



City of Ellensburg Central Transit

Title VI Plan

For the Federal Transit Administration

and

**Washington State Department of
Transportation**



Regulatory Civil Rights document for the Federal Transit Administration and Washington State
Department of Transportation.

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INTRODUCTION

Title VI of the Civil Rights Act of 1964 is the main legal authority for the Office of Equal Opportunity, External Civil Rights nondiscrimination programs. Title VI prohibits discrimination on the basis of race, color, or national origin in programs or activities receiving federal financial assistance. Once an agency accepts federal funds, all of its programs and activities are covered, regardless of their funding source. Related statutes and Presidential Executive Orders under the umbrella of Title VI address Environmental Justice (EJ) in minority and low-income populations, and services to those individuals with Limited English Proficiency (LEP), women and those with disabilities.

POLICY OF NON-DISCRIMINATION

The City of Ellensburg assures that no person shall on the grounds of race, color, national origin, creed/religion, disability, sex, sexual orientation, marital status, age, Vietnam era veteran, disabled veteran, or retaliation as provided by Title VI of the Civil Rights Act of 1964, and the Civil Rights Restoration Act of 1987 (P>L> 100.259) be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity. The City of Ellensburg further assures every effort will be made to ensure nondiscrimination in all of its programs and activities, whether those programs and activities are federally funded or not.

In the event that the City of Ellensburg distributes federal aid funds to another governmental entity, the City of Ellensburg will include Title VI language in all written agreements and will monitor for compliance.

Title VI compliance is a condition of receipt for federal funds. Assurance of compliance, therefore, falls under the proper authority of the City of Ellensburg pursuant to its budgetary authority and responsibility. The City of Ellensburg's Human Resources Director is authorized to ensure compliance with provisions of this policy and with the law, including the requirements of 23 Code of Federal Regulations (CFR) 200 and 49 CFR 21.

TITLE VI POLICY STATEMENT AND MISSION

The City of Ellensburg is committed to ensuring that no person is excluded from participation in, or denied the benefits of, or be subject to discrimination in receipt of its services or programs on the basis of race, color, national origin, or any other characteristic protected by law, including Title VI of the Civil Rights Act of 1964, as amended. Further, under the Americans with Disabilities Act (ADA) of 1990, no entity shall discriminate against an individual with a physical or mental disability in connection with the provision of transportation services.

The City of Ellensburg's primary goal is to ensure all management, staff, contractors, local agencies, and service beneficiaries are aware of the provisions of, and responsibilities derived from Title VI of the Civil Rights Act of 1964 and the Federal Transit Administration (FTA) Circular 4702.1B of 2012.

The City of Ellensburg's Title VI policy is responsible for providing leadership, direction, and policy to ensure compliance with Title VI, Environmental Justice, and Limited English Proficiency principles. This policy also ensures that social impacts to communities and people are recognized and considered throughout the transportation planning, and decision-making process.

To obtain more information on the City of Ellensburg's nondiscrimination obligations or to file a Title VI complaint, contact the City of Ellensburg's Human Resources Director, 501 N Anderson Street, Ellensburg, WA 98926 Phone: 509-962-7222.

Information on non-English alternative formats may be obtained from the Administrative Department at 509-962-7222.

La información sobre formatos alternativos que no están en inglés se puede obtener del Departamento Administrativo al 509-962-7222.

WHAT DOES TITLE VI MEAN FOR CENTRAL TRANSIT PASSENGERS?

The City of Ellensburg cannot, on the basis of race, color, national origin or sex, either directly or through contractual means:

- Deny program services, aids or benefits;
- Provide a different service, aid or benefit, or provide them in a manner different than what is provided to others;

- Segregate or separately treat individuals in any matter related to the receipt of any service, aid, or benefit.

This plan documents Ellensburg Central Transit's efforts to comply with these requirements.

NOTIFICATION OF RIGHTS UNDER TITLE VI

The City of Ellensburg Title VI Notice to the Public is:

1. Available on the City of Ellensburg website at <https://www.ci.ellensburg.wa.us>
2. Available on the Central Transit website at <https://www.centraltransit.org>
3. Available at the Ellensburg City Hall
4. On the Central Transit vehicles owned by contractor HopeSource
5. Notice of Title VI availability on Central Transit brochures

TITLE VI COMPLAINT

Who can file a Title VI complaint?

- Any person who believes that he or she, individually, as a member of any specific class, or in connection with any disadvantaged business enterprise, has been subjected to discrimination by the City of Ellensburg that is prohibited by Title VI of the Civil Rights Act of 1965, the American with Disabilities Act of 1990, Section 504 of the Vocational Rehabilitation Act of 1973 and the Civil Rights Restoration Act of 1987, as amended, may file a complaint with the City of Ellensburg.
- A complaint may also be filed by a representative on behalf of such a person.

How do I file a complaint?

Fill out the attached form completely to help us process a complaint. Submit the completed form to the Human Resources Director within 180 calendar days of:

- the alleged discriminatory act: or
- if there has been a continuing course of conduct, the date on which that conduct was discontinued.

What happens when I file a complaint?

- Within 10 days, the City will acknowledge receipt of the allegation, inform the complainant of action taken or proposed action to process the allegation, and advise the complainant of other avenues of redress available, such as WSDOT and USDOT.
- Within 60 days, the City or an appropriate outside party will investigate the allegation and based on the information obtained, will render a recommendation for action in a report of findings.
- Within 90 days, the City will notify the complainant in writing of the final decision reached, including the proposed disposition of the matter.

What if I don't agree with the decision?

The notification will advise the complainant of his/her appeal rights within WSDOT, or USDOT, if they are dissatisfied with the final decision rendered.

Additional Title VI Information

Title VI of the Civil Rights Act of 1965 requires the City of Ellensburg to ensure protection from discrimination on the basis of race, color and national origin. The attached form may be used by anyone who believes he or she has experienced discrimination. To register your Title VI complaint, please complete the Title VI Complaint Form. (See Attachment 1 on page 18)

In additional to the complaint process with the City of Ellensburg, 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 PO Box 47387 Olympia, WA 98504-47387	Federal Transit Administration Office of Civil Rights Attn: Title VI Program 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 Avenue, NW Washington, D.C. 20530
Record of Title VI or other Civil Rights Investigations, Complaints or Lawsuits		

As of August 2023, Ellensburg Central Transit has no active lawsuits, investigations, or complaints alleging discrimination based on race, color, or national origin with respect to service or other transit benefits.

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

The City of Ellensburg maintains an Active Log for all Civil Rights Complaints with internal software, and a copy of the current log is available upon request by submitting a public records request via letter or email to the Public Records Officer. To date, there have been no Title VI complaints, investigations, or lawsuits regarding Ellensburg Central Transit. (See Attachment 2 on Page 20)

LIMITED ENGLISH PROFICIENCY (LEP) PLAN

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, Central Transit is committed to breaking down language barriers by using consistency standards of language within its service area.

Central Transit public transit schedules and maps are available in print and online forms and are accessible in English and Spanish.

The Central Transit ADA Paratransit service brochures are provided in English, Spanish and Braille upon request.

Central Transit rider comment/surveys are also available in English and Spanish in paper form and electronically through a QR code.

Title VI notices and Grievance Procedure under the Americans with Disabilities Act are posted in both English and Spanish at www.centraltransit.org.

The City does outreach within the vicinity of transportation projects to assess potential impacts to residents and assess needs for additional language accommodations. Outreach is performed door to door, with bilingual mailings, and sometimes with phone calls. Transportation projects with potential impacts are posted in the newspaper and on the City's website (which has a language translator service).

