



# **Title VI Plan**

**For The Federal Transit Administration  
And Washington State  
Department Of Transportation**

PREPARED BY:

HopeSource Transportation

606 W 3<sup>rd</sup> Avenue

Ellensburg, WA 98926

**Updated May 8, 2024**

**Table of Contents**

Introduction .....Page 3

Notifying Beneficiaries of their Rights under Title VI .....Page 3

Title VI Complaint Procedures.....Page 3

What Happens After a Complaint is Summited.....Page 5

Record of Tile VI or Other Civil Rights

Investigations, Complaints, or Lawsuits.....Page 6

Limited English Proficiency Outreach Plan .....Page 6

Implementation Plan.....Page 7

Inclusive Public Participation.....Page 8

Membership of Non-Elected Committees..... Page 8

Fixed Route Service Standards.....Page 8

Fixed Route Policy Standards..... Page 9

**Attachments**

Attachment 1: Public Participation Plan.....Page 11

Attachment 2: Complaint Procedures.....Page 14

Attachment 3: Complaint Form.....Page 16

Attachment 4: Title VI Notice to Public.....Page 18

Attachment 5: LEP Maps.....Page 19

## INTRODUCTION

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

HopeSource is committed to ensuring that no person is excluded from participation in, or denied the benefits of its transit services on the basis of race, color, or national origin, as protected by Title VI in 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.

Jeri Epperson can be reached by emailing [hr@hopesource.us](mailto:hr@hopesource.us) or you can call 509 925-1448.

## NOTIFYING BENEFICIARIES OF THEIR RIGHTS UNDER TITLE VI

HopeSource Transportation, Title VI Notice to the Public is:

- 1) Posted on HopeSource's website at <http://hopesource.us>, and in the lobby of headquarters (Attachment 4)
- 2) Written on HopeSource's Customer Service Comment Cards that are available on all revenue service vehicles
- 3) Written within HopeSource Transportations Bus Schedule and Pamphlets

## TITLE VI COMPLAINT PROCEDURES

### How to file a Title VI Complaint

You may file a signed, written complaint up to one hundred and eighty (180) days from the date the complainant became aware of the incident. The complaint should include the following information:

- Your name, mailing address, and how to contact you (i.e., telephone number, email, mailing address, etc.)
- 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 HopeSource at:

HopeSource Att: Jeri Epperson  
606 W 3<sup>rd</sup> Aveue  
Ellensburg, WA 98926

Grievance forms are available at the HopeSource office listed above or on our website at [www.hopesource.us](http://www.hopesource.us). It can also be requested by emailing Human Resource at

[hr@hopesource.us](mailto:hr@hopesource.us) or calling 509 925-1448. HopeSource's Title VI grievance form is attached to this document in Attachment 3.

*NOTE: HopeSource encourages all complainants to certify all mail that is sent through the U.S. 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 date the complainant became aware of the incident.*

## Grievance Procedure

### Purpose

- A. To provide a procedure for prompt review, impartial consideration, and equitable disposition of grievances presented by clients of the organization.

### General

- A. Clients are to be treated fairly in all respects. Clients who feel that they have been subjected to unfair treatment or discrimination may present their grievances according to the grievance procedure such as the one described in these actions.
- B. It is the responsibility of the client to first seek resolution of the grievance with the staff member or manager directly involved with the situation.
- C. The person filing a grievance shall be free from restraint, coercion, discrimination, or reprisal. When grievances arise, they shall not be considered as reflecting unfavorably on either the client or the agency.
- D. Copies of the grievance and related documentation will be kept in a file for a period of eighteen months.
- E. As different programs may have varying dispute resolution policies, the program specific policy should be referred to and will prevail.

### Grievance Procedure - Step 1 Program Manager

- A. Upon receiving notice of the grievance, the staff member notified will refer the client to program manager.
- B. The program manager will attempt to resolve the complaint.
- C. If resolution is not found the client grievance form is completed and processed and client is provided with grievance policy.
- D. The program manager reviews the written documentation and meets with the client either in person or by phone.
- E. Program manager reviews notes and discusses determination with Executive Manager.
- F. Manager provides written response to client within 10 working days of receipt of grievance.
- G. Manager documents contact to date.
- H. If the client is not satisfied with the program manager's decision, the client may request, in writing, that the grievance be elevated to the CEO.

