

Yakima Transit

TITLE VI PROGRAM

Revised. December 7, 2023

Reference. FTA Circular 4702.1A Title VI and Title VI Dependent Guidelines for Federal Transit Administration Recipients.

Purpose. The purpose of this plan is to establish guidelines to effectively monitor and ensure that City of Yakima, Transit Division, is in compliance with all FTA Title VI requirements and regulations in order to carry out the provisions of the Department of Transportation's (DOT) Title VI Regulations at 49 CFR Part 21.

Policy. Yakima Transit will ensure that their programs, plans, policies, and activities all comply with the Department of Transportation's (DOT) Title VI regulations. Yakima Transit is committed to creating and maintaining a public transportation system that is free of all forms of discrimination. Yakima Transit will take whatever preventive corrective and disciplinary action necessary to stem behavior that violates their policy or the rights and privileges it is designed to protect.

Annual Title VI Certifications and Assurance. To ensure accordance with 49 CFR § 21.7, every application for financial assistance from FTA must be accompanied by an assurance that the applicant will carry out the program in compliance with Title VI of the Civil Rights Act of 1964. This requirement shall be fulfilled when the applicant submits its annual certifications and assurances to FTA. The text of FTA's annual certifications and assurances is available on FTA's website. The City of Yakima, Transit Division, complies with this instruction annually in order to receive FTA funding.

Title VI Notification. Yakima Transit notifies the public of Title VI protections on Yakima Transit's website (<https://yakimatransit.org/>). Yakima Transit also includes a notification in their bus book. Title VI clauses are also included in all subcontracts meeting the federal threshold.

Title VI Complaint Procedures. In order to comply with 49 CFR § 21.9(b), recipients shall develop procedures for investigating and tracking Title VI complaints filed against them and make their procedures for filing a complaint available to members of the public upon request. At Yakima Transit, complaints are received and then forwarded to the Title VI Compliant Coordinator who then categorizes, tracks the complaint, develops responses, and forwards any findings to Yakima Transit's Manager for review.

Required to Record Title VI Investigations, Complaints and Lawsuits. In order to comply with 49 CFR § 21.9(b), recipients shall prepare and maintain a list of any active investigations conducted by entities other than the FTA, lawsuits, or complaints naming the recipient that alleged discrimination on the basis of race, color, or national origin. This list shall include the date of the investigation, lawsuit, or complaint was filed; a summary of the allegation(s); the status of the investigation, lawsuit, or complaint; and actions taken by the recipient in response to the investigation, lawsuit, or complaint. The Yakima Transit Title VI Coordinator maintains these files. Yakima Transit has had no Title VI investigations, complaints, or lawsuits that have occurred since the inception of the program or the submission of this program update. During Yakima Transit's 2019 Triennial Review there was one identified deficiency to submit to the FTA RCRO evidence that it is using a complaint form, disseminates complaint information, provides translation of the complaint form and instructions, and/or processes complaints as detailed in its Title VI Program

Required to Provide Meaningful Access to Limited English Proficient (LEP) Persons. Title VI and its implementing regulations require that FTA recipients take responsible steps to ensure meaningful access to benefits, services, information, and other important portions of their programs and activities for Limited English Proficient individuals. Portions of Yakima Transit's website, bus schedule, and brochures are written in Spanish,

as well as English. A bilingual office employee is available during normal business hours to translate and several bilingual transit operators are available to answer questions during their regular shift schedules. Yakima Transit also utilizes a telephone translation service so that no individuals are denied service.

Protection under Title VI. In order to comply with 49 CFR § 21.9(d), recipients shall provide information to the public regarding their Title VI obligations and apprise members of the public of the protections against discrimination afforded to them by Title VI Regulations. Recipients that provide transit service shall disseminate this information to the public through measures that can include but shall not be limited to a posting on the agency's website. Yakima Transit has this information posted on their website. (**Exhibit 7 - Notice & Exhibit 9 - Policy**)

Required to Provide Additional Information upon Request. At the discretion of the FTA, information other than that required by the referenced circular may be requested, in writing, from a recipient in order to investigate complaints of discrimination or to resolve concerns about possible noncompliance with Title VI requirements. Yakima Transit's Title VI Coordinator is available to provide additional information as needed and to respond to any inquiry; either in a verbal or written format.

Required to Prepare and Submit a Title VI Program. FTA requires recipients to report certain general information to determine their compliance with Title VI. The collection and reporting of this program constitute the recipients' Title VI Program. To ensure compliance with 49 CFR Section 21.9(b), FTA requires that all recipients document their compliance with this chapter by submitting a Title VI Program to FTA's Regional Civil Rights Officer once every three years, which shall include:

(1) A summary of public outreach and involvement activities undertaken since the last submission and a description of steps taken to ensure that minority and low-income people had meaningful access to these activities.

Yakima Transit through the Yakima Valley Conference of Governments conducts reviews of planned activities with the public during hearings to ensure that the public has an opportunity to participate.

Yakima Transit also translates various documents into Spanish that weren't previously available in Spanish, including Yakima Transit's Title VI Policy and Public Notices.

(2) A copy of the agency's plan for providing language assistance for persons with limited English proficiency that was based on the DOT LEP Guidance or a copy of the agency's alternative framework for providing language assistance. (**Exhibit 2**)

(3) A copy of the agency procedures for tracking and investigating Title VI complaints. (**Exhibit 6**)

(4) A list of Title VI investigations, complaints, and lawsuits filed with the agency since the time of the last submission. This list includes only those investigations, complaints, or lawsuits that pertain to the agency submitting the report, not necessarily the larger organization that the entity is a part. (**Exhibit 5**)

(5) A copy of the agency's notice to the public that it complies with Title VI and instructions to the public on how to file a discrimination complaint. (**Exhibit 7**)



Alvie Maxey, Transit Manager

12/7/2023
Date

Exhibit 1 - Yakima Transit Demographics

According to the American Communities Survey 2019 Data showing demographics for the City of Yakima metropolitan area consists of roughly 43.56% Hispanic or Latino individuals. Other than White/Caucasian, no other single race represented more than 2% of the total population.

Yakima Transit currently serves the City of Yakima within the metropolitan area. Based on Yakima Transit's survey results, the breakdown of residents that use transit services within the City of Yakima are from: Yakima (76.8%), Selah (7.3%), Union Gap (3%), Terrace Heights (2.6%), Ellensburg (1.3%), and Other (9%).