Social media platforms are also utilized to widen the reach of the public messaging beyond the immediate neighborhoods.

In person and virtual meetings are tools used by the City to ensure the public has the opportunity voice their opinions. Other options include posted signs for events and

advertisements online through the local newspaper, multiple social media outlets and with the BeHeardEburg website, which has a language translator service.

www.beheardeburg.com

Management will continue to identify LEP persons in the service area by: informal surveys of the drivers, customer service and dispatch, by passenger comments/complaints, and by the latest statistics. We will also continue to update transit information into Spanish.

The table on page 13 shows the languages spoken at home for the population 5 years and older. (2020 – 2021)

Factor No. 1: The proportion of LEP persons in the service area.

The Central Transit service area consists of the City Limits of Ellensburg. Passengers riding the bus or accessing paratransit services are mostly English speaking.

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

Contact with Central Transit is made through phone, email, written communication, survey cards and in person. Through our contractor HopeSource we service LEP persons daily via fixed route, paratransit and our 24-7 cabulance service. Bus operators have the most interaction with LEP passengers. At times, dispatch may have interaction with LEP callers. Bus operators and dispatchers speak English and do not translate into other languages. The HopeSource transportation staff report an average of zero calls per month which require translations and are trained to use Google Translate.

Factor No. 3: The nature and importance of service provided by Central Transit.

Central Transit's fixed route service provides accessible fare free public transit services 7 days a week within the city limits of Ellensburg. The routes are designed to provide reliable transit services to low income, minority, seniors, youth and the general population. Central Transit is vital to the community as it reduces traffic congestion and parking shortages, tailpipe emissions and stimulates the economy by connecting passengers to local business, education, employment, essential services as well as to other connecting modes of transportation throughout the state.

ADA Paratransit services provide accessible demand response shared ride transportation service for eligible residents of Ellensburg who are unable to access Central Transit's fixed route system due to a disability. The impacts of this service are immeasurable as it provides passengers with dignity, self-reliance and independence.

The positive impacts and importance of public transportation in Central Transit's service area is also reported in the 2022 QUADCO Human Services Transportation Plan.

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

Central Transit public transit schedules and maps are available in print and online forms and are accessible in English and Spanish.

The Central Transit paratransit service brochures are provided in English, Spanish and Braille upon request.

Central Transit rider comment/surveys are also available in English and Spanish in paper form and electronically through a QR code.

Title VI notices and Grievance Procedure under the Americans with Disabilities Act are posted in both English and Spanish at www.centraltransit.org.

Our contractor, HopeSource, trains staff and bus operators to use the following:

- Google Translate.
- Referral to bilingual staff who are fluent in Spanish and English.
- Spanish brochures and maps.

FIXED ROUTE SERVICE STANDARDS

Central Transit fixed route service routes were designed to service low income, minority, senior and student housing. It was also designed to support educational institutes, local businesses, shopping, medical facilities, food banks and social services. Central Transit operates 5 routes daily from 6:55 am to 8:15 pm. and are fare free.

Central Transit uses a live dash board to ensure its fixed route service is running with the goal of 95% on time service. We use additional technology modules to monitor each route and the buses on time performance, access historical data, actual times vs scheduled times, suggested runs times and provide real time and scheduled service alerts. Our interactive website allows passengers to schedule their trips and find the best route for their needs. Riders waiting for the bus can also text or talk the bus stop number to the number on the bus stop sign to get real time bus arrival predictions.

Riders are encouraged to download the TRANSIT app to see where their bus is, when it will arrive, find the fastest routes and get easy to follow step-by-step directions to the nearest bus stop.

The City's Public Transit Advisory Committee has a subcommittee with the goal of researching unmet needs of transportation disadvantaged and environmental burden populations.

Central Transit currently has 72 bus stops with 16 bus shelters with additional bus shelters planned for 2024. Each bus shelter is ADA accessible, has solar lighting, seating, waste receptacles, route signage, and bus stop schedules and information. The information also includes connecting services to other modes of transportation throughout the state.

PUBLIC PARTICIPATION PLAN GOALS AND OBJECTIVES

The ultimate goal of the Public Participation Plan (PPP) is to offer opportunities for the engagement of all citizens of Ellensburg to participate in the development of short and long term plans. In support of this goal, our objectives are:

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

Central Transit values the viewpoints of our riders, community members, Public Transit Advisory Committee and City Council members.

The City's Diversity, Equity and Inclusion (DEI) Commission was established through a public process in 2021. The DEI Commission is responsible for advising the City Council on diversity, equity and inclusion matters with the mission to support Ellensburg in celebrating a diverse, equitable, and inclusive community that welcomes and is

supportive to all residents and visitors because doing so enriches each individual's life and the community's wellbeing and vitality. The DEI Commission plays a role in the transportation chapter of the City's Comprehensive Plan, which includes policies related to providing a variety of transportation networks that is available for all community members.

The City updates its six-year Transportation Improvement Plan (TIP) annually. This plan is reviewed by City Council every June and is adopted through a public hearing at a Council meeting. A draft TIP is provided for public review in advance of the meeting and a public comment period is provided during the hearing.

Central Transit updates its Transit Development Plan (TDP) annually along with the previous year's Annual Report. The TDP and Annual Report is reviewed by The Public Transit Advisory Board each year in July and is then adopted through a public hearing with the Ellensburg City Council.

Central Transit and the 4 County Community Transportation team came together on April 6, 2022 in Ellensburg to ask the community to help identify needs, issues and solutions for Ellensburg's public transportation system. The meeting also allowed the public to voice their concerns on issues like accessibility and safety.



IDENTIFICATION OF STAKEHOLDERS

Ellensburg stakeholders are those who are either directly or indirectly affected by a plan, or the recommendations of that plan. Those who may be adversely affected, or who may be denied the benefits of a plan’s recommendation(s) are of particular interest in the identification of specific stakeholders. Stakeholders are broken down into several groups: general citizens, minorities, low income persons, public agencies, private organizations and businesses.

POPULATION

The 2022 U.S. Census Bureau estimated population for the City of Ellensburg was 19,331

Total Population	19,331
White	80.8%
Black or African American	2.1%
Native American	0.5%
Native Hawaiian or Pacific Islander	0.8%
Two or More Races	7.5%
Hispanic or Latino	10%
Asian alone	2.2%
White alone, not Hispanic or Latino	78.1%

LANGUAGE

English	91.44%
Spanish	5.71%
Other	2.85%

The 2021 StatisticalAtlas.com table shows the languages spoken at home for the population 5 years and older. 2020 – 2021

Label	Estimate	Margin of Error
Total	18,379	+160
Speak only English	16,805	+354
Spanish:	1,049	+204
Speak English “very well”	771	+162

Speak English less than “very well”	278	+278
Other Indo-European languages:	89	+72
Speak English “very well”	73	+72
Speak English less than “very well”	13	+15
Asian and Pacific Island languages	274	+122
Speak English “very well”	222	+98
Speak English less than “very well”	52	+39
Other languages:	162	+168
Speak English “very well”	73	+92
Speak English less than “very well”	89	+137

LOW INCOME

The 2021 StatisticalAtlas.com table shows low income population by race. 2020 – 2021

Name	Total	In Poverty	Poverty Rate
White	13,232	2,940	22.22%
Hispanic	1,702	386	22.68%
Multiple	1,312	324	24.7%
Black	357	151	42.3%
Asian	365	58	15.89%
Native	94	32	34.04%
Islander	122	5	4.1%
Other	920	172	18.7%

EDUCATION

The following is the 2021-2022 demographics data for the Ellensburg School District from the Office of Superintendent of Public Instruction website.