### Grievance Procedure - Step 2 CEO

- A. The CEO reviews the written documentation and meets with the client either in person or by phone.
- B. CEO provides written response to client within 10 working days of receipt of grievance.
- C. CEO documents contact to date.
- D. If the client is not satisfied with the CEO's decision, the client may request, in writing, that the grievance be elevated to the Board Chair.

Grievance Procedure - Step 3 Board Chair

- A. The Board Chair reviews the written documentation and meets with the client either in person or by phone.
- B. Board Chair provides written response to client within 10 working day of receipt of grievance.

**WHAT HAPPENS AFTER A COMPLAINT IS SUBMITTED**

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

In instances where additional information is needed for investigation of the complaint, HopeSource will contact involved parties directly. Every effort will be made to respond to Title VI complaints within 5 working days of receipt of such complaints, if not sooner. HopeSource will send a written response with of the outcome of your complaint that will include a decision of any disciplinary action made by the Chief Operations Officer and/or the Chief Executive Officer.

HopeSource will also advise the complainant of your right to appeal. Appeals to the decision will be reviewed by the COO, a HopeSource Board member, a rider representative, and a staff member. Findings of appeals will be reported to you within 30 days of the receipt of your appeal. All complaints are retained for six (6) years past the date of the complaint.

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

Organization Name and Address		
Washington State Department of Transportation Public Transportation Division Attn: Title VI Coordinator P O Box 47387 Olympia, WA 98504-47387	Federal Transit Administration Office of Civil Rights Attention: Title VI Program Coordinator East Building, 5th Floor – TCR 1200 New Jersey Avenue, SE Washington, DC 20590	U.S. Department of Justice Civil Rights Division Coordination & Review Section- NWB 950 Pennsylvania Avenue, NW Washington, D.C. 20530

**Record of Title VI or other Civil Rights Investigations, Complaints or Lawsuits**

As of May 3, 2024, HopeSource has no active lawsuits, investigations, or complaints alleging discrimination based on race, color, or national origin with respect to service or other transit benefits.

**Title VI -Investigations, Complaints and Lawsuits**

Date	Type*	Summary of Allegation	Actions Taken	Status

\* (I) Investigations, (C) Complaints, (L) Lawsuits

**Limited English Proficiency (LEP) Plan**

HopeSource 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 Limited English Proficiency (LEP). That is, their primary language is not English and they cannot speak, read, write or understand the English language at a level that permits them to interact effectively with recipients of Federal financial assistance.

Because of language differences and the inability to effectively speak or understand English, persons with LEP may be subject to exclusion from programs or activities, experience delays or denials of services. These individuals may be entitled to language assistance with respect to a particular type of service. The federal government and those receiving assistance from the federal government must take reasonable steps to ensure that LEP persons have meaningful access to the programs, services, and information those entities provide. This will require agencies to establish creative solutions to address the needs of this ever-growing population of individuals, for whom English is not their primary language.

According to the 2015 Census Data for Kittitas County, English only is spoken by 93.5% of households in Kittitas County.

Language other than English spoken in the household represents 6.5% in Kittitas County.

Analysis of Factors

**Factor No. 1: The number of proportions of LEP persons in the service area.**

HopeSource’s jurisdiction covers Ronald to Ellensburg, which are largely English speaking. The vast majority of the population with which we do business (individuals wishing to ride transit) is English speaking.

**Factor No. 2: The frequency with which LEP individuals come into contact with the service.**

Contacts with HopeSource are made through phone, email, written communication, via fax or in person. We potentially serve LEP persons daily via: bus; rider questions to drivers, customer service, and dispatch; Dial-A-Ride (DAR) applications, and through customer comments. An informal verbal survey was made of drivers and dispatchers they stated that they sometimes have a interact with clients with a strong accents but they are never expected to answer in a language other than English. The Dispatchers speak English and translate in person or over the phone a total of approximately zero times a day. We have an average of zero calls a month that require translations.

**Factor No. 3: The nature and importance of service provided by HopeSource**

HopeSource provides important transit services to the public through Fixed Route, Paratransit and ADA Dial-A-Ride services. HopeSource works closely with local organizations to provide meaningful access for those passengers with disabilities, low income and non-English speaking.