ACS DEMOGRAPHIC AND HOUSING ESTIMATES 2019 1-Year Estimates	Total Population	Hispanic or Latino (of any race)	White alone	Not White or Hispanic
Washington	7,614,893	991,723	5,126,694	1,496,476
Yakima city, Washington	93,638	43,082	41,770	8,786
Terrace Hieghts CDP, Washington	9,244	2,371	6,002	871
Selah city, Washington	8,153	1,923	5,545	685
Union Gap city, Washington	6,568	3,850	2,307	411
Total Yakima Metro Area	117,603	51,226	55,624	10,753
Percentage of the Total Population				
Washington	100%	13.02%	67.32%	19.65%
Yakima city, Washington	100%	46.01%	44.61%	9.38%
Terrace Hieghts CDP, Washington	100%	25.65%	64.93%	9.42%
Selah city, Washington	100%	23.59%	68.01%	8.40%
Union Gap city, Washington	100%	58.62%	35.12%	6.26%
Total Yakima Metro Area	100%	43.56%	47.30%	9.14%
2019 American Community Survey 1-Year Estimate				

Exhibit 2 - Four Factor Analysis

Under the United States Department of Justice guidance, Yakima Transit is obligated to determine reasonable steps to take to provide Limited English Proficiency (LEP) individuals with meaningful access to its programs, activities, and services. Yakima Transit uses the following criteria, known as the four factors, to make this assessment. The results of the following analysis suggests that Yakima Transit should continue to provide advertisements, documents, and other relevant data to LEP Spanish speaking individuals.

(1) The number or proportion of LEP persons eligible to be served or likely to be encountered by a program, activity, or service of the recipient or grantee

Limited English Proficiency

English is the primary language spoken and Spanish is the secondary language spoken in the area. There are no other known languages spoken by any group of individuals that exceed 1% of the total population within the service area. The following is information obtained from the American Communities Survey 2015-2019 Data for the City of Yakima Metropolitan Area, data for the State of Washington is also included:

2015-2019 American Community Survey 5-Year Estimates	Total:	Speak only English	Spanish or Spanish Creole			Language Other Than				
			Speak English		All	"very well"	less than "very well"	Speak English		
			All	"very well"				All	"very well"	less than "very well"
Washington State	6,949,743	5,579,304	597,020	359,686	237,334	773,419	484,765	288,654		
Yakima city; Washignton	85,950	53,371	30,771	17,928	12,843	1,808	1,232	576		
Selah city, Washington	7,165	6,220	870	539	331	75	23	52		
Union Gap city, Washington	5,689	3,092	2,574	1,480	1,094	23	23	0		
Terrace Hieghts CDP, Washington	7,988	7,103	609	446	163	276	141	135		
Total Yakima Metro	106,792	69,786	34,824	20,393	14,431	2,182	1,419	763		
Percentage of the Total Population										
Washington State	100%	80.28%	8.59%	5.18%	3.42%	11.13%	6.98%	4.15%		
Yakima, WA Metro Area; Washignton	100%	62.10%	35.80%	20.86%	14.94%	2.10%	1.43%	0.67%		
Selah city, Washington	100%	86.81%	12.14%	7.52%	4.62%	1.05%	0.32%	0.73%		
Union Gap city, Washington	100%	54.35%	45.25%	26.02%	19.23%	0.40%	0.40%	0.00%		
Terrace Hieghts CDP, Washington	100%	88.92%	7.62%	5.58%	2.04%	3.46%	1.77%	1.69%		
Total Yakima Metro	100%	65.35%	32.61%	19.10%	13.51%	2.04%	1.33%	0.71%		

Many of the LEP individuals generally have children or someone else with them who can interpret for them. Most of the children of LEP individuals speak English, as they have learned it through the school system.

According to the American Community Survey, roughly 15.6% of the community may need some sort of language assistance. Many of the people who speak English less than “very well” are able to understand someone else speaking English or can provide enough information in English to obtain information or services they are seeking. They also generally have family members, friends, or someone else who can interpret for them; however, there will be instances where those individuals will have no one with them to interpret or translate.

Of the high number of Hispanic and Latinos that live in the area, 20.86% of the total population is comprised of Hispanic or Latino individuals who speak both English and Spanish “very well,” meaning that an estimated one in six people can translate, making it possible for that person to find someone who can interpret for them.

Yakima Transit Services

Yakima Transit employs three individuals who receive special pay to translate for Spanish speaking passengers: two Bus Drivers and a Department Assistant. Other employees who are eligible for bi-lingual pay are required to pass a proficiency test. The Department Assistant primarily works from the Transit main office, and occasionally covers at the Transit Center (M-F 8am-5pm). She is the first in line to translate in the office and with phone calls when needed. The Bus Drivers are used for translating when in service, and occasionally when the Department Assistant is not available. If none of the Spanish speaking employees are available, Yakima Transit utilizes a telephone language assistance service called Language Line Services.

Yakima Transit drivers are trained to utilize the telephone language assistance service that utilizes I Speak cards. The last time Yakima Transit used the language line service was June 2010. Yakima Transit has “I Speak” cards for all the buses and the Transit Center.

Areas Served

Yakima. In Yakima, public transportation may be a necessity; however, the LEP individuals who would typically use the service live between 56th Avenue and Interstate 82 (5.21 miles) and between River Road and Washington Avenue (3.26 miles). The low-income neighborhoods, which have a higher minority population, are typically located between 32nd Avenue and I-82 and between River Road and Washington Avenue, all of which are walkable, but are better served by the public transportation system. Nearly all of the public services that these individuals use are within the same area that they live.

(2) The frequency with which LEP individuals come in contact with the program

Yakima Transit conducted a survey in March 2014 in an effort to determine how many LEP individuals actually come into contact with their public transportation services. The survey was based on the American Community Survey, which is what was used to determine how many individuals use our service but do not speak English “very well.”

The results of the survey show similar to the American Communities Survey that Spanish speaking individuals are the majority of people who come into contact with Yakima Transit’s services but do not speak English “very well.” The results are as follows:

- The total number of individuals who speak a foreign language but do not speak English “very well” was 32 of the 232 individuals surveyed (13.7%).
- The total number of individuals who speak Spanish but do not speak English “very well” was 27 of the 232 individuals surveyed (11.6%).

- The total number of individuals who speak a foreign language other than Spanish and English but do not speak English “very well” was 5 of the 232 individuals surveyed (2.4%).

Of the individuals that speak English less than “very well,” 50% responded that they use Yakima Transit’s literature to assist them in using transit services; 12.5% indicated that they use an interpreter with them; 6.3% responded that they use an interpreter that wasn’t with them; and, 6.3% indicated they use some other source to help them use the service.

Although these numbers may seem low compared to the number of Hispanic individuals that live in the area, many of the individuals are second and third generation Hispanics who speak English. Just because the person is Hispanic, it doesn’t mean that they cannot speak English or even that they might speak Spanish.

