Washington two days a week. The Spokane Tribe operates the Moccasin Express, a free service that serves the Spokane Reservation; Ford, Washington; and Airway Heights.
SRTC encourages involvement of Tribal representatives in agency activities, including the development of the Metropolitan Transportation Plan and the Transportation Improvement Program. SRTC notifies Tribes of opportunities to participate through telephone calls and meetings with leaders and staff at tribal offices, emails to Tribal representatives and staff members, meeting agendas and packets, and inclusion on stakeholder groups for transportation studies and programs. News releases are also sent to The Rawhide Press, the Spokane Tribe’s monthly community newspaper. SRTC works with the Tribal Liaison in the Washington State Department of Transportation’s (WSDOT’s) Planning Office. The Liaison is included on email blast lists and receives an email anytime notification of SRTC activity is sent out.

With the development of each MTP and TIP, Tribes have been asked to review the documents and respond with suggestions to increase opportunities for consultation on regional transportation and land use matters.

**Other Consultation/Partnerships**

SRTC coordinates planning efforts and public involvement activities with other agencies within the region. Coordination is achieved through staff involvement in:

- SRTC Board meetings,
- TTC meetings,
- TAC meetings,
- Ad hoc plan/study committee meetings,
- Spokane Transit Authority Board, committee and public meetings,
- Local government planning forums and workshops,
- WSDOT and other state agency planning forums and workshops

SRTC is also a member of multiple area chambers of commerce and transportation committees, using membership in these groups as opportunities to both educate on transportation issues and activities and receive feedback on them.

SRTC has informal partnerships with area groups as well that work with SRTC on projects, and share each other’s activities through social media, referrals, references in documents and reports, and through word of mouth.
IV. PUBLIC NOTIFICATION METHODS

SRTC uses a variety of methods to notify the public of transportation studies, projects, and other activities:

**Email Distribution Lists and Databases**
SRTC maintains email blast lists of interested members of the public, minority and low income populations, public agency staff members, committee members, and general stakeholders. This allows SRTC to target outreach efforts to topic areas of interest for the public.

**Public Meetings, Workshops and Forums**
Public meetings on specific issues are held as needed. Notice of meetings is placed in the legal section of the newspaper at least ten days prior to the meeting, when possible. Documents containing proposals to be considered at public hearings are made available to interested citizens through SRTC’s website and email in advance of meetings. Hardcopies can be viewed at the SRTC office or mailed to interested parties. Printing charges may apply.

SRTC also conducts workshops, community forums, conferences and other events to keep the public informed and involved, and to gather feedback from the public and partner agencies. Meetings are located and scheduled to maximize public participation. Some types/techniques used for SRTC public meetings/workshops are:

- Open Houses
- Facilitated “Roundtable” discussions
- Question-and-Answer sessions with planners and Board members
- Break-out sessions for smaller group discussions on multiple topics
- Interactive exercises
- Customized presentations
- ‘Brown bag’ lunch sessions
- Charrettes

For major initiatives and events, SRTC provides notice by posting information on the agency website, blog, Facebook and Twitter pages and through email blasts, flyers, and news releases. If appropriate, bulk mailings are used for flyers or postcards about meetings and events.

All meeting notices include language indicating SRTC can arrange for an interpreter or have meeting materials translated. Electronic equipment is also available to assist deaf people and those with hearing impairments, dependent on the location of the meeting. Requests for interpreters, translated materials or special equipment are most easily accommodated when received by SRTC at least 48 hours prior to the date needed, if possible.

The public is offered the opportunity to comment at all public meetings. A time limit may be set for each speaker in consideration of time constraints.
**Emergency/Urgent meetings**

SRTC makes every effort to schedule all meetings with enough time to place a legal notice in the local newspaper at least ten days prior to the meeting. Occasionally, urgent or emergency meetings are required to address issues and it is not possible to provide ten days advance notice. In these cases, additional efforts will be made to publicize meetings, such as:

- Posting flyers
- Sending notice to email distribution lists
- Posting meeting information on SRTC’s website
- Posting meeting information on SRTC’s blog
- Posting on SRTC’s social media pages
- Asking other agencies to post meeting information on their websites, and
- Sending news releases to local media

**Web Site**

SRTC’s Web site, www.srtc.org, is targeted to transportation professionals, elected officials, members of the public, stakeholders and media members.

It is a central location for information on SRTC activities and for posting documents, reports and studies. Updated regularly, the site provides information about SRTC’s projects and programs, the agency’s structure and governing body and upcoming meetings and workshops. It contains the names and contact information for staff members, information on Board and Committee members and current planning documents and other publications. Timely items are included on the home page in the “Announcements” section. The website also includes a blog (see below).

**Social Media**

SRTC uses social media to engage the public and both convey information and gather feedback, as well as to develop relationships with other users, on a local, regional and national basis.

SRTC’s blog, located on the SRTC website, is targeted to transportation professionals, elected officials, members of the public, Spokane County residents, stakeholders, news media and anyone looking for local, regional, national and even international information on transportation.

In addition to information on SRTC’s activities, information is posted on the blog on the activities of other area transportation agencies and SRTC’s partner jurisdictions. Content posted on the blog can be longer and more in-depth than posts made to other social media platforms.
SRTC’s **Twitter** account, at @SRTC_Spokane, is used for more succinct notifications, such as announcing meetings and other events. It is useful in reaching people who may not attend public meetings, read the newspaper or watch television news. Tweets are sent out regarding not only SRTC activities, but also those of other local and national transportation agencies. It is also used for two-way communication and to solicit comments from members of the public.

SRTC’s **Facebook** page is at facebook.com/Spokane Regional Transportation Council. It is also used as a public profile to promote SRTC, and others, activities. It is used for both information distribution and gathering.

SRTC has a **YouTube channel** where videos made by the agency, or made for the agency by other entities, are posted for viewing by the general public. Links to those videos are promoted via email, on SRTC’s website, and via social media.

SRTC strives to make complicated information easier to understand by making it more visual with our ArcGIS website of maps and apps that can be found at [https://srtc.maps.arcgis.com/home/index.html](https://srtc.maps.arcgis.com/home/index.html). SRTC’s GIS staff puts local data into maps and other formats to make it more easily understandable than writing it out in technical verbiage that can be difficult to understand.

**Media Outlets**
SRTC regularly issues news releases. These include announcements of public meetings, workshops, public comment periods and hearings. News releases are sent to regional media, including minority print and broadcast outlets. A list of media outlets that receive news releases from SRTC is included as Appendix B of this document.

**Advertising**
SRTC invests in advertising as needed to promote events such as public meetings and plan/document updates. Advertising can be on TV, radio, print media or even ads on social media.

**Presentations**
SRTC makes presentations to area groups as a way to promote agency plans, programs and events. Presentations can be requested at any time by calling or emailing SRTC.

**Staff Dedication to Assistance and Outreach**
SRTC’s commitment to public participation includes staff dedicated to involving the public in our work. The following materials and services:
## V. PUBLIC PARTICIPATION TECHNIQUES

SRTC uses many public participation techniques to educate and solicit input from the public to inform our decision-making process:

### Public Meetings/Workshops
- Present at meetings of other groups/agencies.
- Co-host workshops/meetings with community groups, business associations, etc.
- Focus group or ‘roundtable’ meetings with interest groups for discussion/input on key documents/decisions.
- Open houses
- Interactive exercises at meetings and online
- Vary time of day for workshops
- Offer translation services
- Telephone Town Hall Meetings

### Visualization Techniques
- Maps
- Charts, illustrations, photographs, infographics
- Web content and interactive games
- PowerPoint presentations
- Artist renderings
- Animation
- Videos and Facebook “Live” sessions
- Using tablets at public events to show websites, maps and videos

### Surveys
- Telephone surveys
- Internet surveys
- Printed surveys distributed at meetings
- Interviews at special events or places people gather

### Focus Groups
- Randomly selected participants discuss various subjects

### Newsletters
- Emailed newsletter published quarterly

### Printed Materials
- User-friendly documents written in “plain speak”
- Maps, charts, photographs and other visual means of displaying information
- Postcards
- Handouts

### Local Media
- News releases
- Opinion/Editorial pieces
- Purchase display ads
- Public service announcements on TV and radio
- Develop content for public access programming
- Social media tools- Facebook, Twitter, or blogs
- Purchase media advertising as necessary

