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www.granttransit.com

GRANT TRANSIT AUTHORITY

TRANSIT
IT'S WHAT MOVES US

GRANT TRANSIT AUTHORITY TITLE VI POLICY

TITLE VI PLAN FOR THE WASHINGTON STATE DEPARTMENT OF TRANSPORTATION AND THE FEDERAL TRANSIT ADMINISTRATION

INTRODUCTION

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

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

Title VI Complaint Procedures

Grant Transit Authority is committed to ensuring that no person is excluded from participation in, or denied benefits of, its transit services on the basis of race, color, or national origin, as protected by Title VI Federal Transit Administration (FTA) Circular 4702.1.B.

If you believe you have been subjected to discrimination under Title VI, you may file a complaint.

How to file a Title VI Complaint?

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

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

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

Grant Transit Authority

Title VI Coordinator

PO Box 870

Moses Lake, WA 98837

By phone: (509) 765-0898

By Facsimile: (509) 350-8203

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

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

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

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

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

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

Grant Transit Authority will send a final written response to the complainant and advise the complainant of his or her right to 1) appeal within 7 calendar days of receipt of the final written decision from Grant Transit Authority, and/or 2) file a complaint externally with the U.S. Department of Transportation and/or the Federal Transit

Administration. Every effort will be made to respond to Title VI complaints within 5 working days of receipt of such complaints, if not sooner.

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

Federal Transit Administration Office of Civil Rights

Attention: Title VI Program Coordinator

East Building, 5th Floor - TCR/1200 New Jersey Ave., SE

Washington, DC 20590

Washington State Department of Transportation

Public Transportation Division

Attention: Title VI Coordinator

PO Box 47387

Olympia, WA 98504-7387

RECORD OF TITLE VI INVESTIGATIONS, COMPLAINTS OR LAWSUITS

To date, there have been no Title VI investigations, complaints or lawsuits with respect to service or other transit benefits.

LIMITED ENGLISH PROFICIENCY (LEP) PLAN

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

Census. The United States is home to millions of national origin minority individuals who are LEP. That is, their primary language is not English and they cannot speak, read, write or understand the English language at a level that permits them to interact effectively with recipients of Federal financial assistance.

Because of language differences and the inability to effectively speak or understand English, persons with LEP may be subject to exclusion from programs or activities, experience delays or denials of services. These individuals may be entitled to language assistance with respect to a particular type of service.

The federal government and those receiving assistance from the federal government must take reasonable steps to ensure that LEP persons have meaningful access to the programs, services, and information those entities provide. This will require agencies to establish creative solutions to address the needs of this ever-growing population of individuals, for whom English is not their primary language.

Using the 2010 Census Data for Grant County, English is spoken by 72% in Grant County. Overwhelmingly, Spanish represents 25.3% of the non-English speaking in Grant County (3% other).

ANALYSIS OF FACTORS

Factor No. 1: The nature and importance of service provided by Grant Transit Authority.

Grant Transit Authority provides important transit services to the public through its fixed route, DART, paratransit, and vanpool programs throughout Grant County. Grant Transit works with People for People's Mobility Coordinator who is bi-lingual to ensure Grant Transit is providing meaningful access for the general public including those passengers with disabilities.

Factor No. 2: The number or proportion of LEP persons in the service area.

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

Factor No. 3. The frequency with which LEP individuals come into contact with the service.

All contacts with Grant Transit Authority are made through its administrative office located at 116 W 5th Ave, Moses Lake, WA, by phone, fax, email and written communication. This also applies to our contracted paratransit transportation services provider located at 843 Kittleson Road, in Moses Lake, WA.

We serve LEP persons daily via our buses, contracted services, paratransit, demand response services, and vanpool program.

In a joint effort to serve LEP persons, calls/contacts from LEP individuals are handled by our contracted paratransit transportation service provider service and sent to our administrative office for tracking purposes and to be logged.

Factor No. 4. The resources available to the recipient of the federal funds to assure meaningful access to the service by LEP persons. Grant Transit Authority has in-house staff who are fluent in Spanish and will serve as an interpreter as needed on those occasions when a person with limited English proficiency contacts the transit system. Since the largest non-English speaking group are identified as Spanish speaking (25.3%),

Grant Transit Authority provides a number of publications in both English and Spanish and prints Special Notices of public meetings and other events in Spanish and advertises on Spanish radio stations.