(3) The nature and importance of the program, activity, or service provided by the recipient to people's lives

The ratio of Hispanic residents is higher in the city of Yakima than most other areas in the State. This is a result of the availability of seasonal agricultural work, which typically consists of either work in fruit processing facilities, cold storage facilities, or fieldwork in the orchards. Fieldwork runs from spring until late fall, when the weather is more favorable and a high number of migratory farmworkers are employed. Processing facilities are in full swing during the fall and winter months. Fieldworkers who do not drive typically carpool with coworkers, mainly because transit services are not available outside city limits. Most processing facilities are located near downtown Yakima or at the north end of Yakima where transit services are readily available.

(4) The resources available to the recipient and costs

As part of the requirement to make public transportation more accessible to LEP individuals, Yakima Transit uses various methods to inform passengers on how to use the transit system, what the policies are, and other useful information. Yakima Transit does not charge individuals for translation services. Some of these delivery methods include the following:

- Yakima Transit employs Drivers and Office staff who speak Spanish. Three of Yakima Transit’s employees are paid an extra percentage, 2% for speaking and 3% for writing each month for their Spanish speaking abilities. These employees were required to take a proficiency test to verify that they could read and write and have the ability to translate Spanish. These individuals may be required to translate important documents and other printed information into Spanish (including the bus book) and translate when an LEP individual has questions about the services offered. Other employees are also available to help communicate in Spanish to provide assistance to passengers, but weren’t able to pass the proficiency test.
- Yakima Transit interprets or translates for any LEP individuals. Yakima Transit has Spanish speaking employee in the office (primarily at Public Works, but occasionally works at the Transit Center) Monday - Friday 8am - 5pm. Several drivers can also interpret for passengers.
- Utilizes a telephone interpreter translation service (Language Line) for LEP individuals who do not speak English or Spanish. The last time the telephone language service was used was June 2010. Yakima Transit’s cost to use the service is \$0.98 per minute.

Program Implementation and Monitoring.

Yakima Transit will monitor the program and track the implementation by completing an LEP survey once every three years (unless it is determined that monitoring on a more regular basis is necessary) to determine what the LEP breakdown is and adjust the program accordingly.

Services Available

Yakima Transit provides fixed-route bus services and paratransit services to the city of Yakima. The cost to ride Yakima Transit's services are as follows:

Fixed-Route Bus Service:

\$1.00 - Adults (ages 19 and over)

No Fare - Youth (ages 6-18)

\$0.50 - Reduced Fare (Persons over age 62, people with disabilities, & Medicare recipients)

Paratransit:

\$2.00 - This service is only available for individuals who cannot use the fixed-route service.

Commuter bus service is also available between Yakima and Ellensburg through a partnership between Yakima Transit, the City of Ellensburg, the City of Selah, Central Washington University, and the Washington State Department of Transportation. The cost to use that service is \$5.00 each way or \$125 for a monthly pass for adults 19 and over. Eighteen and under can ride fare free. Yakima Transit's services are relatively low compared to neighboring jurisdiction transit agencies.

Service Changes & Fare Increases

Yakima Transit has gone Fare Free for all services for persons 18 and under but has made no other significant changes to services or fares over the last three years.

Moving forward, Yakima Transit is potentially looking at changing the route structure from a long, lengthy loop to minor loops. This change is expected to increase the efficiency of service and provide a quicker turn-around for Transit passengers to get to their destinations.

Other Public Transportation Options

Outside of Yakima Transit, there aren't too many other public transportation options available. People for People, a nonprofit agency in the area, provides commuter service between Prosser and Yakima and provides Medicaid brokerage services. The cities of Selah and Union Gap provides public transportation services within their city limits at no charge to riders. Union Gap is where the regional shopping center is located. There isn't a passenger rail system available in the area. There isn't a trolley system that operates on a regular basis. Other transportation options include: Driving alone; Walking; Bicycling; and carpooling (with friend, family, taxi services, or Uber).

Yakima Service Area Map

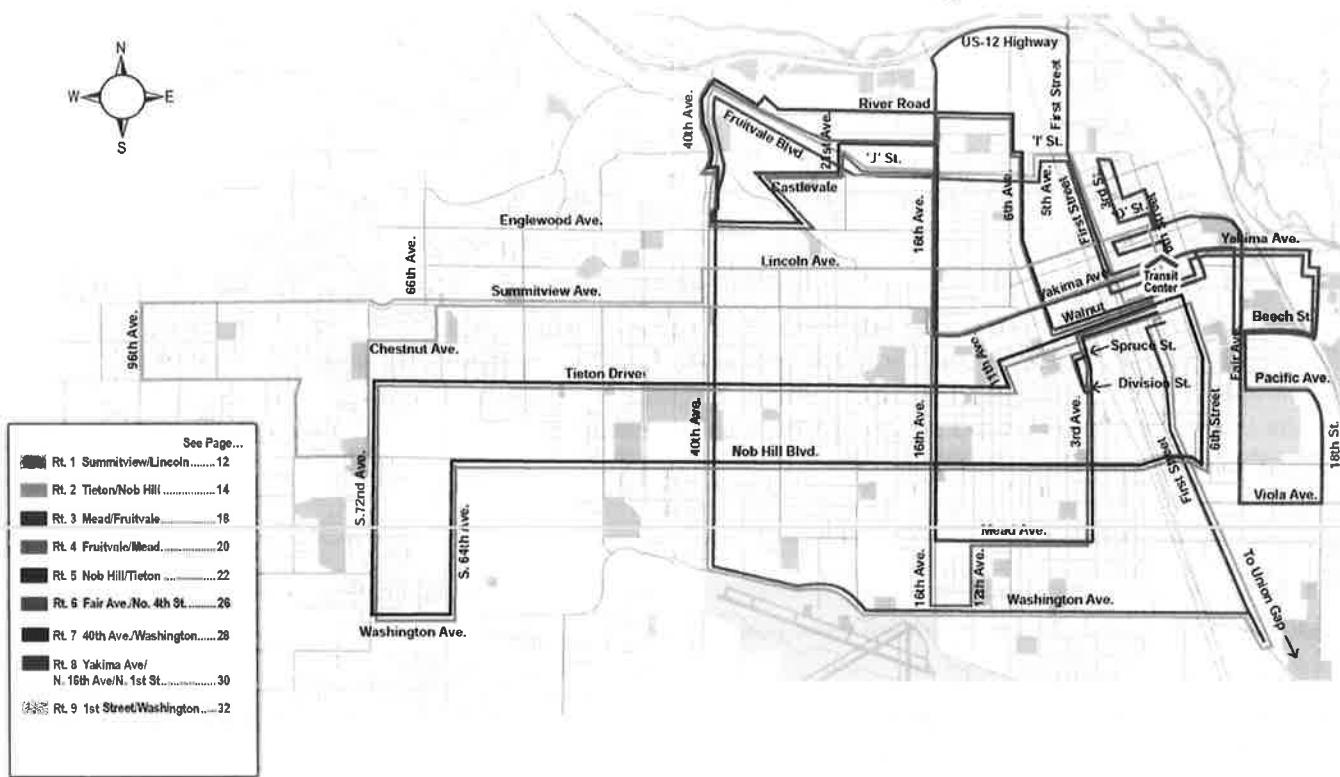


Exhibit 3- Construction Projects

Yakima Transit has not conducted any construction projects within the last three years. Yakima Transit will be moving to a new facility in the city limits and anticipates a renovation of the structure in winter 2024 to get it ready for public use.

