GRAYS HARBOR TRANSIT

Title VI Plan, 2026 Update

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GRAYS HARBOR TRANSIT
705 30th Street, Hoquiam, WA
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Policy Title	**Title VI Plan**
Revision No.	10.08 rev 2026
Effective Date	May 14, 2026
Prepared by	Eric Lint
Reviewed by	Katie Heikkila
Counsel review	Art Blauvelt

Authorization

This policy takes full force governing the Grays Harbor Transportation Authority by resolution of the Board of Directors and will be executed by the General Manager.

Douglas Orr	Douglas Orr (May 22, 2026 12:32:08 PDT)	22/05/2026
Board Chair	Signature	Date
Ken Mehin	Ken Mehin (May 20, 2026 07:29:55 PDT)	20/05/2026
General Manager	Signature	Date

Point of Contact

Address questions or concerns regarding the Title VI Plan to the Title VI Coordinator.

Please see the complaint procedure elsewhere in this document for how to submit a Title VI complaint.

Contact: Eric Lint, Title VI Coordinator

Mail: 705 30th Street
Hoquiam, WA 98550

Email: titlevi@ghtransit.com

Phone: 360-532-2770

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Revision History

Rev. No.	Board Resolution No.	Date of Board Approval	Summary of changes
1	NA	August 26, 2016	NA
2	NA	September 12, 2016	NA
3	NA	January 24, 2018	NA
4	NA	July 27, 2019	NA
5	NA	July 6, 2022	NA
6	NA	April 11, 2023	NA
7		April 14, 2026	See list below

2026 Summary of Revisions

1. Applicability Clarification
    a. Added a formal Title VI Applicability Determination section
    b. Clarified that GHTA is a rural subrecipient of FTA funds
    c. Confirmed that GHTA is subject to:
        i. Chapter III, (All Providers), and
        ii. Chapter VI requirements applicable to small fixed-route providers
    d. Confirmed language that Large Urbanized Area (UZA) provisions do not apply
2. Title VI Coordinator Alignment
    a. Corrected and clarified the designation of the Title VI Coordinator.
    b. Ensured consistency of the coordinator's name and contact information throughout.
    c. Confirmed reporting structure demonstrates direct access to executive leadership.
3. Public Participation Plan (PPP) Updates
    a. Removed outdated language regarding lack of outreach tracking.
    b. Added a documented summary of outreach activities conducted between 2023 and 2026, including:
        i. Board meeting and public hearings
        ii. Annual plan adoptions
        iii. Fare-free policy approvals
        iv. Headquarters project engagements
    c. Clarified documentation methods for outreach activities
    d. Strengthened language regarding engagement of minority and LEP populations
4. Limited English Proficiency (LEP) Plan Enhancement

   a. Expanded the Four-Factor Analysis to include:
      i. Citation of ACS 5-Year Estimates, Table C16001
      ii. Safe Harbor threshold analysis
      iii. Structured discussion of all four required factors
   b. Clarified monitoring and updating procedures.
   c. Confirmed translations of all vital documents into Spanish
   d. Added Examples of Title VI Complaint Log and LEP Encounter Log (Attachment I)
5. Fixed-Route Service Standards and Policies
   a. Confirmed inclusion of all four required system-wide service standards:
      i. Vehicle load
      ii. Vehicle Headway
      iii. On-time Performance
      iv. Service Availability
   b. Added clarifying language confirming standards are applied system-wide.
   c. Clarified objective criteria for:
      i. Transit Amenities distribution
      ii. Vehicle Assignment decisions
   d. Strengthened compliance language tying standards to nondiscriminatory service delivery.
6. Compliant Procedures and Forms
   a. Correct Spanish translation inconsistencies in the Compliant Form
   b. Removed Federal Highway Administration (FHWA) references not applicable to FTA oversight.
   c. Ensured complaint escalation contacts reflect:
      i. GHTA
      ii. WSDOT Office of Equity and Civil Rights
      iii. Federal Highway Administration (Region 10 and/or Headquarters
7. Notice to the Public
   a. Corrected contact information inconsistencies
   b. Confirmed bilingual posting of Title VI Notice.
   c. Clarified dissemination and posting locations.
8. Attachment and Structural Improvements
   a. Added Language Assistance Plan (LAP) Log as Attachment I
   b. Added revision history section documenting update chronology.
   c. Added authorization signature area for Board approval of the 2026 Plan.
   d. Conducted internal cross-reference review to ensure number and attachment consistency.

9. Removal of Non-Applicable FHWA Language
    a. Removed references to:
        i. 23 CFR Part 200
        ii. 23 CFR 230 Subpart C
        iii. FHWA compliant contacts
    b. Ensured authorities cited are specific to FTA and USDOT Title VI transit oversight.

Executive Summary

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving Federal financial assistance. Specifically, Title VI provides that "no person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance (42 U.S.C. Section 2000d).

The Civil Rights Restoration Act of 1987 clarified the intent of Title VI to include all programs and activities of Federal Transit Administration (FTA) financial assistance, and or contractors whether those programs and activities are Federally funded or not.

Recipients of public transportation funding from the Federal Transit Administration (FTA) are required to develop policies, programs, and practices that ensure Federal Transit dollars are used in a manner that is nondiscriminatory as required under Title VI.

This document details how the Grays Harbor Transportation Authority (dba Grays Harbor Transit, "**GHT**" herein) incorporates nondiscrimination policies and practices in providing services to the public.

Title VI Applicability Determination

GHT is a subrecipient of Federal Transit Administration (FTA) funds through the Washington State Department of Transportation (WSDOT). GHT operates fixed-route and demand response public transportation services in a rural service area and does not operate 50 or more fixed-route vehicles in peak service within an Urbanized Area (UZA) of 200,000 or more in population.

Therefore, pursuant to FTA Circular 4702.1B, GHT is subject to the requirements applicable to:

- All Providers (Chapter III), and
- All Fixed-Route Transit Providers (Chapter IV), as scaled to small providers.

GHT is not subject to the additional Title VI requirements applicable to Large Urbanized Area (UZA) transit providers.

Jurisdiction and Authorities

GHT is a recipient of US Department of Transportation (USDOT) funding through funding assistance and is therefore subject to the Title VI compliance conditions associated with the use of these funds.

[Add photograph to fill space.]

Introduction to Grays Harbor Transportation Authority

Organizational Structure

GHT is organized as a county transit authority and, as such, its board composition is defined by statute in RCW 36.57.030. Following this rule, the Board of Directors consists of six (6) elected officials: the three (3) Grays Harbor County Commissioners, the Mayor of the most populous city in the county, the Mayor of a city with population more than 5,000, and the Mayor of a city with population less than 5,000. Per the 2019 revised Grays Harbor Transit Bylaws, the mayors' terms on the board will be two years. A labor representative also serves on the board in a non-voting capacity. In 2026, the ethnic composition of the Board of Directors includes six members who self-report their ethnicity as Caucasian.

Current Board Members

Commissioner Georgia Miller, Grays Harbor County

Commissioner Rick Hole, Grays Harbor County

Grays Harbor County Commissioner – ***Vacancy***

Mayor Douglas Orr, Aberdeen (Most Populous City) – ***Board Chair***

Mayor Ben Winkelman, Hoquiam (City Over 5,000 Population)

Mayor Linda Springer, Cosmopolis (City Under 5,000 Population)

Mark Neuville, ATU 1765 (Labor Representative)

**All positions as of April 2026.*

The General Manager acts as chief executive and reports directly to the GHT Board of Directors. An executive management team reports to the General Manager. The Title VI Coordinator additionally reports directly to the General Manager.

Grays Harbor Transportation Authority's Title VI Coordinator is responsible for initiating and monitoring Title VI activities, preparing required reports, and other responsibilities as required by 23 Code of Federal Regulations ("CFR") Part 200 and 49 CFR Part 21.

Public Transportation Services

GHT provides public transportation for all members of the community within its service area. We offer fixed route, demand response, and specialized van services (paratransit). We currently have 33 (ADA) fixed route, 18 (ADA) paratransit, and 20 Rideshare (non-ADA) vehicles in operation. Each program is operated with a mix of federal and state funding in addition to local revenue. GHT services reach communities along most highway and state

road systems in Grays Harbor County with intercounty service to Olympia, Centralia, and Tokeland.

Fixed Route

GHT currently operates eleven fixed routes including substantial coverage along these roadways and areas:

Quinault Indian Nation	US 101 & SR 109	US 12	SR 105 & SR 115
Amanda Park	Moclips	Hoquiam	Westport
Taholah	Pacific Beach	Aberdeen	Grayland
Quinault	Seabrook	Central Park	Shoalwater Bay
Areas around Lake Quinault	Iron Springs	Montesano	Tokeland
	Copalis Beach	Elma	Ocean Shores
	Ocean City	McCleary	
	Grays Harbor City	Oakville	
	Cosmopolis	Chehalis (Indian Nation)	

Demand Response: Dial-a-Ride, and Special Needs Transportation

GHT directly operates demand responsive services in and around the communities of Montesano, Elma, Ocean Shores, and Westport. These services, branded as Dial-A-Ride under the HarborFlex umbrella of services, provide rides only within their specific boundaries and connections to the fixed route intercity system. All are open to the general public and fare free.

Paratransit: Specialized Van Service

GHT directly operates a qualified, door-to-door, shared ride paratransit service county-wide branded as Specialized Van Services or SVS under the HarborFlex umbrella of services. The service area comprises roughly a 3/4 mile radius around each fixed route, and up to 3 miles around core service areas in Aberdeen, Hoquiam, and South Aberdeen. It operates during the same hours as fixed route services and is fare free.

Intermodal Connections

- Pacific Transit @ Aberdeen Transit Center (ATC)
- Jefferson Transit Connection @ Amanda Park
- Intercity Transit, Pierce Transit @ Olympia Transit Center (OTC)
- Mason Transit and Greyhound @ OTC

- Twin Transit and Amtrak – Centralia Amtrak Station

[Add photograph to fill space.]

General Reporting Requirements

Statements of the Title VI requirements are included below highlighted and in bold followed a description of how GHT meets each requirement.

Policy Statement

All subrecipients must include a Title VI policy statement as part of their Title VI Plan.

GHT has submitted the required Title VI Policy Statement as part of their plan and is attached as **Attachment A**.

Organization and Staffing

All subrecipients must include a description of their staffing and reporting structure, and an organizational chart as part of their Title VI Plan.

Under the authority of GHT's Board of Directors, **Eric Lint**, Communications Specialist, will serve as the Title VI Coordinator and be responsible for ensuring implementation of the agency's Title VI program.

The Title VI Coordinator and staff are responsible for coordinating the overall administration of the Title VI program, plan, assurances, including complaint handling, data collection and reporting, periodic review and updates, and internal education.

Title VI Coordinator responsibilities include, but are not limited to:

- Process the disposition of Title VI complaints received.
- Collects statistical data (race, color, or national origin) of participants in and beneficiaries of agency programs, (e.g., affected citizens, and impacted communities).
- Conduct training programs on Title VI and other related statutes for agency employees.
- Develop Title VI information for dissemination to the general public and, where appropriate, in languages other than English.
- Establish procedures for promptly resolving deficiency status and writing the remedial action necessary, all within a period not to exceed 90 days.