The importance of public transportation in HopeSource’s service area is also reported in the QUADCO Human Services Transportation Plan. HopeSource Transportation Drivers are trained quarterly. Drivers and staff are trained upon hire and quarterly to direct the LEP population to HopeSource’s front desk. The bilingual staff are fluent in both English and Spanish. If bilingual staff are not available, Transportation staff and drivers are trained to use Google Translator.

**Factor No. 4. The resources available to the recipient of the federal funds to assure meaningful access to the service by LEP persons.**

HopeSource’s Dispatch current language capabilities are in English only. The transit system also recognizes the need to have language services in other languages besides English and has implemented and trained staff and drivers:

- Google Translate on website - This feature translates HopeSource’s website into dozens of different languages, including Spanish.
- Referral to bilingual staff that are fluent in Spanish and English.
- Spanish informational pamphlets and route maps on buses and signage.

**IMPLEMENTATION PLAN**

HopeSource currently has implemented its plan and will review it annually, including any contacts with the LEP persons to determine the frequency of contacts, the language used, and how the contacts were handled. We have identified LEP persons in the service area by: informal surveys of the drivers, customer service and dispatch; by customer comments/complaints; and by the latest ALPACA statistics. Data shows we have aLEP population on less than 5%. After English, Spanish is the most common language spoken with the Safe Harbor threshold percentage of 0.5 of the population. The Manager will update the language access plan if needed. Due to the small numbers of LEP individuals and lack of

contact or requests, we have not yet needed to develop materials in any language except English.

**INCLUSIVE PUBLIC PARTICIPATION**

Community Outreach is a requirement of Title VI. HopeSource values the use of public participation using approaches and techniques that are effective and meaningful and contribute to the organization’s decision-making efforts to serve the community that will: Contribute to good decisions and policies that serve the community’s interests and assist with the establishment of effective programs and projects to deliver services to the community. HopeSource shall provide appropriate public participation opportunities in its decision-making processes based on the nature of the decision to be made.

HopeSource shall seek out and consider the viewpoints of minority and low-income populations while conducting public outreach through Town Hall Meetings. HopeSource has engaged the public in its planning and decision-making processes, as well as its marketing and outreach activities. HopeSource provides flyers in English and Spanish in populated areas of the rural service area, holds informational gatherings with the targeted population within the Kittitas County service area. All gatherings and information are shared on social media, radio, Newspapers, general marketing publications, public meetings, and general marketing announcements.

HopeSource has developed a comprehensive Public Participation Plan (PPP) which outlines the goals and objectives for public participation (See Attachment 1).

**Membership of Non-Elected Committees**

HopeSource values the viewpoints of minority, LEP and low-income participants and has representation from these groups in the Public Transit Advisory Committee. HopeSource is directed by a Board of Directors. The demographics of the board are as follows:

<b>Race</b>	<b>%</b>
Native American	11%
African American	11%
White	78%

**Fixed Route Service Standards**

HopeSource has developed quantitative standards for fixed route operations to better understand and track the performance of our service to minority, low income and LEP populations. HopeSource measures our fixed route system by using the following service standards:



- Vehicle Load - Vehicle loads are from 11 - 14 passengers

Route	Vehicle	Type	Year	Make	Model	Seating Capacity
KITTITAS COUNTY CONNECTOR	200	Bus	2019	Ford	E-350	11
KITTITAS COUNTY CONNECTOR	201	Bus	2019	Ford	E-350	11
KITTITAS COUNTY CONNECTOR	202	Bus	2023	Ford	E-450	15
CENTRAL TRANSIT	BUS-91	Bus	2012	Ford	E450	14
CENTRAL TRANSIT	CT-10	Bus	2021	Ford	E-450	14
CENTRAL TRANSIT	CT-11	Bus	2021	Ford	E-450	14
CENTRAL TRANSIT	CT-12	Bus	2021	Ford	E-450	14
CENTRAL TRANSIT	CT-20	Bus	2023	Ford	E-450	15
CENTRAL TRANSIT	CT-6	Bus	2017	Ford	E-450	14
CENTRAL TRANSIT	CT-7	Bus	2017	Ford	E-450	14
CENTRAL TRANSIT	CT-8	Bus	2019	Ford	E-450	14
CENTRAL TRANSIT	CT-89	Bus	2014	Ford	E-450	15
CENTRAL TRANSIT	CT-9	Bus	2018	Ford	E-350	15

**• Vehicle headways**

HopeSource vehicle headways are the hours between each scheduled route. Central Transit Routes were not developed to, and in fact do not, differentiate by minority or income status of the areas or passengers served. Central Transit has no peak times. Each route is unique. Frequency of routes is determined by, population density, traffic congestion, ridership, development activities, and funding. Buses are at stops at least once per hour and some stops have a bus every 30 minutes.