Exhibit 4 - List of Active Investigations

There currently are no active investigations conducted by entities other than FTA, lawsuits, or complaints naming the recipient and/or subrecipient that allege discrimination on the basis of race, color, or national origin.

No civil rights investigations, complaints, or lawsuits were filed with Yakima Transit or the Federal Transit Administration in the past three years. Other than the FTA's Triennial Review, no civil rights compliance reviews were conducted in the past three years by any local, state, or federal agency.

Exhibit 5 - Title VI Complaint Procedures

YAKIMA TRANSIT

TITLE VI COMPLAINT PROCEDURES

This section outlines the Title VI complaint procedures related to providing public transportation programs, services, and benefits. However, it does not deny the complainant the right to file formal complaints with a state or federal agency responsible for Civil Rights oversight like the Washington State Department of Transportation, Federal Transit Administration, U.S. Department of Justice, etc. Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs receiving federal financial assistance.

Washington State also protects the public from discrimination based on race, creed, color, national origin, sex, honorably discharged veteran or military status, sexual orientation, or the presence of any sensory, mental, or physical disability or the use of a trained guide dog or service animal by a person with a disability (RCW 49.60.030). Complaints related to a protected class under Washington State law may also submit complaints to Yakima Transit's Title VI Coordinator or the Washington State Department of Transportation, Public Transportation Division.

GENERAL

Any person who believes that he or she, individually, or as a member of any specific class of persons, has been subjected to discrimination on the basis of race, color, or national origin as noted below may file a written complaint with Yakima Transit's Title VI Coordinator, 2301 Fruitvale Blvd, Yakima, WA 98902. Every effort will be made to obtain early resolution of complaints. The option of informal meeting(s) between the affected parties and Yakima Transit's Title VI Coordinator may be utilized for resolutions. The Yakima Transit's Title VI Coordinator will notify the City of Yakima's Transit Manager, Public Works Director, and Human Resource Manager for all Title VI related complaints as well as all resolutions. Complainants have the right to complain directly to the appropriate federal or state agency. Complaints can be filed with the following agencies:

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

1. **Filing the Complaint.** The complaint must meet the following requirements:

- A. The complaint shall be in writing and signed by the Complainant(s). In cases where Complainant is unable or incapable of providing a written statement, a verbal complaint may be made. Yakima Transit's Title VI Coordinator will interview the Complainant and assist the person in converting verbal complaints to writing. All complaints must, however, be signed by the Complainant or his/her representative.
- B. The complaint must include the date of the alleged act of discrimination when the Complainants became aware of the alleged act of discrimination; or the date on which that conduct was discontinued or the latest instance of conduct.
- C. The complaint must present a detailed description of the issues, including names and job titles of those individuals perceived as parties in the complaint.
- D. The complaint must be filed within 180 calendar days of the alleged incident, in accordance with Federal Law.

2. **Preliminary Review.** Upon receipt of the complaint, Yakima Transit's Title VI Coordinator will determine its jurisdiction, acceptability, need for additional information, and investigate the merit of the complaint.
3. **Acknowledgement.** The Complainant will be provided with a written acknowledgement that Yakima Transit has either accepted or rejected the complaint.
4. **Minimum Requirements.** A Title VI complaint must meet the following criteria for acceptance:
 - A. The Complaint must be filed within 180 days of the alleged occurrence.
 - B. The allegation must involve a covered basis such as race, color, or national origin.
 - C. The allegation must involve a Yakima Transit service of a Federal-aid recipient, sub-recipient, or contactor.
5. **Preliminary Dismissal.** A Title VI complaint may be dismissed for the following reasons:
 - A. The complaint fails to meet the minimum requirements above.
 - 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.
 - D. The Complainant requests the withdrawal of the complaint.
6. **Processing the Complaint.** Once the City of Yakima decides to accept the complaint for investigation, the Complainant will be notified in writing of the determination to accept the complaint. The complaint will receive a case number and will then be logged in a database identifying: Complainant's name, basis, and alleged harm (race, color, and national origin) of the Complainant.
7. **Investigating the Complaint.** All complaints received are forwarded to Yakima Transit's Manager, Public Works Director, City Manager, or Human Resource Manager as necessary. In cases where the City of Yakima's Human Resource Manager accepts the complaint for investigation, within 90 calendar days of the acceptance of the complaint, the City of Yakima's Human Resource Manager will determine who will investigate the complaint and have them prepare an investigative report. The report shall include a narrative description of the incident, identification of persons interviewed, findings, and recommendations for disposition.
8. **The Investigation.** The City of Yakima's Human Resource Manager will assign the complaint to an individual or group of individuals to investigate the complaint. The investigative report and its findings will be reviewed by the City of Yakima's Human Resource Manager and in some cases the investigative report and findings will be reviewed by the City of Yakima's Legal Counsel. The report will be modified as needed.
9. **The Determination.** Notice of Human Resource Manager's determination will be mailed to the Complainant. The Human Resource Manager will make a determination on the disposition of the complaint. Dispositions will be stated as follows:
 - A. *Sustained Complaints*- If the complaint is substantiated; the policies and procedures prohibiting discrimination will be reviewed with the offender. Appropriate disciplinary action and/or training will be taken pursuant to the agency disciplinary procedures.
 - B. *Exonerated Complaints*- If it is determined that an act reported pursuant to this program did in fact occur, but was lawful and proper within the guidelines established herein, a finding of exonerated shall be made.
 - C. *Unsustained Complaints*- If there is insufficient evidence to either prove or disprove allegation(s), both parties to the complaint will be informed of the reason(s) for this disposition.
 - D. *Unfounded Complaints*- If it is determined that an act reported pursuant to this policy/procedure did not in fact occur, a finding of unfounded shall be made.
10. **Disposition of Determination.** A copy of the complaint and Yakima Transit's investigation report/ letter of finding and Final Remedial Action Plan, if appropriate will be issued by the Title VI Coordinator to FTA

In any case, information regarding appeal rights of Complainant and instructions for initiating an appeal will be listed in the determination.

within 120 days of the receipt of the complaint along with a summary of the complaint and its resolution of the Title VI Report to the FTA.

APPEALS

Notice of appeals are as follows:

1. The City of Yakima's Human Resource Manager will reconsider the determination, if new facts come to light.
2. If Complainant is dissatisfied with the determination and/or resolution set forth by the City of Yakima's Human Resource Manager, the same complaint may be submitted to the FTA for investigation. Complainant will be advised to contact the Federal Transit Administration, Office of Civil Rights, Title VI Coordinator, East Building, 5th Floor - TCR, 1200 New Jersey Ave SE, Washington, DC 20590.