2021-2022		
Total Students	3,286	
Ethnicity		
White	2,294	69.8%
Hispanic	739	22.5%
Native Hawaiian / Other Pacific Islander	3	0.1%
Asian	59	1.8%

American Indian or Alaska Native	23	0.7%
Black or African American	36	1.1%
Two or More Races	132	4.1%

Central Washington University (CWU) is located in Ellensburg. CWU students historically represent approximately one half of the population of Ellensburg.

From the start of the Academic Year 2022-2023 reports the enrollment at the Ellensburg CWU Campus at 7,259 with additional students at branch campuses across the State.

The following is the academic demographic data is based on the Integrated Postsecondary Education Data System Survey for Ethnicity/Race categories.

African American/Black	4%
Alaskan/Native American	1%
Asian	4%
European/Middle Eastern/Caucasian	58%
Hawaiian/Pacific Islander	1%
Latino/Hispanic	20%
Multiracial	8%
Non-Resident Alien	2%
Not Reported	2%

Gender

Male	50.17%
Female	49.51%
Transgender	0.07%
Unknown	0.25%

MEMBERSHIP OF NON-ELECTED COMMITTEE

The City of Ellensburg has a Public Transit Advisory Committee (PTAC) consisting of seven members who are appointed by the mayor and approved by a majority of the city council. The purpose of the committee is to help oversee public transit services in the city, including the quality of services, providing direction for public information and education, developing and making recommendations on system improvements and funding, and reporting to the City Council of those and other elements as directed. PTAC works closely with the Transit Manager.

Members of the Public Transit Advisory Committee bring a broad range of experience to the committee. Examples of backgrounds include university students, seniors, persons with disabilities, minority, professionals, educators, retirees, low income, public transit riders, employees of Washington Disability Resources and much more.

Current Public Transit Advisory Committee Members

David Miller – Board Chair	White
Jim Hurson – Board Vice Chair	White
Joseph Bryant – CWU Appointed Board Member	White
Charles Johnson – ASCWU Appointed Board Member	Other
Amy Spitznas – Board Member	White
Christopher King – Board Member	White

When there is a Public Transit Advisory Committee member opening, a notice is placed on the City of Ellensburg’s website as well as the Central Transit website. We also post the notice on our social media platforms. In 2021 and 2022, we handed out notices to passengers riding the bus. The notice had a QR code which took them directly to the City’s Boards and Commission Application.



Central Transit has a new look, is on the move and needs you!

The City of Ellensburg's Public Transit Advisory Committee has an opening. We are looking for volunteer applicants to assist in the oversight of public transit services including its quality, improvements, funding and reporting.

Applications are available at <https://ci.ellensburg.wa.us/79/boards-commissions> or use the QR Code below.




City of Ellensburg's Central Transit Management Team

Heidi Behrends Cerniwey	White	City Manager and Title VI Administrator
Ryan Lyyski	White	Director of Public Works & Utilities
Betsy Dunbar	White	Transit Manager
Lisa Young	Two or More	HR Director, Title VI Coordinator

ATTACHMENT 1: TITLE VI COMPLAINT FORM



Title VI Complaint Form

Title VI of the Civil Rights Act of 1964 requires the City of Ellensburg to ensure protection from discrimination on the basis of race, color and national origin. This form may be used by anyone who believes he or she has experienced discrimination. To register your Title VI complaint, please complete the form below.

SECTION I
Name:
Address:
Telephone Numbers Home: Cell:
Email:

SECTION II
Are you filing this complaint on your own behalf? YES NO If you answered YES, go to Section III on the next page. If you answered NO, please indicate the name and relationship of the person for whom you are filing this complaint.
Please explain below why you have filed for a third party.
Please confirm you have obtained permission from the aggrieved party to submit this complaint. <input type="checkbox"/> YES, I have permission to file this claim. <input type="checkbox"/> NO, I don't have permission to file claim.



SECTION III

I believe the discrimination I experienced was based on (select all that apply):

- | | |
|--|---|
| <input type="checkbox"/> Race/Color | <input type="checkbox"/> National Origin |
| <input type="checkbox"/> Creed/Religion | <input type="checkbox"/> Disability |
| <input type="checkbox"/> Sex | <input type="checkbox"/> Sexual Orientation |
| <input type="checkbox"/> Marital Status | <input type="checkbox"/> Age |
| <input type="checkbox"/> Vietnam era veteran | <input type="checkbox"/> Disabled veteran |
| <input type="checkbox"/> Retaliation | |

Date of alleged discrimination (month, day, year):

Explain what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known), as well as names and contact information of any witnesses. You may attach any written materials or other information relevant to your complaint. (Attach additional sheets if needed.)

Witnesses or other involved – provide name, address, telephone number(s) and e-mail (if available). (Attach additional sheets if needed.)

ATTACHMENT 3: ADA PARATRANSIT ENGLISH BROCHURE

"I am so grateful for Central Transit's Paratransit service which allows me to be more independent."



Central Transit's ADA Paratransit service is a great way for residents of Ellensburg with physical or mental disabilities, temporary injuries or illness to access accessible door to door shared ride transportation services within the City of Ellensburg.

Enjoy shopping, social outings, as well as rides to appointments and other essential services.

Central Transit's ADA Paratransit is a fare free service.



City of Ellensburg
501 N. Anderson St.
Ellensburg, WA 98926
(509) 925-8680

www.centraltransit.org

Follow us on Facebook at:
<https://www.facebook.com/centraltransit>

Another reliable City of Ellensburg service.



ADA Paratransit Service



Central Transit's ADA Paratransit Service provides safe, accessible door to door transportation for those who qualify.

WHAT IS ADA PARATRANSIT?

In compliance with the Americans with Disabilities Act (ADA), Central Transit provides accessible transportation services for individuals who, because of a disability, are unable to travel on the Central Transit fixed route public transit service.

The Paratransit service is designed to provide persons with disabilities equal access to public transportation. The service offers accessible door to door shared ride transportation services within a 3/4 mile radius surrounding the Central Transit fixed route bus service in Ellensburg.

Residents must complete and submit an application online at www.adaride.com or call (877) 232-7433.

You may also call HopeSource at (509) 933-2287 or visit them in person at 700 E. Mountain View, #501 in Ellensburg.

All paratransit vehicles are lift equipped for persons using a mobility device or who are unable to use the stairs to enter or exit the bus.

Professionally trained drivers will assist you from door to door.

Service animals are welcome.

HOW DO I QUALIFY?

Eligibility Requirements for ADA Paratransit Riders:

Residents must complete and submit an application, which includes a medical professionals review and signature, online at www.adaride.com or call (877) 232-7433. You may also call HopeSource at (509) 933-2287 or visit them in person at 700 E. Mountain View, #501 in Ellensburg.

Eligibility decisions may take up to 21 days.

Personal Care Attendants (PCA's) and ADA Paratransit rider's guests pay no fare.

A PCA has a reserved seat, and guest seating is reserved based on available seating.

Any ADA Paratransit eligible rider from another area may utilize the service for 21 days within a one-year period. You will need to present your ADA eligibility from your local transit agency for verification prior to riding.

HOW DO I SCHEDULE A RIDE?