Eric Lint, Communications Specialist, administers the Title VI Program and is the designated Title VI Coordinator. As such, he oversees the day-to-day administrative

requirements of Grays Harbor Transportation Authority's Title VI Program. Mr. Lint reports directly to the General Manager, acting under the authority of the Board of Directors.

Contractor, Consultant, and Vendor Reviews

All subrecipients must include a process to review their contractors, consultants, or vendors as part of their Title VI Plan.

Grays Harbor Transportation Authority is committed to nondiscrimination in all forms. Currently, we do not utilize contractors, consultants, or vendors with direct public relations, requiring reviews. All transit services are directly operated and outreach activities are performed solely by staff.

If that were to change, the contractor, consultants, and/or vendors would be responsible for complying with the Grays Harbor Title VI Program, although they are not required to prepare or submit Title VI Plans. We would provide a copy of the Title VI plan, a process for collecting Title VI data, and a compliance monitoring plan.

Training

49 CFR Part 21 states that any program receiving FTA assistance shall not discriminate based on race, color, or national origin. Entities must provide Title VI training to their staff. WSDOT requires all subrecipients to have an approved Title VI Staff Awareness training program. The training must cover Title VI regulations, Title VI elements, and Title VI authorities.

GHT provides timely and reasonable Title VI training to staff through the Title VI Awareness Training Program. Training takes place at orientation and then approximately annually through Title VI Training, as an adjunct to other routine training, or at staff meetings.

Topics Include, but are not limited to:

- What is Title VI?
- Grays Harbor Transportation Authority Title VI Plan
- How to assist LEP persons with language access
- Translation resources

Training Documents Include:

- Sign in Sheets
- Date, Topics Covered, Trainer and/or Training Resources
- May include meeting minutes or other reliable documentation

Complaint Procedures

Federally assisted recipients and subrecipients must develop procedures 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. Recipients must also develop a Title VI complaint form, and the form and procedure for filing a complaint shall be available on the (sub)recipient's website.

GHT is committed to ensuring all its programs and activities are operated in a nondiscriminatory manner and uses a general discrimination complaint form covering the Title VI requirements of race, color, and national origin.

Any person who believes that they have been discriminated against based on race, color, or national origin by GHT may file a Title VI complaint with GHT, the Washington State Department of Transportation, or the Federal Transit Administration by completing and submitting the Title VI Complaint Form. The GHT Complaint Form is available online at https://ghtransit.com/titlevi or at our offices and is available in both English and Spanish. Complaint Procedures and Complaint Forms are attached to this document as **Attachment C** and **Attachment D**.

During the period of 2023-2026, GHTA received zero Title VI investigations, complaints, or lawsuits alleging discrimination on the basis of race, color, or national origin.

All Title VI complaints are forwarded to WSDOT or FTA for investigation within twenty-one (21) days of receipt of the complaint.

Eric Lint, Title VI Coordinator **Grays Harbor Transportation Authority** 705 30th Street Hoquiam, WA 98550 Phone: 360-532-2770 ext. 191 Fax: 360-532-2784 Email: titlevi@ghtransit.com
Attn: Complaint Investigations Office of Equity and Civil Rights **Washington State Department of Transportation**

PO Box 47314 Olympia, WA 985047314 Phone: 360-705-7090 Fax: 360-705-6018 Email: oecrcomplaints@wsdot.wa.gov
Civil Rights Program Manager **USDOT Federal Transit Administration** 1200 New Jersey Ave, SE Washington, DC 20590 Phone: 202-366-1783 FTACivilRightsCommunications@dot.gov

Receipt, Investigation, Complaints, and Lawsuits

In order to comply with the reporting requirements of 49 CFR Section 21.9, FTA requires all recipients to prepare and maintain a list of any of the following that allege discrimination on the basis of race, color, or national origin: active investigations conducted by entities other than FTA; lawsuits; and complaints naming the recipient. This list shall include the date that 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, or final findings related to, the investigation, lawsuit, or complaint. This list shall be included in the Title VI Program submitted to FTA every three years.

Complaint receipts are logged in the Title VI workbook. The complainant is notified in writing and provided a copy of the GHT's Title VI Complaint Procedures (**Attachment C**).

The complaint may be referred to WSDOT or the FTA for investigation. The complainant will be informed of the outcome of the inquiry in writing.

Unsubstantiated allegations following a preliminary inquiry will be closed. A certified letter will be sent to the complainant, and a copy will be sent to WSDOT and/or USDOT – FTA. The letter will detail the preliminary investigation and findings supporting the determination.

Substantiated allegations result in a full investigation. The investigation will begin with a certified letter sent to the complainant, and other interested/involved parties, requesting them to contact GHT's Investigator to schedule a time to take their statement.

Within sixty (60) days, the Investigator will prepare a written investigation report and provide it to the General Manager. The report contains details about the validity of the allegation, identification of persons interviewed, internal investigation data (ridership logs, dashcam footage, etc.), findings and recommendations. GHT's legal counsel will review the draft report and advise the investigator before the report is finalized.

Within fifteen (15) days after the investigative report is final, GHT's representative will schedule briefings with the complainant, respondent, and interested/involved parties. Copies of the report and their appeal rights will be given to them.

GHT's legal counsel will be notified of any lawsuits, as will WSDOT and the FTA. GHT staff will assist in providing investigation materials to the investigator(s) of any of the jurisdictions. Lawsuits will be logged in the Title VI workbook and tracked like any other Title VI complaint.

Withdrawal

The complainant, their agent or representative has the right to withdraw the complaint at any time by submitting a written Notice of Withdrawal to GHT. Upon withdrawal of the complaint, GHT will issue a written notification that the complaint is closed. GHT will complete an internal investigation to fulfill their Title VI obligations.

Settlements

The complainant, GHT, and/or respondents may, at any time, settle the complaint on terms as are acceptable to all parties. Upon settlement, the complaint will be closed.

Non-Retaliation

No person or entity will suffer retaliation or reprisal by GHT as a result of filing a Title VI discrimination complaint or as a result of participating in an investigation of a complaint.

Appeal Procedures

The complainant has fifteen (15) days to submit a written letter of appeal after the final investigative report is issued. The letter must state the reason for the appeal and be followed by supporting documentation. The letter shall be submitted to GHT at 705 30th Street, Hoquiam, WA 98550, to the attention of the Title VI Coordinator.

Tracking & Retention

WSDOT requires subrecipients to comply with WSDOT's Consolidated Grant Program for retaining a working file of complaints for six (6) years beyond the end of the project.

Any investigation will be tracked through the life of the investigation and the final disposition will be documented and held per retention policies.

GHT maintains all Title VI complaints, discrimination, and misconduct complaints per the Grays Harbor Transit Records Management Policy. The Records Management Policy includes mobility management and planning grant records. Records are kept for six (6) years after the closeout of the grant period and project.

Non-grant related projects comply with the Washington Secretary of State's record retention schedule.

Dissemination of Title VI Information

Primary recipients must assist their subrecipients in complying with DOT's Title VI regulations, including public posting requirements.

All advertising policies and practices must ensure free and open competition. This also relates to requirements and practices involving the following:

- **Licensing, bonding, prequalification, and bidding**
- **Title VI, and nondiscrimination assurances regarding race, color, and national origin**

Information on GHT's Title VI Program, including the Title VI Notice to the Public, is disseminated in both English and Spanish through multiple accessible channels. The Title VI Notice is posted on the agency's ADA-accessible website at:

https://ghtransit.com/titlevi

In addition, the Title VI Notice to the Public is displayed in prominent public-facing locations, including:

- Administrative office lobbies and reception areas open to the public;
- Public information display boards within GHT facilities;
- Transit centers, including both paper posting boards and electronic message signage;
- Onboard fixed-route and demand-response vehicles, where notices are visible to riders; and
- Other public areas where transit information is routinely provided.

Title VI complaint procedures and forms are available on the agency website and in printed form upon request. Language assistance is available, free of charge, for individuals with Limited English Proficiency (LEP), and vital Title VI materials are provided in Spanish consistent with the agency's LEP Plan.

- Title VI Notice to the Public is **Attachment B**
- Complaint Form is **Attachment D**

In addition to language access measures, other major components of the Public Participation Plan include public participation design factors; a range of public participation methods to provide information, invite participation and/or seek input; examples to demonstrate how population-appropriate outreach methods can be and were identified and utilized; and performance measures and objectives to ensure accountability and a means for improving over time.

Limited English Proficiency (LEP) and Language Assistance Plan (LAP)

> **Federally assisted recipients must take responsible steps to ensure meaningful access to benefits, services, information, and other important portions of its programs and activities for Limited English Proficient (LEP) individuals. Recipients must use the information obtained in their Four-Factor Analysis to determine the specific language services that are appropriate to provide.**

GHT is committed to assisting people who don't speak English or don't speak English well. Individuals who do not speak English as their primary language and have limited ability to read, speak, write, or understand English are Limited English Proficient or LEP. LEP individuals may be entitled to language assistance with respect to a particular type of program, service, or activity. This section outlines the LEP protections and plans for compliance. Title VI prohibits recipients of federal financial assistance from discrimination based on national origin.

It is the policy of GHT to take reasonable steps to provide LEP individuals with meaningful access to all programs, services, or activities. We shall take reasonable steps to effectively inform the public of the availability of language-accessible programs, services, and activities.

GHT uses a defined methodology of contact, such as driver reports, dispatch logs, customer service tracking, and outreach tracking, to keep track of LEP persons in our

programs and services. We understand the importance and nature of our program, activities, and services on people's lives and conduct the following:

- Identify the programs, services, and activities that could have serious consequences if language barriers prevent LEP persons from accessing these programs.
- Determine the potential impacts of the inability to access GHT's services, programs, and activities on LEP individuals.

GHT has governmental, state, and agency resources to assist LEP individuals in accessing our programs, services, and activities at a minimal cost to GHT. We primarily use commercial translation services and keep a list of employees and community partners capable of offering translation. Phone based translation services can be available immediately upon request after contacting a GHT dispatcher, supervisor, or other public-facing staff member. Translation of simple documents can be typically provided within 24-48 hours of request. More complex documents may require additional time; however, alternative methods of assistance can be offered within 24-48 hours, such as machine translation or phone-based support (if a bilingual staff member is not available).

The Title VI Coordinator annually updates, evaluates, and monitors the LEP/LAP. All staff will be trained in the LEP/LAP and made aware of how to access available resources through orientation and ongoing education.

All vital documents (Title VI Policy Statement, Notice to the Public, Complaint Policy, Complaint Form, Paratransit Application) are translated into Spanish and other languages will be translated upon request

Following federal guidelines, a "four-factor analysis" has been completed to understand the language and resource needs of the Grays Harbor Transportation Authority's services areas. It is attached as **Attachment E**.

Public Participation Plan

All subrecipients must include a public participation plan as part of their Title VI Plan.

Federally assisted recipients must also provide information to the public regarding their Title VI obligations and appraise members of the public of the protections against discrimination afforded to them by Title VI.