RECORDKEEPING REQUIREMENT

Yakima Transit's Title VI Coordinator will ensure that all records relating to Yakima Transit's Title VI Complaint Process are maintained with department records. Records will be available for compliance review audits.

Exhibit 6 - Title VI Notification

The following notifications are located on Yakima Transit's website and will be added to the window on each Yakima Transit revenue service vehicle:

The Yakima Transit hereby gives public notice that it is the policy of the agency to assure full compliance 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. Title VI requires that no person in the United States of America shall, on the grounds of race, color, sex, 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 Yakima Transit receives federal financial assistance. Any person who believes they have been subject to unlawful discriminatory practice under Title VI has a right to file a formal complaint with Yakima Transit. Any such complaint must be in writing and filed with Yakima Transit's Title VI Coordinator within one hundred eighty (180) days following the date of the alleged discriminatory action. For more information, or to obtain a Title VI Discrimination Complaint Form, please see our website at www.yakimatransit.org or call (509) 575-6175.

Yakima Transit declara dar noticia pública acerca de la póliza de su agencia para asegurar la conformidad completa del Título VI del Acta de los Derechos Civiles de 1964, Acta de Restauración de los Derechos Civiles de 1987, Orden Ejecutivo 12898 en la justicia ambiental de estaturas y reglas relacionadas en todos los programas y actividades. El Título VI requiere que ninguna persona en los Estados Unidos de América sea discriminada para participar sin importar raza, color, religión o sexo origen, o ser excluido o discriminado de los beneficios de cualquier programa o actividad de los cuales Yakima Transit recibe asistencia federal. Cualquier persona que crea que le han estado sujetando a una práctica ilegal y discriminatoria bajo el Título VI tiene el derecho de presentar una queja contra Yakima Transit por escrito y archivado con el Coordinador de Título VI de Yakima Transit en un periodo de cien ochenta (180) días siguiendo la fecha presunta de la acción discriminatoria. Para mas información o para obtener una forma de quejas y discriminatoria de Título VI favor de visitar el sitio www.yakimatransit.org o llame al (509) 575-6175.

Exhibit 7 - Complaint Form

TITLE VI (Civil Rights) COMPLAINT FORM

Title VI of the 1964 Civil Rights Act and related nondiscrimination statutes and regulations require that *no person in the United States shall, on the ground of race, color, national origin, sex, age or disability be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.*

Instructions: To submit a complaint against Yakima Transit, please fill out the information below and forward it to Yakima Transit's Administration Office: **Yakima Transit, 2301 Fruitvale Blvd., Yakima, WA 98902-1228.**

If you need assistance filling out the form or have any questions or want additional information, call us at (509) 575-6426 or e-mail us at transit@yakimawa.gov.

1. Full Name: (Complainant): _____

Address: _____

City: _____ State: _____ Zip: _____

Phone: _____

2. Name of Person discriminated against if not the complainant: _____

Address: _____

City: _____ State: _____ Zip: _____

3. Type of Discrimination: Race/Color National origin Vietnam Era Veteran Creed/religion Sexual orientation Disabled Veteran Disability Marital status Retaliation Age

4. Date/Time: _____

5. Name of staff person involved/position (If known): _____

6. Incident Location (if on a bus, please state the route): _____

7. Explain as briefly and clearly as possible in your own words what happened and how you believe you were discriminated against. Indicate who was involved. Be sure to include how you feel other persons may have been treated differently than you. Also, attach any written material pertaining to the event.

8. Why do you believe these events occurred?

Exhibit 8 - Title VI Policy

Yakima Transit Civil Rights (Title VI) Policy

Title VI of the Civil Rights Act of 1964, as amended, protects any person in the United States on the ground of race, color, or national origin from being excluded from participation, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity receiving Federal financial assistance from the Department of Transportation. For more information, please see U.S. Code § 2000d or FTA Circular 4702.1A.

Washington State also protects the public from discrimination in race, creed, color, national origin, sex, honorably discharged veteran or military status, sexual orientation, or the presence of any sensory, mental, or physical disability or the use of a trained dog guide or service animal by a person with a disability (RCW 49.60.030). Additional rights and information are available in RCW 49.60.030.

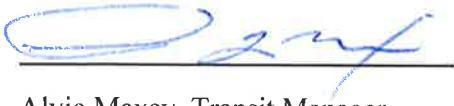
- 1. Notification to Beneficiaries:** Yakima Transit's Civil Rights Policy is available at our office 2301 Fruitvale Blvd. or online at www.yakimatransit.org. Notice is provided in our Quarterly Bus Book, Dial-A-Ride applications, comment and complaint forms, and on our website.
- 2. Complaint Process:** Yakima Transit is committed to providing safe, reliable, and accessible transportation options for the community. Yakima Transit has established a Customer Complaint Policy and customers wishing to file a complaint and/or obtain a copy of the Customer Complaint Policy may contact Yakima Transit for more information. Yakima Transit tracks all Title IV Complaints including the status of such complaints.
- 3. Yakima Transit Contact Information:** Riders wishing to obtain more information about our service should contact Yakima Transit at Yakima Transit, 2301 Fruitvale Blvd, Yakima, WA 98902, by phone at (509)575-6175 (M-F 8am-7pm and Sat 8am-6pm) (Spanish M-F 8am-5pm); by fax (509)576-6414, or by email at Transit@yakimawa.gov.
- 4. Limited English Proficiency:** Yakima Transit provides access to transit to people who are limited English proficient by providing our quarterly bus book in both English and Spanish. We also have an interpreter on staff to translate or provide information about our services. More than 99% of the Yakima Community speaks either English or Spanish.
- 5. Customer Complaints and Appeals:** Complaint and appeal procedures can be found in Yakima Transit Customer Complaint Policy. Yakima Transit also has a complaint form that is available upon request. Appeals can be filed with one of the following organizations:

WA State Dept of Transportation Public Transportation Division Attn: Title VI Coordinator P O Box 47387 Olympia, WA 98504-47387	Federal Transit Administration Attn: Title VI Coordinator East Building, 5 th Floor – TCR 1200 New Jersey Ave, SE Washington, DC 20590	U.S. Department of Justice, Civil Rights Division Coordination & Review Section - NWB 950 Pennsylvania Ave. NW, Washington, DC 20530
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- 6. Complaint Tracking:** Complaints are tracked according to the following:

- A summary of the complaint and allegations
- Date, type, status, and actions taken of the complaint, investigation, or lawsuit

All is tracked until the complaint, investigation, or lawsuit has been closed. The records are then stored according to state and federal record retention requirements.