**• On-time performance**

HopeSource transit buses operated at over 80% on time performance for 2023.

**• Service availability**

Routes are designed to provide access to everyone in the City of Ellensburg with as much ease as possible.

**Fixed Route Policy Standards**

HopeSource has developed the following policies to describe how Fixed Route operations are provided to the general public regardless of race, color or national origin.

**• Vehicle Assignment**

Central Transit buses are changed out dependent on bus schedules and maintenance work. No bus is assigned to a particular route for an entire day or week, -the buses are all rotated. At any time, a bus can be rotated out of its scheduled route, if that particular bus is scheduled for maintenance or is out of service. The Kittitas County Connector has 3 buses that rotate between service.

- **Transit Amenities**

Central Transit routes have bus shelters and waste receptacles at 15 stops and information and route signage at every stop. All transit amenities are managed by the City of Ellensburg. All new amenities decisions are made by the City of Ellensburg. Printed schedules, route maps and system maps are placed at all bus shelters. HopeSource keeps transit maps and flyers on all buses.

## HopeSource Public Participation Plan

### Purpose

HopeSource intends to ensure the opportunity for participation of a cross section of social, economic, and ethnic interest groups and individuals in development of long- and short-range transit plans. The purpose of this Public Participation Plan (PPP) is to establish procedures that allow for, encourage, and monitor participation of all residents in the HopeSource Transportation service area, including but not limited to low income and minority individuals, and 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 participation.

### Goals and Objectives for the Public Participation Plan

The goal of the PPP is to offer real opportunities for all residents of HopeSource Transportation service area to participate any new service or service change planning and to seek the input of the community in daily transportation operations.

#### Objectives;

- To determine what non-English languages and other cultural barriers exist to public participation within Kittitas County.
- To provide a general notification of meetings, particularly forums for public input, in a manner that is understandable to all populations in the area.
- To hold meetings in locations which are accessible and reasonably welcoming to all area residents, including, but not limited to, low-income and minority members of the public.
- To provide avenues for two-way flow of Information and input from populations which are not likely to attend meetings.
- To provide a framework of actions appropriate to various types of plans and programs, as well as amendments or alterations to any such plan or program.
- To use various illustrative visualization techniques to convey the information including but not limited to charts, graphs, photos, maps and the internet.

### Identification of Stakeholders:

Stakeholders are those who are either directly, or indirectly, affected by a service change, a plan, or the recommendations of a plan. Those who may be adversely affected, or who may be denied benefit of a plan's recommendation(s), are of particular interest in the identification of specific stakeholders.

Stakeholders are found within several groups, including county residents and visitors, minority and low-income persons, public agencies, and private organizations and businesses.

Demographics (from U.S. Census of 2020) HopeSource applies the U.S. Census of 2020 for households. The Census 2015 5-Year American Community Survey (ACS) is used for Language purposes only. As of the U.S. Census of 2020, there were 44,337 people, in 19,250 households, residing in Kittitas County. 17% of the population is over 65 years old. Racial Minority groups make up less than 15 percent of the population in Kittitas County (See Table 1)

Race	Population ∨	Percentage (of total)
White	37,139	83.6%
Two or more races	3,791	8.53%
Other race	2,109	4.75%
Asian	611	1.38%
Black or African American	402	0.9%
Native American	220	0.5%
Native Hawaiian or Pacific Islander	152	0.34%

Kittitas County has a very small Limited English Proficiency (LEP) population as indicated by census and does not yet meet the threshold of 5% or 1000 LEP people to warrant a written plan for a particular language. However, we do plan to find resources needed to provide reasonable and meaningful access to our planning and documents as individuals or groups are identified or indicate interest. There are only 333 people of Limited English Proficiency (LEP) in the county. Median income for a household in the county is \$66,800. The per capita income for people in the county was \$39,399. Persons living at or below the poverty level are 14.5% of the population in 2022.