### Internet and Electronic Access to Information
- Website with up-to-date content
- Use of social media to reach broader audience
- Ability for public to submit comments via email
- Electronic duplication of open house/workshop materials
- Internet surveys
- Access to planning data (background on models, census data, subarea studies, etc.)
- Provide information in advance of public meetings or events
- Use of other jurisdiction’s and private business’ electronic reader boards

### Other Outreach
- Information/comment tables or booths at community events and public gathering places
- Online commenting opportunities
- Participate in member jurisdiction, Tribal government or statewide planning processes
Public Notification Techniques
• Email blasts
• Announcements to member and partner agencies
• Newsletters
• Website and social media postings
• Local media
• Advertising
• Posting flyers

Techniques to Involve Low Income Communities & Minority Communities (maps of areas with minority and low income populations follow)
• Outreach in the community (festivals, churches, community events, etc.)
• Focus groups
• Include information with meeting notices on how to request translation assistance
• Extensive use of visualization techniques including maps and graphics
• Use of community/minority media outlets.
• Consultation with the Washington Adult Literacy Council, which maintains data on low literacy and limited English proficient populations.
• Use Spokane Housing Authority website to identify locations of low income housing populations.
• Coordinate with Washington Council for the Blind and the Eastern Washington Center for the Deaf and Hard of Hearing to reach disabled communities.
• Conduct an ongoing dialogue with groups representing potentially underserved populations, such as the elderly, youth and non-native-English speakers
• Flyers placed in low income neighborhoods, including minority-owned businesses
• Notify agencies that work with minorities and low income populations of agency activities
• When multiple meetings are held for a single project, efforts are made to use a diversity of meeting locations in an effort to reach all segments of affected populations.

• Seek opportunities to speak at meetings of groups involving minority/low income and traditionally underserved populations.
• Press releases distributed to local media outlets, including minority media outlets, to inform the public of meetings, open houses and other SRTC activities.

Techniques to Involve Limited-English Proficient Populations (maps of areas with high Limited-English Proficient populations follow)
• Translate outreach materials as necessary and provide translators as requested.
• Include information on website and meeting notices on how to request translation or other assistance.
• Use visualization techniques such as maps and graphics to illustrate trends, proposed projects, etc.
• Utilize the City of Spokane’s ‘Language Bank’ when not possible to schedule an interpreter in advance. The Language Bank is made up of employee volunteers who speak languages in addition to English.
• Utilize minority media outlets such as local Russian and Spanish language websites and radio programs (specific minority media outlets are included in Appendix B).

Techniques for Reporting on Public Comments
• Respond to every public comment to let commenter know it was received and any action that will be taken as a result.
• Summarize key themes of public comments in reports to Board and committees.
• Provide comment summary as appendix to final report for any project/document requiring a public comment period.
• Email participants from meetings, surveys, etc. with final project outcomes
• Submit agency comments back to commenter
VI. PUBLIC INVOLVEMENT MATERIALS

SRTC public information materials communicate simply, efficiently, and concisely to the public concerning transportation projects. Examples of materials include but are not limited to:

- Brochures
- Visualizations
- Maps
- Line drawings
- Renderings
- Photographs
- PowerPoint and other types of presentations
- Graphs
- Newsletters
- Websites
- Folios
- Electronic tablets
- Charts
- Fact sheets

Publications
Copies of all reports, studies, bylaws or charters, policies, and more are published on the SRTC website. For those without internet access, hard copies can be requested.

A quarterly SRTC newsletter is published and emailed to partner agencies, neighborhood councils, community interest groups and other stakeholders. Notice that the newsletter is available is posted on the SRTC Facebook and Twitter page and posted on the SRTC blog.

At the beginning of each year, SRTC publishes a “Year in Review” folio that summarizes the agency’s activities from the previous year and a sampling of projects funded.

As studies and documents are developed, SRTC often publishes information sheets summarizing important highlights from each as a way to keep members of the public informed.

<table>
<thead>
<tr>
<th>HOW TO ACCESS SRTC MATERIALS AND NOTICES</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Materials</strong></td>
</tr>
</tbody>
</table>
| Meeting agendas/packets | • Board Meetings  
• TTC Meetings  
• TAC Meetings | One week prior to each meeting |
| Yearly meeting schedule | • List of all committee meetings for year | On srtc.org at beginning of year |
| Public Meeting/Open house announcements | • Post on srtc.org/social media  
• Press release issued  
• Email blast announcing event | At least two weeks prior to meeting, then again a few days before meeting as a reminder |
| Quarterly newsletters | • Sent to subscribers via email  
• Link on social media for non-subscribers | January, April, July and September |

**No internet access? No problem!**
All SRTC meeting agendas, packets and newsletters are available by calling (509) 343-6370. Printing and mailing fees may apply.
VII. PUBLIC PARTICIPATION PROCEDURES FOR THE MTP, TIP, AND OTHER DOCUMENTS

SRTC has two core duties that are specifically called out in federal law as needing early and ongoing public participation; development of the Transportation Improvement Program (TIP) and the Regional Transportation Plan (RTP), which doubles as the Metropolitan Transportation Plan at SRTC. There are several other important documents that work with the MTP and TIP. A graphic on the next page demonstrates how the RTP and TIP work together with the Unified Planning Work Program and the Congestion Management Process, some of SRTC’s other major documents.

Regional Transportation Plan/Metropolitan Transportation Plan (MTP)

SRTC’s Regional Transportation Plan (RTP), also known as the Metropolitan Transportation Plan (MTP) at the federal level, is called Horizon 2040 and guides transportation development between now and the year 2040. The RTP is the blueprint for regional transportation investments (transit, highway, local roads, bicycle, and pedestrian projects) and identifies how much money is available to address critical transportation needs.

Horizon 2040 includes a list of transportation programs and projects from jurisdictions within Spokane County to be constructed over the next 20+ years. SRTC is required to demonstrate that funding exists, or will exist during that timeframe, to pay for each project.

The MTP is required to be updated at least every four years to reflect new planning priorities and changing projections of growth and travel demand. Changes may be required more often and Amendments can also be made.

Both updates and amendments to the MTP include ongoing public consultation and participation and a 30 day public comment period.

MTP amendments and updates require a minimum 30 day public comment period prior to adoption and a public meeting or open house during that period.
SRTC
SPokane REGIONal TRANsPortation COUNCIL

IMPORTANT DOCUMENTS
and how they work together

Unified Planning Work Program (UPWP)
The UPWP guides SRTC’s activity throughout the year. All transportation studies and planning tasks the agency plans to undertake are included, such as data collection and analysis, public outreach, long- and short-term transportation plans, as well as resulting products like the Metropolitan Transportation Plan and the Transportation Improvement Program. The UPWP also includes federally funded studies and state and local planning activities paid for with federal funds. The UPWP is updated annually.

Metropolitan Transportation Plan (MTP)
Horizon 2040 is the Metropolitan Transportation Plan for Spokane County. It is based on projections for growth in population, housing and jobs and considers every mode of transportation, such as private vehicles, public transit, bicycling, walking, freight movement, rail and air travel. It includes goals, objectives and performance measures as well as strategies to achieve them and projects or programs to be constructed or implemented over the next 20+ years. The MTP is required to be updated every four years.

Congestion Management Process (CMP)
The CMP uses a variety of tools to define and identify congestion within a region, corridor or activity center/project area to develop strategies to reduce congestion or mitigate the impacts of congestion. These strategies will be used to help determine which projects should be included in the MTP, Horizon 2040. The CMP is also used to screen projects for incorporation into the Transportation Improvement Program.

Transportation Improvement Program (TIP)
The TIP is one of the documents included in the UPWP for development each year. It is a short-range document that identifies projects programmed to be undertaken or constructed during the upcoming four years. It includes regionally significant and/or federally funded projects, their descriptions, the jurisdiction sponsoring them, funding attached to each project, and where the funding came from (local, state or federal funds). Projects included in the TIP must be consistent with the MTP and CMP. To be consistent, a project must be listed in the MTP as regionally significant (a new or expanded roadway) or included in a program of projects. If a project in the TIP increases single-occupant vehicle capacity, it must be consistent with the CMP.
**Transportation Improvement Program**

The Transportation Improvement Program (TIP) is a document of transportation projects— including transit, highway, roadway, bicycle and pedestrian investments— planned for the next four years. Projects that receive federal funds through 23 U.S.C. (Federal Highway Administration) and 49 U.S.C. Chapter 53 (Federal Transit Administration) and projects that are regionally significant are required to be included in the TIP.

The TIP implements policy and investment priorities in the Metropolitan Transportation Plan (MTP). It must include a financial plan that illustrates how the projects in the program can be funded.

The TIP is required to be updated every two years but can be done more often if needed. A **revision** is a change to the TIP that occurs between scheduled periodic updates. A major revision is an **amendment**, while a minor revision is an **administrative modification**. Administrative modifications generally include changes to project/project phase costs and timelines, and funding sources of projects already included in the document. Administrative modifications do not require public review and comment or re-demonstration of fiscal constraint to confirm the change is consistent with air quality goals.

A change in the project/project phase completion date is considered an amendment. TIP amendments involve a major change to a project such as the addition or deletion of a project or a major change in project cost, project phase timelines, or a major change in design concept or scope. An example would be changing project termini or the number of through traffic lanes of a project.

An amendment requires public review and comment, re-demonstration of fiscal constraint, or an air quality conformity determination for projects in nonattainment and maintenance areas. The following Document Review and Advertising Schedule outlines the documents SRTC develops that are required by the Federal government or the state to go through the public involvement process and the timeline involved in reviewing, adopting and updating them.
<table>
<thead>
<tr>
<th>SRTC DOCUMENT REVIEW AND ADVERTISING SCHEDULE</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Metropolitan Transportation Plan (MTP)</strong></td>
</tr>
<tr>
<td>• Updated at a minimum every four years</td>
</tr>
<tr>
<td>• Reviewed by Board, Transportation Technical Committee and Transportation Advisory Committee</td>
</tr>
<tr>
<td>• Interagency Coordination and Collaboration review</td>
</tr>
<tr>
<td>• Minimum 30-day public comment period prior to adoption</td>
</tr>
<tr>
<td>• Legal advertisement published including notice of public meeting</td>
</tr>
<tr>
<td>• Notice of public comment period sent to extensive email distribution list</td>
</tr>
<tr>
<td>• Public meeting hosted during 30-day comment period</td>
</tr>
<tr>
<td>• Draft document posted for review and comment on SRTC web site</td>
</tr>
<tr>
<td>• Provide draft to Federal, State and member agencies for review and comment</td>
</tr>
<tr>
<td>• Document approved or accepted by SRTC Board</td>
</tr>
<tr>
<td>• Distribute final adopted copies to member, Federal and State agencies</td>
</tr>
<tr>
<td>• Post adopted document on the SRTC website</td>
</tr>
<tr>
<td><strong>Transportation Improvement Program (TIP)</strong></td>
</tr>
<tr>
<td>• Updated at a minimum every two years</td>
</tr>
<tr>
<td>• Reviewed by Board, Transportation Technical Committee • Minimum 30-day comment period prior to adoption of new TIP</td>
</tr>
<tr>
<td>• Legal advertisement published for TIP public comment period; includes public meeting notice</td>
</tr>
<tr>
<td>• Notice of public comment period sent to extensive email distribution list</td>
</tr>
<tr>
<td>• Public meeting hosted during 30-day comment period</td>
</tr>
<tr>
<td>• Provide new TIP to Federal, State and member agencies for review</td>
</tr>
<tr>
<td>• Document approved by resolution by SRTC Board</td>
</tr>
<tr>
<td>• Post adopted document on the SRTC website</td>
</tr>
<tr>
<td><strong>Transportation Improvement Program (TIP) Amendments</strong></td>
</tr>
<tr>
<td>• Reviewed by Transportation Technical Committee</td>
</tr>
<tr>
<td>• Minimum 10 calendar day comment period prior to acceptance or adoption by SRTC Board</td>
</tr>
<tr>
<td>• Notice of comment period sent to extensive email distribution list</td>
</tr>
<tr>
<td>• Legal advertisement published</td>
</tr>
<tr>
<td>• Notice of amendment posted for review and comment on SRTC web/social media sites</td>
</tr>
<tr>
<td>• Amendment approved or accepted by SRTC Board</td>
</tr>
<tr>
<td>• Post amended document on the SRTC website</td>
</tr>
<tr>
<td><strong>Transportation Improvement Program (TIP) Guidebook</strong></td>
</tr>
<tr>
<td>• Updated at a minimum every two years</td>
</tr>
<tr>
<td>• Reviewed by Transportation Technical Committee</td>
</tr>
<tr>
<td>• Approved by SRTC Board in December or January • Post adopted document on the SRTC website and distribute to TTC members</td>
</tr>
</tbody>
</table>
| **Annual Listing of Federal Obligations** | • Board, Transportation Technical Committee and Transportation Advisory Committee review no later than March 31 each year  
• Posted on SRTC website no later than March 31 each year  
• Distribute final adopted copies to partner, Federal and State agencies  
• Distribute final adopted copies to partner, Federal and State agencies by March 31 each year. |
| --- | --- |
| **Title VI Plan** | • Updated as needed  
• Board, Transportation Technical Committee and Transportation Advisory Committee review  
• Legal advertisement published including notice of public meeting  
• Public comment period notice sent to extensive email distribution list  
• Draft document posted for review and comment on SRTC website  
• Provide draft to Federal, State and member agencies for review and comments  
• Board adopts or accepts final document  
• Final adopted copies distributed to partner, Federal and State agencies  
• Post adopted document on the SRTC website |
| **Public Participation Plan (PPP)** | • Update as needed or in conjunction with the MTP update  
• Minimum 45-day public comment period prior to adoption  
• Board, Transportation Technical Committee and Transportation Advisory Committee review  
• Legal advertisement published  
• Notice of public comment period sent to extensive email distribution lists  
• Draft document posted for review and comment on SRTC website  
• Provide draft to partner agencies  
• Board adopts or accepts final document  
• Distribute final adopted copies to partner, Federal and State agencies  
• Post adopted document on the SRTC website |
Appendix A

Public Comment Received
<table>
<thead>
<tr>
<th>Submitted by</th>
<th>Group/Agency</th>
<th>Comment</th>
<th>Response</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ryan Acker</td>
<td>Community Transportation Association of the Northwest</td>
<td>SRTC seems to do a really good job of community engagement, and your documents and program development tools seem to be really innovative and cutting edge.</td>
<td>Emailed that received comment and thanked for taking time to respond.</td>
</tr>
<tr>
<td>Travis Edwards, TSgt, USAF NCOIC</td>
<td>Community Engagement Office, 92nd Air Refueling Wing Public Affairs, Fairchild AFB</td>
<td>Solid plan. Email will continue to be the best method to contact the 92 ARW/PA office at Fairchild Air Force Base.</td>
<td>Emailed that received comment and thanked for taking time to respond.</td>
</tr>
<tr>
<td>Sally Philips</td>
<td>Secretary, Spokane Bicycle Club</td>
<td>Wow, what a comprehensive outreach! Other ideas:</td>
<td>Emailed that received comment and thanked for taking time to respond.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Spokane Bicycle Club has a general meeting 8 times a year. At the meetings we have a recreational presentation, and an informational one. The presentations can be pretty short. If you are interested in providing highlights of SRTC activity, you can contact these folks: Ellen Peller 953-9468 Ellenpeller1ATgmail.com Barb Kehr 290-1967 barb.kehrATgmail.com Neighborhood councils. WSDOT came to my Sept Lincoln Heights NC to make a presentation on improving safety along the I-90 corridor. People were fascinated. Presenters take anywhere from 5 - 50 minutes. For Lincoln Heights, President Carol Tomsic schedules speakers. Her contact info is: Carol Tomsic(509) 535-3424, <a href="mailto:carol_tomsic@yahoo.com">carol_tomsic@yahoo.com</a></td>
<td>Thanks for all the outreach work you do.</td>
</tr>
</tbody>
</table>
Appendix B

Media Outlets Utilized by SRTC
MEDIA OUTLETS

SRTC sends news releases, notices and other materials to:

- Spokesman-Review newspaper
- Coeur d’Alene Press newspaper
- The Pacific Northwest Inlander
- The Bonner County Bee newspaper
- KHQ Channel 6 television news
- KXLY Channel 4 television news
- KXLY Radio
- KREM Channel 2 television news
- FOX 28 television news
- KSBN Radio
- KYRS Radio
- Building Magazine
- Cheney Free Press
- The Communicator, Spokane Falls Community College newspaper
- Community Transportation Association of the Northwest newsletter
- Deer Park Tribune
- Clear Channel Radio
- Spokane Journal of Business
- City Cable 5
- CDA TV Channel 19
- KPBX Radio
- Out There Monthly Magazine
- Kootenay News newspaper
- Liberty Lake Splash newspaper
- Spokane Valley News Herald
- Los Carminos de la Vida radio program
- Russian Spokane website
- Spokane Valley Current newspaper
- Spokane Valley Herald newspaper
- Slavic Ways newspaper and website
- Thin Air Radio
- Coeur d’Alene Press
- Community Minded TV
• Liberty Lake Splash
• The Black Lens newspaper
• The Fig Tree Newspaper
• Rawhide Press, Spokane Tribe Newspaper
• Smoke Signals, Kalispel Tribe Member Newsletter
• The Easterner, Eastern Washington University Newspaper
• Gonzaga University Bulletin
• Russian Spokane Online newspaper
Appendix C

Limited English Proficiency Plan
LIMITED ENGLISH PROFICIENCY PLAN

September 2017
Title VI Coordinator: Staci Lehman
INTRODUCTION
This *Limited English Proficiency Plan* addresses the Spokane Regional Transportation Council's (SRTC's) responsibility, as a recipient of funds from the United States Department of Transportation (USDOT), to take reasonable steps to ensure that Limited English Proficient (LEP) persons have meaningful access to the agency's programs and activities.

This plan has been prepared in accordance with Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d, et seq., which states that no person shall on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity that receives federal financial assistance.

Additionally, Executive Order 13166 indicates that differing treatment based upon a person's inability to speak, read, write, or understand English is a type of national origin discrimination.

FOUR-FACTOR ANALYSIS
SRTC uses the following four-factor analysis to determine the extent of obligation and steps reasonable to take to ensure meaningful access to agency programs and activities by LEP persons:

1. **The number or proportion of LEP persons eligible to be served or likely to be encountered by a program, activity, or service of SRTC:**

   SRTC staff used data from the 2011-2015 American Community Survey to determine that 3.1% of Spokane County's population speaks English less than very well. Based on a 2016 countywide population of 492,530 residents, at that percentage, approximately 15,268 people in SRTC's planning area have limited English proficiency.

2. **The frequency with which LEP individuals come in contact with SRTC services:**

   SRTC staff reviewed the frequency of contact with LEP persons through committee meetings, public outreach, public meetings and open houses. To date, no requests for interpreters or translators have been received.

3. **The nature and importance of the program, activity, or service provided by SRTC to people's lives:**

   The success of SRTC’s programs is dependent on having as many participants as possible involved in the planning and decision making processes. As transportation affects where people live, what employment opportunities they have and their overall quality of life, it is also critical that all Spokane County residents have a voice in the development of their future transportation system. Crucial SRTC activities include updates to the Metropolitan Transportation Plan, *Horizon 2040*, and the Transportation Improvement Program.

4. **The resources available to SRTC and costs:**

   SRTC is committed to providing translation services to those who request them and translating materials as needed. SRTC’s annual budget includes funds for services including translation. Verbiage was added to SRTC’s website in 2016 in Spanish saying that the Metropolitan Transportation Plan is available for translation as requested.

LANGUAGE ASSISTANCE
SRTC makes language assistance available at no cost to Individuals. This assistance includes:

1. A bilingual staff member
2. Online translation—while online translation services such as Google Translate are not supported by FHWA and FTA officials that SRTC works with, they can be used on short notice when there is not time to arrange for an in-person or telephone translator
3. Translation of key documents
4. “I Speak” cards taken to meetings and open houses
5. User-friendly materials that are easy to understand such as infographics, visualizations and maps rather than written explanations
6. Notification of community groups and organizations that support LEP populations, as well as non-English media sources, when SRTC is notifying the community of opportunities for public comment or that new information is available.
7. SRTC’s website, publications, newspaper ads, meeting agendas and news releases include a notification of the public’s rights under Title VI and the availability of translation services.

**MONITORING**
SRTC documents activities and requests in order to evaluate current processes. The Title VI and LEP plan are updated as required or needed.