At a minimum, recipients must disseminate this information to the public by posting it on their website, and in public areas of the agency's office. Furthermore, notices will

detail a recipient's Title VI obligation in languages other than English, as needed and consistent with the DOT LEP Guidance and the recipients' LAP.

GHT values the feedback and experience of its riders and the broader community. We provide information in a variety of ways to empower the public to be informed and fully engaged in our decision-making processes and further invite their direct participation from time to time. Required public comment opportunities are of course provided at board meetings and during other projects requiring such. However, GHT strives to foster a presence in the community such that we can spontaneously find new ideas, address concerns that may have been previously unseen, and generally meet people where they are. In furtherance of this commitment to public engagement, GHT created a new position in 2025 to expand its public participation program with the Marketing, Communications, and Outreach (MCO) Specialist who is developing an enhanced communication plan. The incumbent MCO Specialist serves as the current Title VI Coordinator. An outline of the GHT Public Participation Plan is below, however this plan is constantly evolving.

GHT's commitment to public participation is based firmly on the belief that public involvement fosters an open decision-making process that elicits active participation from affected individuals, groups, communities, and other public agencies.

Since the adoption of the 2023 Title VI Plan, GHT has conducted ongoing public outreach in support of service planning, fare policy review, capital planning, and general public engagement. The general scope of outreach activities has included:

- Public board meetings held monthly, except August, and open to the public;
    - With the opportunity for public comment
    - Including annual service and budget plans
- Public hearings for service or fare adjustments, as appliable;
    - Continued board consideration and approval of GHT's fare-free service policy on an annual basis;
- Stakeholder engagement and public involvement activities associated with GHT major and capital projects, including participation from Spanish-speaking community members;

- Rider surveys distributed onboard fixed-route and demand response services;
- Targeted stakeholder meetings with community organizations and service providers;
- Website postings and social media announcements;
- Notices posted at transit centers and onboard vehicles, including on dynamic digital displays;
- Outreach coordination with partner agencies and tribal communities;
- Public comment opportunities provided through electronic and in-person methods.

GHT is undergoing a rebranding, through which a broader review is being conducted of its public-facing materials like route information and online resources. GHT is redeveloping its website, timetables, printed handouts, and more with an eye toward being easier to use, easier to translate, and culturally aware in ensuring access to all. This review of publicity and informational assets is feeding into an expansion of GHT's Public Participation Plan to include more intentional outreach to key populations. Elements of this enhanced plan include:

- Pop-up events in each community served by GHT routes – at least one per route per year;
- Staff ride-alongs and onboard general availabilities at least once per month to create a presence and be available to address rider questions;
- Attendance at community resource fairs, especially those focused on the provision of services to the unhoused and low-income populations;
- Greater cooperation and coordination with local schools, career assistance centers, and health providers.
- Special attention is given to proactive outreach to historically disadvantaged populations through engagement with established community centers, liaison with identified community leaders representing these populations, and provision of informational products tailored to these populations.

Outreach efforts are documented through outreach logs, meeting minutes, sign-in sheets (when applicable), and archived public notices. These records are maintained by the appropriate department and available to the Title VI Coordinator and retained in accordance with agency record retention policies.

In accordance with Title VI, GHT makes reasonable efforts to ensure meaningful access for minority and Limited English Proficient (LEP) populations. Public notices include language assistance information. Spanish-language vital documents are available on the agency website and upon request. When outreach activities involve identified LEP populations, GHT provides translated materials or interpreter services as appropriate to the scale of the engagement effort.

A record of major external outreach events since summer 2025 is provided below as a representative sample of outreach activities.

Event	Date	Details	Est. Attendees
Rider Appreciation Day	8/13/2025	GHT outreach event	400
Loggers Playday	9/6/2025	Community parade	---
Greater Grays Harbor Showcase	9/19/2025	Community event	75
Montesano Festival of Lights	12/13/2025	Community parade	---
Point in Time Count Resource Fair	1/29/2026	Resource fair	200
CWCOG Open House for HSTP	3/3/2026	Open house / public comment	8
GH College Basic Needs Resource Fair	3/4/2026	Resource fair	120
Coastal CAP Community Entry Event	3/5/2026	Resource fair	40
Rideshare Participant Q&A	3/7+9/2026	GHT open house / public comment	6

Review of Directives

All subrecipients must include a process to review internal directives, policies, and procedures for potential Title VI impacts as part of the Title VI Plan.

Grays Harbor Transportation Authority has submitted a review of agency directives of their Title VI Plan. The submitted plan consists of Review Logs, outlining the directives the Title VI Coordinator reviewed, and the results of the reviews. To ensure that discriminatory language or implications were absent from any changes in policy, procedures, or new directives. Examples of the Review Logs are in **Attachment F**.

Compliance & Enforcement Procedures

All subrecipients must include compliance and enforcement procedures as part of

their Title VI Plan.

Grays Harbor Transportation Authority is committed to ensuring Compliance and Enforcement Procedures. Currently, Grays Harbor Transportation Authority does not have contractors, vendors, or consultants representing public services. However, were this to change, Grays Harbor Transportation Authority would expect and address all nondiscrimination efforts in all business relations. All procedures would outline the agency's commitment to compliance in all Title VI and other nondiscrimination areas, such as ADA, DBE, and Contract Compliance.

Requirements and Guidelines for Fixed Route Transit Providers

All transit providers, whether direct recipients or subrecipients, that receive financial assistance from FTA are responsible for following the general requirements in Chapter III of the FTA Circular 4702.1B. The requirements are scaled and based on the size of the fixed-route transit provider.

Grays Harbor Transportation Authority's Public Transportation Program operates Demand Response, Fixed-Route, Specialized Van Services, and Dial-a-Ride.

Service Standards – Vehicle Load Standards

Vehicle load standards identify if the service is overcrowded and potentially uncomfortable. The load standard calculates the total number of onboard passengers divided by the available seating and standee capacity. Inservice vehicles are designed to accommodate standees. The actual value must be determined with passenger safety and comfort in mind.

Grays Harbor Transportation system-wide fixed-route load standards allow a percentage of standees based on available seats. The load standards are used to evaluate performance equity and operational effectiveness. High-capacity vehicles are designed to accommodate more standees, especially those taking shorter trips. Express service operates without standees to maintain safety along high-speed freeway segments and provide comfort for passengers traveling longer distances. Services that operate over established load standards will be candidates for increased service levels to offset overcrowding conditions.

Service Class	Vehicle Load Standards
Local & Limited	125% of Vehicle Seated Capacity

Express	100% of Vehicle Seated Capacity
Paratransit	100% of Vehicle Seated Capacity
Vanpool	100% of Vehicle Seated Capacity
Special Events	125% of Vehicle Seated Capacity

The average passenger standing time is 15 minutes for all trips in service. Specific trips that operate over the load standard more than five (5) times per month are immediate candidates for additional service. Specific attention is taken for the Express Service to minimize the occurrence of trips with standees.

Service Standards – Vehicle Headway Standards

Fixed-route headway is based primarily on service performance results. Other factors will be considered, such as market demographics, planned trip generators, cost-sharing agreements, and operational/scheduling efficiencies. Increased headway, service capacity, and advertising are expensive. Therefore, increasing service requires multiple levels of analysis.

Local and Limited Fixed Roue services are categorized as “frequent” and “coverage” services to promote service equity. Generally, “frequent” services do not require passengers to consult a published schedule, allowing flexibility in the daily headway. “Frequent” services include those routes operating in high-density employment and residential areas. The headway is a minimum of thirty (30) minutes on weekdays, while “coverage” service includes those less than thirty (30) minutes on weekdays during peak periods.

Grays Harbor Transportation Authority strives to find an equitable balance between “frequent” and “coverage” services. These headway standards are applied consistently across routes of similar service classification to ensure equitable distribution of service. The target valance is approximately 80% “frequent” service and 20% “coverage” service, dictated by the allocated service hours for routes in each category.

Route Type	Min Peak Weekday Headway	Min Off-Peak Weekday Headway	Minimum Weekend Headway

Local & Limited Service	Frequent Service	20	30	30
	Coverage Service	60	60(3)	90
Express Service		20	60	NA
Innovative Service		By Trip	By Trip	By Trip

(3) Express Service during the off-peak will only operate on a case-by-case basis. The minimum frequency shown only applies to express routes operating during off-peak periods and does not imply that all express routes operate during off-peak periods.

For Express Service, peak headway is based on shift times, passenger demand, and survey results, although many other factors influence express service schedules. These inputs may result in the minimum peak weekday headway shown above fluctuating during peak times. In some cases, express frequencies will be developed on the corridor level to properly utilize passenger capacity.

Service Standards – Service Span

Service spans are designed to accommodate passenger demand and match the frequency of service. More productive and frequent services warrant broader spans. The following table describes service span minimums for each route type. The minimums shown below represent spans that are expected to be exceeded based on passenger demand in early morning and evening periods.

Route Type	Weekday	Saturday/Sunday	Reduced
Frequent	7:30A-5:30P	8:00A-4:00P	6:00A-10:00P
Coverage	7:30A-5:30P	8:00A-4:00P	6:00A-10:00P
Express	Peak Only	NA	Peak Only

Local, Limited, and Express routes may warrant single additional trips at specific times during the day to alleviate observed overcrowding.

Service Standards – On-Time Performance Standards

On-Time performance is critical in providing reliable service to all passengers. Grays Harbor Transportation Authority monitors all service trips relative to the published

schedules to determine if service is consistently early or late at specific time points. One time performance is monitored regularly, and corrective action is taken when service consistently fails to meet established standards. Gray Harbor Transportation Authority defines on-time service as the following:

- Any trips departing all non-terminal time points within zero minutes early and five (5) minutes late.
- Any trips departing terminal time points within zero minutes early and one (1) minute late.

Service Class	On-Time Performance Standard
Local	80%
Express	75%
Paratransit	100%

Grays Harbor Transportation Authority's on-time performance standards are designed to be achievable; therefore, the standards vary by service type due to the variability in operating conditions. While deviations from this standard may occur due to unexpected events, service that consistently operates outside this standard is reviewed and adjusted as necessary. Service arriving at time points consistently early will also be reviewed and considered for immediate schedule adjustments.

Service Standards – Service Availability Standards

Grays Harbor Transportation Authority evaluates service availability based on geographic coverage within the established service area boundaries, population density, demand, and available resources. Fixed-route service is designed to provide reasonable access throughout Grays Harbor County, while paratransit is provided consistent with ADA requirements.

Service Types	Service Availability Target
Fixed Route Service	Throughout Grays Harbor County
Paratransit Service	Service shall be provided: • Throughout Grays Harbor County • Within ¾ mile of all Fixed Route service operating in Grays Harbor County • Within 3 miles of Fixed Route service operating in the cities of Aberdeen, South Aberdeen, and Hoquiam.

Service Policies – Transit Amenities

Grays Harbor Transit Authority distributes amenities based on objective criteria such as ridership, safety, and accessibility needs, and not assigned in a discriminatory manner. The data is used to determine which bus stops support future passenger amenities or ADA accessibility improvements.