Alvie Maxey, Transit Manager

12/7/2023

Date

9. What other information do you think is relevant to the investigation?

10. How can this/these issue(s) be resolved to your satisfaction?

11. Please list below any person (s) we may contact for additional information to support or clarify your complaint (witnesses):

Name: _____

Address: _____

Phone number: _____

12. Have you ever filed this complaint with any other federal, state, or local agency; or with any federal or state court? Yes No

If yes, check all that apply:

Federal Agency Federal Court State Court Local Agency State Agency

If filed at an agency and/or court, please provide information about a contact person at the agency/court where the complaint was filed.

Agency/Court: _____

Contact's Name: _____

Address: _____

Phone number: _____

X _____

Signatures (Complainant)

Date of filing

Yakima Transit

Derechos Civiles (título VI) Política

Titulo VI del Acto Civil de Derechos de 1964, como enmendado, protege a cualquier persona en los Estados Unidos por motivo de raza, color, origen nacional de ser excluido de participación, ser negado de los beneficios, o de otro modo ser sujeto a la discriminación bajo cualquier programa o actividad recibiendo asistencia Federal del Departamento de Transporte. Para más información, consulte Código de los EE.UU. § 2000d o FTA Circular 4702.1A.

El estado de Washington también protege al público contra la discriminación de raza, credo, color, origen nacional, sexo, condición de veterano dado de baja honorablemente o militar, orientación sexual, o la presencia de alguna discapacidad sensorial, mental o física o el uso de un perro guía entrenado o animal de servicio por una persona con una discapacidad (RCW 49.60.030). Derechos e información adicional están disponibles en RCW 49.60.030.

- 1. Notificación a los Beneficiarios:** La Política de Derechos Civiles de Yakima Transit se encuentra disponible en nuestra oficina 2301 Fruitvale Blvd. o en línea en www.yakimatransit.org. Los avisos se proporciona en nuestro libro de Autobuses trimestral, aplicaciones de Dial-A-Ride, comentarios y formularios de quejas, y en nuestro sitio web.
- 2. Proceso de Quejas:** Yakima Transit está comprometido a ofrecer opciones de transporte seguro, confiable y accesible para la comunidad. Yakima Transit ha establecido una póliza de quejas de clientes y los clientes que deseen presentar una queja y/o obtener una copia de la póliza de reclamación del cliente puede ponerse en contacto con Yakima Transit para más información. Yakima Transit le da seguimiento a todas las quejas del Título IV, incluyendo el estado de dichas quejas.
- 3. Información de contacto de Yakima Transit:** Los pasajeros que deseen obtener más información acerca de nuestro servicio debe ponerse en contacto con Yakima Transit al Yakima Transit, 2301 Fruitvale Blvd., Yakima, WA 98902, por teléfono al (509) 576-6175 (lunes a viernes 8 a.m.-7 p.m. y el sábado 8 a.m.-6 p.m.) (español L-V 8am-5pm), por fax (509) 576-6414 o por correo electrónico a Transit@yakimawa.gov.
- 4. Dominio Limitado del Inglés:** Yakima Transit ofrece el acceso al transporte a las personas que se limitan al dominio del Inglés al ofrecer nuestros libros de autobuses trimestral en Inglés y Español. También contamos con un intérprete en el personal para traducir o proporcionar información sobre nuestros servicios. Más del 99% de la Comunidad de Yakima habla Inglés o Español.
- 5. Las quejas de los clientes y Apelaciones:** Los procedimientos de reclamación y apelación se pueden encontrar en la póliza de Reclamación del Cliente de Yakima Transit. Yakima Transit también cuenta con un formulario de reclamación que está disponible a petición. Las apelaciones pueden ser presentadas con una de las siguientes organizaciones:

Estado de Washington Departamento de Transporte División de Transporte Público Attn: Coordinador del Título VI P.O. Box 47387 Olympia, WA 98504-47387	Administración Federal de Tránsito Attn: Coordinador del Título VI East Building, 5th Floor - TCR 1200 New Jersey Ave, SE Washington, DC 20590	EE.UU. Departamento de Justicia, División de Derechos Civiles Coordinación y Revisión de la sección - NWB 950 Pennsylvania Ave. NW, Washington, DC 20530
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- 6. Seguimiento de Quejas:** Las quejas se registran de acuerdo a lo siguiente:

- Un resumen de la queja y denuncias
- Fecha, tipo de estado, y las acciones tomadas de la denuncia, investigación o demanda judicial

Se realiza un seguimiento de todo hasta la denuncia, investigación o demanda judicial ha sido cerrado. Los registros se almacenan de acuerdo con los requisitos estatales y federales de retención de registros.



Alvie Maxey, Gerente de Tránsito

12/7/2023

Fecha

Exhibit 9 - I Speak Card

Europe		Pacific Islands	
70 Albanian Tregjen me gjuhet shqip, që fimi. Do si gjuhë që preferimës per ju.	Shqip	71 Icelandic Bemur a Þjóri tungumál. Það vorður hringi í talki.	Icelandic
72 Armenian Եղանակ մի մեջ և լազար և հաջող բարձր բարձր աղջոց աղջոց աղջոց.	Հայոց	73 Bulgarian Български език	74 Frisian Frise wurdene qual è la sua lingua.
75 Basque Zeure ikasturra eramanzeren erakutsi. Euskalhazat batzen demokrati devitsua.	Basque	75 Lithuanian Lietuvių kalba.	Italiano
76 Catalan Castellà amb el di el seu idioma. En marcar a un intérprete.	Català	76 Macanese Macau português nam Vai leste. Zona leste nomeia za Vai.	Maledivski
77 Croatian Hrvatski	Dansk	77 Polish Polski	78 Portuguese Português
78 Czech Český jazyk. Zároveň českyčtina.	Český	78 Romanian Română	79 Russian Русский
79 Danish På dit sprog. En række vil blive udtalt.	Dansk	79 Romanian Română	80 Russian Русский
80 Deutsch Wörter, tritt lebendig auf. Wörter, die teil an.	Nederlandse	80 Russian Русский	81 Russian Русский
81 Estonian Nende onta emakeel. Nedre mureseme teile välgi.	Eesti Keele	81 Russian Русский	82 Russian Русский
82 Finnish Oikeatkaan aitähän kielessä. Tulki kutsunut aitähän tiedä.	Suomi	82 Russian Русский	83 Russian Русский
83 French Monsterez-moi quelle langue vous parlez. Nous vous fournissons un interprète.	Français	83 Russian Русский	84 Russian Русский
84 German Zeggen Sie auf Ihre Sprache. Wir rufen einen Dolmetscher an.	Deutsch	84 Russian Русский	85 Russian Русский
85 Greek Διαλέκτος γλώσσας μετέβατε. Οι αριθμοί διανομής.	Ελληνική	85 Russian Русский	86 Russian Русский
86 Hungarian Vállalni kiz a státus beszédes nyelvben. Kapcsolunk a kölcsönökkel.	Magyar	86 Russian Русский	87 Russian Русский
87 Irish Gaeilge.	Irish	87 Russian Русский	88 Russian Русский
88 Italian Tutti i dialetti sono italiani.	Italiano	88 Russian Русский	89 Russian Русский
89 Albanian Shqip	89 Russian Русский	90 Afghan Afghani	91 Albanian Shqip
90 Indonesian Jawi bahasa akan disebutkan.	Indonesian	90 Albanian Shqip	92 Indonesian Indonesian
91 Indonesian Jawi bahasa akan disebutkan.	Indonesian	91 Albanian Shqip	93 Indonesian Indonesian
92 Indonesian Jawi bahasa akan disebutkan.	Indonesian	92 Albanian Shqip	94 Indonesian Indonesian
93 Indonesian Jawi bahasa akan disebutkan.	Indonesian	93 Albanian Shqip	95 Indonesian Indonesian
94 Indonesian Jawi bahasa akan disebutkan.	Indonesian	94 Albanian Shqip	96 Indonesian Indonesian
95 Indonesian Jawi bahasa akan disebutkan.	Indonesian	95 Albanian Shqip	97 Indonesian Indonesian
96 Indonesian Jawi bahasa akan disebutkan.	Indonesian	96 Albanian Shqip	98 Indonesian Indonesian
97 Indonesian Jawi bahasa akan disebutkan.	Indonesian	97 Albanian Shqip	99 Indonesian Indonesian
98 Indonesian Jawi bahasa akan disebutkan.	Indonesian	98 Albanian Shqip	100 Indonesian Indonesian
99 Indonesian Jawi bahasa akan disebutkan.	Indonesian	99 Albanian Shqip	101 Indonesian Indonesian
100 Indonesian Jawi bahasa akan disebutkan.	Indonesian	100 Albanian Shqip	102 Indonesian Indonesian
101 Indonesian Jawi bahasa akan disebutkan.	Indonesian	101 Albanian Shqip	103 Indonesian Indonesian
102 Indonesian Jawi bahasa akan disebutkan.	Indonesian	102 Albanian Shqip	104 Indonesian Indonesian
103 Indonesian Jawi bahasa akan disebutkan.	Indonesian	103 Albanian Shqip	105 Indonesian Indonesian
104 Indonesian Jawi bahasa akan disebutkan.	Indonesian	104 Albanian Shqip	106 Indonesian Indonesian
105 Indonesian Jawi bahasa akan disebutkan.	Indonesian	105 Albanian Shqip	107 Indonesian Indonesian
106 Indonesian Jawi bahasa akan disebutkan.	Indonesian	106 Albanian Shqip	108 Indonesian Indonesian
107 Indonesian Jawi bahasa akan disebutkan.	Indonesian	107 Albanian Shqip	109 Indonesian Indonesian
108 Indonesian Jawi bahasa akan disebutkan.	Indonesian	108 Albanian Shqip	110 Indonesian Indonesian
109 Indonesian Jawi bahasa akan disebutkan.	Indonesian	109 Albanian Shqip	111 Indonesian Indonesian
110 Indonesian Jawi bahasa akan disebutkan.	Indonesian	110 Albanian Shqip	112 Indonesian Indonesian
111 Indonesian Jawi bahasa akan disebutkan.	Indonesian	111 Albanian Shqip	113 Indonesian Indonesian
112 Indonesian Jawi bahasa akan disebutkan.	Indonesian	112 Albanian Shqip	114 Indonesian Indonesian
113 Indonesian Jawi bahasa akan disebutkan.	Indonesian	113 Albanian Shqip	115 Indonesian Indonesian
114 Indonesian Jawi bahasa akan disebutkan.	Indonesian	114 Albanian Shqip	116 Indonesian Indonesian
115 Indonesian Jawi bahasa akan disebutkan.	Indonesian	115 Albanian Shqip	117 Indonesian Indonesian
116 Indonesian Jawi bahasa akan disebutkan.	Indonesian	116 Albanian Shqip	118 Indonesian Indonesian
117 Indonesian Jawi bahasa akan disebutkan.	Indonesian	117 Albanian Shqip	119 Indonesian Indonesian
118 Indonesian Jawi bahasa akan disebutkan.	Indonesian	118 Albanian Shqip	120 Indonesian Indonesian
119 Indonesian Jawi bahasa akan disebutkan.	Indonesian	119 Albanian Shqip	121 Indonesian Indonesian
120 Indonesian Jawi bahasa akan disebutkan.	Indonesian	120 Albanian Shqip	122 Indonesian Indonesian
121 Indonesian Jawi bahasa akan disebutkan.	Indonesian	121 Albanian Shqip	123 Indonesian Indonesian
122 Indonesian Jawi bahasa akan disebutkan.	Indonesian	122 Albanian Shqip	124 Indonesian Indonesian
123 Indonesian Jawi bahasa akan disebutkan.	Indonesian	123 Albanian Shqip	125 Indonesian Indonesian
124 Indonesian Jawi bahasa akan disebutkan.	Indonesian	124 Albanian Shqip	126 Indonesian Indonesian
125 Indonesian Jawi bahasa akan disebutkan.	Indonesian	125 Albanian Shqip	127 Indonesian Indonesian
126 Indonesian Jawi bahasa akan disebutkan.	Indonesian	126 Albanian Shqip	128 Indonesian Indonesian
127 Indonesian Jawi bahasa akan disebutkan.	Indonesian	127 Albanian Shqip	129 Indonesian Indonesian
128 Indonesian Jawi bahasa akan disebutkan.	Indonesian	128 Albanian Shqip	130 Indonesian Indonesian
129 Indonesian Jawi bahasa akan disebutkan.	Indonesian	129 Albanian Shqip	131 Indonesian Indonesian
130 Indonesian Jawi bahasa akan disebutkan.	Indonesian	130 Albanian Shqip	132 Indonesian Indonesian
