

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.

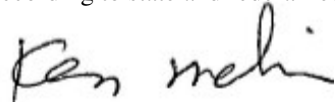
Washington State also protects the public from discrimination in race, creed, color, national origin, sex, honorably discharged veteran or military status, sexual orientation, or the presence of any sensory, mental, or physical disability or the use of a trained dog guide or service animal by a person 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)576-6415 (M-F 7am-8pm and Sat 8am-6pm) (Spanish M-F 8am-5pm); by fax (509)576-6414, or by email at asktransit@ci.yakima.wa.us.
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.



Ken Mehin, Transit Manager

February 7, 2012

Date