Service Policies – Vehicle Assignment

Vehicles are assigned to particular routes and trips based on the observed peak ridership loads. Vehicle assignments are based on operational needs and passenger demand and are applied consistently across the system. The following guidelines will assist in assigning vehicle equipment to the appropriate route and/or trip:

- Smaller 35' Vehicles: Operate for lower ridership routes that do not require additional capacity.
    - Vehicles can also be used to accommodate street design safely and effectively.
- Standard 40' Vehicles; Operate for higher ridership and all express routes for added capacity.
    - Street design must allow for larger vehicle sizes.

The seating capacity may vary slightly between the different vehicle types, so in most cases, passenger demand will determine the vehicle assignments to achieve loading standards.

[Add photograph to fill space.]

Attachment A: Title VI Policy Statement

English Version

Title VI of the Civil Rights Act of 1964 states:

> "No person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance."

The Grays Harbor Transportation Authority is committed to complying with the requirements of Title VI in all of its federally funded programs and activities. For additional information about the Grays Harbor Transportation Authority's Title VI obligations, please contact (360) 532-2770 ext 191 or visit our website at https://ghtransit.com/titlevi.

Making a Title VI Complaint

Any person who believes he or she has been aggrieved by an unlawful discriminatory practice under Title VI may file a complaint with Grays Harbor Transportation Authority. Any such complaint must be in writing and filed with Grays Harbor Transportation Authority within 180 days following the date of the alleged discriminatory occurrence.

For information on how to file a complaint, please contact:

Eric Lint, Title VI Coordinator
Grays Harbor Transportation Authority
705 30th Street
Hoquiam, WA
titlevi@ghtransit.com
360-532-2770

_____ _____
Douglas Orr, Chairman of the Board Date

Spanish Version

Según el Titulo VI de los Derechos Civiles de 1964 se exige que:

> "Ninguna persona dentro de los Estados Unidos, por motivos de raza, color de la piel ó país de origen le sea excluido de, de o negados los beneficios de, o ser sujeto de discriminación, bajo cualquier programa ó actividad en donde se reciba subvención del gobierno federal".

El Grays Harbor Transportation Authority se compromete a cumplir con los requisitos del Título VI en todos sus programas y financiados el gobierno federal. Para información adicional sobre la obligación de Título VI de la Grays Harbor Transportation Authority, por favor llámenos al (360) 532-2770 ext 191 ó nuestro sitio web https://ghtransit.com/titlevi.

Remitir Una Queja del Titulo VI

Cualquier persona quien considere que haya sido sujeto de discriminación puede presentar una queja por queja escrito ante el Grays Harbor Transportation Authority. La queja debe ser remitida por escrito a Grays Harbor Transportation Authority dentro de ciento-ochenta (180) días posterior al último supuesto el incidente.

Para información en cómo remitir una queja, por favor en contactar a:

Eric Lint, Title VI Coordinator
Grays Harbor Transportation Authority
705 30th Street
Hoquiam, WA 98550
titlevi@ghtransit.com
360-532-2770

_____ _____

Douglas Orr, Chairman of the Board Fecha

Attachment B: Title VI Notice to the Public

The notice on the following page is posted conspicuously in all places where the public regularly engages with GHT.

[This page to be replaced with PDF of fully formatted Title VI Notice to the Public.]

Attachment C: Title VI Complaint Procedures

English Version

GHTA complies with Title VI regulations and does not discriminate on the basis of race, color, or national origin. Persons with Limited English Proficiency have the right to free language translation services. The Compliant Procedures are available on Grays Harbor Transportation website and cover the following:

- Title VI of the Civil Rights Act of 1964
- Section 504 of the Rehabilitation Act of 1973
- Civil Rights Restoration Act of 1973
- Civil Rights Restoration Act of 1987
- Americans with Disabilities Act of 1990

Any person, specific class of persons or entity that believes they have been subjected to discrimination as prohibited by the legal provisions of Title VI on the basis of race, color, or national origin status may file a formal complaint with Grays Harbor Transportation Authority's Title VI Coordinator. A copy of the Complaint Form is available on Grays Harbor Transportation Authority's website and may be accessed electronically at: https://ghtransit.com/titlevi.

The complaint must be filed within 180 days of the alleged discrimination and include the date the alleged discrimination became known to the complainant or the last date of the incident.

The complaint must be written and signed by the complainant and shall include:

- The Complainant(s) name, address, and telephone number;
- A detailed description of the alleged incident that led the complainant to believe discrimination occurred;
- The date of the alleged act of discrimination, the date when the complainant(s) became aware of the alleged discrimination, the last date of the conduct or the date the conduct was discontinued;
- The names and job titles of those parties involved the complaint;

- The facts and circumstances of surrounding the alleged discrimination and the basis of the complaint (i.e., race color, national origin, sex, age, disability, income status, or retaliation);
- Names and contact information of persons who the investigator can contact for additional information to support or clarify the allegations; and
- The corrective action being sought by the complainant. Complaints may be filed by one of the following methods:
    - By completing and signing the Complaint form and delivering it in person, by webform submission, or by mail;
    - By emailing or faxing the Complaint Form and sending the signed original to the Title VI Coordinator; and
    - For people with disabilities, by calling the Title VI Coordinator where information obtained will be used to complete the Complaint Form and, subsequently, forwarded to the complainant for review, signature, and return.

Upon receipt of a completed complaint, the Title VI Coordinator will determine jurisdiction, acceptability or need for additional information and within fifteen (15) days, acknowledge receipt of the complaint and the intended course of action.

- WSDOT has sole authority for and will adjust all complaints filed against WSDOT subrecipients;
- Complaints against Grays Harbor Transportation Authority in USDOT funded programs will be referred to WSDOT and/or USDOT for processing; and
- Complaints under all other federally-funded programs fall under the WSDOT's authority and jurisdiction.

Complaints may be dismissed if the complainant:

- Requests the withdrawal of the complaint;
- Fails to respond to repeated requests for additional information;
- Fails to cooperate with the investigation;
- Cannot be located after reasonable attempts to reach the complainant have been made.

Complaints that fall under the jurisdiction of USDOT – WSDOT Civil Rights Officer, will forward a copy of the complaint and preliminary findings to USDOT-HCR within sixty (60) days. Once USDOT-HCR issues its final decision, it will notify WSDOT, and WSDOT will notify all parties involved.

All allegations of discrimination will be taken seriously, and every effort will be made to provide a fair and unbiased determination. In instances where there is dissatisfaction with WSDOT's determination, the complaint may file a complaint directly with the Federal Transit Administration Office of Civil Rights:

- US Department of Transportation, Federal Transit Administration, Washington Division 915 2nd Ave Ste 3142, Seattle, WA 98174;
- US Department of Transportation, Federal Transit Administration, Office of Civil Rights, 1200 New Jersey Ave. SE, Washington, DC 20590

Spanish Version: Título VI Procedimiento de Reclamación

GHTA cumple con las regulaciones del Título VI y no discrimina por motivos de raza, color u origen nacional. Las personas con dominio limitado del inglés tienen derecho a servicios gratuitos de traducción e interpretación. Los procedimientos de reclamación están disponibles en el sitio web de Gray Harbor Transportation Authority y cubren losiguiente:

- Título VI de la Ley de Derechos Civiles de 1964
- Artículo 504 de la Ley de Rehabilitación de 1973
- Ley de Restauración de los Derechos Civiles de 1973
- Ley de Restauración de los Derechos Civiles de 1987
- Ley de Estadounidenses con Discapacidades de 1990

Cualquier persona, clase específica de personas o entidad que crea haber sido objeto de discriminación prohibida por las disposiciones legales del Título VI sobre la base de la raza, el color o el estatus de origen nacional, puede presentar una queja formal ante la Oficina de Derechos Civiles del Grays Harbor Transportation Authority. Una copia del Formulario de Quejas está disponible en el sitio web del Grays Harbor Transportation Authority y se puede acceder electrónicamente en: https://ghtransit.com/titlevi.

La denuncia debe presentarse dentro de los 180 días posteriores a la supuesta discriminación e incluir la fecha en que la supuesta discriminación se dio a conocer al demandante o la última fecha del incidente.

La reclamación debe ser escrita y firmada por el reclamante e incluirá:

El nombre, la dirección y el número de teléfono del reclamante;

- Una descripción detallada del supuesto incidente que llevó al reclamante a creer que se produjo discriminación;
- La fecha del supuesto acto de discriminación, la fecha en que los reclamantes se dieron cuenta de la supuesta discriminación, la última fecha de la conducta o la fecha o la fecha en que se suspendió la conducta;
- Los nombres y puestos de trabajo de las partes involucradas en la denuncia;
- Los hechos y circunstancias que rodean la supuesta discriminación y la base de la denuncia (es decir, raza, color, origen nacional, sexo, edad, discapacidad, condición de ingresos o represalias);
- Nombres e información de contacto de las personas con las que el investigador puede ponerse en contacto para obtener información adicional que respalde o aclare las alegaciones; Y
- La acción correctiva que solicita el reclamante. Las quejas pueden ser presentadas por uno de los siguientes métodos:

1. Completando y firmando el Formulario de Queja y entrenándolo en persona o por correo;
2. Enviando por correo electrónico o enviando por fax el Formulario de Queja y enviando el original firmado al Title VI Coordinator; y
3. Para los discapacitados, llamando a la Title VI Coordinator donde se utilizará la información obtenida para completar el Formulario de Queja y, posteriormente, se remitirá al reclamante para su revisión, firma y devolución.

Una vez recibida una queja completada, el Title VI determinará la jurisdicción, aceptabilidad o necesidad de información adicional y, en un plazo de cinco días, reconocerá la recepción de la queja y el curso de acción previsto.

- WSDOT tiene autoridad exclusiva para y resolverá todas las quejas presentadas contra los sub-receptores de WSDOT;
- Las quejas contra el Grays Harbor Transportation Authority en programas financiados por USDOT serán remitidas a WSDOT y/o USDOT para su procesamiento; Y

- Las quejas bajo todos los demás programas financiados por el gobierno federal están bajo la autoridad y jurisdicción de WSDOT.

Para su aceptación, una queja debe ser:

- Presentación oportuna;
- Involucrar una base cubierta (es decir, raza, color u origen nacional); y

Las reclamaciones pueden desestimarse si el reclamante:

- Solicita la retirada de la queja;
- No responde a las solicitudes repetidas de información adicional;
- No coopera en la investigación; o
- No se puede localizar después de que se hayan realizado intentos razonables de comunicarse con el reclamante.

Las reclamaciones que sean competencia de USDOT – WSDOT Civil Rights Officer,remitirán una copia de la queja y la constatación preliminar a USDOT-HCR en un plazo de 60 días. Una vez que USDOT-HCR emita su decisión final, notificará a WSDOT y, WSDOT notificará a todas las partes involucradas.

Todas las alegaciones de discriminación se tomarán en serio, y se harán todos los esfuerzos para proporcionar una determinación justa e imparcial. En los casos en que exista insatisfacción con la determinación de WSDOT, el reclamante podrá presentar una reclamación directamente con la modalidad USDOT adecuada:

- Administración Federal de Tránsito – Región 10, Washington Division 915 2nd Ave Ste 3142, Seattle, WA 98174;
- Departamento de Transporte de los Estados Unidos, Oficina de Derechos Civiles de la Administración Federal de Tránsito, 1200 New Jersey Ave. SE, Washington, DC 20590

Attachment D: Title VI Complaint Form

The following forms are formatted appropriately for accessibility in print and an interactive version online.