## Methods for Stakeholder Participation

Engaging minority, and low-income and limited English proficiency populations: Participation can be challenging. Language and cultural differences may not be compatible with the more traditional means of engaging the public in the planning process. Any HopeSource Planning Committee will be appointed on an ad hoc basis and staff will make reasonable efforts to engage minority populations using techniques, such as including notations in public notices, providing appropriate non-English languages that will provide a contact where the individual can be informed of the process/project, and will have the opportunity to give input. Focus groups may also be established for the purpose of gaining input from a particular defined portion of the community. While low-income individuals may have access to all of the traditional means of public involvement, discussed under "general public", they may be less likely to become involved, or offer input. Some methods of gaining input either directly or indirectly from this portion of the population include focus groups, informal interviews, and agency/advocacy group contacts. Also, advocacy groups can be a good resource for contacts and dissemination of information to minority and low-English proficiency populations. Such advocacy groups or agencies can have insight into the needs of the under-represented populations, as well as providing valuable contacts or arenas for input. Some of the techniques that can be used to engage the general population are public notices of meetings in the local newspaper, and open house format public information meetings. While these techniques will continue, HopeSource staff will make a greater effort to engage the general public.

**Public Agencies:** Public agencies can provide valuable input to the planning process, in addition to assisting in gaining participation from traditionally under-represented populations. 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 proficiency households. These agencies have great insight into the transportation needs of their clients and are useful partners in overcoming difficult

barriers that may not be understood by professionals dealing more distinctly with the provision of transportation services. Public involvement is important at all stages of plan development. Opportunities for participation for both users and nonusers of the HopeSource Transit Systems will be available.

**Private Organizations and Businesses:** Private organizations and businesses offer a number of perspectives that are valuable to the planning process. Often, transportation for employees is of critical concern to private sector employers. For that reason, representation of private business interests will be welcomed in the planning process.

**Additional Outreach Efforts:** In addition to the outreach efforts identified earlier in this policy, staff will use the following techniques during its planning studies, as deemed appropriate by HopeSource staff and ad hoc committees:

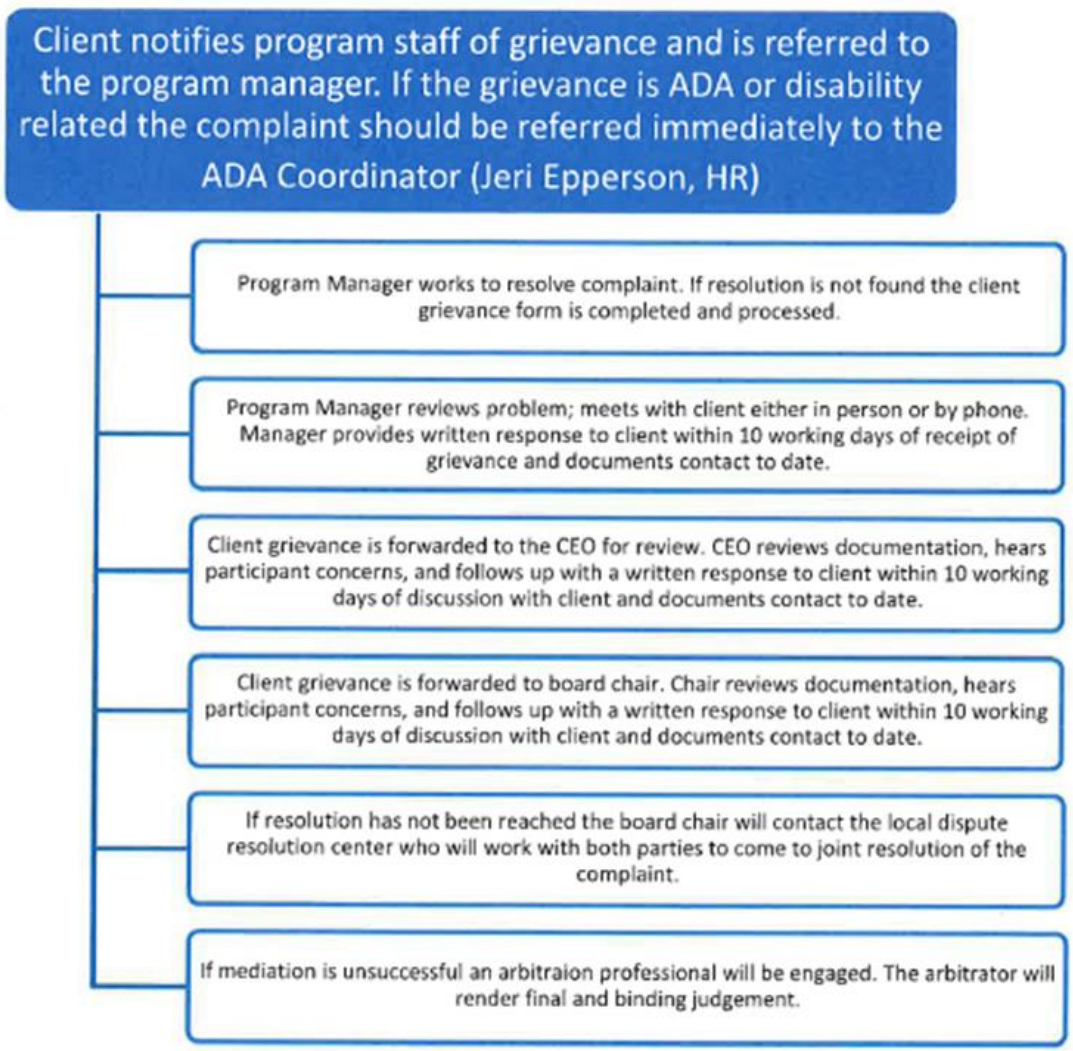
- Presentations to professional, citizen, and student organizations.
- Articles in community newsletters.
- Press releases and meetings with local media representatives.
- Informal conversations with individuals and small groups.
- Interviews with people who are or could be affected by study recommendations.
- Presentations by experts on various transit-related subjects.
- User and non-user surveys.
- Use various illustrative visualization techniques to convey the information including but not limited to charts, graphs, photos, maps and the internet.