Scheduling a Ride:

An ADA Paratransit ride must be scheduled at least one day in advance. Schedule a ride by calling HopeSource Mon-Fri 8 AM to 4 PM (509) 933-2287 or schedule your ride in person by visiting 700 E. Mountain View, #501 in Ellensburg.

Pick up Information:

Pick up times may be negotiated no more than one hour before or after the rider's requested time.

The vehicle will arrive within +/- 15 minutes of the requested pick up time. Riders must be ready when the driver arrives. The driver will wait 5 minutes before leaving and you will be given a no show.

Scheduling a Future Ride:

Future rides may be scheduled no more than 14 days in advance.

No priority is given based on where or when the rider travels.

There is no service on New Year's Day, President's Day, Memorial Day, 4th of July, Thanksgiving and Christmas Day.

Visit us at centraltransit.org for more information about ADA Paratransit service.

ATTACHMENT 4 – ADA PARATRANSIT SPANISH BROCHURE

"Estoy muy agradecido por el servicio paratransit de Central Transit, que me permite ser más independiente."



El servicio ADA Paratransit de Central Transit es una oportunidad excelente para los residentes de Ellensburg con discapacidades físicas o mentales, o lesiones temporales para usar servicios de transporte accesible dentro de la ciudad de Ellensburg.

Disfrute de compras, salidas sociales, así como viajes a citas y otros servicios esenciales.

ADA Paratransit de Central Transit es un servicio gratuito de tarifa.



Ciudad de Ellensburg
501 N. Anderson St.
Ellensburg, WA 98926
(509) 925-8680

www.centraltransit.org

Síguenos en Facebook en:
<https://www.facebook.com/centraltransit>

Otro servicio confiable de la ciudad de Ellensburg.



Servicio de Paratransit ADA



El Servicio de Paratransit ADA de Central Transit provea transporte seguro puerta a puerta para los que califican.

¿QUÉ ES ADA PARATRANSIT?

En cumplimiento con la Ley de Estadounidenses con Discapacidades (ADA, por sus inglés), Central Transit proporciona servicios de transporte accesible para las personas que, debido a su discapacidad, no pueden viajar en el servicio de transporte público de ruta fija de Tránsito Central.

El servicio Paratransit está diseñado para proporcionar a las personas con discapacidad acceso igualitario al transporte público. El servicio ofrece servicios de transporte compartido puerta a puerta accesibles dentro de un radio de 3/4 millas que rodea el servicio de autobús de ruta fija De Tránsito Central en Ellensburg.

Los residentes deben completar y presentar una solicitud en línea al www.adaride.com o llamar al (877) 232-7433.

También puede llamar a HopeSource al (509) 933-2287 o visitarnos en persona en 700 E. Mountain View, #501 en Ellensburg.

Todos los vehículos paratransit están equipados con ascensores para personas que utilizan dispositivos de movilidad o que no pueden utilizar las escaleras para entrar o salir del autobús.

Nuestros conductores capacitados profesionalmente le ayudarán de puerta en puerta.

¿COMO CALIFICAR?

Requisitos de elegibilidad para pasajeros de ADA:

Los residentes deben completar y presentar una solicitud, que incluye una revisión y firma de un profesional médico, en línea al www.adaride.com o llame al (877) 232-7433. También puede llamar a HopeSource al (509) 933-2287 o visitarnos en persona en 700 E. Mountain View, #501 en Ellensburg.

Decisiones de elegibilidad puede tomar hasta 21 días.

Los asistentes de cuidado personal (PCA) y los huéspedes del usuario de ADA Paratransit no pagan ninguna tarifa.

Un PCA tiene un asiento reservado y los asientos de los huéspedes se reservan en función de los asientos disponibles.

Cualquier pasajero elegible para ADA Paratransit de otra área puede utilizar el servicio durante 21 días dentro de un periodo de un año. Usted tendrá que presentar su elegibilidad de ADA de su agencia de tránsito local para la verificación antes de montar.

Animales de servicio bienvenidos.

¿CÓMO PROGRAMAR UN VIAJE?

Programación de un viaje:

Un viaje ADA Paratransit debe ser programado con al menos un día de anticipación.

Programa un viaje al llamar a HopeSource de lunes a viernes de 8 AM a 4 PM al (509) 933-2287 o programe su viaje en persona en 700 E. Mountain View, #501 en Ellensburg.

Información de recogida:

Los horarios de recogida no se pueden negociar más de una hora antes o después de la hora solicitada del pasajeros.

El vehículo llegará dentro de +/-15 minutos de la hora de recogida solicitada. Los pasajeros deben estar listos cuando llegue el conductor. El conductor sólo esperará 5 minutos antes de salir y se le dará un no show.

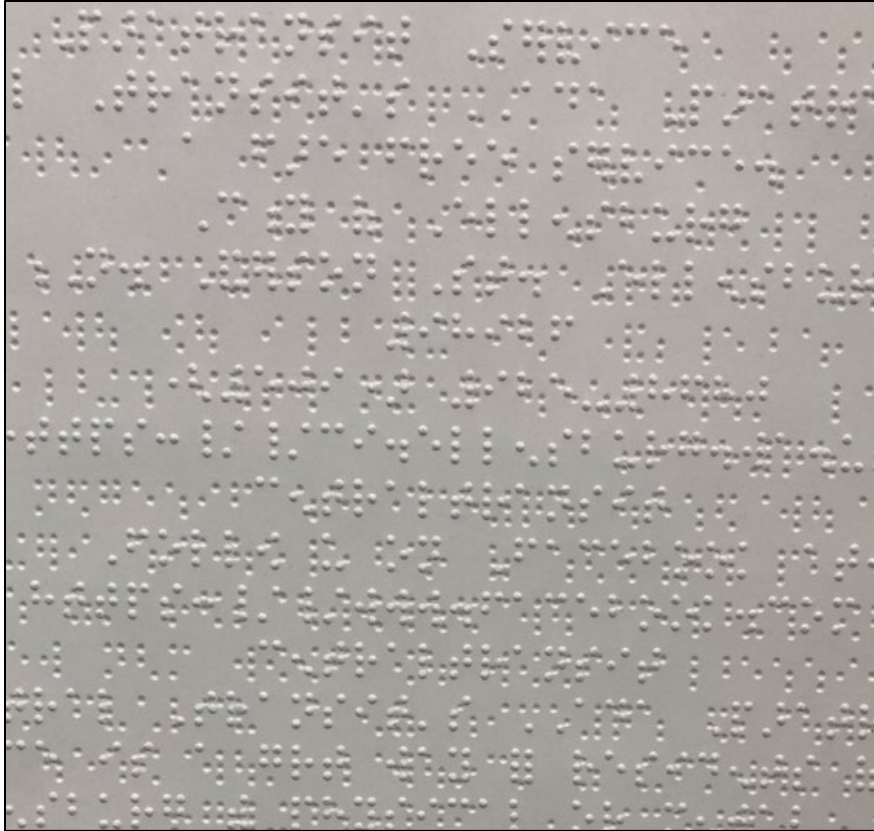
Programación de un viaje futuro:

Los viajes futuros pueden programarse con no más de 14 días de antelación. No se da prioridad en función de dónde o cuándo viaja el pasajeros.