English Version

Title VI of the Civil Rights Act of 1964 states "No person in the United States shall, on the ground of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance."

Please provide the following information necessary in order to process your complaint.

Assistance is available upon request. Persons with Limited English Proficiency have the right to free language translation services.

Complete this form and mail or deliver to:

Grays Harbor Transit Authority, Title VI Coordinator, 705 30th Street, Hoquiam, WA 98550.

Complainant's Name (please print): _____

Street Address: _____

City: _____ State: _____Zip Code: _____

Telephone No. (Home): _____ (Cell): _____

Person discriminated against (if other than complainant)

Name (please print):_____

Street Address: _____

City: _____ State: _____Zip Code: _____

Telephone No. (Home): _____ (Cell): _____

1. What was the discrimination based on? (Check all that apply):

[ ] Race [ ] Color [ ] National Origin

2. Date of incident resulting in discrimination: / /

3. Describe how you were discriminated against. What happened and who was responsible? For additional space, attach additional sheets of paper or use back of form.

4. Did you file this complaint with another federal, state or local agency, or with a federal or state court? (Check the appropriate space) [ ] Yes [ ] No

If your answer is yes, check each agency that a complaint was filed with:

[ ] Federal Agency [ ] Federal Court [ ] State Agency [ ] State Court

[ ] Local Agency [ ] Other

5. Provide the contact person information for the agency you also filed the complaint with:

Name: _____

Street Address: _____

City: _____ State: _____ Zip Code: _____

Date Filed: _____

Sign below and be sure to attach or provide any supporting information that you believe may support your claim.

_____ _____

Complainant's Signature Date

Spanish Version: Título VI Denuncia Forma

Título VI de la ley de derechos civiles de 1964 Estados "ninguna persona en los Estados Unidos, por razón de raza, color u origen nacional, excluida de la participación en, ser negada los beneficios de o ser objeto de discriminación bajo cualquier programa o actividad recibiendo asistencia financiera federal".

Las personas con dominio limitado del inglés tienen derecho a servicios gratuitos de traducción e interpretación

Dos órdenes ejecutivas extender las protecciones del título VI a la justicia ambiental, que también protege a las personas de bajos ingresos y habilidad limitada de inglés (LEP). Por

favor proporcione la siguiente información necesaria para procesar su queja. Asistencia está disponible a petición. Complete este formulario y correo o entregar: Grays Harbor Transit Authority, Title VI, 705 30th Street, Hoquiam, WA 98550.

El nombre del Querellante (por favor imprima): _____

Domicillio: _____

Ciudad: _____ Estado:_____ Codigo Postal: _____

Numero de telefono (Casa): _____ (Cell): _____

Persona discriminada (si no es querellante) _____

Nombre (por favor imprima): _____

Domicillio: _____

Ciudad: _____Estado: _____ Codigo Postal: _____

Numero de telefono (Home): _____ (Cell): _____

1. ¿Qué se basa la discriminación? (Marque todas las que apliquen):

[ ] Raze [ ] Color [ ] Origen Nacional

2. Fecha de incidente dando lugar a la discriminación:__/_____/_____.

3. Describir cómo fueron discriminados. ¿Lo que pasó y quién fue el responsable? Para espacio adicional, adjuntar hojas adicionales de papel o la parte posterior del formulario.

4. ¿Presentó esta denuncia con otro federal, estatal o agencia local; o ante un tribunal federal o estatal. (Compruebe el espacio correspondiente) [ ] Si [ ] No

Si tu respuesta es Sí, compruebe cada agencia que una denuncia con:

[ ] Agencia Federal [ ] Corte Federal Court [ ] Agencia Estatal

[ ] Corte Estatal [ ] Agencia Local [ ] Otro

5. Proporcionar la información de contacto para la agencia que también presentó la denuncia ante:

Nombre: _____

Domicillo:_____

Cuidad: _____Estado : _____Codigo Postal: _____

Fecha de archivo: _____

Firmar a continuación y asegúrese de fijar o proporcionar cualquier información de apoyo que usted cree puede apoyar su reclamo.

_____ _____

Firma del Querellante Fecha

Attachment E: Four Factor Analysis

GHT is committed to providing meaningful access to its programs, services, and activities for persons with Limited English Proficiency (LEP), consistent with Title VI of the Civil Rights Act of 1964.

LEP individuals are persons who do not speak English as their primary language and who have a limited ability to read, speak, write, or understand English. Federal guidance requires recipients of FTA funds to take reasonable steps to ensure meaningful access to benefits, services, and information for LEP populations.

GHT has conducted the required Four-Factor Analysis to determine appropriate language assistance measures.

Factor 1: Number or Proportion of LEP Persons Served

GHT evaluated the number and proportion of LEP persons in its service area using data from the U.S. Census Bureau's **2024 American Community Survey** (ACS) 5-Year Estimates, Table C16001: Language Spoken at Home for the Population 5 Years and Over.

Language	Population	Percentage
Total population	73,435	100.00%
English only	65,976	89.84%
Spanish LEP	2,451	3.34%
Chinese LEP	158	0.22%
All other LEP	643	0.88%

**LEP defined as persons reporting that they speak English less than "very well".*

Analysis of the ACS data indicates that Spanish is the primary non-English language spoken within Grays Harbor County, and it is the only language group that exceeds the U.S. Department of Justice Safe Harbor threshold of 5% of the population or 1,000 persons who speak English "less than very well." Other language groups within the service area are present at levels below the Safe Harbor threshold.

Accordingly, Spanish-language translation and interpretation services are prioritized as the primary language assistance need for GHT.

Factor 2: Frequency of Contact with LEP Persons

GHT provides fixed-route and demand response transit services throughout Grays Harbor County, including service to rural communities, tribal areas, and regional connections.

LEP persons may encounter GHT services through:

- Transit center customer interactions
- Telephone inquiries
- Paratransit eligibility and scheduling
- Public outreach and community engagement activities
- Rider interactions with operators and staff

GHT has experienced periodic contact with Spanish-speaking individuals, including participation in public engagement activities associated with major capital planning efforts.

Because public transit is an essential service, GHT recognizes that even infrequent encounters may require timely and effective language assistance.

Factor 3: Nature and Importance of the Program

Public transportation services provided by GHT are essential to the community, including access to:

- Employment
- Medical care
- Education
- Social services
- Regional connections

The inability to access transit information due to language barriers may have serious consequences for LEP persons. Therefore, GHT considers language assistance to be an important component of nondiscriminatory service delivery.

Factor 4: Resources Available and Costs

As a rural transit provider, GHT operates with limited staff and financial resources. However, GHT is committed to providing reasonable and effective language assistance measures that are proportionate to the size of the agency and the needs of the community. GHT has governmental, state, and agency resources to assist LEP individuals in accessing our programs, services, and activities at a minimal cost to GHT.

Language assistance resources available include:

- Essential documents translated into Spanish
- Telephone-based interpreter services as needed
- Use of bilingual staff or community partner support as needed
- Access to WSDOT and state-supported language access resources

We primarily use commercial translation services and keep a list of employees and community partners capable of offering translation. Phone based translation services can be available immediately upon request after contacting a GHT dispatcher, supervisor, or other public-facing staff member. Translation of simple documents can be typically provided within 24-48 hours of request. More complex documents may require additional time; however, alternative methods of assistance can be offered within 24-48 hours, such as machine translation or phone-based support (if a bilingual staff member is not available).

The Title VI Coordinator annually updates, evaluates, and monitors the LEP/LAP. All staff will be trained in the LEP/LAP and made aware of how to access available resources through orientation and ongoing education.

Language Assistance Measures Implemented

Based on this Four-Factor Analysis, GHT provides the following language assistance:

- Translation of essential Title VI documents into Spanish, including:
    - Title VI Policy Statement
    - Title VI Notice to the Public
    - Complaint Procedures
    - Complaint Form
    - Paratransit Application
- Availability of Spanish-language materials on the agency website and upon request

- Staff training on how to respond to LEP encounters and access interpreter resources
- Provision of interpreter services for public meetings or hearings when requested or appropriate

Monitoring and Updating

The Title VI Coordinator is responsible for monitoring LEP needs and updated the Language Assistance Plan (LAP) as necessary. GHT will review:

- Demographic changes in the services area
- Frequency of LEP contacts
- Requests for translated materials
- Effectiveness of current language assistance measures

The LEP Plan and Four-Factor Analysis will be updated at least every three years, or more frequently if conditions warrant.

[Add photograph to fill space.]

Attachment F: Log Examples

The below are samples of Title VI logs in use.

Title VI Complaint Log

Case Number	Complainant/Address	Filing Date	Basis	Status	Disposition

Title VI LEP Encounter Log

Translation logs are updated monthly and kept in the Title VI folder.

Date	Language Identified	Location (dispatch, route, etc)	Method of assistance	Employee Name	Outcome

Title VI Policy/Communication Log

Policy/Communication Review Logs kept in the Title VI folder.

Date	Policy/Program Reviewed	Review Type	Title VI Identified	Action Taken	Reviewed By

Attachment G: Paratransit Application

Copies of the printable PDF versions of GHT's paratransit application in both English and Spanish are provided following this page.

Electronic versions of the application are always available via this canonical URL: https://ghtransit.com/paratransit/

NOTE: *Document page numbering for the GHT Title VI Plan (2026) ends on this page*.

The paratransit applications on subsequent pages use their own numbering independent of this document. The English and Spanish versions are each 15 pages long.

GRAYS HARBOR TRANSIT

RE: ADA Eligibility Applications

Dear Resident of Grays Harbor County

Thank you for your interest in the Grays Harbor Transit Authority's Specialized Van Service (SVS). This transit service is for persons with a disability that prevents or impairs them from using the Grays Harbor Transit (GHT) fixed-route buses. Please complete the enclosed application and send it to the address provided on the last page of the application. If you have any questions about the application, you can call 360-532-2770 Ext 2 to speak with our ADA coordinator for assistance.

Sincerely

Your Grays Harbor Transit

ADA Coordinator

Enclosures:

- About ADA
- ADA Specialized Van Service Information
- ADA Application

GRAYS HARBOR TRANSIT

About ADA

The Americans with Disabilities Act (ADA) is a federal law that was passed in 1990. This law prohibits discrimination against an individual with a disability in connection with the provision of transportation service. Notwithstanding the provision of any special transportation service to individuals with disabilities, an entity shall not, on the basis of disability, deny to any individual with a disability the opportunity to use the entity's transportation service for the general public, if the individual is capable of using that service. An entity shall not require an individual with a disability to use designated priority seats, if the individual does not choose to use these seats.

GHT fixed route buses are equipped with lifts for easy access for those passengers that cannot utilize the step.

You may be eligible under the established ADA criteria if you are unable to use the fixed-route bus service for one or more of the following reasons:

- You are unable to board, ride or disembark from an accessible transit vehicle.
- Your disability or condition prevents you from traveling to or from a bus stop.

To become eligible to use ADA transportation service in Grays Harbor County, please complete the application for ADA eligibility certification. The application requires you (or someone completing the form for you) to explain why you are unable to use the fixed-route bus service.