Other techniques will be examined to determine the best methods of involving all segments of the service area population in the planning process.

**Methods of Addressing Comments:** Comments will be documented and presented to decision-making bodies and modified in the contents of the document as necessary and will be included in the appendices of planning products after they are approved and published. Comments received after studies and other planning products are completed and approved will be documented and referenced when amending or updating the planning products in the future. Responses to Information Requests and Comments: Information can be requested in person at HopeSource's office or by phone, fax, email, and U.S. mail.

**HopeSource Transportation’s Nondiscrimination Complaint Procedures for Federally Assisted Programs or Activities**

These procedures cover all complaints filed under Title VI of the Civil Rights Act of 1964, 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 HopeSource as to subrecipients, consultants, and contractors. Intimidation or retaliation of any kind is prohibited by law. The 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. Every effort will be made to obtain early resolution of complaints at the lowest level possible, such as between the parties/individuals named in the complaint. The option of informal mediation meeting(s) between the affected parties and the Coordinator may be utilized for early resolution. Procedure:



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

Washington State Department of Transportation  
Public Transportation Division  
Attn: Title VI Coordinator  
PO Box 47387  
Olympia, WA 98504-7387

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

United States Department of Justice  
Civil Rights Division  
Coordination and Review Section - NWB  
950 Pennsylvania Avenue NW  
Washington DC, 20530

## HopeSource Title VI Complaint Form

Complaints must be filed within 180 days of the alleged act of discrimination.

### *Section I*

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone Numbers:

(Primary) \_\_\_\_\_ (Secondary) \_\_\_\_\_

E-Mail: \_\_\_\_\_

Accessible Format Requirements?

Large Print \_\_\_\_\_ Audio tape \_\_\_\_\_

TDD \_\_\_\_\_ Other \_\_\_\_\_

### *Section II*

Are you filing this complaint on your own behalf?

Yes \_\_\_\_\_ No \_\_\_\_\_

[If you answered "yes" to this question, go to Section III.]

If not, please supply the name and relationship of the person for whom you are filing:

\_\_\_\_\_

Please explain why you have filed for a third party. \_\_\_\_\_

\_\_\_\_\_

Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party.

Yes \_\_\_\_\_ No \_\_\_\_\_

### *Section III*

Have you previously filed a Title VI complaint with this agency? Yes \_\_\_\_\_ No \_\_\_\_\_



***Section IV***

**On separate sheets, please describe your complaint. You should include specific details such as names, dates, times, route numbers, witnesses, and any other information that would assist us in our investigation of your allegations. Please also provide any other documentation that is relevant to this complaint. Please include the basis of the complaint; race, color, national origin, sex, age, disability or income status.**

**Please sign here: \_\_\_\_\_**

**Date: \_\_\_\_\_**

---

**Please mail your completed form to:**

**HopeSource Transportation**

**606 W. 3<sup>rd</sup> Avenue**

**Ellensburg, WA 98926**

**Your complaint will be investigated by the Transportation Senior Manager. If your complaint is against the Transportation Senior Manager, it will be investigated by the Executive Committee of the Board of Directors. Investigation may include speaking to you directly and contacting witnesses you list in the complaint. Findings will be reported to you within five working days of receipt of your complaint.**

**If you wish to appeal the findings of your original complaint, contact the Transportation Senior Manager. Appeals for findings by the Title VI Coordinator will be appealed to the Executive Committee of the Board of Directors. Appeals to the decision will be reviewed by the COO, a HopeSource Board member, a rider representative, and a staff member. Findings of appeals will be reported to you within 30 days of the receipt of your appeal.**

## HopeSource Transportation Title VI Notice to Public

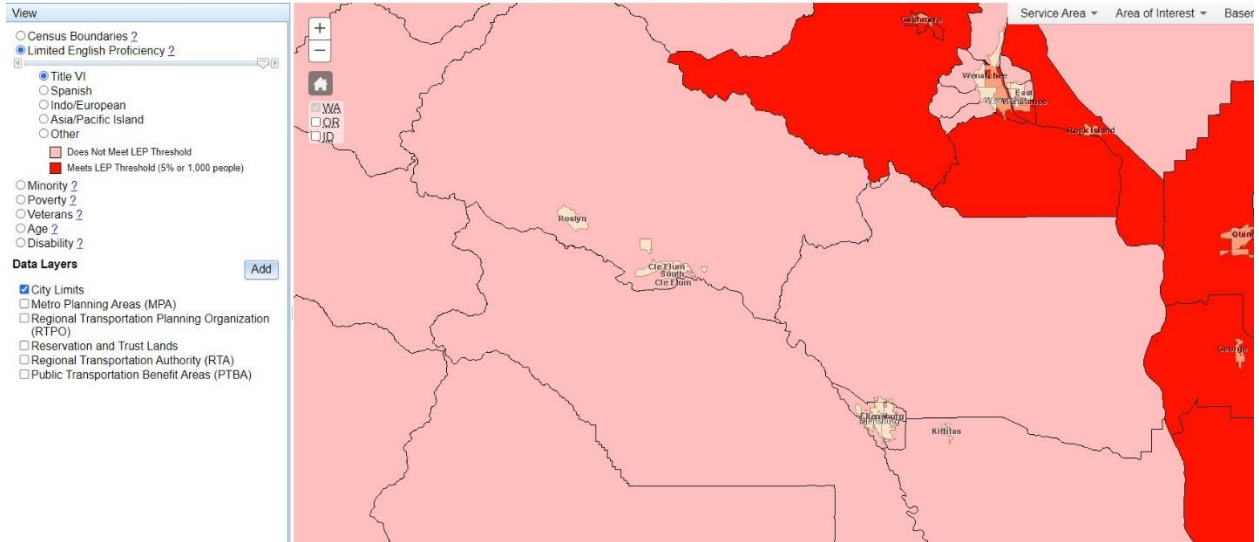
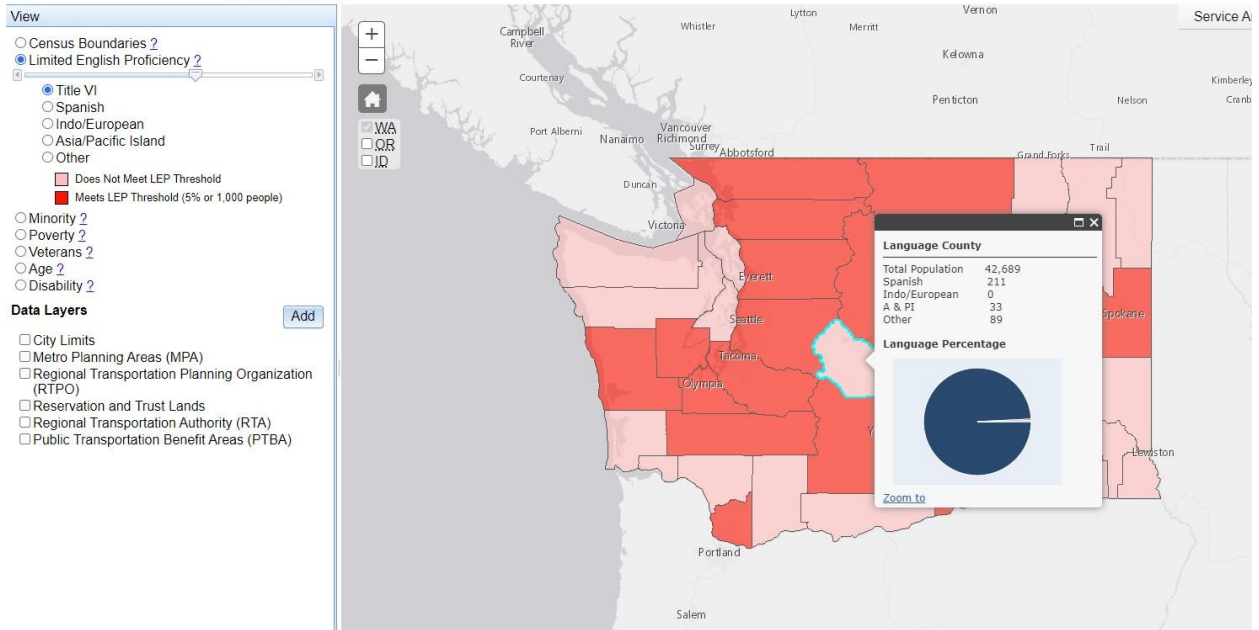
HopeSource Transportation hereby gives public notice that it is the policy of HopeSource to assure full compliance with Title VI of the Civil Rights Act of 1964, the Civil Rights Restoration Act of 1987, and related statutes and regulations in all programs and activities. Title VI requires that no person in the United States of America shall, on the grounds of race, color, gender, or national origin be excluded from the participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity for which HopeSource receives federal financial assistance. Any person who believes they have been aggrieved by an unlawful discriminatory practice under Title VI has a right to file a formal complaint with HopeSource. Any such complaint must be in writing and filed with the HopeSource HR within one hundred eighty (180) days following the date of the alleged discriminatory occurrence. Title VI Discrimination Complaint Forms may be obtained from this office at no cost to the complainant by calling 509-925-1448 or by writing:

HopeSource Att: Jeri Epperson, 606 W 3<sup>rd</sup> Avenue, Ellensburg, WA 98926.

Additional information regarding HopeSource's Title VI procedures can also be requested by emailing [hr@hopesource.us](mailto:hr@hopesource.us) or visiting <http://hopesource.us>. A complainant may file a complaint directly with the Federal Transit Administration:

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.

ALPACA Title VI LEP Maps



# HopeSource Transportation Title VI Plan

## Adopted by the HopeSource Board of Directors








05 / 08 / 2024

---

Ken Wade

<b>Title</b>	Title VI Plan
<b>File name</b>	Title_VI_2024_-_updated_5.8.2024.pdf
<b>Document ID</b>	623f1a8fd2a9369c146478f24445ba15e7215116
<b>Audit trail date format</b>	MM / DD / YYYY
<b>Status</b>	● Signed

### Document History

 <small>E-SIGN DISCLOSURE ACCEPTED</small>	<b>01 / 27 / 2021</b> 02:44:37 UTC	Electronic record and signature disclosure accepted by (wadesathome@gmail.com) IP: 66.243.238.248 GUID: 9c524ed52d7e4ce5e0d3d45c0239f280645e57d7
 <small>SENT</small>	<b>05 / 08 / 2024</b> 22:44:12 UTC	Sent for signature to Ken Wade (wadesathome@gmail.com) from info@hopesource.us IP: 66.243.254.59
 <small>VIEWED</small>	<b>05 / 09 / 2024</b> 02:44:37 UTC	Viewed by Ken Wade (wadesathome@gmail.com) IP: 66.243.242.84
 <small>SIGNED</small>	<b>05 / 09 / 2024</b> 02:54:42 UTC	Signed by Ken Wade (wadesathome@gmail.com) IP: 66.243.242.84
 <small>COMPLETED</small>	<b>05 / 09 / 2024</b> 02:54:42 UTC	The document has been completed.