131 Indonesian Jawi bahasa akan disebutkan.	Indonesian	131 Albanian Shqip	133 Indonesian Indonesian
132 Indonesian Jawi bahasa akan disebutkan.	Indonesian	132 Albanian Shqip	134 Indonesian Indonesian
133 Indonesian Jawi bahasa akan disebutkan.	Indonesian	133 Albanian Shqip	135 Indonesian Indonesian
134 Indonesian Jawi bahasa akan disebutkan.	Indonesian	134 Albanian Shqip	136 Indonesian Indonesian
135 Indonesian Jawi bahasa akan disebutkan.	Indonesian	135 Albanian Shqip	137 Indonesian Indonesian
136 Indonesian Jawi bahasa akan disebutkan.	Indonesian	136 Albanian Shqip	138 Indonesian Indonesian
137 Indonesian Jawi bahasa akan disebutkan.	Indonesian	137 Albanian Shqip	139 Indonesian Indonesian
138 Indonesian Jawi bahasa akan disebutkan.	Indonesian	138 Albanian Shqip	140 Indonesian Indonesian
139 Indonesian Jawi bahasa akan disebutkan.	Indonesian	139 Albanian Shqip	141 Indonesian Indonesian
140 Indonesian Jawi bahasa akan disebutkan.	Indonesian	140 Albanian Shqip	142 Indonesian Indonesian
141 Indonesian Jawi bahasa akan disebutkan.	Indonesian	141 Albanian Shqip	143 Indonesian Indonesian
142 Indonesian Jawi bahasa akan disebutkan.	Indonesian	142 Albanian Shqip	144 Indonesian Indonesian
143 Indonesian Jawi bahasa akan disebutkan.	Indonesian	143 Albanian Shqip	145 Indonesian Indonesian
144 Indonesian Jawi bahasa akan disebutkan.	Indonesian	144 Albanian Shqip	146 Indonesian Indonesian
145 Indonesian Jawi bahasa akan disebutkan.	Indonesian	145 Albanian Shqip	147 Indonesian Indonesian
146 Indonesian Jawi bahasa akan disebutkan.	Indonesian	146 Albanian Shqip	148 Indonesian Indonesian
147 Indonesian Jawi bahasa akan disebutkan.	Indonesian	147 Albanian Shqip	149 Indonesian Indonesian
148 Indonesian Jawi bahasa akan disebutkan.	Indonesian	148 Albanian Shqip	150 Indonesian Indonesian
149 Indonesian Jawi bahasa akan disebutkan.	Indonesian	149 Albanian Shqip	151 Indonesian Indonesian
150 Indonesian Jawi bahasa akan disebutkan.	Indonesian	150 Albanian Shqip	152 Indonesian Indonesian
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152 Indonesian Jawi bahasa akan disebutkan.	Indonesian	152 Albanian Shqip	154 Indonesian Indonesian
153 Indonesian Jawi bahasa akan disebutkan.	Indonesian	153 Albanian Shqip	155 Indonesian Indonesian
154 Indonesian Jawi bahasa akan disebutkan.	Indonesian	154 Albanian Shqip	156 Indonesian Indonesian
155 Indonesian Jawi bahasa akan disebutkan.	Indonesian	155 Albanian Shqip	157 Indonesian Indonesian
156 Indonesian Jawi bahasa akan disebutkan.	Indonesian	156 Albanian Shqip	158 Indonesian Indonesian
157 Indonesian Jawi bahasa akan disebutkan.	Indonesian	157 Albanian Shqip	159 Indonesian Indonesian
158 Indonesian Jawi bahasa akan disebutkan.	Indonesian	158 Albanian Shqip	160 Indonesian Indonesian
159 Indonesian Jawi bahasa akan disebutkan.	Indonesian	159 Albanian Shqip	161 Indonesian Indonesian
160 Indonesian Jawi bahasa akan disebutkan.	Indonesian	160 Albanian Shqip	162 Indonesian Indonesian
161 Indonesian Jawi bahasa akan disebutkan.	Indonesian	161 Albanian Shqip	163 Indonesian Indonesian
162 Indonesian Jawi bahasa akan disebutkan.	Indonesian	162 Albanian Shqip	164 Indonesian Indonesian
163 Indonesian Jawi bahasa akan disebutkan.	Indonesian	163 Albanian Shqip	165 Indonesian Indonesian
164 Indonesian Jawi bahasa akan disebutkan.	Indonesian	164 Albanian Shqip	166 Indonesian Indonesian
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166 Indonesian Jawi bahasa akan disebutkan.	Indonesian	166 Albanian Shqip	168 Indonesian Indonesian
167 Indonesian Jawi bahasa akan disebutkan.	Indonesian	167 Albanian Shqip	169 Indonesian Indonesian
168 Indonesian Jawi bahasa akan disebutkan.	Indonesian	168 Albanian Shqip	170 Indonesian Indonesian
169 Indonesian Jawi bahasa akan disebutkan.	Indonesian	169 Albanian Shqip	171 Indonesian Indonesian
170 Indonesian Jawi bahasa akan disebutkan.	Indonesian	170 Albanian Shqip	172 Indonesian Indonesian
171 Indonesian Jawi bahasa akan disebutkan.	Indonesian	171 Albanian Shqip	173 Indonesian Indonesian
172 Indonesian Jawi bahasa akan disebutkan.	Indonesian	172 Albanian Shqip	174 Indonesian Indonesian
173 Indonesian Jawi bahasa akan disebutkan.	Indonesian	173 Albanian Shqip	175 Indonesian Indonesian
174 Indonesian Jawi bahasa akan disebutkan.	Indonesian	174 Albanian Shqip	176 Indonesian Indonesian
175 Indonesian Jawi bahasa akan disebutkan.	Indonesian	175 Albanian Shqip	177 Indonesian Indonesian
176 Indonesian Jawi bahasa akan disebutkan.	Indonesian	176 Albanian Shqip	178 Indonesian Indonesian
177 Indonesian Jawi bahasa akan disebutkan.	Indonesian	177 Albanian Shqip	179 Indonesian Indonesian
178 Indonesian Jawi bahasa akan disebutkan.	Indonesian	178 Albanian Shqip	180 Indonesian Indonesian
179 Indonesian Jawi bahasa akan disebutkan.	Indonesian	179 Albanian Shqip	181 Indonesian Indonesian
180 Indonesian Jawi bahasa akan disebutkan.	Indonesian	180 Albanian Shqip	182 Indonesian Indonesian
181 Indonesian Jawi bahasa akan disebutkan.	Indonesian	181 Albanian Shqip	183 Indonesian Indonesian
182 Indonesian Jawi bahasa akan disebutkan.	Indonesian	182 Albanian Shqip	184 Indonesian Indonesian
183 Indonesian Jawi bahasa akan disebutkan.	Indonesian	183 Albanian Shqip	185 Indonesian Indonesian
184 Indonesian Jawi bahasa akan disebutkan.	Indonesian	184 Albanian Shqip	186 Indonesian Indonesian
185 Indonesian Jawi bahasa akan disebutkan.	Indonesian	185 Albanian Shqip	187 Indonesian Indonesian
186 Indonesian Jawi bahasa akan disebutkan.	Indonesian	186 Albanian Shqip	188 Indonesian Indonesian </

Language
Identification
Card

三

- To use the Language ID Card efficiently, locate the geographical region where you believe the non-English speaker may be from (Pacific Islands, Europe, etc.)
- Shows the person the languages listed for that region. The message underneath each language says, "Please say your language. An Interpreter will be called."

- Refer to your Quick Reference Guide (QRG) to access an interpreter through language line services. In most cases, an interpreter is available within seconds.
- If you are unable to identify the language, our representative will help you.