It is important to note that all parts of this application must be completed, including the section for Health Care Professionals. **You as an applicant are responsible for the completion of this entire application.**

GHT will review your application and follow-up as necessary to determine your eligibility. GHT will make every effort to notify you within 21 days of receiving your **completed application** regarding your eligibility for our SVS service.

If you have not heard about your eligibility status within 21 days of GHT receiving your completed application, please call 360-532-2770, Ext. 2. If a determination has not been made yet, you will be temporarily eligible for service until a determination can be made.

If you are denied eligibility, you have a right to appeal the decision. Please contact GHT on the appeals process.

The attached application can be mailed, emailed or faxed to Grays Harbor Transit ADA Certification Coordinator (contact information provided on last page of application).

For additional information on the ADA application process, please call 360-532-2770, Ext 2

GRAYS HARBOR TRANSIT

ADA Specialized Van Service (SVS)

Grays Harbor Transit Specialized Van Service (SVS) works just like the Dial-A-Ride with some additional services. It is available to any person qualified with a disability regardless of age. The SVS provides transportation from origin to destination transportation within Grays Harbor County.

To qualify, a person must become "ADA Certified." An eight-page application must be completed and approved in order to enroll in the program. Applications are available at the Grays Harbor Transit Office, by calling the ADA Coordinator at 360-532-2770, Ext. 2 or online at www.ghtransit.com, click on programs, to ADA Specialized Van Services (SVS). Once approved, the applicant is deemed "ADA Certified" in compliance with the Americans with Disabilities Act of 1990. Wheelchair-accessible rides are available. There are three types of ADA eligibility:

- **Full** – If your disability prevents you from using the fixed route city bus system for any trips
- **Conditional** – If you can use the fixed route city bus system under certain circumstances but need the SVS bus for specified trips or to get from your home to a bus station.
- **Temporary** – If your disability does not require a permanent need for SVS service.

How to order a ride: Once enrolled in the program, call Grays Harbor Transit by 4:00 p.m. the day before your appointment. For appointments on Mondays, please call Friday by 4 p.m. For appointments outside of the Hoquiam, Aberdeen and Cosmopolis areas please call at least 2 days in advance. When calling please be sure to inform the dispatcher

- that you are an SVS rider along with your last name.
- If you are waiting for your ride inside of a building.
- If you have an appointment and you need to get to by a set time

Fare: The SVS service is currently free through December 31, 2024

Hours of operation: Monday through Sunday please call for schedule times, excluding major holidays.

GRAYS HARBOR TRANSIT

ADA Certification Application
General Information

☐ New Application ☐ Recertification Customer # _____

Last Name _____ First _____ Middle _____

Mailing Address _____ Apt/Sp # _____

City _____ State _____ Zip _____

Pick-Up Address _____ Apt/Sp # _____
(if different from mailing address)

City _____ State _____ Zip _____

Daytime Phone _____ Date of Birth _____ /_____ /_____

Evening Phone _____ ☐ Male ☐ Female

Emergency Contact

Name _____ Phone _____

Language Ability – Do you speak/understand English?

☐ Yes ☐ No – Specify spoken language. _____

For Official Use Only

Application Status	**New Client Information**	**Conditions**
_____ In Process	New Client Number_____	_____ Uphill Only
_____ Approved	Expiration Date _____	_____ To/From Station Only
_____ Denied	Entered In Computer By _____	_____ Temporary Service

GRAYS HARBOR TRANSIT

Condition Information

Please be sure to complete the application thoroughly. An incomplete application will be returned to you for completion and will delay the certification process.

1. Can you ride the fixed-route bus without someone else's help?
   a. ☐ No ☐ Yes
2. What is your condition that would prevent you from riding the fixed-route bus?

_____

_____

_____

3. Explain completely and in as much detail as possible how your disability prevents you from:
   a. Getting on or off a ramp-equipped regular bus: and/or
   b. Getting to or from a bus stop: and/or
   c. Successfully completing a fixed-route bus trip

_____

_____

_____

4. Is your need for our Specialized Van Service
   a. ☐ Long Term ☐ Short Term – Estimated Time Needed _____
5. Do your limitations change from time to time because of medical treatments, medications or for other reasons?
   a. ☐ No ☐ Yes – How? _____
6. Because of your disability, do weather conditions prevent you from using the fixed-route bus system without someone else's help?
   a. ☐ No ☐ Yes – Which conditions, and how does it affect you? _____

_____

_____

_____

7. Because of your disability, do terrain conditions prevent you from using the fixed-route bus system without someone else's help?
   a. ☐ No ☐ Yes – Which conditions, and how does it affect you? _____

_____

_____

_____

GRAYS HARBOR TRANSIT

8. How far is your residence from the nearest bus stop?
   a. ☐ Less than one block ☐ Number of blocks _____
9. When you walk outside your home, how far can you walk on your own or with the use of a mobility device?
   a. ☐ Unable to walk any distance ☐ Number of blocks. _____
10. Does your walking distance change because of health conditions?
   a. ☐ No ☐ Yes – How? _____
11. How many steps can you go up/down without someone's help?
   a. ☐ None ☐ One Step ☐ Two or more steps
12. Please answer the following questions, if you answer *sometimes* to any of the questions, please explain below.

No	Yes	Sometimes	
☐	☐	☐	Can you stand for 10 minutes while you wait for your ride?
☐	☐	☐	Can you sit for 10 minutes while you wait for your ride?
☐	☐	☐	Can you ask, understand, and follow directions?
☐	☐	☐	Can you cope with unexpected problems or changes in your routine?
☐	☐	☐	Can you recognize landmarks?
☐	☐	☐	Can you tell time?
☐	☐	☐	Can you cross a busy street at a crosswalk?
☐	☐	☐	Can you use a telephone to make and receive calls?
☐	☐	☐	Can you see well enough to walk or travel to a bus stop?
☐	☐	☐	Do you use a service animal to assist you, if yes what type _____
☐	☐	☐	Do you travel with portable oxygen?
☐	☐	☐	If approved, will you be using a personal care provider to assist you?
☐	☐	☐	If approved, will you need the use of a lift to board the bus?

_____

_____

_____

_____

GRAYS HARBOR TRANSIT

Mobility/Residence Information

13. Which of the following mobility aids or equipment do you use when you travel outside of your home? Check **ALL** that apply and enter the percentage of time used to equal 100%

☐ No Aids _____ %
☐ White Cane _____ %
☐ Support Cane_____ %
☐ Crutches _____ %
☐ Other _____ %
☐ Motorized Wheelchair _____ %
☐ Motorized Scooter _____ %
☐ Manual Wheelchair _____ %
☐ Walker _____ %

If you checked Manual Wheelchair, Power Wheelchair or Power Scooter please mark the box next to the one that looks most like your device and answer the questions A through E on page 11. If your device does not resemble any of these units, please contact our ADA Coordinator at 360-532-2770

Manual Wheelchair

☐
☐
☐

Power Wheelchair

☐
☐
☐

Power Scooter

☐
☐
☐

GRAYS HARBOR TRANSIT

If you checked Manual Wheelchair, Power Wheelchair or Power Scooter please answer the questions A through E about your chair, otherwise skip to question 14.

a) Are you able to transfer by yourself from your chair to a seat on a bus ☐ No ☐ Yes

b) How far can you ***independently*** operate or self-propel your chair ☐ Unlimited distance
☐ _____ Feet/Yards or ☐ I am unable to operate or self-propel any distance.

c) Some passengers need to have their feet elevated or their seat in a reclined position. Can your chair remain in an upright or sitting position with the feet down for the duration of the bus ride?
☐ No ☐ Yes
If NO, please explain: _____
_____

d) SVS may not be able to transport your mobility aids that are larger than:
● 32+ inches in width ● 42+ inches in length ● 800 lbs.+ when occupied.
Does your mobility aid exceed any of these measurements ☐ No ☐ Yes
If YES, please explain specifics: _____
_____

e) Does your residence have an approved ramp and/or flat, smooth path to get from the door to the bus? ☐ No ☐ Yes
If NO, please explain: _____
_____

14. If approved for the SVS will you:
    a. Be able to meet the bus at the curb? ☐ Yes ☐ No – Why? _____
    b. Need assistance from your door ☐ Yes ☐ No
       If YES, what kind of help will you need? _____
    c. Need assistance to your door ☐ Yes ☐ No
       If YES, what kind of help will you need? _____

15. Is there any additional information regarding your condition or travel restrictions that has not been addressed? _____
_____
_____
_____
_____
_____
_____

GRAYS HARBOR TRANSIT

16. Have you ever ridden the fixed-route bus? ☐ No ☐ Yes

17. Do you currently ride the fixed-route bus? ☐ Yes ☐ No – Why Not? _____

_____

_____

_____

18. What is your closest cross street?

19. Are there any landmarks we would need in order to locate your residence?_____

_____

_____

20. Are the numbers on your residence readily visible from the road during the day and night? ☐ No ☐ Yes

21. Can your residence safely accommodate a 24' SVS vehicle with sufficient area to turn around? ☐ No ☐ Yes ☐ I do not know.

22. Do you use stairs to get into or out of your home? ☐ No ☐ Yes

All Grays Harbor Transit vehicles have lifts, ramps or can kneel to help you get on or off the bus. If you do not use a wheelchair or other mobility aids you can still request to use the lift if you have difficulties using the stairs.

23. Stairs on our vehicles can be up to 12" in height and include a handrail to aid in climbing. How many bus stairs can you go up or down by yourself?
    a. ☐ None ☐ One Step ☐ Two or more steps

24. The lift on our vehicles requires eight feet clearance from the vehicle. Is there enough room at your residence to deploy this lift onto a flat level surface?
    a. ☐ Yes ☐ No ☐ I do not know.

Please Note: If you are unable to provide accurate information regarding the accessibility of your residence, Grays Harbor can assist you in determining this information. Please call the ADA Coordinator at 360-532-2770 Ext. 2 for more information

GRAYS HARBOR TRANSIT

Application Agreement & Authorization For Release of Information

By signing below, you authorize the release of verification of information and any other information to GHT or its representatives need to evaluate your eligibility to receive Special Van Services.

Please be advised that GHT will use your statements to determine your eligibility for the SVS service as provided by law. The statements contained herein are material to Grays Harbor Transit's determination and GHT may act in reliance thereon.

Providing false information is punishable by fine or imprisonment (RCW 9A-72.085 and RCW 40.16.030).

Grays Harbor Transit may share your eligibility determination with other transportation providers, on request, to facilitate travel between Grays Harbor and other transit districts.

Documents used by GHT regarding your SVS eligibility, shared with other transportation providers, and information provided by your medical professional, may be subject to public records request under Chapter 42.56 RCW. GHT will attempt to notify you should there be a public records request for your eligibility documents.

This form must be signed by the applicant or by the individual with designated power of attorney or is a legal guardian for the applicant. If the applicant is under 18 years of age, a parent or legal guardian must sign this form. <u>If the applicant is over 18 years old and you are signing as a power of attorney or legal guardian, please include a copy of the authorizing document.</u>

I hereby certify under the penalty of perjury under the laws of the state of Washington that the information provided on this application is true and correct.