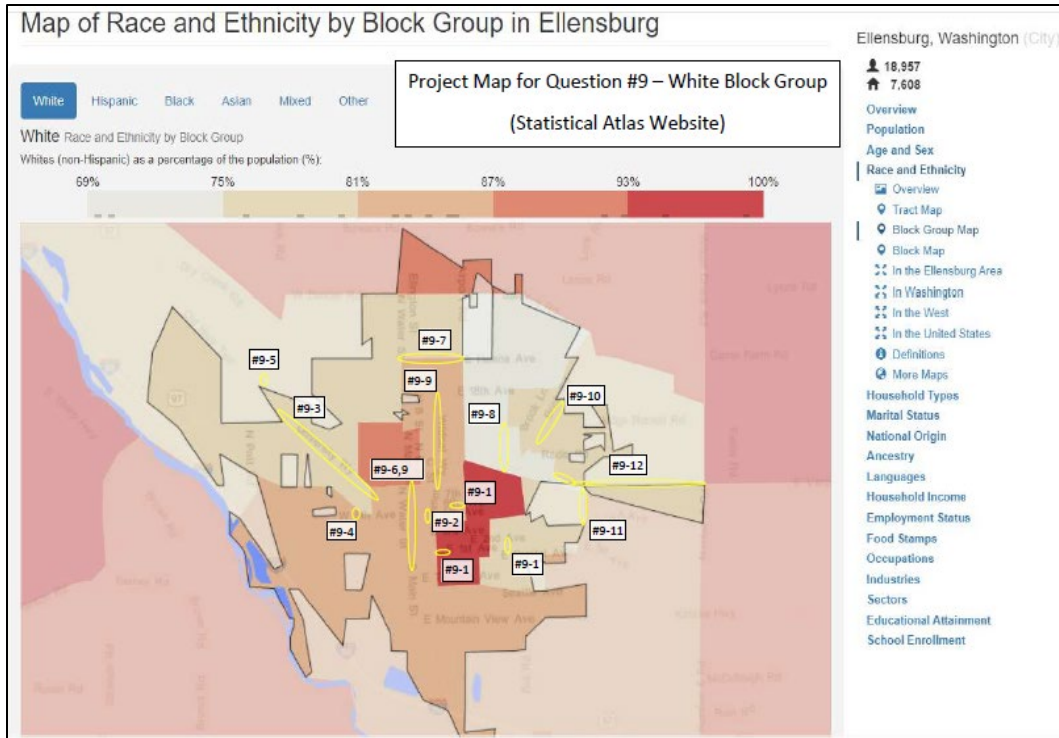
No hay servicio el día de Año Nuevo, el día del Presidentes, el día del los caídos, el 4 de julio, el día de Accion de Gracias y el día de Navidad.

Visite centraltransit.org para obtener más información sobre los servicios de ADA Paratransit.

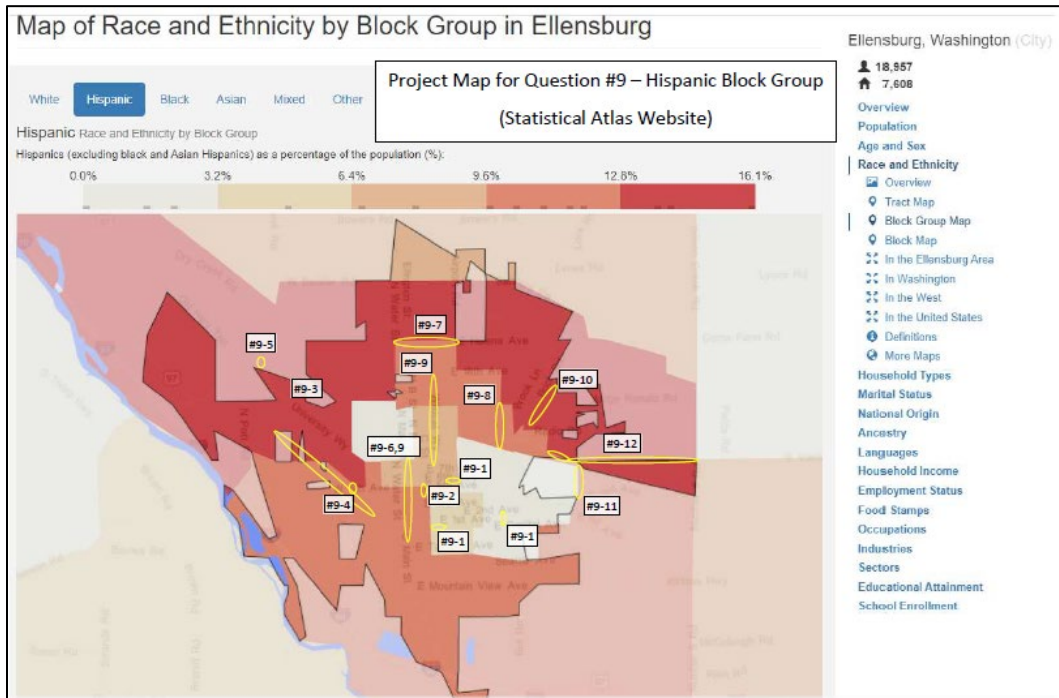
ATTACHMENT 5 – ADA PARATRANSIT BRAILLE BROCHURE (Partial Example)



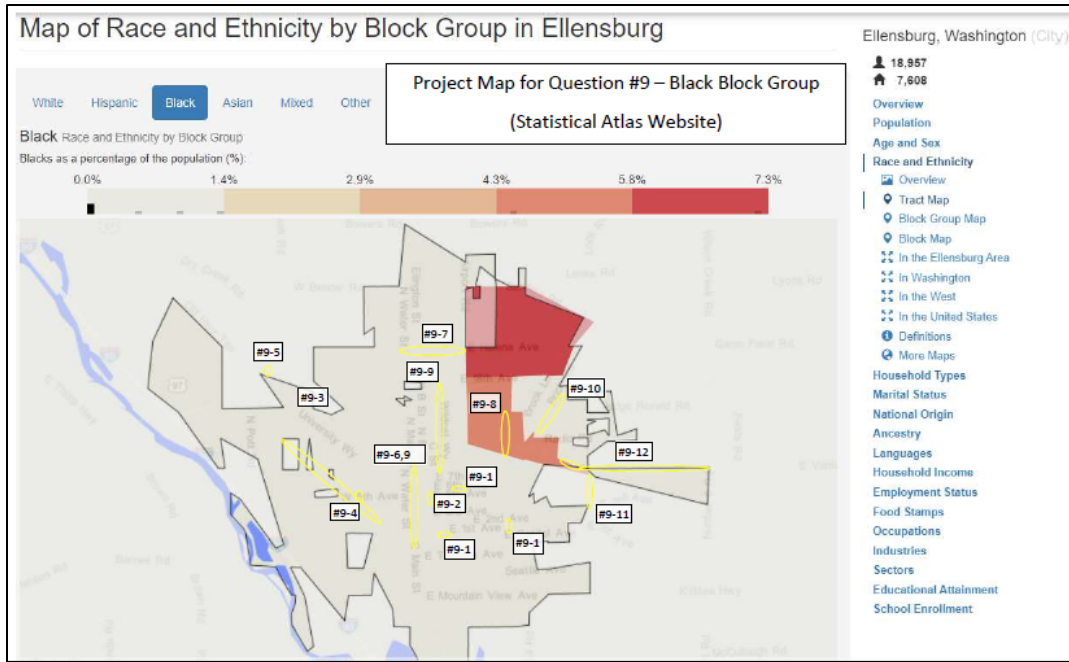
ATTACHMENT 6 – RACE AND ETHNICITY MAP 1 - White