IMPLEMENTATION PLAN

Grant Transit Authority has implemented its plan and will review it annually, including any contacts with LEP persons to determine the frequency of contacts, the language used, and how the contacts were handled. We identify LEP persons in the service area by ridership, telephone contact counts, neighborhood demographics, general awareness surveys and on-board surveys. Grant Transit Authority's Title VI Policy and a Complaint Form are available on our website.

All printed maps and schedules include Title VI language. If there is a service change, we run notices in the newspaper in Spanish and in English. We also have flyers on the bus which are printed as the information changes (not at any particular time but rather as route, schedule or fare information changes or when we run out of flyers. In order to comply with 49 CFR 21.9(d), Grant Transit Authority and its sub-recipients must provide information to beneficiaries regarding their Title VI obligations and inform beneficiaries of the protections against discrimination afforded them by Title VI.

Grant Transit Authority has established a statement of rights and a policy statement:

NOTIFYING BENEFICIARIES OF THEIR RIGHTS UNDER TITLE VI

Our website includes our Title VI policy and complaint form. The website will also state:

Grant Transit Authority does not discriminate on the basis of race, color or national origin.

Grant Transit Authority no descrimina en base de raza, color o origen nacional.

A copy of Grant Transit Authority's Title VI Policy and Complaint Form is also available at our administrative office located at 116 W 5th Ave, Moses Lake, WA.

INCLUSIVE PUBLIC PARTICIPATION

Community Outreach is a requirement of Title VI. Recipients and sub-recipients shall seek out and consider the viewpoints of minority and low-income populations in the course of conducting public outreach. Recipients have wide latitude to determine what specific measures are most appropriate and should make this determination based on the composition of the affected population, the public involvement process, and the resources of Grant Transit Authority.

Grant Transit Authority will engage the public in its planning and decision-making processes, as well as its marketing and outreach activities and includes the Washington

State Migrant Council, Opportunities Industrialization Council, and Grant Integrated Services for input.

Transit Development Plan (TDP). The TDP is a requirement of the Washington State Legislature. The plan is prepared by the transit property and submitted to WSDOT and shows the size of the fleet, costs, revenues, service and revenue miles & hours, expenses and capital expenditures. A public hearing is held annually to obtain comments from the public on the TDP.

Board Meetings. The GTA board of directors holds monthly meetings on the 3rd Thursday of each month at GTA's Administrative Office located at 116 W 5th Ave, Moses Lake, and the public is invited to attend. The Agenda is available on our website the day of the board meeting and made available in alternative formats upon request.

Bilingual Outreach. Grant Transit Authority's Customer Service Representative provides Spanish-speaking guests with information on public transit services in Spanish at the administration office, public meetings, and outreach events.

OUTREACH EFFORTS

Grant Transit uses the following methods to ensure inclusion during public participation events:

- Community newspaper articles
- Press releases
- Rider, non-rider surveys
- Presentations to elected officials and other organizations
- Informal conversations with groups, businesses and individuals
- Participation in annual community events such as the Grant County Fair, Moses Lake Trick-or-Treat on the Ave, Agricultural Light Parade, and back to school events at Big Bend Community College.

Grant Transit anticipates conducting public additional outreach activities in the summer/fall of 2020 with a focus on service level discussions and the introduction of battery electric buses to the fleet which will include virtual open houses.

CUSTOMER COMPLAINT PROCESS

Citizens may contact Grant Transit Authority to lodge a complaint or comment. All complaints/comments are put into a database, researched, followed-up and a response is made to the citizen. This process can be initiated by calling Grant Transit Authority at (509) 765-0898, or by visiting the administration office located at 116 W 5th Ave, Moses Lake, WA.

SERVICE STANDARDS

- **Vehicle Headway Standards**

Urban Routes - On weekdays, one (1) hour or better service should begin no later than 7:00 a.m. and continue until at least 6:00 p.m. On weekends and evenings, two (2) hour or better service should begin no later than 8:30 a.m. and continue until at least 5:30 p.m.

Local Feeder Routes – On weekdays, two (2) hour or better service should begin no later than 6:00 a.m. and continue until at least 7:00 p.m. On weekends and evenings three (3) hour or better service should begin no later than 8:00 a.m. and continue until at least 6:00 p.m.

Employer Feeder Routes – Weekday and headway service standards will be dependent on work shift start and end times targeted for service.

Express Routes – On weekdays, two (2) hour or better service should begin no later than 6:00 a.m. and continue until at least 7:00 p.m. On weekends and evenings three (3) hour or better service should begin no later than 8:00 a.m. and continue until at least 6:00 p.m.

Scheduling involves the consideration of numerous factors to include: Ridership productivity; transit/pedestrian friendly street network; density of transit – dependent population and activities; relationship to the Grant County Regional Transportation Plan; relationship to major transportation developments; land use connectivity; and transportation demand management.