Applicant Name _____

Applicant Signature _____

Date _____ Daytime Phone # _____

Representative

If a person other than the applicant filled out this application, please complete the following.

Representative Signature _____

☐ Legal Guardian ☐ Designated Power of Attorney

Representative Name _____ Daytime Phone # _____

Relationship to Applicant/Agency _____

Date _____ Daytime Phone # _____

GRAYS HARBOR TRANSIT

Licensed Medical or Mental Health Professional Verification

INSTRUCTIONS: If the applicant is your current patient or client, please answer the following questions. All health care information will be kept confidential.

Please note that SVS is a costly, tax-supported service. We need your assistance to assure that eligibility is limited to people who, because of the effects of their disabilities are not able to ride the substantially less expensive fixed-route bus. Age, excessive weight, convenience of the service, fear of falling, inability to drive and inability to carry packages are not qualifying factors SVS service. Please call 360-532-2770 Ext 2 if you have any questions.

In completing the required information, please **list only the disability diagnoses that would prevent the applicant from independently getting to or from or successfully riding a fixed-route bus.** Please define the degree of impairment and include measure(s) of visual or hearing acuity, GAF, or IQ scores, if applicable.

For the purpose of this application, licensed medical or mental health professionals are limited to:

Please Check One:

- ☐ Medical Doctor (MD or DO)
- ☐ Psychologist (Ph.D.)
- ☐ Licensed Mental Health Professional
- ☐ MDS Nurse (Skilled Nursing Facility Only)
- ☐ Optometrist or Ophthalmologist.
- ☐ Physician Assistant or ARNP
- ☐ Physical or Occupational Therapist
- ☐ Certified Orientation & Mobility Specialist

Applicant Name _____

Diagnosis/Disability *(not symptoms)*	**Degree of Impairment** *Circle one*	**Date of Onset** *(if known)*
_____	Mild Moderate **Severe**	_____
_____	Mild Moderate **Severe**	_____
_____	Mild Moderate **Severe**	_____
_____	Mild Moderate **Severe**	_____
_____	Mild Moderate **Severe**	_____
_____	Mild Moderate **Severe**	_____

Any other information we need to help with our determination: _____

_____

_____

GRAYS HARBOR TRANSIT

Is the applicants need for SVS service temporary? ☐ No ☐ Yes – How long? _____

Are any of the conditions episodic or variable in severity? ☐ No ☐ Yes – Please explain? _____

_____

_____

Please review "Conditions section" as provided by the applicant or applicant's representative. Based on your knowledge of the applicant's condition, is the information provided accurate?

☐ Yes ☐ No ☐ Somewhat.

If you checked "No" or "Somewhat", please explain. _____

_____

_____

_____

I HEREBY CERTIFY under penalty of perjury under the laws of the State of Washington that the information provided on the Professional Verification portion of this application is true and correct.

_____ _____ _____

Licensed Professional Signature ***Specialty*** ***Date***

Printed Name _____

Organization _____

City/St/Zip_____

Phone _____

Thank you for your assistance in completing this form. Grays Harbor Transit, in accordance with the Americans with Disabilities Act of 1990 will use the information provided to determine the applicant's eligibility for SVS service.

Please return application to:

Grays Harbor Transit
Attn: ADA Coordinator
705 30th Street
Hoquiam, WA. 98550

Please Fold In Half

Return Address

_____

_____

_____

1st Class Postage Required

Grays Harbor Transit
ADA Coordinator
705 30th Street
Hoquiam, WA 98550

ASUNTO: Solicitudes de elegibilidad para la ADA

Estimado residente del condado de Grays Harbor:

Gracias por su interés en el Servicio Especializado de Furgonetas (SVS, por sus siglas en inglés) de la Autoridad de Tránsito de Grays Harbor. Este servicio de transporte es para las personas que tienen una discapacidad que les impide o les dificulta utilizar los autobuses de ruta fija de Grays Harbor Transit (GHT). Complete la solicitud adjunta y envíela a la dirección proporcionada en la última página de la solicitud. Si tiene alguna pregunta sobre la solicitud, puede llamar al 360-532-2770 Ext 2 para hablar con nuestro coordinador de la ADA para solicitar ayuda.

Atentamente,

Su Autoridad de Tránsito de Grays Harbor

Coordinador de la ADA

Documentos adjuntos:

- Acerca de la ADA
- Información de servicio de furgonetas especializadas de la ADA
- Solicitud de la ADA

Acerca de la ADA

La Ley para Estadounidenses con Discapacidades (ADA, por sus siglas en inglés) es una ley federal que se aprobó en 1990. Esta ley prohíbe la discriminación contra una persona con una discapacidad en relación con la prestación del servicio de transporte. A pesar de la prestación de cualquier servicio especial de transporte a las personas con discapacidades, una entidad no deberá, con base en la discapacidad, negar a una persona con discapacidad la oportunidad de utilizar el servicio de transporte de la entidad para el público en general, si la persona es capaz de utilizar ese servicio. Una entidad no puede exigir a una persona con discapacidad que utilice los asientos prioritarios designados, si la persona no decide usar estos asientos.

Los autobuses de ruta fija de GHT están equipados con ascensores para facilitar el acceso de los pasajeros que no pueden utilizar el escalón.

Usted puede ser elegible según los criterios establecidos de la ADA si no puede usar el servicio de autobús de ruta fija por una o más de las siguientes razones:

- No puede abordar, viajar o bajar de un vehículo de tránsito accesible.
- Su discapacidad o condición le impide viajar hacia o desde una parada de autobús.

Para ser elegible para utilizar el servicio de transporte de la ADA en el condado de Grays Harbor, complete la solicitud de certificación de elegibilidad de la ADA. La solicitud requiere que usted (o alguien que complete el formulario por usted) explique por qué no puede usar el servicio de autobús de ruta fija.

Es importante tener en cuenta que todas las partes de esta solicitud deben completarse, incluida la sección para profesionales de la salud. **Usted como solicitante es responsable de completar toda esta solicitud.**

GHT evaluará su solicitud y hará el seguimiento necesario para determinar su elegibilidad. GHT hará todo lo posible para notificarle durante un plazo de 21 días después de la recepción de su solicitud completa con respecto a su **elegibilidad para nuestro servicio de SVS.**

Si no ha sido notificado sobre su elegibilidad dentro de los 21 días posteriores a la recepción de su solicitud completa, llame al 360-532-2770, Ext. 2. Si aún no se ha tomado una determinación, usted será elegible temporalmente para el servicio hasta que se pueda tomar una determinación.

Si se le niega la elegibilidad, tiene derecho a apelar la decisión. Por favor, comuníquese con GHT para obtener información sobre el proceso de apelación.

La solicitud adjunta se puede enviar por correo, correo electrónico o fax al Coordinador de Certificación de la ADA de Grays Harbor Transit (información de contacto proporcionada en la última página de la solicitud).

Para obtener información adicional sobre el proceso de solicitud de la ADA, llame al 360-532-2770, Ext 2

Servicio Especializado de Furgonetas (SVS) de la ADA

El Servicio Especializado de Furgonetas (SVS) de Grays Harbor Transit funciona igual que el servicio de Dial-A-Ride con algunos servicios adicionales. Está disponible para cualquier persona elegible con una discapacidad, independientemente de su edad. El SVS proporciona transporte desde el origen hasta el transporte de destino dentro del condado de Grays Harbor.

Para cumplir con los requisitos, una persona debe obtener la "Certificación de la ADA". Se debe completar y aprobar una solicitud de ocho páginas para inscribirse en el programa. Las solicitudes están disponibles en la Oficina de Tránsito de Grays Harbor, llamando al Coordinador de la ADA al 360-532-2770, Ext. 2 o en línea en www.ghtransit.com, haga clic en “Programs”, y luego en “ADA Specialized Van Services (SVS)”. Una vez aprobado, el solicitante se considera "Certificado por la ADA" en cumplimiento con la Ley para Estadounidenses con Discapacidades de 1990. Los viajes accesibles para sillas de ruedas están disponibles. Hay tres tipos de elegibilidad para la ADA:

- **Completo** – Si su discapacidad le impide utilizar el sistema de autobuses urbanos de ruta fija para cualquier viaje
- **Condicional** – Si puede usar el sistema de autobuses urbanos de ruta fija bajo ciertas circunstancias, pero necesita el autobús SVS para viajes específicos o para llegar desde su casa a una estación de autobuses.
- **Temporal** – Si su discapacidad no requiere una necesidad permanente de servicio SVS.

Cómo solicitar un viaje: Una vez inscrito en el programa, llame a Grays Harbor Transit antes de las 4:00 p.m. el día antes de su cita. Para citas los lunes, llame el viernes antes de las 4 p.m. Para citas fuera de las áreas de Hoquiam, Aberdeen y Cosmopolis, llame con al menos 2 días de anticipación. Cuando llame, asegúrese de informar al despachador

- que usted es un usuario de SVS junto con su apellido.
- Si está esperando su viaje dentro de un edificio.
- Si tiene una cita y necesita llegar a una hora especifica.

Tarifa: El servicio de SVS es actualmente gratuito hasta el 31 de diciembre de 2024

Horario de atención: De lunes a domingo, llame para preguntar los horarios de servicio, excepto los días festivos importantes.

GRAYS HARBOR TRANSIT

Solicitud de certificación de la ADA
Información general

☐ Nueva solicitud ☐ # de cliente de recertificación _____

Apellido _____ Nombre _____Segundo nombre _

Dirección postal _____ Apto/SP #_____

Ciudad _____ Estado _____ Código postal _____

Dirección de recogida _____ Apto/SP #_____
(si es diferente de la dirección postal)

Ciudad _____ Estado _____ Código postal _____

Teléfono diurno _____ Fecha de nacimiento_____/_____/_____

Teléfono nocturno _____ ☐ Hombre ☐ Mujer

Contacto de emergencia

Nombre _____Teléfono _____

Habilidad lingüística – ¿Habla/entiende inglés?

☐ Sí ☐ No: especifique el idioma que habla. _____

Solo para uso oficial

Estado de la solicitud	**Información del nuevo cliente**	**Condiciones**
_____En proceso	Nuevo número de cliente _____	_____ Solo cuesta arriba
_____Aprobado	Fecha de vencimiento _____	_____ Solo hacia/desde la estación
_____Negado	Ingresado en el sistema por _____	_____ Servicio Temporal

GRAYS HARBOR TRANSIT

Información sobre la condición

Asegúrese de completar la solicitud en su totalidad. Si su solicitud está incompleta, se le devolverá y se retrasará el proceso de certificación.

1. ¿Puede viajar en el autobús de ruta fija sin la ayuda de otra persona?
   a. ☐ No ☐ Sí

2. ¿Cuál es su condición que le impediría viajar en el autobús de ruta fija?