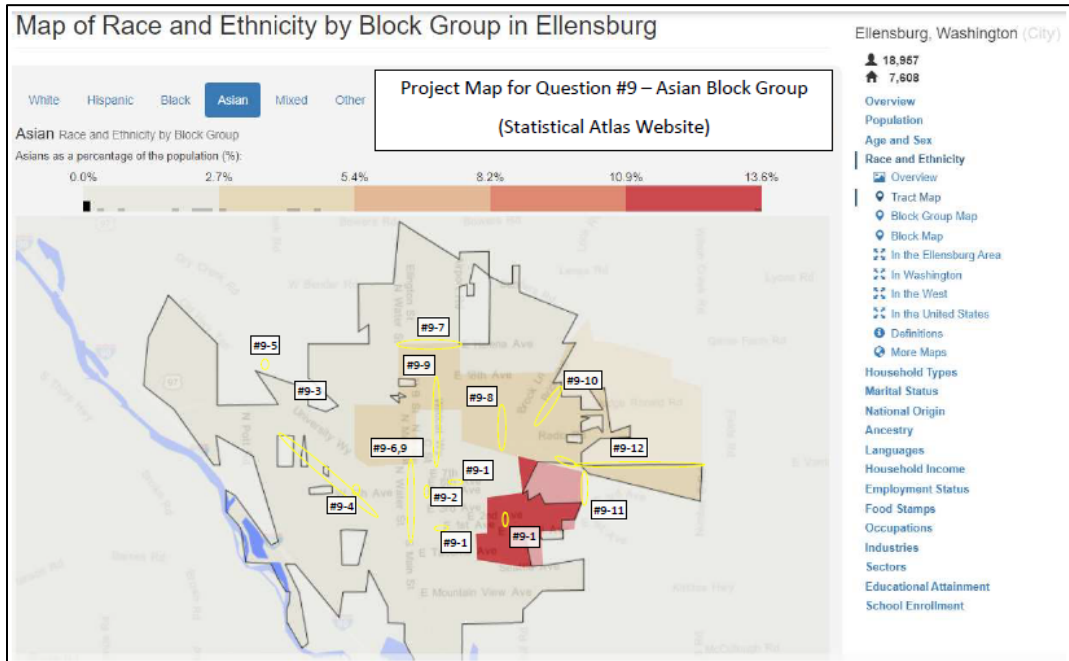
ATTACHMENT 7 – RACE AND ETHNICITY MAP 2 - Hispanic



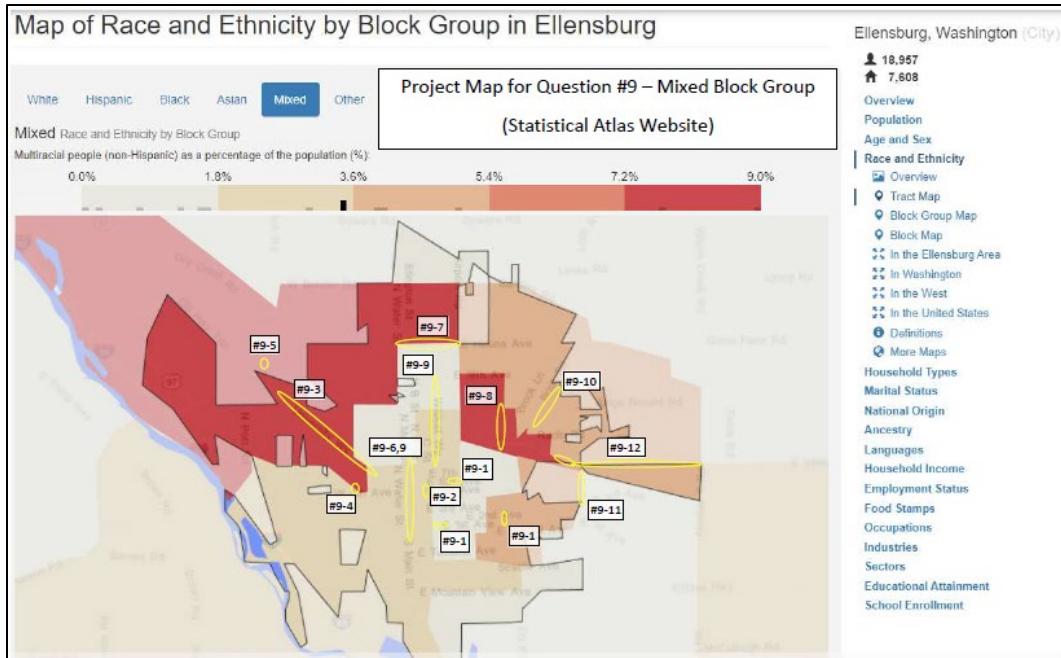
ATTACHMENT 8 – RACE AND ETHNICITY MAP 3 - Black



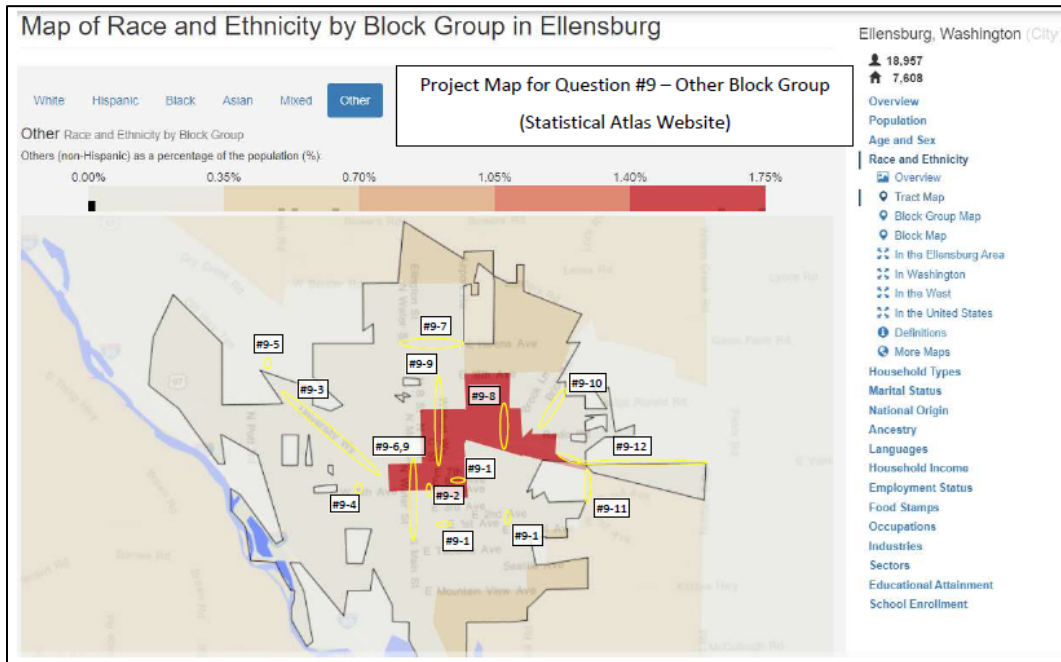
ATTACHMENT 9 – RACE AND ETHNICITY MAP 4 - Asian



ATTACHMENT 10 – RACE AND ETHNICITY MAP 4 - Mixed



ATTACHMENT 11 – RACE AND ETHNICITY MAP 5 - Other



ATTACHMENT 12 – GUIDELINES FOR PUBLIC PARTICIPATION

GUIDELINES FOR PUBLIC PARTICIPATION

AUDIENCE COMMENTS:

PURPOSE

- * Allow the public to address the City Council on subjects that are not scheduled for Public Hearing at this particular meeting. Comments must concern the City's business or a matter over which Council has control.

PROCEDURE FOR PARTICIPATION

- * When recognized, approach the microphone provided on the right side of the room.
- * Please state your name, address, and whether you are representing only yourself or others.
- * Each speaker's comments are to be limited to **3 MINUTES**.
- * Submit written comments to the City Clerk.
- * Speakers are cautioned not to make comments of a personal, impertinent or derogatory nature.

Please note: City Council Rules provide that no action will be taken by the Council at the meeting at which a subject is first introduced during the citizen comment period. You may wish to concisely state your concern and request placement of the matter on a future agenda.

PUBLIC HEARINGS:

PURPOSE

- * Allow the public to provide input/testimony to the City Council on a particular subject scheduled for Public Hearing.
- * Council will consider all testimony, respond to any questions and take action after the public hearing is closed.

PROCEDURE FOR PARTICIPATION

- * When recognized, approach the microphone provided on the right side of the room.
- * Please state your name, address, and whether you are representing only yourself or others.
- * Please limit your comments to **5 MINUTES**.
- * Submit written comments to the City Clerk.

CONSENT AGENDA: Members of the audience may request items be removed from the consent agenda by asking for recognition and making the request during Agenda Approval. Items will not be removed from the consent agenda unless your request is confirmed by a councilmember.

AGENDA ITEMS: If you wish to have an item placed on a Council agenda, a written request should be delivered to the City Manager's Office prior to noon on the Monday preceding the Council meeting. Assistance will be provided in preparing a request if you wish to contact the City Clerk at 925-8614.

AMERICANS WITH DISABILITIES ACT

The City of Ellensburg strives to make our services, programs, and activities readily accessible and usable by individuals with disabilities. Reasonable accommodations will be made upon request. Please furnish the ADA Coordinator with your request in sufficient time for the City to provide a reasonable recommendation. A Request for Accommodation form may be obtained on the first floor of City Hall or by calling 962-7222.

ATTACHMENT 13 – ADA REQUEST FOR ACCOMMODATIONS



ADA REQUEST FOR ACCOMMODATIONS

Today's Date:	Requestor's Name:	Phone Number:
Address:		

Individuals with disabilities who wish to participate in the City of Ellensburg's programs, services, or activities, and who require accommodations are invited to present their requests for accommodation by completing this form and returning to the following:

City of Ellensburg
Human Resources Department -ADA Coordinator
501 N. Anderson Street
Ellensburg, WA 98926

OR

Call the ADA Coordinator at (509) 962-7222, preferably 72 hours in advance of the event or activity.

ACCOMMODATION REQUESTED: Please describe your request for accommodation and possible solutions. *(Please attach additional pages, if needed.)*

DURATION OF NEED: Is this accommodation needed for a specific event/activity *(such as a meeting, training, or interview)?*

Signature

Date

ENGLISH



HEARING ASSIST DEVICES ARE
AVAILABLE FOR COUNCIL MEETINGS
PLEASE ASK THE CITY CLERK OR
ADMINISTRATIVE ASSISTANT FOR
HELP WITH THEM

SPANISH



LOS DISPOSITIVOS DE LA AYUDA EL OÍR
ESTÁN DISPONIBLES PARA LAS
SESIONES DEL CONSEJO
POR FAVOR PIDA EL VENDEDOR DE LA
CIUDAD O A AYUDANTE
ADMINISTRATIVA AYUDA CON ELLOS

ATTACHMENT 14 – ENGLISH GRIEVANCE PROCEDURE



Grievance Procedure under The Americans with Disabilities Act

This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act of 1990 ("ADA"). It may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability in the provision of services, activities, programs, or benefits by the **City of Ellensburg**. The City of Ellensburg's Personnel Policy governs employment-related complaints of disability discrimination.

The complaint should be in writing and contain information about the alleged discrimination such as name, address, phone number of complainant and location, date, and description of the problem. Alternative means of filing complaints, such as personal interviews or a tape recording of the complaint, will be made available for persons with disabilities upon request.

The complaint should be submitted by the grievant and/or his/her designee as soon as possible but no later than thirty (30) calendar days after the alleged violation to:

City of Ellensburg
Human Resources Director
501 N. Anderson Street
Ellensburg, WA 98926
509-962-7222
With a copy to the City Clerk at the same address.

Within thirty (30) calendar days after receipt of the complaint, a City of Ellensburg designee will meet with the complainant to discuss the complaint and the possible resolutions. Within fifteen (15) calendar days of the meeting, the City of Ellensburg will respond in writing, and where appropriate, in a format accessible to the complainant, such as large print, Braille, or audio tape. The response will explain the position of City of Ellensburg and offer options for substantive resolution of the complaint.

If the response by the City of Ellensburg staff does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision within fifteen (15) calendar days after receipt of the response to the City of Ellensburg's City Manager or his/her designee.

Within thirty (30) calendar days after receipt of the appeal, the City Manager or his/her designee will meet with the complainant to discuss the complaint and possible resolutions. Within fifteen (15) calendar days after the meeting, the City Manager or his/her designee will respond in writing, and, where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.

All written complaints received by the Human Resources Director or his/her designee or appeals to the City Manager or his/her designee and responses from these two offices will be permanently stored by the City of Ellensburg.

ATTACHMENT 15 - SPANISH GRIEVANCE PROEDURE



Municipalidad de Ellensburg Procedimiento de quejas según la Ley de Estadounidenses con Incapacidades

El procedimiento de quejas se estableció para cumplir con los requisitos de la Ley de Estadounidenses con Incapacidades de 1990 ("ADA"). Puede ser usado por cualquier persona que desee presentar una queja alegando discriminación por incapacidad en la prestación de servicios, actividades, programas o beneficios de la **Municipalidad de Ellensburg**. Las políticas del personal de la Municipalidad de Ellensburg rigen las quejas sobre discriminación por incapacidad relacionadas con el trabajo.

La queja debe hacerse por escrito y debe contener información acerca de la supuesta discriminación, como por ejemplo el nombre, dirección, número de teléfono del reclamante, y la ubicación, fecha y descripción del problema. Si lo solicitan, las personas con incapacidades tendrán disponibles métodos alternativos para presentar quejas, como por ejemplo, entrevistas personales o una grabación de la queja.

La queja debe ser presentada por el reclamante y/o la persona que este designe, lo antes posible, pero no más de 30 días calendario luego de que haya ocurrido la supuesta violación a:

City of Ellensburg
Director de Recursos Humanos
501 N. Anderson Street
Ellensburg, WA 98926
509-962-7222

Con copia al Administrador de la Municipalidad a la misma dirección.

En un plazo de 30 días calendario a partir del momento en que se haya recibido la queja, una persona designada por la Municipalidad de Ellensburg se reunirá con el reclamante para discutir la queja y las posibles resoluciones. En un plazo de 15 días calendario a partir de que se realice la reunión, la Municipalidad de Ellensburg responderá, por escrito, y cuando corresponda, en un formato accesible para el reclamante, como por ejemplo en letra grande, braille o en una cinta de audio. La respuesta explicará la posición de la Municipalidad de Ellensburg y ofrecerá opciones para obtener una resolución adecuada de la queja.

Si la respuesta por parte del personal de la Municipalidad de Ellensburg no resuelve satisfactoriamente la cuestión, el reclamante y/o la persona que este designe pueden apelar la decisión en un plazo de 15 días calendario a partir del momento en que se haya recibido la respuesta al Administrador de la Ciudad de la Municipalidad de Ellensburg o la persona que este designe.

En un plazo de 30 días calendario a partir de la recepción de la apelación, el Administrador de la Ciudad o la persona que este designe se reunirán con el reclamante para analizar la queja y las posibles resoluciones. En un plazo de 15 días calendario desde la fecha de la reunión, el Administrador de la Ciudad o la persona que este designe responderán por escrito y cuando corresponda, en un formato accesible para el reclamante, con una resolución definitiva de la queja.

Todas las quejas escritas recibidas por el Director de Recursos Humanos o por la persona que este designe, o las apelaciones al Administrador de la Ciudad o a la persona que este designe, y las respuestas de estas dos oficinas serán almacenadas de forma permanente por la Municipalidad de Ellensburg.

ATTACHMENT 16 – ENGLISH ADA NOTICE



NOTICE UNDER THE AMERICANS WITH DISABILITIES ACT

In accordance with the requirements of Title II of the Americans with Disabilities Act of 1990 ("ADA"), the City of Ellensburg will not discriminate against qualified individuals with disabilities on the basis of disability in its services, programs, or activities.

Employment: The City does not discriminate on the basis of disability in its hiring or employment practices and complies with all regulations promulgated by the U.S. Equal Employment Opportunity Commission under Title I of the ADA.

Effective Communication: The City will generally, upon request, provide appropriate aids and services leading to effective communication for qualified persons with disabilities so they can participate equally in the City's programs, services, and activities, including qualified sign language interpreters, documents in Braille, and other ways of making information and communications accessible to people who have speech, hearing, or vision impairments.

Modifications to Policies and Procedures: The City will make all reasonable modifications to policies and programs to ensure that people with disabilities have an equal opportunity to enjoy all of its programs, services, and activities. For example, individuals with service animals are welcomed in **The City of Ellensburg** offices, even where pets are generally prohibited.

Anyone who requires an auxiliary aid or service for effective communication, or a modification of policies or procedures to participate in a program, service, or activity of the City should contact the office of:

City of Ellensburg

Human Resources Director
501 N. Anderson Street
Ellensburg, WA 98926
509-962-7222

with a copy to the City Clerk at the same address as soon as possible but no later than five (5) working days before the scheduled event.

The ADA does not require the City to take any action that would fundamentally alter the nature of its programs or services, or impose an undue financial or administrative burden.

Send complaints that a program, service, or activity of the City of Ellensburg is not accessible to persons with disabilities to the **Human Resources Director** in writing or accessible format within thirty (30) days of the alleged violation.

The City of Ellensburg will not place a surcharge on a particular individual with a disability or any group of individuals with disabilities to cover the cost of providing auxiliary aids/services or reasonable modifications of policy, such as retrieving items from locations that are open to the public but are not accessible to persons who use wheelchairs.



AVISO CONFORME A LA LEY DE ESTADOUNIDENSES CON INCAPACIDADES

De acuerdo con los requisitos del Título II de la Ley de Estadounidenses con Incapacidades de 1990 ("ADA"), la Municipalidad de Ellensburg no discriminará en sus servicios, programas o actividades, a las personas con incapacidades que reúnen los requisitos para participar en ellos basándose en su incapacidad.

Empleo: La Municipalidad no discrimina en sus prácticas de contratación o empleo basándose en incapacidades y cumple con todas las reglamentaciones promulgadas por la Comisión de Igualdad de Oportunidades de Empleo de los EE.UU. de acuerdo con el Título I de la ADA.

Comunicación eficaz: Por lo general, a solicitud, la Municipalidad proporcionará ayuda y servicios adecuados que permitan una comunicación eficaz para las personas con incapacidades que califican para que puedan participar de la misma manera en los programas, servicios y actividades de la **Municipalidad**, lo que incluye intérpretes de lenguaje de señas capacitados, documentos en braille y otras formas en que la información y las comunicaciones resulten accesibles para las personas con dificultades en el lenguaje, auditivas o de visión.

Modificaciones a las políticas y procedimientos: La Municipalidad hará todas las modificaciones razonables a las políticas y programas para asegurar que las personas con incapacidades tengan la misma posibilidad que los demás de utilizar todos sus programas, servicios y actividades. Por ejemplo, en las oficinas de la **Municipalidad de Ellensburg** las personas con animales de servicio son bienvenidas, incluso cuando, en general, las mascotas están prohibidas.

Cualquier persona que necesite una ayuda o servicio auxiliar para lograr una comunicación eficaz, o una modificación de las políticas o procedimientos para participar en un programa, servicio o actividad de la **Municipalidad** debe ponerse en contacto con la oficina de:

City of Ellensburg

Director de Recursos Humanos
501 N. Anderson Street
Ellensburg, WA 98926
509-962-7222

con copia al Administrador de la Municipalidad a la misma dirección lo antes posible, pero en un plazo de 5 días antes del evento planificado.

La ADA no exige que la Municipalidad tome ninguna medida que altere básicamente la naturaleza de sus programas o servicios, o imponga una carga financiera o administrativa excesiva.

Se deben enviar quejas por escrito, o en un formato accesible, al **Director de Recursos Humanos** en caso de que un programa, servicio o actividad de la Municipalidad de Ellensburg no sea accesible para personas con incapacidades, en un plazo de 30 días desde el momento en que haya ocurrido la supuesta violación.

La **Municipalidad de Ellensburg** no cobrará recargos a personas específicas con incapacidades ni a ningún grupo de personas con incapacidades para cubrir el costo por prestar servicios/ayudas adicionales o por modificaciones razonables a las políticas, como por ejemplo retirar artículos de ubicaciones que son abiertas al público pero que no son accesibles para las personas que usan sillas de ruedas.



AVISO AL PÚBLICO

Esto da aviso público que es la política de WSDOT para asegurar la completa conformidad con el título VI de la ley de derechos civiles de 1964, la ley de restauración de los derechos civiles de 1987 y relacionados con la no discriminación estatutos y reglamentos en todos los programas y actividades. Nuestra política es que ninguna persona en los Estados Unidos de América, por motivos de raza, color, origen nacional, sexo, edad, o discapacidad serán excluidos de la participación en, ser negado los beneficios de, o lo contrario ser objeto de discriminación en cualquiera de nuestros programas o actividades. Esto incluye las operaciones todas de WSDOT y cualquier subreceptores.

Cualquier persona que cree que él o ella ha sido sometida a una práctica discriminatoria ilegal bajo el título VI tiene derecho a presentar una queja formal. Cualquier denuncia debe ser presentada por escrito o en persona con el Departamento de transporte de Washington, oficina de igualdad de oportunidades, 310 Maple Park Ave., P.O. Box 47314, Olympia, WA 98504, dentro de ciento ochenta 180 días siguientes a la fecha de la presunta acción discriminatoria.



NOTICE TO PUBLIC

This hereby gives public notice that it is the policy of WSDOT to assure full compliance with Title VI of the Civil Rights Act of 1964, the Civil Rights Restoration Act of 1987, and related nondiscrimination statutes and regulations in all programs and activities. It is our policy that no person in the United States of America shall, on the grounds of race, color, national origin, sex, age, or disability be excluded from the participation in, be denied the benefits of, or be otherwise subjected to discrimination under any of our programs or activities. This includes the entire operations of WSDOT and any sub-recipients.

Any person who believes he or she has been subjected to unlawful discriminatory practice under Title VI has a right to file a formal complaint. Any such complaint must be filed in writing or in person with Washington Department of Transportation, Office Equal Opportunity, 310 Maple Park Ave., P.O. Box 47314, Olympia, WA 98504, within one hundred-eighty (180) days following the date of the alleged discriminatory action.