- **On – Time Performance Standards**

A GTA vehicle is considered on time if it departs a scheduled route no more than five (5) minutes past the scheduled time of departure and arrives at the destination no more than five (5) minutes after the scheduled time of arrival.

GTA's on – time performance objective is 95% or above. GTA continuously monitors on – time performance and system results are included in monthly performance reports.

- **Service Availability Standards**

GTA will strive to distribute its transit service within incorporated cities/towns in the service area so that a minimum of 75% of residents are within a three – quarter (3/4) mile walking distance to a bus route. Exceptions may occur due to safety concerns.

- **Vehicle Assignment Policy**

Vehicles will be assigned to the communities and geographic areas served such that the average age of the fleet serving these areas does not exceed twelve (12) years if possible, based on fleet availability. Low-Floor buses are deployed on frequent and other high-ridership routes, so these buses carry a higher share of ridership than their numerical proportion of the overall bus fleet.

Bus assignments take into account the operating characteristics of various bus sizes, which are matched to the operating characteristics of the route. Local feeder routes with lower ridership may be assigned smaller buses rather than larger buses. Some routes requiring tight turns on narrow streets are typically operated with smaller buses.

- **Transit Amenities Policy**

Installation of transit amenities such as bus shelters, waste receptacles and information provisions along bus routes are based on the number of passenger boarding's at stops along these routes.

Attachment 1

List of Transit related Title VI Investigations, Complaints and Lawsuits. Table Depicting Minority Representation on Committees.

Attachment 2

Grant Transit Authority Vehicle Load Statement.

Attachment 3

Public Participation and Notification Process.

SIGNITURE_____

Greg Wright, General Manager

Revised: November 2012

Revised: February 2014

Revised: June 2015

Revised: August 2020

Attachment 1

List Of Transit-Related Title VI Investigation, Complaints and Lawsuits				
	Date	Summary (include basis of complaint: race, color or national origin)	Status	Action(s) Taken
Investigations				
1				
2				
Lawsuits				
1				
2				
Complaints				
1				
2				

Table Depicting Minority Representation On GTA Committees					
Body	Caucasian	Latino	African American	Asian American	Native American
Population	%	%	%	%	%
ADA Appeals Committee	50%	50%	%	%	%

Grant Transit Authority Vehicle Load Standard

Vehicle Number	Total Payload lbs.	Payload / 165 lbs	Seated	Standing	Driver
1301	2,270	14	13.0	0.0	1
1801	3,646	22	18.0	3.0	1
1802	3,646	22	18.0	3.0	1
1901	2,590	16	15.0	0.0	1
2101	3,340	20	19.0	0.0	1
2402	13,150	80	24.0	27.0	1
2403	13,150	80	24.0	27.0	1
2404	13,150	80	24.0	27.0	1
2405	13,150	80	24.0	27.0	1
2406	13,150	80	24.0	27.0	1
2407	13,150	80	24.0	27.0	1
2601	9,630	58	26.0	31.0	1
2602	5,070	31	26.0	4.0	1
2801	7,220	44	28.0	16.0	1
2802	7,220	44	28.0	16.0	1
2901	12,860	78	29.0	49.0	1
2902	12,860	78	29.0	49.0	1
3101	11,520	70	31.0	38.0	1
3103	11,520	70	31.0	38.0	1
3104	11,520	70	31.0	38.0	1
3105	11,520	70	31.0	38.0	1
3201	13,400	81	32.0	48.0	1
3202	13,400	81	32.0	48.0	1
3203	13,400	81	32.0	48.0	1
3204	13,400	81	32.0	48.0	1
3302	10,060	61	33.0	27.0	1

GRANT TRANSIT AUTHORITY PUBLIC PARTICIPATION AND NOTIFICATION PROCESS

Purpose

The purpose of the Public Participation Plan is to establish a process to encourage the full participation of all citizens in the Grant Transit Authority service area including but not limited to low income and minority individuals and to those with limited English proficiency. While traditional means of soliciting public involvement may not reach such individuals, or might not allow for meaningful avenues of input, the intent of this effort is to take reasonable actions throughout the planning process to provide opportunities for underserved populations to participate.

This document identifies the procedures to provide opportunities for all area citizens to participate in the development of short and long term plans for the transit system.

A notice will be posted in local newspapers noting the existence of this public participation plan, and a copy will be sent to the stakeholders identified in this document.

Goals and Objectives for the Public Participation Plan

The goal of the Public Participation Plan is to offer opportunities for the engagement of all citizens in Grant Transit Authority's service area to participate in the development of short and long term plans.

In support of this goal, our objectives are:

- Identify what non-English languages and other cultural barriers exist to public participation in the service area.
- Provide notification of meetings in a way that is understood by all populations in the service area
- Hold meetings at accessible locations and welcoming to the public
- Allow for the delivery of two-way information from populations not likely to attend meetings
- Utilization of illustrative and visualization processes to convey information such as charts, photos, graphs, and internet

Identification of Stakeholders

Stakeholders are individuals or groups of individuals who may be affected directly or indirectly by the plan or recommendations in the plan. Those who may be adversely affected, or who may be denied the benefit of a plan's recommendation (s) are of particular interest in the identification of stakeholders. Stakeholders are defined by several groups such as general citizens, minority and low-income individuals, public agencies and private organizations and businesses.

General Citizens: According to the 2010 census, there are a total of 89,120 citizens in Grant County. Of that total, English is spoken by 72.0% and overwhelmingly, Spanish represents 25.3% of non-English speaking individuals.

Techniques used to engage the general population are public notices of meetings include local newspapers, open house public informational meetings in locations such as senior citizen facilities, public libraries, county facilities, fire halls, community colleges. Grant transit Authority also uses local media and the internet to encourage participation.

Minorities: Other than Hispanic, additional minority populations make up 2.7% of the population in Grant Transit Authority's service area.

Engaging minority and low-English proficiency populations can be challenging. Language and cultural differences may not always be compatible with the more traditional means of engaging the public in the planning process. Grant Transit Authority makes reasonable efforts to engage minority populations using non-English media such as radio and Spanish newspapers. Grant transit Authority provides in-house translation services and utilize the services of the language line. In addition, Grant Transit Authority offers assistance in the event an individual would need alternative language interpretation including sign language. To date, there has been no request to provide this service.

Low-Income: The 2010 census listed the per capita income in 2009 for Grant County as $20,324.00.

While low-income individuals may have access to all of the traditional means of public involvement as discussed earlier in the "general citizens" discussion, they may be less likely to become involved or offer input. Methods of obtaining input either directly or indirectly from this portion of the population include involvement with agencies who work with low-income individuals and families such as the local employment office, housing groups, migrant groups, and welfare providers.

Public Agencies: Public agencies can provide valuable input to the planning process. Pertinent public agencies include those that have clients who Fall into under-represented populations including but not limited to minorities, low-income and limited English speaking households. These agencies have insight into the transportation needs of their clients and are helpful partners in overcoming barriers that may not be understood by professionals who deal directly with the provisions of service.

Private Organizations and Businesses:

Private organizations and business offer a number of valuable perspectives to our planning process. We have extensive contact with service providers who work closely with persons of disability and elderly populations who sometimes cross-over into the low-income, minority and limited proficiency demographic.

Outreach Efforts

Grant Transit Authority uses the following methods during its planning process as deemed appropriate by staff:

- Presentations to professional, citizen and other organizations
- Newspaper articles
- Interviews with local radio stations
- Press releases with local media coverage
- Conversations with individuals and small groups
- Conversations with individuals who are or may be affected by proposed plans
- Surveys
- Illustrative visualization methods to convey information
- Internet
- Rider alerts
- Public Service Announcements

During any planning process, the public is invited to contact Grant Transit Authority with comments and/or to request additional information. Requests can be made by calling Grant Transit Authority's administration office at (509) 765-0898 or via web site at www.granttransit.com.

Grant Transit Authority Public Participation Contact List

- Aging & Adult Care of Central Washington
- Grant County Integrated Health Services
- Opportunities Industrialization Council
- Washington State Migrant Council
- Goodwill Industries
- Grant County Sheriff
- Moses Lake Police Department
- Quincy Police Department
- Ephrata Police Department
- Grant County Economic Development Council
- Grant County Housing Authority
- Moses Lake Downtown Association
- Moses Lake Chamber of Commerce
- Samaritan Hospital
- Port of Moses Lake
- Con-Agra/Warden – Quincy
- WalMart/Moses Lake - Ephrata
- Moses Lake Police Department
- Moses Lake Senior Center
- Big Bend Community College

- Columbia Basin Skills Center
- Moses Lake School District
- Ephrata School District
- Quincy School District
- Soap Lake School District
- Warden School District
- Coulee City School District
- George School District
- Grand Coulee School District
- Mattawa School District
- Work Source
- DSHS-Wenatchee CSO/Developmental Disabilities