_____
_____
_____

3. Explique completamente y con el mayor detalle posible cómo su discapacidad le impide lo siguiente:
   a. Subir o bajar de un autobús regular equipado con una rampa: y/o
   b. Llegar hacia o desde una parada de autobús: y/o
   c. Completar con éxito un viaje en autobús de ruta fija

_____
_____
_____

4. Su necesidad de nuestro Servicio Especializado de Furgonetas es:
   a. ☐ A largo plazo ☐ A corto plazo – Tiempo estimado necesario _____

5. ¿Sus limitaciones cambian de vez en cuando debido a tratamientos médicos, medicamentos o por otras razones?
   a. ☐ No ☐ Sí, ¿cómo? _____

6. Debido a su discapacidad, ¿las condiciones climáticas le impiden utilizar el sistema de autobuses de ruta fija sin la ayuda de otra persona?
   a. ☐ No ☐ Sí, ¿qué condiciones y cómo le afectan? _____

_____
_____
_____

7. Debido a su discapacidad, ¿las condiciones del terreno le impiden usar el sistema de autobuses de ruta fija sin la ayuda de otra persona?
   a. ☐ No ☐ Sí, ¿qué condiciones y cómo le afectan? _____

_____
_____
_____

GRAYS HARBOR TRANSIT

8. ¿A qué distancia está su hogar de la parada de autobús más cercana?
   a. ☐ Menos de una cuadra ☐ Número de cuadras _____

9. Cuando camina fuera de su casa, ¿qué tan lejos puede caminar solo o con el uso de un dispositivo de movilidad?
   a. ☐ No puede caminar ninguna distancia ☐ Número de cuadras. _____

10. ¿La distancia que puede caminar cambia debido a sus condiciones de salud?
    a. ☐ No ☐ Sí, ¿cómo? _____

11. ¿Cuántos escalones puedes subir/bajar sin la ayuda de alguien?
    a. ☐ Ninguno ☐ Un escalón ☐ Dos o más escalones

12. Por favor, responda las siguientes preguntas. Si responde *a veces* a cualquiera de las preguntas, por favor explique a continuación.

No	**Sí**	**A veces**	
☐	☐	☐	¿Puede estar de pie durante 10 minutos mientras espera su viaje?
☐	☐	☐	¿Puede sentarse durante 10 minutos mientras espera su viaje?
☐	☐	☐	¿Puede preguntar, entender y seguir instrucciones?
☐	☐	☐	¿Puede hacer frente a problemas inesperados o cambios en su rutina?
☐	☐	☐	¿Puede reconocer lugares de referencia?
☐	☐	☐	¿Puede decir la hora?
☐	☐	☐	¿Puede cruzar una calle concurrida al mismo paso de los otros peatones?
☐	☐	☐	¿Puede usar un teléfono para hacer y recibir llamadas?
☐	☐	☐	¿Puede ver lo suficientemente bien como para caminar o viajar a una parada de autobús?
☐	☐	☐	¿Utiliza un animal de servicio para ayudarle? En caso afirmativo, ¿qué tipo de animal _____?
☐	☐	☐	¿Viaja con oxígeno portátil?
☐	☐	☐	Si es aprobado, ¿usará un proveedor de cuidado personal para que lo ayude?
☐	☐	☐	Si es aprobado, ¿necesitará utilizar un ascensor para subir al autobús?

_____

_____

_____

GRAYS HARBOR TRANSIT

Información sobre movilidad/residencia

13. ¿Cuál de los siguientes dispositivos o ayudas de movilidad utiliza cuando viaja fuera de su hogar? Marque **TODAS las** opciones que correspondan e ingrese el porcentaje de tiempo utilizado para que sea el 100%

☐ Sin ayudas _____%
☐ Bastón blanco _____%
☐ Bastón de apoyo _____%
☐ Muletas _____%
☐ Silla de ruedas eléctrica _____%
☐ Scooter motorizado _____%
☐ Silla de ruedas manual _____%
☐ Andadera _____%
☐ Otro _____%

Si marcó "silla de ruedas manual", "silla de ruedas eléctrica" o "scooter eléctrico", marque la casilla junto a la que se parezca más a su dispositivo y responda las preguntas de la A a la E en la página 11. Si su dispositivo no se parece a ninguna de estas unidades, comuníquese con nuestro Coordinador de la ADA al

Silla de ruedas manual

☐
☐
☐

Silla de ruedas eléctrica

☐
☐
☐

Scooter eléctrico

☐
☐
☐

GRAYS HARBOR TRANSIT

Si marcó "silla de ruedas manual", "silla de ruedas eléctrica" o "scooter eléctrico", responda las preguntas de la A a la E sobre su silla, de lo contrario, pase a la pregunta 14.

a) ¿Puede transferirse solo de su silla a un asiento en un autobús? ☐ No ☐ Sí

b) ¿Hasta dónde puede operar o autopropulsar su silla de forma ***independiente?*** ☐ Distancia ilimitada
☐ _____ pies/yardas o ☐ Soy incapaz de operar o autopropulsarme a ninguna distancia.

c) Algunos pasajeros necesitan tener los pies elevados o el asiento reclinado. ¿Puede su silla permanecer en posición vertical o sentada con los pies hacia abajo durante el viaje en autobús?
☐ No ☐ Sí
En caso negativo, por favor explique: _____
_____

d) Es posible que SVS no pueda transportar sus dispositivos de ayuda a la movilidad que sean más grandes o más pesados que las siguientes medidas:
● 32+ pulgadas de ancho ● 42+ pulgadas de longitud ● 800 lbs.+ cuando el dispositivo está ocupado.
¿Su dispositivo de ayuda a la movilidad excede alguna de estas medidas? ☐ No ☐ Sí
En caso afirmativo, por favor proporcione información específica: _____
_____

e) ¿Su residencia tiene una rampa aprobada y/o un camino plano y suave para llegar desde la puerta hasta el autobús? ☐ No ☐ Sí
En caso negativo, por favor explique: _____
_____

14. Si es aprobado para el servicio de SVS:
    a. ¿Puede tomar el autobús en la acera? ☐ Sí ☐ No, ¿por qué? _____
    b. ¿Necesita ayuda desde su puerta? ☐ Sí ☐ No
       En caso afirmativo, ¿qué tipo de ayuda necesitará? _____
    c. ¿Necesita ayuda para llegar a su puerta? ☐ Sí ☐ No
       En caso afirmativo, ¿qué tipo de ayuda necesitará? _____

15. ¿Hay alguna información adicional sobre su condición o restricciones de viaje que no se haya mencionado? _____
_____
_____
_____

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16. ¿Alguna vez ha viajado en el autobús de ruta fija? ☐ No ☐ Sí

17. ¿Actualmente viaja en el autobús de ruta fija? ☐ Sí ☐ No, ¿por qué no? _____
_____
_____
_____

18. ¿Cuál es su cruce de calles más cercano? _____
19. ¿Hay algún punto de referencia que necesitemos para ubicar su residencia? _____
_____
_____

20. ¿Los números de su residencia son fácilmente visibles desde la calle durante el día y la noche?
☐ No ☐ Sí

21. ¿Puede su residencia acomodar de manera segura un vehículo de SVS de 24 pies con suficiente área para dar la vuelta? ☐ No ☐ Sí ☐ No sé.

22. ¿Usa escaleras para entrar o salir de su casa? ☐ No ☐ Sí

Todos los vehículos de Grays Harbor Transit tienen elevadores, rampas o pueden inclinarse para ayudarle a subir o bajar del autobús. Si usted no utiliza una silla de ruedas u otros dispositivos de movilidad, aún puede solicitar el uso del ascensor si tiene dificultades para usar las escaleras.

23. Las escaleras de nuestros vehículos pueden tener hasta 12" de altura e incluyen un pasamanos para ayudarle a subir. ¿Cuántas escaleras de autobús puede subir o bajar por sí mismo?
    a. ☐ Ninguno ☐ Un escalón ☐ Dos o más escalones

24. La elevación de nuestros vehículos requiere ocho pies de distancia del vehículo. ¿Hay suficiente espacio en su residencia para desplegar este ascensor en una superficie plana?
    a. ☐ Sí ☐ No ☐ No sé.

Por favor, tenga en cuenta: Si no puede proporcionar información exacta sobre la accesibilidad de su residencia, Grays Harbor puede ayudarle a determinar esta información. Llame al Coordinador de la ADA al 360-532-2770 Ext. 2 para solicitar más información

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Acuerdo de solicitud y autorización
Para la divulgación de información

Al firmar a continuación, usted autoriza la divulgación de la verificación de la información y cualquier otra información a GHT o sus representantes necesarios para evaluar su elegibilidad para recibir Servicios Especializados de Furgonetas.

Tenga en cuenta que GHT utilizará sus declaraciones para determinar su elegibilidad para el servicio de SVS según lo dispuesto por la ley. Las declaraciones contenidas en este documento son materiales para la determinación de Grays Harbor Transit y GHT puede actuar con base en ellas.

Proporcionar información falsa se castiga con una multa o encarcelamiento (RCW 9A-72.085 y RCW 40.16.030).

Grays Harbor Transit puede compartir su determinación de elegibilidad con otros proveedores de transporte, previa solicitud, para facilitar el viaje entre Grays Harbor y otros distritos de tránsito.

Los documentos utilizados por GHT con respecto a su elegibilidad para SVS, compartidos con otros proveedores de transporte, así como la información proporcionada por su profesional médico, pueden estar sujetos a una solicitud de registros públicos bajo el Capítulo 42.56 RCW. GHT intentará notificarle si hay una solicitud de registros públicos para sus documentos de elegibilidad.

Este formulario debe ser firmado por el solicitante o por la persona que tiene un poder notarial designado o es un tutor legal para el solicitante. Si el solicitante es menor de 18 años, un padre o tutor legal debe firmar este formulario. <u>Si el solicitante es mayor de 18 años y usted está firmando como la persona con poder notarial o el tutor legal, incluya una copia del documento de autorización.</u>

Por la presente certifico, bajo pena de perjurio y bajo las leyes del estado de Washington, que la información proporcionada en esta solicitud es verdadera y correcta.

Nombre del solicitante _____

Firma del solicitante _____

Fecha _____ # de teléfono durante el día _____

Representante

Si una persona que no sea el solicitante llenó esta solicitud, complete lo siguiente.

Firma del representante _____

☐ Tutor legal ☐ Poder notarial designado

Nombre del representante _____ # de teléfono durante el día _____

Relación con el solicitante/agencia _____

Fecha _____ # de teléfono durante el día _____

Verificación de profesionales médicos o de salud mental con licencia

INSTRUCCIONES: Si el solicitante es su paciente o cliente actual, responda las siguientes preguntas. Toda la información de atención de salud se mantendrá confidencial.

Tenga en cuenta que SVS es un servicio costoso y que se paga con impuestos. Necesitamos su ayuda para asegurar que la elegibilidad se limite a las personas que, debido a los efectos de sus discapacidades, no pueden viajar en el autobús de ruta fija que es sustancialmente menos costoso. La edad, el peso excesivo, la conveniencia del servicio, el miedo a caerse, la incapacidad para conducir y la incapacidad para cargar paquetes no son factores que otorgan la elegibilidad para el servicio de SVS. Llame al 360-532-2770 Ext 2 si tiene alguna pregunta.

Al completar la información requerida, por favor indique **solo los diagnósticos de discapacidad que impedirían que el solicitante llegue o parta de forma independiente de una parada o estación de autobús o viaje con éxito en un autobús de ruta fija.** