

# **Title VI Plan for SPOKANE REGIONAL TRANSPORTATION COUNCIL**



**Lois Bollenback, Executive Director**

**Michael Redlinger, Title VI & ADA Coordinator**

# Spokane Regional Transportation Council

## Title VI Plan

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**Policy Statement:**

Spokane Regional Transportation Council is committed to nondiscrimination in accordance with Title VI of the Civil Rights Act of 1964, the Civil Rights Restoration Action of 1987, Executive Order 12898 on Environmental Justice, and related statues and regulations in all programs and activities.

No person shall on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or otherwise be subjected to any SRTC program or activity. SRTC further assures every effort will be made to ensure nondiscrimination in all of its programs and activities, whether those programs and activities are federally funded or not.

The Civil Rights Restoration Act of 1987, broadened the scope of Title VI coverage by expanding the definition in terms “programs or activities” to include all programs or activities of Federal Aid recipients, sub-recipients, and contractors/consultants, whether such programs and activities are federally assisted or not (Public Law 100259 [S. 557] March 22, 1988).

In the event SRTC distributes federal aid funds to a sub-recipient, SRTC will include Title VI language in all written agreements and will monitor for compliance. SRTC’s Title VI Coordinator is responsible for initiating and monitoring Title VI activities, preparing reports and other responsibilities as required by 23 Code of Federal Regulations (CFR) 200 and 49 Code of Federal Regulation 21.

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Signature on Original  

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Lois Bollenback, SRTC Executive Director

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Date

**Authorities:**

Title VI of the Civil Rights Act of 1964, including later amendments, states that no person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity receiving federal financial assistance. The Civil Rights Restoration Act of 1987, Congress broadened the scope of Title VI coverage by expanding the definition of the terms “programs or activities” to include all programs or activities of federal aid recipients, sub-recipients, and contractors, whether such programs and activities are federally assisted or not.

This document can be provided in alternate languages upon request.

Este document se puede proporcionar en idiomas alternativos a pedido.

Этот документ может быть предоставлен на других языках по запросу.

Tài liệu này có thể được cung cấp bằng các ngôn ngữ khác theo yêu cầu.

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## INTRODUCTION

Spokane Regional Transportation Council (SRTC) is designated the Regional Transportation Planning Organization (RTPO) at the state level and a Metropolitan Planning Organization (MPO) for Spokane County at the Federal level. MPOs ensure transportation expenditures are based on a continuing, cooperative and comprehensive planning process. RTPOs cover both urban *and* rural areas and receive state funding for planning activities.

Funds for transportation projects and programs are channeled through SRTC and awarded to local agencies and jurisdictions that deal with transportation. Additionally, as a regional intergovernmental agency, SRTC encourages communication, coordination and collaboration between planning and transportation departments at member agencies to assure connectivity throughout Spokane County. An Interlocal Agreement between SRTC and the following agencies demonstrates SRTC's commitment to working together to provide each other, and the public, with quality transportation planning services:

City of Airway Heights	Spokane Transit Authority
City of Cheney	Town of Fairfield
City of Deer Park	Town of Latah
City of Liberty Lake	Town of Rockford
City of Medical Lake	Town of Spangle
City of Millwood	Town of Waverly
City of Spokane	WSDOT-Eastern Region
City of Spokane Valley	Washington State Transportation Commission
Spokane County	

Participating Tribes include the Spokane Tribe of Indians and Kalispel Tribe of Indians.

## Operational Guidelines

Primary guidance to SRTC is provided by:

- The Metropolitan Planning Organization (MPO) Regulations 23 CFR 450.
- RCW 47.80 Regional Transportation Planning Organization (RTPO).
- 2021 SRTC Interlocal Agreement
- Fixing America's Surface Transportation (FAST) Act (Pub. L. No. 114-94)
- State and Federal Clean Air Acts and Amendments
- Washington State Growth Management Act
- SRTC Public Participation Plan

- SRTC Procurement Process Policy
- 48 CFR Part 31 – Contract Cost Principles and Procedures
- 23 CFR Part 172 – Administration of Engineering and Design Related Service Contracts
- RCW 39.29 – Personal Service Contracts
- RCW 39.80 – Contracts for Architectural and Engineering Services
- Disadvantage Business Enterprises (DBE) Program
- SRTC Employee Handbook

## **AGENCY ORGANIZATION**

### ***Board of Directors***

SRTC is governed by a Board of Directors consisting of elected officials and member agency executives. There are 18 voting members and two non-voting members. The Board meets monthly.

### ***Transportation Technical Committee***

The Transportation Technical Committee (TTC) is made up of 21 transportation planners, traffic engineers, and professionals from SRTC member agencies. The TTC meets monthly to review SRTC activities, coordinate projects, provide input on projects, and conduct technical reviews of work programs and transportation studies and provide recommendations to the Board.

### ***Transportation Advisory Committee***

The Transportation Advisory Committee (TAC) is a citizen's group that provides transparency and a community perspective on regional transportation planning. It provides recommendations to the Board on plans, programs and activities transportation policies, and other activities as directed by the Board

### ***Agency Staff***

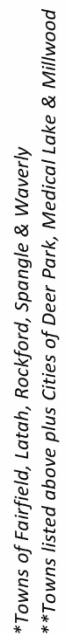
SRTC's Executive Director is responsible for confirming the application of the Title VI program. The Title VI Coordinator is responsible for implementing, monitoring and ensuring SRTC's compliance with Title VI regulations. The Title VI Coordinator's responsibilities include:

- Preparing and submitting the annual Title VI Report update a.
- Reviewing SRTC's Title VI program to assure compliance with Title VI regulations, that adequate resources are available to ensure compliance, and that the program is effective.
- Updating Title VI-related goals and objectives.
  - Collecting statistical data (race, color, sex and national origin) of participants in SRTC's programs and beneficiaries of them.
  - Conducting Title VI reviews of program areas including planning, education and outreach, contracting and environmental affairs.
  - Where applicable, including Title VI and related requirements in SRTC policies.
  - Processing Title VI complaints using the agency's Nondiscrimination Complaint Procedures included in this document to resolve complaints.
  - Assessing communications and public involvement strategies to ensure participation of impacted Title VI-protected groups was encouraged.



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VOTING MEMBERS		EX-OFFICIO MEMBERS	
City of Millwood	Small Towns Representative*	TTC Chair	
City of Airway Heights	Spokane County (2)	TAC Chair	
City of Cheney	Spokane Transit Authority		Regional WA State Legislators
City of Deer Park	Spokane Tribe of Indians		
City of Liberty Lake	WSDOT Eastern Region		
City of Medical Lake	WA State Transportation Commission		





## GENERAL PROGRAM ADMINISTRATION

### Principles of SRTC's Communications & Public Participation Program

- Equitable access is an essential part of the public involvement process.
- All major public policy decisions i and/or public projects implemented significantly affect someone.
- Professionals do not have a monopoly on good solutions.
- Even if a project or policy decision is sensible and beneficial, it must be arrived at properly to be acceptable to community members.
- Community members or groups are more willing to accept a decision that affects different interests unequally providing that the decision-making process is open, objective, and considers all viewpoints.
- If project or policy staff does not provide all relevant information necessary for an informed decision, the public will rely on outside sources.
- Effective public notification and participation takes time and effort, but is vital to sound decision-making.

## PUBLIC PARTICIPATION PLAN

SRTC's Public Participation Plan (PPP) guides the agency's communications and public participation program and outlines tools/resources used to engage the public. In accordance with 23 CFR 450.316(a), it is SRTC's "process for providing citizens, affected public agencies, representatives of public transportation users, freight shippers, providers of freight transportation services, private providers of transportation, representatives of users of public transportation, representatives of users of pedestrian walkways and bicycle transportation facilities, representatives of the disabled, and other interested parties with reasonable opportunities to be involved in the metropolitan planning process."

SRTC's PPP can be found at [srtc.org/get-involved/public-involvement](https://srtc.org/get-involved/public-involvement).

Elements of SRTC's PPP include:

- **Website** – SRTC.org includes information on the agency's programs and publications; meeting times and dates; contact information; the Title VI Plan, complaint procedures and complaint form; and an agency blog.
- **Publications** – SRTC issues publications, reports, and maps and responds to and processes data requests. The information is used by jurisdictions throughout the region and can be accessed through the website or by contacting SRTC directly.
- **Press releases** – Press releases are routinely sent to regional media outlets, as well as community stakeholders and Title VI protected groups. All press releases include a Title VI Notice to the public and contact information to reach agency staff.

- **Public meetings** – SRTC hosts public meetings and open houses as needed to promote agency activities. All Board and advisory committee meetings are open to the public, with an item on every meeting agenda for public comments.
- **Opportunities for public comment** – SRTC provides opportunity for public comment and works to find new ways to solicit comment and involve all segments of the population. Comments are accepted via phone, email, mail, social media, and in person at SRTC committee meetings or public events. Formal public comment periods are designated prior to adoption or approval of major documents including the Transportation Improvement Program (TIP) and the Metropolitan Transportation Plan (MTP). SRTC responds to all comments with how it will be reviewed and considered by staff and member agencies.
- **Access to Staff** – SRTC staff is accessible in person, by telephone, mail, or email. Contact information is on the agency website.
- **Email** – SRTC uses email to inform the public of programs, public comment periods, meetings, and more. These lists include groups representing Title VI populations.
- **Social Media** – SRTC is active on a variety of platforms in order to reach the widest audience possible when sharing meeting notices, public comment periods, workshops, and other regional transportation related topics and news.
- **Public meetings, hearings and events** – Trainings, workshops, open houses, and forums are held as needed. SRTC holds public hearings or meetings during major updates to the region’s Metropolitan Transportation Plan, the Transportation Improvement Program and other plans, studies or documents.

### **Strategies for Engaging Title VI Protected Groups and Individuals with Limited English Proficiency (LEP)**

SRTC considers the needs of people traditionally underserved by transportation systems (such as low income and minority populations) throughout its activities. A demographic profile created using Census and American Community Survey data to describe minority, limited English proficient, and low-income populations in the Spokane region is included Appendix 2 to this document.

Census data shows the Spokane area has a small population of Limited English Proficient residents. Spanish, Russian, other Slavic languages, and Vietnamese are spoken most often in area homes after English. SRTC concentrates LEP efforts primarily on these populations through:

- Translated flyers placed in areas frequented or inhabited by concentrations of Limited English Proficient populations;

- Electronic e-mailing lists targeted to these populations. They include contact information for EJ population members, Title VI community groups and businesses owned by minorities or targeted to meeting the needs of minority groups;
- Translated materials for meetings in areas where concentrations of Limited English Proficient populations reside;
- Contact with Spanish and Russian language media outlets.
- SRTC's Title VI Coordinator has "I Speak" cards in case a person with limited English proficiency approaches staff. The Coordinator will identify the language needed and seek translation and/or oral interpretation (to be provided free of charge).

### **Strategies for Engaging Tribal Governments and Members**

Membership to SRTC is open to all federally designated Tribal Nations in the planning area. There are two federally recognized Native American tribal governments with trust lands in SRTC's planning area; the Spokane Tribe and Kalispel Tribe. Both have seats on the Transportation Technical Committee (TTC) and (as of the date of this document) discussions are currently underway for appointing members to the Tribal seats on the Board of Directors. Tribes include their projects in the regional Transportation Improvement Program (TIP) if:

- It is completely physically contained in SRTC's planning area;
- The project crosses into SRTC's planning area; or
- Is a transit capital project.

Tribal contacts receive SRTC meeting notices and Tribal publications receive SRTC news releases. SRTC also notifies tribes of opportunities to participate through direct outreach to tribal leaders and staff, a Tribal Contacts email distribution list, agenda packets and inclusion on stakeholder groups for subarea studies with tribal trust land in the vicinity. The Tribal Liaison in the Washington State Department of Transportation's (WSDOT's) Planning Office is also utilized as a point of contact.

### **Key Planning and Programming Activities**

SRTC is mandated by state and federal law to maintain the region's long-range Metropolitan Transportation Plan (MTP), and the Transportation Improvement Program (TIP), a program of projects to be completed in the coming four years. SRTC conducts and supports state and federal planning, compliance, and certification programs, which enable counties, cities, transit agencies and WSDOT to obtain state and federal funding. The agency provides forecasts of population, housing, and transportation trends that are the basis for addressing current issues and exploring future needs and options that could benefit the region. SRTC also serves as a center for the collection, analysis, and dissemination of Census information to residents and governments in the region.

SRTC's Interlocal Agreement establishes the agency's growth management, transportation, database and technical assistance responsibilities. The agreement highlights the following functions:

- Fulfill MPO responsibilities for Spokane County, develop a regional transportation plan, review and approve expenditures of federal transportation funds and identify transportation system development needs and financial strategies.
- Fulfill RTPO requirements prescribed by state law for Spokane County; ensure that regional transportation and land-use plans are integrated; and ensure that state, regional and local transportation plans are consistent.
- Forecast and monitor economic, demographic, and travel conditions in the region as the foundation for local and regional planning.
- Provide technical assistance to local, state and federal governments and business and community organizations.
- Provide a forum for the discussion of emerging regional transportation issues.

#### Major Programs

- **Metropolitan Transportation Plan (MTP)** – Provides a long-range regional investment strategy for transit, roadway, freight, and non-motorized transportation. Addresses the financial needs and estimated revenue for transportation improvements.
- **Transportation Improvement Program (TIP)** – Includes all projects using federal funds, funds managed by SRTC and the state and all regionally significant projects.
- **Air Quality Analysis and Planning** – SRTC provides air quality modeling services to local jurisdictions using Environmental Protection Agency (EPA) approved models and procedures.
- **Policy, Plan and Project Review** – Ensure that local, regional, and state planning efforts are compatible and work with local governments, growth management groups, and state agencies in reviewing policies, plans and projects for consistency with state and regional planning goals.
- **Technical Services and Regional System Data** – Provide demographic, economic, travel and geographic data to member jurisdictions, other agencies, businesses and the public; assist in planning activities of member jurisdictions; collect, analyze, maintain, and improve data.
- **Communications and Information Services** - Develop and distribute outreach materials on agency activities and services. Assist agency staff in reaching out to, involving, and meeting the needs of SRTC members, other agencies, businesses, community organizations and the public.

## ENVIRONMENTAL JUSTICE

Executive Order 12898 (1994) directs agencies to make Environmental Justice (EJ) a part of their mission by identifying and addressing the effects of all programs, policies, and activities on “minority populations and low-income populations.” Throughout its activities, SRTC strives to accomplish this by providing access and by involving the potentially affected public through public engagement and outreach. This includes MPO staff activities designed to develop partnerships with, and enhance the participation in the transportation planning process, by groups and individuals of vulnerable, overburdened, and historically underserved communities.

The Federal Highway Administration (FHWA) defines three fundamental EJ principles:

- To avoid, minimize, or mitigate disproportionately high and adverse human health and environmental effects, including social and economic effects, on minority populations and low-income populations.
- To ensure the full and fair participation by all potentially affected communities in the transportation decision making process.
- To prevent the denial of, reduction in, or significant delay in the receipt of benefits by minority and low-income populations.

## CONTRACT PROCEDURES

SRTC contracts include language requiring contractors (subrecipients of federal funds) to comply with the provisions of 49 U.S.C. 5332, which prohibits discrimination on the basis of race, color, religion, national origin, sex, or age, and prohibits discrimination in employment or business opportunity. Title VI verbiage is included in all SRTC Requests for Proposals (RFP) and contracts.

When contracting for outside services, SRTC utilizes WSDOT guidelines and lists for determining Disadvantaged Business Enterprises (DBE) goals for each contract. SRTC reports on DBE participation in the annual Title VI report.

SRTC’s Fiscal Officer is responsible for evaluating and monitoring compliance with Title VI requirements in some aspects of the agency’s consultant contracts process. The Fiscal Officer will include Title VI language in contracts and Requests for Proposals (RFP) as described below:

- *Ensure Title VI text is included in all agency contracts.*
- *Notify contractors of the appropriate text to be included in any subcontracts.*

Review consultants for Title VI compliance as described below:

- *If a subrecipient is found to be not in compliance with Title VI, the Title VI Coordinator and Fiscal Officer will work with the subrecipient to resolve the deficiency status and write a remedial action if necessary, as described in the next section.*

In conducting reviews of subrecipients, if a subrecipient is found to not be compliant with Title VI, the Fiscal Officer and Title VI Coordinator will work with the subrecipient to resolve the identified issues.

If the issues cannot be resolved, SRTC will issue a notification of deficiency status and remedial action for the subrecipient, as agreed upon by SRTC and WSDOT, within a period not to exceed ninety (90) calendar days. SRTC will seek the cooperation of the subrecipient in correcting deficiencies and provide technical assistance and guidance for the subrecipient to comply voluntarily. Subrecipients placed in a deficiency status will be given a reasonable time, not to exceed ninety (90) calendar days after receipt of the deficiency letter and remedial action, to voluntarily correct deficiencies. If a subrecipient fails or refuses to comply with requirements within that time frame, SRTC will submit to WSDOT, FHWA, and FTA two copies of the case file and a recommendation that the subrecipient be found in noncompliance.

A follow-up review will be conducted within one hundred eighty (180) calendar days of the initial review to ensure the subrecipient has complied with the Title VI Program requirements in correcting deficiencies. If the subrecipient refuses to comply, SRTC may, with WSDOT's, FHWA's, and FTA's concurrence, initiate sanctions per 49 CFR 21.

## **TITLE VI NOTICE TO THE PUBLIC**

The paragraph below is inserted in all significant publications that are distributed to the public, such as the Metropolitan Transportation Plan and Transportation Improvement Program. The version below is the preferred text but where space is limited, the abbreviated version will be used.

Spokane Regional Transportation Council is committed to nondiscrimination in accordance with Title VI of the Civil Rights Act of 1964, the Civil Rights Restoration Act of 1987, Executive Order 12898 on Environmental Justice, and related statutes and regulations in all programs and activities. No person shall on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or otherwise be subjected to any SRTC program or activity. SRTC further assures every effort will be made to ensure nondiscrimination in all of its programs and activities, whether those programs and activities are federally funded or not.

*Any person who believes they have been affected by an unlawful discriminatory practice under Title VI has a right to file a formal complaint with SRTC. Any such complaint must be in writing and filed with SRTC's Title VI Coordinator within one hundred eighty (180) days following the date of the alleged discriminatory occurrence.*

*For more information, or to obtain a Title VI Discrimination Complaint Form, please see our website at [http://www.srtc.org/title\\_vi\\_page.html](http://www.srtc.org/title_vi_page.html) or call (509) 343-6370.*

**Abbreviated Title VI Notice to the Public**

*Spokane Regional Transportation Council is committed to nondiscrimination in accordance with Title VI of the Civil Rights Act of 1964, the Civil Rights Restoration Action of 1987, Executive Order 12898 on Environmental Justice, and related statutes and regulations in all programs and activities. For more information, or to obtain a Title VI Complaint Form, see <http://www.srtc.org> or call (509) 343-6370.*

## **TITLE VI COMPLAINT PROCEDURES**

These procedures apply to all complaints filed under Title VI of the Civil Rights Act of 1964 [including its Disadvantaged Business Enterprises (DBE) and Equal Employment Opportunity (EEO) components], Section 504 of the Rehabilitation Act of 1973, the Civil Rights Restoration Act of 1987, and the Americans with Disabilities Act of 1990, relating to any program or activity administered by SRTC or its subrecipients, consultants, and/or contractors. Complainants shall be protected from retaliation. Intimidation or retaliation of any kind is prohibited by law.

These procedures do not deny the right of the complainant to file formal complaints with other state or federal agencies, or to seek private counsel for complaints alleging discrimination. These procedures are part of an administrative process that does not provide for remedies that include punitive damages or compensatory remuneration for the complainant.

Once logged, SRTC forwards complaints to WSDOT-Office of Equity and Civil Rights for processing by FHWA. WSDOT investigates complaints only if delegated by FHWA after acceptance of a complaint. FHWA is responsible for all determinations regarding whether to accept, dismiss, or transfer the complaint and finding no violation or failure to comply. SRTC will also forward the complaint to the FTA for processing under its procedures.

### **Procedures**

1. Any individual, group of individuals, or entity that believes they have been subjected to discrimination prohibited by Title VI nondiscrimination provisions may file a written complaint with SRTC's Title VI Coordinator or fill out the Title VI Discrimination Complaint form that follows. A formal complaint must be filed within 180 calendar days of the alleged occurrence or when the alleged discrimination became known to the complainant. The complaint must meet the following requirements:
  - a. If possible, complaints should be submitted in writing, signed by the complainant or his/her representative(s). These may be provided via facsimile, mail or e-mail and receipt of the allegation will be acknowledged within five (5) business days. Allegations may also be provided verbally or by telephone, which will be documented by SRTC staff in writing and communicated to the complainant(s) for review before processing. If the complainant is hearing or speech-impaired, they can seek assistance through the TTY-Based Telecommunications Relay Service by dialing 7-1-1. More information about Telecommunications Relay Service can be found at: <https://www.fcc.gov/consumers/guides/711-telecommunications-relay-service>
  - b. Include the date of the alleged act of discrimination (date when the complainant(s) became aware of the alleged discrimination; or the date on which that conduct was discontinued or the latest instance of the conduct).



- c. Present a detailed description of the issues, including names and job titles of those individuals perceived as parties in the complained-of incident.
  - d. Allegations received by fax or e-mail will be acknowledged and processed, once the identity(ies) of the complainant(s) and the intent to proceed with the complaint have been established. For this, the complainant is required to mail a signed, original copy of the fax or e-mail transmittal.
  - e. Allegations received by telephone will be converted into writing and provided to the complainant for confirmation or revision before processing. A complaint form will be forwarded to the complainant for them to complete, sign, and return to SRTC for processing.
- 2. Complaints against SRTC will be referred to the Washington State Department of Transportation's (WSDOT) Office of Equity and Civil Rights (OECR), the Federal Highway Administration, or the Federal Transit Administration, as appropriate, for proper disposition pursuant to their procedures. In cases warranting intervention to ensure equity, these agencies may assume jurisdiction and complete or obtain services to review or investigate matters.
- 3. In order to be accepted, a complaint must meet the following criteria:
  - a. Be filed within 180 calendar days of the alleged occurrence or when the alleged discrimination became known to the complainant.
  - b. The allegation(s) must involve a covered basis such as race, color, national origin, sex, or disability.
  - c. The allegation(s) must involve a program or activity of a federal aid recipient, subrecipient, or contractor.
  - d. The complainant(s) must accept reasonable resolution based on SRTC's administrative authority (reasonability to be determined by SRTC).
- 4. A complaint may be dismissed for the following reasons:
  - a. The complainant requests the withdrawal of the complaint.
  - b. The complainant fails to respond to repeated requests for additional information needed to process the complaint.
  - c. The complainant cannot be located after reasonable attempts.
- 5. Once SRTC, WSDOT, or FHWA decides to accept the complaint for investigation, the complainant and the respondent will be notified in writing of such determination within five (5) calendar days. The complaint will receive a case number and will then be logged in SRTC's, WSDOT's, or FHWA's records identifying its basis and alleged harm, and the race, color, national origin, and gender of the complainant.

6. In cases where SRTC assumes the investigation of the complaint, SRTC will provide the respondent the opportunity to respond to allegations in writing. The respondent will have ten (10) calendar days from the date of SRTC's written notification of acceptance of the complaint to furnish a response.
7. In cases where SRTC assumes the investigation of the complaint, within forty (40) calendar days of the acceptance of the complaint, SRTC's Investigator\* will prepare a report for review by the agency's Legal Counsel and Executive Director. The report will include a description of the incident, identification of persons interviewed, findings, and recommendations for disposition.
8. The report and its findings will be sent to SRTC's Legal Counsel for review. Counsel will review the report and associated documentation and provide input to the Investigator within ten (10) calendar days.
9. Any comments or recommendations from Legal Counsel will be reviewed by SRTC's Investigator. The Investigator will discuss the report and recommendations with the Executive Director within ten (10) calendar days. The report will be modified as needed and made final for its release.
10. SRTC's final investigative report and a copy of the complaint will be forwarded to WSDOT's OECR within 60 calendar days of the acceptance of the complaint. WSDOT's OECR will share the report with FHWA and FTA, Washington Division Offices, as part of its Annual Title VI Update and Accomplishment Report.
11. SRTC will notify the parties of its preliminary findings, which are subject to concurrence from WSDOT's OECR. WSDOT's OECR will issue the final decision to SRTC based on the report.
12. Once WSDOT's OECR issues its final decision, SRTC will notify all parties involved about such determination. WSDOT's final determination is not subject to an appeal.
13. WSDOT will also serve as the appealing forum to a complainant that is not satisfied with the outcome of an investigation conducted by SRTC. WSDOT will analyze the facts of the case and will issue its conclusion to the appellant according to their procedures.

\*This will generally be SRTC's Title VI Coordinator.

## **PROCEDIMIENTOS DE DENUNCIA DEL TÍTULO VI**

Estos procedimientos se aplican a todas las denuncias presentadas bajo el Título VI de la Ley de Derechos Civiles de 1964 [incluyendo sus componentes de Empresas de Negocios Desfavorecidas (DBE, por sus siglas en inglés) y Oportunidad de Empleo Igual (EEO, por sus siglas en inglés)], la Sección 504 de la Ley de Rehabilitación de 1973, la Ley de Restauración de Derechos Civiles de 1987 y la Ley de Americanos con Discapacidades de 1990, relacionadas con cualquier programa o actividad administrada por SRTC o sus receptores indirectos, consultores y/o contratistas. Los denunciantes estarán protegidos contra represalias. La intimidación o represalia de cualquier tipo está prohibida por la ley.

Estos procedimientos no niegan el derecho del denunciante a presentar denuncias formales ante otras agencias estatales o federales, o a buscar asesoría legal privada para denuncias que mencionen discriminación. Estos procedimientos son parte de un proceso administrativo que no proporciona remedios que incluyan daños punitivos o compensación para el denunciante.

Una vez registrado, SRTC envía quejas a WSDOT- Oficina de Equidad y Derechos Civiles para que la FHWA las procese. WSDOT investiga las quejas solo si la FHWA lo delega después de la aceptación de una queja. FHWA es responsable de todas las determinaciones sobre si aceptar, desestimar o transferir la queja y no encontrar ninguna violación o incumplimiento. SRTC también enviará la queja a la FTA para su procesamiento según sus procedimientos.

### **1. Procedimientos**

1. Cualquier individuo, grupo de individuos o entidad que crea haber sido objeto de discriminación prohibida por las disposiciones de no discriminación del Título VI puede presentar una denuncia por escrito al coordinador del Título VI de SRTC o completar el formulario de denuncia de Discriminación del Título VI que aparece a continuación. Debe presentarse una denuncia formal dentro de los 180 días calendario a partir de la supuesta ocurrencia o cuando la supuesta discriminación se dio a conocer al denunciante. Si un individuo prefiere no presentar una denuncia ante SRTC, puede contactar directamente a Oficina de Equidad y Derechos Civiles (OECR, por sus siglas en inglés) de WSDOT. Las denuncias del Título VI deben cumplir con los siguientes requisitos:
  - a. Si es posible, las denuncias deben presentarse por escrito, firmadas por el denunciante o sus representantes. Estas pueden enviarse por fax, correo o correo electrónico y la recepción de la acusación se reconocerá dentro de los cinco (5) días hábiles. Las acusaciones también pueden presentarse verbalmente o por teléfono, las cuales se documentarán por el personal de SRTC por escrito y serán comunicadas a los denunciantes para su revisión antes de procesarse. Si el denunciante tiene dificultades auditivas o de habla, puede solicitar asistencia a través del Servicio de Retransmisión de Telecomunicaciones basado en TTY marcando 7-1-1. Se puede

encontrar más información sobre el Servicio de Retransmisión de Telecomunicaciones en:

<https://www.fcc.gov/consumers/guides/711-telecommunications-relay-service>

- b. Incluir la fecha del acto de discriminación manifestado (fecha en que el denunciante se enteró de la supuesta discriminación; o la fecha en que esa conducta fue descontinuada o el último incidente de la conducta).
  - c. Presentar una descripción detallada de los problemas, incluyendo nombres y cargos de aquellos individuos percibidos como partes en el incidente denunciado.
  - d. Las acusaciones recibidas por fax o correo electrónico se reconocerán y procesarán, una vez establecida la identidad de los denunciantes y la intención de proceder con la denuncia. Para ello, se requiere que el denunciante envíe una copia original firmada del fax o la transmisión de correo electrónico.
  - e. Las acusaciones recibidas por teléfono serán transcritas y se proporcionarán al denunciante para su confirmación o revisión antes de procesarse. Se enviará un formulario de denuncia al denunciante para que lo complete, firme y devuelva a SRTC para su procesamiento.
2. Al recibir la denuncia, el coordinador del Título VI determinará su jurisdicción, aceptabilidad y necesidad de información adicional, así como también investigará el mérito de la denuncia. En casos donde la denuncia sea contra uno de los receptores indirectos de fondos federales de SRTC, SRTC asumirá la jurisdicción e investigará y fallará el caso. Las denuncias contra SRTC se remitirán a la Oficina de Equidad y Derechos Civiles (OECR) del Departamento de Transporte del Estado de Washington (WSDOT), a la Administración Federal de Carreteras o a la Administración Federal de Tránsito, según corresponda, para su adecuada disposición de acuerdo a sus procedimientos. En casos que justifiquen intervención para asegurar la equidad, estas agencias pueden asumir la jurisdicción y completar u obtener servicios para revisar o investigar los asuntos.
3. Para ser aceptada, una denuncia debe cumplir con los siguientes criterios:
  - f. Presentarse dentro de los 180 días calendario de la supuesta ocurrencia o cuando la supuesta discriminación se dio a conocer al denunciante.
  - g. La(s) acusación(es) debe(n) involucrar una base cubierta, como raza, color, origen nacional, sexo o discapacidad.
  - h. Las acusaciones deben involucrar un programa o actividad de un beneficiario de ayuda federal, beneficiario indirecto o contratista.
  - i. Los denunciantes deben aceptar una resolución razonable basada en la autoridad administrativa de SRTC (la razonabilidad se determinará por SRTC).
4. Una denuncia puede desestimarse por las siguientes razones:

- j. El denunciante solicita el retiro de la denuncia.
  - k. El denunciante no responde a repetidas solicitudes de información adicional necesaria para procesar la denuncia.
  - l. No se puede localizar al denunciante después de intentos razonables.
5. Una vez que SRTC, WSDOT, o FHWA decidan aceptar la denuncia para investigación, el denunciante y el denunciado se notificarán por escrito de tal determinación dentro de los cinco (5) días calendario. La denuncia recibirá un número de caso y se anotará en los registros de SRTC, WSDOT, o FHWA identificando su sustento y daño enunciado, así como la raza, color, origen nacional y género del denunciante.
  6. En casos donde SRTC asuma la investigación de la denuncia, SRTC proporcionará al denunciado la oportunidad de responder por escrito a las acusaciones. El denunciado tendrá diez (10) días calendario a partir de la fecha de la notificación por escrito de aceptación de la denuncia por parte de SRTC para presentar una respuesta.
  7. En casos donde SRTC asuma la investigación de la denuncia, dentro de los cuarenta (40) días calendario de la aceptación de la denuncia, el investigador de SRTC\* preparará un informe para revisión por parte del asesor legal de la agencia y el director ejecutivo. El informe incluirá una descripción del incidente, identificación de las personas entrevistadas, hallazgos y recomendaciones para su disposición.
  8. El informe y sus hallazgos se enviarán al asesor legal de SRTC para revisión. El asesor revisará el informe y la documentación asociada y proporcionará comentarios al investigador dentro de los diez (10) días calendario.
  9. Cualquier comentario o recomendación del asesor legal será revisada por el investigador de SRTC. El investigador analizará el informe y las recomendaciones con el director ejecutivo dentro de los diez (10) días calendario. El informe se modificará según sea necesario y se finalizará para su divulgación.
  10. El informe final de investigación de SRTC y una copia de la denuncia se enviarán a la OECR de WSDOT dentro de los 60 días calendario de la aceptación de la denuncia. La OECR de WSDOT compartirá el informe con FHWA y FTA, las Oficinas de División de Washington, como parte de su Informe anual de actualización y logros del Título VI.
  11. SRTC notificará a las partes sobre sus hallazgos preliminares, que están sujetos a la aprobación de la OECR de WSDOT. La OECR de WSDOT emitirá la decisión final basada en el informe.

12. Una vez que la OECR de WSDOT emita su decisión final, SRTC notificará a todas las partes involucradas sobre dicha determinación. La determinación final de WSDOT no está sujeta a apelación.
13. WSDOT también servirá como el foro de apelación para un denunciante que no esté satisfecho con el resultado de una investigación realizada por SRTC. WSDOT analizará los hechos del caso y emitirá su conclusión al apelante de acuerdo a sus procedimientos.

\*Generalmente será el coordinador del Título VI de SRTC.

## Порядок подачи жалоб согласно разделу VI

Этот порядок применяется ко всем жалобам, подаваемым в соответствии с разделом VI Закона о гражданских правах 1964 года [включая его части, касающиеся предприятий, находящихся в неблагоприятных условиях, и равных возможностей трудоустройства], разделом 504 Закона о реабилитации 1973 года, Законом о восстановлении гражданских прав 1987 года и Законом о правах американцев с ограниченными возможностями 1990 года, касающимся любой программы или деятельности, администрируемой Региональным транспортным советом г. Спокана (Spokane Regional Transportation Council, SRTC) или его субполучателями, консультантами и (или) подрядчиками. Заявители должны быть защищены от ответных мер. Запугивание или ответные меры любого рода запрещены законом.

Этот порядок не ограничивает право заявителя подавать официальные жалобы в другие государственные или федеральные органы или обращаться за частной консультацией по жалобам с заявлением о дискриминации. Этот порядок является частью административного процесса, который не предусматривает средств правовой защиты, включающих штрафные убытки или компенсационное возмещение для заявителя.

После регистраций SRTC направляет жалобы в Управление по вопросам справедливости и гражданских прав Департамента транспорта штата Вашингтон (WSDOT) для обработки в Федеральном 3 управлении шоссейных дорог (FHWA). WSDOT расследует жалобу, только если ему ее делегирует FHWA после принятия. Ответственность за принятие, отклонение или перенаправление жалобы, а также за выявление несоответствий и отсутствия нарушений несет FHWA. SRTC также перенаправит жалобу в Администрацию общественного транспорта (FTA) для обработки в соответствии с ее процедурами.

### Порядок подачи жалоб

1. Любое физическое лицо, группа лиц или организация, которые считают, что они подверглись дискриминации, запрещенной положениями о недопущении дискриминации раздела VI, могут подать письменную жалобу координатору согласно разделу VI SRTC или заполнить форму жалобы о дискриминации раздела VI, приведенную ниже. Официальная жалоба должна быть подана в течение 180 календарных дней с момента предполагаемого происшествия или с момента, когда заявителю стало известно о предполагаемой дискриминации. Если человек предпочитает не подавать жалобу в SRTC, можно обратиться напрямую в Офис равных возможностей (Office of Equity and Civil Rights, OECR) Департамента транспорта штата Вашингтон. Жалобы согласно разделу VI должны соответствовать следующим требованиям:

- a. Если возможно, жалобы должны быть поданы в письменной форме с подписью заявителя или его представителя (представителей). Их можно предоставить по факсу, почте или электронной почте. Получение жалобы должно быть подтверждено в течение 5 (пяти) рабочих дней. Жалобы также могут быть предоставлены устно или по телефону — соответствующая информация будет задокументирована сотрудниками SRTC письменно и предоставлена заявителю для проверки перед обработкой. Если заявитель имеет проблемы со слухом или речью, он может обратиться за помощью через телекоммуникационную службу коммутируемых сообщений на основе ТТУ, позвонив по номеру 7-1-1. Дополнительная информация о телекоммуникационной службе коммутируемых сообщений представлена на сайте:  
<https://www.fcc.gov/consumers/guides/711-telecommunications-relay-service>
- b. Укажите дату предполагаемого дискриминационного действия (дату, когда заявитель узнал о предполагаемой дискриминации; или дату, когда это поведение было прекращено, или последнего инцидента такого поведения).
- c. Приведите детальное описание проблемы, включая имена и должности тех лиц, которые воспринимаются как стороны в инциденте, о котором идет речь.
- d. Жалобы, полученные по факсу или электронной почте, будут подтверждены и обработаны, как только будут установлены личность заявителя и намерение продолжить рассмотрение жалобы. Для этого заявитель должен отправить оригинал подписанного документа, отправленного по факсу или электронной почте.
- e. Жалобы, полученные по телефону, будут преобразованы в письменную форму и предоставлены заявителю для подтверждения или исправления перед обработкой. Заявителю будет отправлена форма жалобы, которую он может заполнить, подписать и вернуть в SRTC для обработки.

2. После получения жалобы координатор согласно разделу VI определит ее юрисдикцию, приемлемость и необходимость получения дополнительной информации, а также проведет расследование обоснованности жалобы. В тех случаях, когда жалоба подана против одного из субполучателей федеральных средств SRTC, SRTC признает свою юрисдикцию и будет проводить расследование и разбирательство по делу. Жалобы против SRTC будут переданы в Управление по вопросам справедливости и гражданских прав Департамента транспорта штата Вашингтон (WSDOT) или в Федеральное управление шоссейных дорог (Federal Highway Administration), или в Федеральное управление транспорта (Federal Transit Administration), в зависимости от ситуации, для надлежащего рассмотрения в соответствии с их процедурами. В случаях, требующих вмешательства для обеспечения справедливости, эти учреждения могут отнести вопрос к своей юрисдикции и завершить рассмотрение вопросов или получить соответствующие услуги для их



проверки или расследования.

3. Чтобы жалоба была принята к рассмотрению, она должна соответствовать следующим критериям:
  - a. Быть подана в течение 180 календарных дней с момента предполагаемого происшествия или с момента, когда предполагаемая дискриминация стала известна заявителю;
  - b. Жалоба должна касаться таких оснований, как раса, цвет, национальное происхождение, пол или инвалидность, в отношении которых действуют соответствующие положения;
  - c. Жалоба должна касаться программы или деятельности получателя федеральной помощи, субполучателя или подрядчика.
  - d. Заявитель должен принять обоснованное разрешение, основанное на административных полномочиях SRTC (обоснованность будет определена SRTC).
4. Жалоба может быть отклонена по следующим причинам:
  - a. Заявитель запрашивает отзыв жалобы;
  - b. Заявитель не отвечает на повторные запросы о предоставлении дополнительной информации, необходимой для обработки жалобы;
  - c. Заявителя не удается найти после разумных попыток.
5. Как только SRTC, WSDOT, или FHWA решит принять жалобу для расследования, заявитель и ответчик будут уведомлены письменно о таком решении в течение 5 (пяти) календарных дней. Жалобе будет присвоен номер дела, и она будет зарегистрирована в записях SRTC, WSDOT, или FHWA с указанием основания и предполагаемого ущерба, а также расы, цвета кожи, национального происхождения и пола заявителя.
6. В тех случаях, когда SRTC берет на себя расследование жалобы, SRTC предоставит ответчику возможность ответить на обвинения в письменной форме. Ответчик будет иметь 10 (десять) календарных дней с момента уведомления SRTC о принятии жалобы для предоставления ответа.
7. В тех случаях, когда SRTC берет на себя расследование жалобы, в течение 40 (сорока) календарных дней с момента принятия жалобы специалист по расследованию\* SRTC подготовит отчет для рассмотрения юрисконсультom и исполнительным директором учреждения. Отчет будет включать описание инцидента, идентификацию опрошенных лиц, выводы и рекомендации по разрешению.
8. Отчет и его выводы будут отправлены юрисконсульту SRTC для рассмотрения. Юрисконсульт

рассмотрит отчет и сопутствующую документацию и предоставит комментарии специалисту по расследованию в течение 10 (десяти) календарных дней.

9. Специалист по расследованию SRTC рассмотрит любые комментарии или рекомендации юрисконсульта. Специалист по расследованию обсудит отчет и рекомендации с исполнительным директором в течение 10 (десяти) календарных дней. При необходимости в отчет будут внесены изменения, после чего его окончательная версия будет готова для публикации.
10. Окончательный отчет SRTC о расследовании и копия жалобы будут направлены в OECR WSDOT в течение 60 календарных дней с момента принятия жалобы. OECR WSDOT передаст отчет в офисы FHWA и FTA в Вашингтоне в рамках ежегодного отчета об обновлении и отчета о результатах согласно разделу VI.
11. SRTC уведомит стороны о своих предварительных выводах, которые подлежат согласованию с OECR WSDOT. OECR WSDOT предоставит окончательное решение SRTC на основе отчета.
12. Как только OECR WSDOT вынесет свое окончательное решение, SRTC уведомит о нем все заинтересованные стороны. Окончательное решение WSDOT не подлежит обжалованию.
13. WSDOT также будет служить апелляционной инстанцией для заявителя, который не удовлетворен результатом расследования, проведенного SRTC. WSDOT проанализирует факты дела и выдаст заключение заявителю в соответствии со своим регламентом.

\*Обычно этим специалистом является координатор SRTC согласно разделу VI.

## Thủ Tục Khiếu Nại theo Đề Mục VI

Những quy trình này áp dụng cho tất cả các đơn khiếu nại được nộp theo Đề Mục VI của Đạo Luật Quyền Dân Sự năm 1964 [bao gồm các thành phần Doanh Nghiệp Kinh Doanh Thiệt Thòi (DBE) và Cơ Hội Làm Việc Bình Đẳng (EEO)], Mục 504 của Đạo Luật Phục Hồi năm 1973, Đạo Luật Khôi Phục Quyền Dân Sự năm 1987 và Đạo Luật Người Mỹ Khuyết Tật năm 1990, liên quan đến bất kỳ chương trình hoặc hoạt động nào do SRTC hoặc các đơn vị cấp dưới, tư vấn viên và/hoặc nhà thầu của họ quản lý. Những người khiếu nại phải được bảo vệ khỏi sự trả thù. Hành vi khủng bố hoặc trả thù dưới bất kỳ hình thức nào đều bị pháp luật nghiêm cấm.

Các thủ tục này không phủ nhận quyền của người khiếu nại nộp các khiếu nại chính thức với các cơ quan khác của tiểu bang hoặc liên bang, hoặc tìm kiếm tư vấn pháp lý riêng tư cho các khiếu nại cáo buộc phân biệt đối xử. Các thủ tục này là một phần của quy trình hành chính không cung cấp các biện pháp khắc phục bao gồm thiệt hại trừng phạt hoặc bồi thường cho người khiếu nại.

Sau khi đăng nhập, SRTC chuyển tiếp khiếu nại đến Văn phòng Công bằng và Dân quyền WSDOT để FHWA xử lý. WSDOT chỉ điều tra các khiếu nại nếu được FHWA ủy quyền sau khi chấp nhận khiếu nại. FHWA chịu trách nhiệm về tất cả các quyết định liên quan đến việc chấp nhận, bác bỏ hoặc chuyển khiếu nại và không tìm thấy vi phạm hoặc không tuân thủ. SRTC cũng sẽ chuyển khiếu nại đến FTA để xử lý theo thủ tục của mình.

### Thủ tục

1. Bất kỳ cá nhân, nhóm cá nhân, hoặc tổ chức nào tin rằng họ đã bị phân biệt đối xử theo các quy định không phân biệt của Đề Mục VI có thể nộp khiếu nại bằng văn bản cho Điều Phối Viên Đề Mục VI của SRTC hoặc điền vào mẫu Khiếu Nại Phân Biệt Đối Xử theo Đề Mục VI dưới đây. Một khiếu nại chính thức phải được nộp trong vòng 180 ngày theo lịch kể từ khi xảy ra sự việc hoặc khi người khiếu nại biết về sự phân biệt đối xử bị cáo buộc. Nếu cá nhân không muốn nộp khiếu nại cho SRTC, họ có thể liên hệ trực tiếp với Văn phòng Công bằng và Dân quyền WSDOT (OECR). Các khiếu nại theo Đề Mục VI phải đáp ứng các yêu cầu sau:
  - a. Nếu có thể, các khiếu nại nên được nộp bằng văn bản, ký tên bởi người khiếu nại hoặc đại diện của họ. Các khiếu nại có thể được gửi qua fax, thư hoặc email và việc nhận các cáo buộc sẽ được xác nhận trong vòng năm (5) ngày làm việc. Các cáo buộc cũng có thể được cung cấp bằng miệng hoặc qua điện thoại, và sẽ được nhân viên SRTC ghi lại bằng văn bản và thông báo cho người khiếu nại để xem xét trước khi xử lý. Nếu người khiếu nại bị khiếm thính hoặc nói, họ có thể tìm kiếm sự trợ giúp qua Dịch Vụ Tiếp Âm Viễn Thông TTY bằng cách gọi 7-1-1. Thông tin thêm về Dịch Vụ Tiếp Âm Viễn Thông có thể được tìm thấy tại:

<https://www.fcc.gov/consumers/guides/711-telecommunications-relay-service>

- b. Bao gồm ngày xảy ra hành vi phân biệt bị cáo buộc (ngày mà người khiếu nại biết về sự phân biệt đối xử bị cáo buộc; hoặc ngày mà hành vi đó ngừng lại hoặc trường hợp gần nhất của hành vi đó).
  - c. Trình bày mô tả chi tiết về các vấn đề, bao gồm tên và chức danh công việc của những cá nhân được coi là bên liên quan trong sự cố bị khiếu nại.
  - d. Các cáo buộc nhận được qua fax hoặc email sẽ được xác nhận và xử lý, khi mà danh tính của người khiếu nại và ý định tiến hành khiếu nại đã được xác định. Để làm điều này, người khiếu nại cần gửi một bản sao gốc đã ký của tài liệu nhận qua fax hoặc email.
  - e. Các cáo buộc nhận được qua điện thoại sẽ được chuyển thành văn bản và cung cấp cho người khiếu nại để xác nhận hoặc sửa đổi trước khi xử lý. Một mẫu khiếu nại sẽ được chuyển đến người khiếu nại để họ hoàn thành, ký và gửi lại cho SRTC để xử lý.
2. Khi nhận được khiếu nại, Điều Phối Viên Đề Mục VI sẽ xác định quyền hạn, khả năng chấp nhận và nhu cầu cần thông tin bổ sung, cũng như điều tra tính hợp lệ của khiếu nại. Trong trường hợp khiếu nại chống lại một trong các đơn vị nhận trợ cấp liên bang của SRTC, SRTC sẽ đảm nhận quyền hạn và sẽ điều tra và phân xử vụ việc. Các khiếu nại chống lại SRTC sẽ được chuyển đến Văn phòng Công bằng và Dân quyền Bộ Giao Thông Vận Tải Tiểu Bang Washington (WSDOT), Cơ Quan Quản Lý Đường Cao Tốc Liên Bang, hoặc Cơ Quan Quản Lý Giao Thông Vận Tải Liên Bang, tùy thuộc vào tình huống, để xử lý đúng theo quy trình của họ. Trong các trường hợp cần can thiệp để đảm bảo công bằng, các cơ quan này có thể đảm nhận quyền hạn và hoàn thành hoặc thu xếp các dịch vụ để xem xét hoặc điều tra các vấn đề.
3. Để được chấp nhận, một khiếu nại phải đáp ứng các tiêu chí sau:
- a. Được nộp trong vòng 180 ngày theo lịch kể từ khi xảy ra sự việc hoặc khi người khiếu nại biết về sự phân biệt bị cáo buộc.
  - b. Các cáo buộc phải liên quan đến một cơ sở được bảo vệ như chủng tộc, màu da, nguồn gốc quốc gia, giới tính hoặc khuyết tật.
  - c. Các cáo buộc phải liên quan đến một chương trình hoặc hoạt động của một đơn vị nhận trợ cấp liên bang, đơn vị nhận trợ cấp phụ, hoặc nhà thầu.
  - d. Người khiếu nại phải chấp nhận giải pháp hợp lý dựa trên quyền hạn hành chính của SRTC (tính hợp lý sẽ được xác định bởi SRTC).
4. Một khiếu nại có thể bị bác bỏ vì các lý do sau:
- a. Người khiếu nại yêu cầu rút lại khiếu nại.
  - b. Người khiếu nại không phản hồi các yêu cầu lặp lại về thông tin bổ sung cần thiết để xử lý khiếu nại.

c. Người khiếu nại không thể được tìm thấy sau những nỗ lực hợp lý.

5. Khi SRTC, WSDOT, hoặc FHWA quyết định chấp nhận khiếu nại để điều tra, người khiếu nại và người bị khiếu nại sẽ được thông báo bằng văn bản về quyết định này trong vòng năm (5) ngày theo lịch. Khiếu nại sẽ nhận được một số vụ án và sẽ được ghi vào hồ sơ của SRTC, WSDOT, hoặc FHWA xác định cơ sở và thiệt hại bị cáo buộc, cũng như chủng tộc, màu da, nguồn gốc quốc gia và giới tính của người khiếu nại.
6. Trong các trường hợp SRTC đảm nhận điều tra khiếu nại, SRTC sẽ cung cấp cho người bị khiếu nại cơ hội phản hồi các cáo buộc bằng văn bản. Người bị khiếu nại sẽ có mười (10) ngày theo lịch kể từ ngày SRTC thông báo bằng văn bản chấp nhận khiếu nại để cung cấp phản hồi.
7. Trong các trường hợp SRTC đảm nhận điều tra khiếu nại, trong vòng bốn mươi (40) ngày theo lịch kể từ khi chấp nhận khiếu nại, Điều Tra Viên của SRTC sẽ chuẩn bị một báo cáo để xem xét bởi Cố Vấn Pháp Lý và Giám Đốc Điều Hành của cơ quan. Báo cáo sẽ bao gồm mô tả về sự cố, xác định những người đã được phỏng vấn, kết quả và khuyến nghị cho việc xử lý.
8. Báo cáo và các phát hiện của nó sẽ được gửi cho Cố Vấn Pháp Lý của SRTC để xem xét. Cố Vấn Pháp Lý sẽ xem xét báo cáo và các tài liệu liên quan và cung cấp ý kiến cho Điều Tra Viên trong vòng mười (10) ngày theo lịch.
9. Mọi ý kiến hoặc khuyến nghị từ Cố Vấn Pháp Lý sẽ được Điều Tra Viên của SRTC xem xét. Điều Tra Viên sẽ thảo luận về báo cáo và các khuyến nghị với Giám Đốc Điều Hành trong vòng mười (10) ngày theo lịch. Báo cáo sẽ được điều chỉnh nếu cần và hoàn thiện để phát hành.
10. Báo cáo điều tra cuối cùng của SRTC và một bản sao của khiếu nại sẽ được chuyển cho OECR của WSDOT trong vòng 60 ngày theo lịch kể từ khi chấp nhận khiếu nại. OECR của WSDOT sẽ chia sẻ báo cáo với FHWA và FTA, các Văn Phòng Chi Nhánh Washington, như một phần của Báo Cáo Cập Nhật và Thành Tựu theo Đề Mục VI hàng năm của họ.
11. SRTC sẽ thông báo cho các bên về những phát hiện ban đầu của mình, phụ thuộc vào sự đồng ý từ OECR của WSDOT. OECR của WSDOT sẽ đưa ra quyết định cuối cùng cho SRTC dựa trên báo cáo.
12. Khi OECR của WSDOT đưa ra quyết định cuối cùng, SRTC sẽ thông báo cho tất cả các bên liên quan về quyết định đó. Quyết định cuối cùng của WSDOT không thể bị kháng cáo.

13. WSDOT cũng sẽ phục vụ như một diễn đàn kháng cáo cho một người khiếu nại không hài lòng với kết quả của một cuộc điều tra do SRTC thực hiện. WSDOT sẽ phân tích các sự kiện của vụ việc và sẽ đưa ra kết luận cho người kháng cáo theo quy trình của họ.

\*Đây thường sẽ là Điều Phối Viên Đề Mục VI của SRTC.

### Title VI Complaint Form

Title VI of the 1964 Civil Rights Act requires that “No person in the United States 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 receiving federal financial assistance.”

Please provide the following requested information in order to assist us in processing your complaint. Should you require any assistance in completing this form, please contact SRTC’s Title VI Coordinator, Michael Redlinger at (509) 343-6370 or mredlinger@srtc.org. Please submit this form to SRTC, 421 W. Riverside Ave., Suite 500, Spokane, WA 99201 or email it to the address above.

1. Complainant’s Name \_\_\_\_\_

2. Address \_\_\_\_\_

3. City, State, Zip Code \_\_\_\_\_

4. Telephone Number: Mobile \_\_\_\_\_ Home \_\_\_\_\_ Work \_\_\_\_\_

5. Person discriminated against (if someone other than the complainant)

Name \_\_\_\_\_

Address \_\_\_\_\_

City, State, Zip Code \_\_\_\_\_

6. Which of the following best describes the reason you believe the discrimination occurred?

a. Race/Color ☐

b. National Origin ☐

c. Gender ☐

d. Age ☐

7. What date did the alleged discrimination take place? \_\_\_\_\_

**Title VI Complaint Form (cont.)**

8. Please describe the alleged discrimination. Explain what happened and whom you feel was responsible. Please attach a piece of paper if additional space is required.

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9. Please provide names and contact information for anyone who may have witnessed the alleged discrimination or can support and/or clarify the allegations.

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10. Please specify what type of corrective action you would like to see implemented in this case if allegations of wrongdoing are proven.

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11. Please sign below and attach any written materials or other information you feel is relevant to your complaint

\_\_\_\_\_  
Complainant’s Signature

\_\_\_\_\_  
Date



### Formulario de denuncia del Título VI

El Título VI de la Ley de Derechos Civiles de 1964 precisa que “Ninguna persona en los Estados Unidos será excluida de la participación, se le negarán los beneficios de participar, o se someterá a discriminación bajo cualquier programa o actividad que reciba asistencia financiera federal, por motivos de raza, color u origen nacional.”

Proporcione la siguiente información solicitada para ayudarnos a procesar su denuncia. Si necesita ayuda para llenar este formulario, comuníquese con el coordinador del Título VI de SRTC, Michael Redlinger, al (509) 343-6370 o a [mredlinger@srtc.org](mailto:mredlinger@srtc.org). Envíe este formulario a SRTC, 421 W. Riverside Ave., Suite 500, Spokane, WA 99201 o envíelo por correo electrónico a la dirección anterior.

1. Nombre del denunciante \_\_\_\_\_
2. Dirección \_\_\_\_\_
3. Ciudad, estado, código postal \_\_\_\_\_
4. Número de teléfono: Móvil \_\_\_\_\_ Casa \_\_\_\_\_ Trabajo \_\_\_\_\_
5. Persona discriminada (si es alguien diferente al denunciante)  
Nombre \_\_\_\_\_  
Dirección \_\_\_\_\_  
Ciudad, estado, código postal \_\_\_\_\_
6. ¿Cuál de las siguientes opciones describe mejor la razón por la que cree que ocurrió la discriminación?
  - a. Raza/color ☐
  - b. Origen nacional ☐
  - c. Género ☐
  - d. Edad ☐
7. ¿En qué fecha tuvo lugar la supuesta discriminación? \_\_\_\_\_

### Formulario de denuncia del Título VI (cont.)

8. Describa la supuesta discriminación. Explique qué sucedió y a quién considera responsable. Adhiera una hoja de papel si necesita espacio adicional.

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9. Proporcione nombres e información de contacto de cualquier persona que haya podido ser testigo de la supuesta discriminación o que pueda apoyar y/o aclarar las afirmaciones.

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10. Especifique qué tipo de acción correctiva le gustaría ver implementada en este caso si se demuestran las afirmaciones de mala conducta.

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11. Firme a continuación y adjunte cualquier material escrito u otra información que considere pertinente para su denuncia.

\_\_\_\_\_  
Firma del denunciante

\_\_\_\_\_  
Fecha

### Форма жалобы согласно разделу VI

В соответствии с разделом VI Закона о гражданских правах 1964 года «никто в Соединенных Штатах Америки не может быть исключен из участия, лишен льгот или подвергнут дискриминации в рамках любой программы или деятельности, получающей федеральную финансовую помощь, на основании расы, цвета кожи или национального происхождения».

Предоставьте следующую запрашиваемую информацию, которая может помочь в обработке вашей жалобы. Если вам нужна помощь в заполнении этой формы, свяжитесь с координатором по вопросам раздела VI Регионального транспортного совета г. Спокана (Spokane Regional Transportation Council, SRTC) Майклом Редлингером (Michael Redlinger) по телефону: (509) 343-6370 или по электронной почте: mredlinger@srtc.org. Отправьте эту форму в SRTC по адресу: 421 W. Riverside Ave., Suite 500, Spokane, WA 99201 или по электронной почте на указанный выше адрес.

1. Имя заявителя \_\_\_\_\_
2. Адрес \_\_\_\_\_
3. Город, штат, почтовый индекс \_\_\_\_\_
4. Номер телефона: мобильный \_\_\_\_\_ домашний \_\_\_\_\_ рабочий \_\_\_\_\_
5. Лицо, подвергшееся дискриминации (если отличается от заявителя)  
Имя \_\_\_\_\_  
Адрес \_\_\_\_\_  
Город, штат, почтовый индекс \_\_\_\_\_
6. Что из нижеперечисленного лучше всего описывает причину, по которой, по вашему мнению, произошла дискриминация?
  - a. Раса / цвет кожи ☐
  - b. Национальное происхождение ☐
  - c. Пол ☐
  - d. Возраст ☐
7. Когда произошла предполагаемая дискриминация? \_\_\_\_\_

### Форма жалобы согласно разделу VI (продолжение)

8. Опишите предполагаемую дискриминацию. Объясните, что произошло и кого вы считаете ответственным за случившееся. При необходимости приложите дополнительный лист бумаги.

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9. Предоставьте имена и контактную информацию лиц, которые могли быть свидетелями предполагаемой дискриминации или могут подтвердить и (или) уточнить обвинения.

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10. Укажите, какие корректирующие меры вы хотели бы, чтобы были приняты, если обвинения в неправомерных действиях будут доказаны.

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11. Поставьте подпись ниже и приложите любые письменные материалы или другую информацию, которая, по вашему мнению, имеет отношение к жалобе.

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Подпись заявителя

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Дата

### Mẫu Đơn Khiếu Nại theo Đề Mục VI

Đề Mục VI của Đạo Luật Quyền Dân Sự năm 1964 yêu cầu rằng “Không ai ở Hoa Kỳ sẽ bị loại trừ khỏi việc tham gia, bị từ chối các phúc lợi, hoặc bị phân biệt đối xử trong bất kỳ chương trình hoặc hoạt động nào nhận trợ cấp tài chính từ liên bang, vì lý do chủng tộc, màu da hoặc nguồn gốc quốc gia.”

Vui lòng cung cấp thông tin được yêu cầu sau đây để giúp chúng tôi xử lý đơn khiếu nại của quý vị. Nếu quý vị cần bất kỳ sự trợ giúp nào trong việc hoàn thành mẫu đơn này, vui lòng liên hệ với Điều Phối Viên Đề Mục VI của SRTC, Michael Redlinger qua số điện thoại (509) 343-6370 hoặc email [mredlinger@srctc.org](mailto:mredlinger@srctc.org). Vui lòng gửi mẫu đơn này đến SRTC, 421 W. Riverside Ave., Suite 500, Spokane, WA 99201 hoặc gửi qua email đến địa chỉ trên.

1. Họ tên người khiếu nại \_\_\_\_\_

2. Địa chỉ \_\_\_\_\_

3. Thành phố, Tiểu bang, Mã bưu điện \_\_\_\_\_

4. Số điện thoại: Di động \_\_\_\_\_ Nhà \_\_\_\_\_ Nơi làm việc \_\_\_\_\_

5. Người bị phân biệt đối xử (nếu là người khác ngoài người khiếu nại)

Tên \_\_\_\_\_

Địa chỉ \_\_\_\_\_

Thành phố, Tiểu bang, Mã bưu điện \_\_\_\_\_

6. Điều nào sau đây mô tả đúng nhất lý do quý vị tin rằng đã xảy ra sự phân biệt đối xử đó?

a. Chủng tộc/Màu da ☐

b. Nguồn gốc quốc gia ☐

c. Giới tính ☐

d. Tuổi tác ☐

7. Ngày nào đã xảy ra sự phân biệt đối xử bị cáo buộc? \_\_\_\_\_

### Mẫu Đơn Khiếu Nại theo Đề Mục VI (tiếp theo)

8. Vui lòng mô tả sự phân biệt đối xử bị cáo buộc. Giải thích những gì đã xảy ra và ai mà quý vị cảm thấy có trách nhiệm. Vui lòng đính kèm một tờ giấy nếu cần thêm chỗ trống.

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9. Vui lòng cung cấp tên và thông tin liên lạc của bất kỳ ai có thể đã chứng kiến sự phân biệt được cho là hoặc có thể hỗ trợ và/hoặc làm rõ các cáo buộc.

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10. Vui lòng chỉ rõ loại hành động khắc phục nào quý vị muốn thấy được thực hiện trong trường hợp này nếu các cáo buộc về hành vi sai trái được chứng minh.

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11. Vui lòng ký tên dưới đây và đính kèm bất kỳ tài liệu viết nào hoặc thông tin khác mà quý vị cảm thấy có liên quan đến đơn khiếu nại của quý vị.

\_\_\_\_\_  
Chữ ký của Người Khiếu Nại

\_\_\_\_\_  
Ngày

## TITLE VI ASSURANCES

The Spokane Regional Transportation Council (hereinafter referred to as the “Recipient”), HEREBY AGREES THAT as a condition to receiving any federal financial assistance from the U.S. Department of Transportation, it will comply with Title VI of the Civil Rights Act of 1964, 78 Stat. 252, 42 USC 2000d—42 USC 2000d—4 (hereinafter referred to as the “Act”), and all requirements imposed by or pursuant to Title 49, Code of Federal Regulations, Department of Transportation, Subtitle A, Office of the Secretary Part 21, Nondiscrimination in Federally Assisted Programs of the Department of Transportation—Effectuation of Title VI of the Civil Rights Act of 1964 (hereinafter referred to as the “Regulations”), and other pertinent directives, to the end that in accordance with the Act, Regulations, and other pertinent directives, no person in the United States shall, on the grounds of race, color, sex, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity for which the Recipient receives federal financial assistance from the Department of Transportation, including the Federal Highway Administration, and HEREBY GIVES ASSURANCE THAT it will promptly take any measures necessary to effectuate this agreement. This Assurance is required by Subsection 21.7(a)(1) of the Regulations.

More specifically and without limiting the above general assurance, the Recipient hereby gives the following specific assurances to its Federal Aid Highway Program.

1. That the Recipient agrees that each “program” and each “facility”, as defined in Subsections 21.23(e) and 21.23(b) of the Regulations, will be (with regard to a “program”) conducted or will be (with regard to a “facility”) operated in compliance with all requirements imposed by, or pursuant to, the Regulations.
2. That the Recipient shall insert the following notification in all solicitations for bids for work or material subject to the Regulations made in connection with the Federal Aid Highway Program, and in adapted form in all proposals for negotiated agreements:

“The Spokane Regional Transportation Council, in accordance with Title VI of the Civil Rights Act of 1964 and 78 Stat. 252, 42 USC 2000d—42 and Title 49, Code of Federal Regulations, Department of Transportation, Subtitle A, Office of the Secretary, Part 21: Nondiscrimination in Federally Assisted Programs of the Department of Transportation Issued Pursuant to Such Act, hereby notifies all bidders that it will affirmatively ensure that any contract entered pursuant to this advertisement will afford minority business enterprises full opportunity to submit bids in response to this invitation, and will not discriminate on the grounds of race, color, sex, or national origin in consideration for an award.”

3. That the Recipient shall insert the following clauses in every contract subject to the Act and the Regulations:

CIVIL RIGHTS. The Contractor shall comply with all applicable civil rights statutes and implementing regulations including, but not limited to:

**Equal Employment Opportunity.** The Contractor agrees to comply with and assures compliance by each third-party contractor at any tier, with all requirements of Title VII of the Civil Rights Act 1964, as amended, 42 U.S.C. 2000e, and 49 U.S.C. 5332 and any implementing requirements FTA may issue. These equal employment opportunity (EEO) requirements include, but are not limited to, the following:

*The Contractor agrees that it will not discriminate against any employee or applicant for employment because of race, color, religion, sex, disability, age, or national origin. The Contractor agrees to take affirmative action to ensure that applicants are employed and that employees are treated during employment, without regard to their race, color, religion, sex, disability, age, or national origin. Such action shall include, but not be limited to, employment, upgrading, demotion or transfer, recruitment or recruitment advertising, layoff or termination, rates of pay or other forms of compensation, and selection for training, including apprenticeship. The Contractor shall also comply with any implementing requirements USDOT may issue.*

*If the Contractor is required to submit and obtain Federal Government approval of its EEO program, that EEO program approved by the Federal Government is incorporated by reference and made part of this Agreement. Failure by the Contractor to carry out the terms of that EEO program shall be treated as a violation of this Agreement. Upon notification to the Contractor of its failure to carry out the approved EEO program, the Federal Government may impose such remedies as it considers appropriate, including termination of Federal financial assistance, or other measures that may affect the Contractors eligibility to obtain future Federal financial assistance for transportation projects.*

**Nondiscrimination.** The Contractor, with regard to the work performed during the contract, shall not discriminate on the grounds of race, color, sex, or national origin in the selection and retention of subcontractors, including procurement of materials and leases of equipment. The Contractor shall not participate either directly or indirectly in discrimination prohibited by Section 21.5 of the Regulations, including employment practices when the contract covers a program set forth in Appendix B of the Regulations.

- **Nondiscrimination in Federal Transit Programs.** The Contractor agrees to comply, and assures compliance by each third party contractor at any tier, with the provisions of 49 U.S.C. 5332, which prohibits discrimination on the basis of race, color, religion, national origin, sex, or age, and prohibits discrimination in employment or business opportunity.



- **Nondiscrimination – Title VI of the Civil Rights Act.** The Contractor agrees to comply, and assures compliance by each third party contractor at any tier, with all requirements prohibiting discrimination on the basis of race, color, or national origin, pursuant to Title VI of the Civil Rights Act of 1964, as amended, 42 U.S.C. 2000d; and USDOT regulations, “Nondiscrimination in Federally Assisted Programs of the Department of Transportation – Effectuation of Title VI of the Civil Right Act, “49 CFR Part 21, and any implementing requirements FTA may issue.
- **Nondiscrimination on the Basis of Sex.** The Contractor agrees to comply with Title IX of the Education Amendments of 1972, as amended, 20 U.S.C. 1681 et seq., with USDOT regulations “Nondiscrimination on the Basis of Sex in Education Programs or Activities Receiving Federal Financial Assistance, 49 CFR Part 25, and with any implementing directives that USDOT or FTA may promulgate, which prohibit discrimination on the basis of sex.
- **Nondiscrimination on the Basis of Age.** The Contractor agrees to comply with applicable requirements of the Age Discrimination Act of 1975, as amended, 42 U.S.C. 6101 et seq., and implementing regulations, which prohibits discrimination on the basis of age.
- **Other Nondiscrimination Statutes.** The Contractor agrees to comply with all applicable requirements of any other nondiscrimination statute(s) that may apply to the Project.

**Access Requirements for Persons with Disabilities.** The Contractor agrees to comply with the requirements of 49 U.S.C. 5301(d). The Contractor also agrees to comply with all applicable requirements of Section 504 of the Rehabilitation Act of 1973, as amended, 29 U.S.C. 794, which prohibit discrimination on the basis of handicap; with the Americans with Disabilities Act of 1990 (ADA), as amended, 42 U.S.C. 12101 et seq., which requires the provision of accessible facilities and services; and with the Federal regulations, including any amendments thereto following:

- A. USDOT regulations, “Nondiscrimination on the Basis of Handicap in Programs and Activities Receiving or Benefiting from Federal Financial Assistance,” 49 CFR Part 27;
- B. U.S. DOJ regulations, “Nondiscrimination on the Basis of Disability in State and Local Government Services,” 28 CFR Part 35;
- C. U.S. DOJ regulations, “Nondiscrimination on the Basis of Disability by Public Accommodations and in Commercial Facilities,” 28 CFR Part 36;
- D. U.S. GSA regulation, “Accommodations for the Physically Handicapped,” 41 CFR Subpart 101-19;
- E. U.S. Equal Employment Opportunity Commission, “Regulations to Implement the Equal Employment Provisions of the Americans with Disabilities Act,” 29 CFR Part 1630;
- F. Any other nondiscrimination statute(s) that may apply to the Project.

**Access to Services for Persons with Limited English Proficiency.** The Contractor agrees to comply with applicable Federal guidance issued in compliance with Executive Order No. 13166, “Improving Access to Services for Persons with Limited English Proficiency,” August 11, 2000.

**Drug or Alcohol Abuse.** Confidentiality and Other Civil Rights Protections. The Contractor agrees to comply with the confidentiality and other civil rights provisions of the Drug Abuse office and Treatment Act of 1972, Pub. L. 92-255, March 21, 1972, as amended; the Comprehensive Alcohol abuse and alcoholism Prevention, Treatment and Rehabilitation Act of 1970, Pub. L. 91-616, December 31, 1970, as amended; and the Public Health Service Act of 1912, as amended, 42 U.S.C. 290dd-3, and any subsequent amendment to these acts.

**PARTICIPATION OF DISADVANTAGED BUSINESS ENTERPRISES.** The Contractor shall take the following measures to facilitate participation of disadvantaged business enterprises (DBE) in the Project: The Contractor agrees to comply with Section 1101(b) of TEA-21, 23 U.S.C. 101 note, and USDOT regulations, “Participation by Disadvantaged Business Enterprises in Department of Transportation Financial Assistance Programs,” 49 CFR Part 26; and the Contractor agrees that it shall not discriminate on the basis of race, color, national origin, or sex in the award and performance of any third party contract, or subagreement supported with Federal assistance derived from the USDOT or in the administration of its DBE program or the requirements of 49 CFR Part 26. The Contractor agrees to take all necessary and reasonable steps under 49 CFR Part 26 to ensure nondiscrimination in the award and administration of all third-party contracts and subagreements supported with Federal assistance derived from the USDOT. The Contractor DBE program, as required by 49 CFR Part 26 and approved by the USDOT, is incorporated by reference and made part of this Agreement. Implementation of the DBE program is a legal obligation, and failure to carry out its terms shall be treated as violation of this Agreement. Upon notification to the Contractor of its failure to implement its approved DBE program, the USDOT may impose sanctions as provided for under 49 CFR Part 26 and may, in appropriate cases, refer the matter for enforcement under 18 U.S.C.1001, and/or the Program Fraud Civil Remedies Act, 31 U.S.C. 3801 et seq.

#### ADDITIONAL AGREEMENTS

**Compliance with Regulations.** The Contractor shall comply with the Regulations relative to nondiscrimination in federally assisted programs of the Spokane Regional Transportation Council (hereinafter referred to as SRTC), Title 49, Code of Federal Regulations, Part 21, as they may be amended from time to time, (hereinafter referred to as the Regulations), which are herein incorporated by reference and made a part of this contract.

**Solicitations for Subcontracts, Including Procurement of Materials and Equipment.** In all solicitations either by competitive bidding or negotiations made by the Contractor for work to be performed under a subcontract, including procurement of materials or leases of equipment, each potential subcontractor or supplier shall be

notified by the Contractor of the Contractor's obligations under this contract and the Regulations relative to nondiscrimination on the ground of race, color, sex, or national origin.

**Information and Reports.** The Contractor shall provide all information and reports required by the Regulations or directives issued pursuant thereto, and shall permit access to its books, records, accounts, other sources of information, and its facilities as may be determined by the SRTC or the Federal Highway Administration to be pertinent to ascertain compliance with such Regulations, orders, and instructions. Where any information required of a contractor is in the exclusive possession of another who fails or refuses to furnish this information, the Contractor shall so certify to the SRTC or the Federal Highway Administration as appropriate, and shall set forth what efforts it has made to obtain the information.

**Sanctions for Noncompliance.** In the event of the Contractor's noncompliance with the nondiscrimination provisions of this contract, the SRTC shall impose such contract sanctions as it or the Federal Highway Administration may determine to be appropriate, including, but not limited to:

- Withholding of payments to the Contractor under the contract until the Contractor complies; and/or
- Cancellation, termination, or suspension of the contract, in whole or in part.

**Incorporation of Provisions.** The Contractor shall include the provisions of paragraphs (1) through (5) in every subcontract, including procurement of materials and leases of equipment, unless exempt by the Regulations, or directives issued pursuant thereto. The Contractor shall take such action with respect to any subcontractor or procurement as the SRTC or the Federal Highway Administration may direct as a means of enforcing such provisions including sanctions for noncompliance. Provided, however, that in the event a Contractor becomes involved in, or is threatened with, litigation with a subcontractor or supplier as a result of such direction, the Contractor may request the SRTC enter into such litigation to protect the interests of the SRTC and, in addition, the Contractor may request the United States to enter into such litigation to protect the interests of the United States.

4. That this Assurance obligates the Recipient for the period during which federal financial assistance is extended to the program, or is in the form of personal property, or real property or interest therein or structures or improvements thereon, in which case the Assurance obligates the Recipient or any transferee for the longer of the following periods: (a) the period during which the property is used for a purpose for which the federal financial assistance is extended, or for another purpose involving the provision of similar services or benefits; or (b) the period during which the Recipient retains ownership or possession of the property.

5. The Recipient shall provide for such methods of administration for the program, as are found by the State Secretary of Transportation or the official to whom s/he delegates specific authority, to give reasonable guarantee that it, other recipients, subgrantees, contractors, subcontractors, transferees, successors in interest, and other participants of federal financial assistance under such program will comply with all requirements imposed or pursuant to the Act, the Regulations, and this Assurance.

6. The Recipient agrees that the United States has a right to seek judicial endorsement with regard to any matter arising under the Act, the Regulations, and this Assurance.

THIS ASSURANCE is given in consideration of, and for the purpose of obtaining, any and all federal grants, loans, contracts, property, discounts, or other federal financial assistance extended after the date hereof to the Recipient by the Department of Transportation under the Federal Aid Highway Program and is binding on it, other recipients, subgrantees, contractors, subcontractors, transferees, successors in interest, and other participants in the Federal Aid Highway Program. The person or persons whose signatures appear below are authorized to sign this Assurance on behalf of the Recipient.

\_\_\_\_\_  
Signature on original \_\_\_\_\_  
Lois Bollenback, Executive Director

\_\_\_\_\_  
Date

## CONTACT INFORMATION

For questions on SRTC's Title VI Plan or procedures, please contact Michael Redlinger at [mredlinger@srtc.org](mailto:mredlinger@srtc.org) or at (509) 343-6370. For information on SRTC's work program or publications, including documents, data forecasting, maps, other information available for use, current public comment periods and meetings open to the public, go to [www.srtc.org](http://www.srtc.org) or call (509) 343-6370.

## Appendix 1

### LEP Plan



## **LIMITED ENGLISH PROFICIENCY PLAN**

**November 2024**

**Title VI Coordinator: Michael Redlinger**

## 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 2022 American Community Survey 5-year estimates determine that 3.1% of Spokane County's population age 5 years and older speaks English less than very well. The same data indicates that approximately 16,270 individuals age 5 years and older speak English less than very well.

The 2022 American Community Survey 5-year estimates report a countywide population of 538,771 residents.

### **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 planning and decision-making processes. As transportation affects where people live, employment opportunities and overall quality of life, it is 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 2045*, and the Transportation Improvement Program.

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

SRTC is committed to providing oral interpretation and written translation services to those who request them and translating materials as needed. SRTC's annual budget includes funds for services including written translation (and oral interpretation as needed). The website includes verbiage in Spanish informing readers that the Metropolitan Transportation Plan is available for written translation upon request. There is also a

translate widget on the top righthand corner of the SRTC website that enables users to quickly translate entire pages into Russian, Spanish, Vietnamese, Ukrainian, or Tagalog.

## **LANGUAGE ASSISTANCE**

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

1. SRTC will provide, upon request and with at least 48 hours' notice, an in-person interpreter for open public meetings. Oral interpretation will be provided at no cost.
2. Written translation of key documents. SRTC contracts with professional translation providers to translate important documents, fliers, and other public materials into Russian, Spanish, and Vietnamese.
3. 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. An online translation widget is provided at the top righthand corner of the website (with the widget label translated into Spanish and Russian). The widget allows for rapid translation of pages into Spanish, Russian, Ukrainian, Tagalog, or Vietnamese.
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 interpretation and 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 as needed.



## Appendix 2

### Demographic Profile for the Spokane Region

## DEMOGRAPHIC PROFILE FOR THE SRTC PLANNING AREA

### Race and Ethnicity:

Of the 551,455 total residents approximately 81.9% are white / non-Hispanic. Approximately 18.1% of the of residents identified as mixed-race, nonwhite, or Hispanic. (American Community Survey 2023 1-Year Estimates)

### National Origin and Limited English Proficiency:

Approximately 8.5% of Spokane County's population ages 5 years and older speaks a language other than English at home. That value includes approximately 44,488 individuals. Approximately 3.1% of the population ages 5 years and older speaks English "less than very well". That value includes approximately 16,270 individuals (ACS 2023 1-Year Estimates).

Spanish, Russian, Vietnamese, and Ukrainian are the most prevalent spoken languages in Spokane county other than English.

The 2023 American Community Survey 1-Year Estimates indicate that approximately 2.7% of Spokane County Households are Spanish-speaking. Data from the 2019 American Community Survey included more detail for languages other than English by household:

- Approximately 3.17% of Spokane County households are Spanish speaking.
- Of those, approximately 7.5% (or 0.24% of all households) report speaking English "less than very well".
- Russian and other Slavic languages are spoken in approximately 1.63% of Spokane County households.
- Approximately 17.4% of Russian/Slavic speaking households (or 0.28% of all households) report speaking English "less than very well".
- Due to large margins of error in the data, the numbers of LEP Spanish and Slavic language-speaking households are considered statistically equivalent.

### Low-Income:

Of the population for whom poverty status is determined, approximately 12.5% live below the official poverty level. For the population ages 18-34, approximately 16.2% live below the poverty level (American Community Survey 2023 1-Year Estimates). Approximately 28.8% of the population for whom poverty status is determined have incomes below 200% the federal poverty level. (ACS 2023 1-Year Estimates).

**Age and Sex:**

Of the 551,455 total residents approximately 276,158 are male and approximately 275,297 are female. Approximately 21.3% of the population is under age 18, while 17.8% of the population is age 65 and over (American Community Survey 2023 1-Year Estimates). The age dependency ratio is 64.2, with an old-age dependency ratio of 29.2 and a child dependency ratio of 35.0 (ACS 2023 1-Year Estimates).

SRTC PLANNING AREA

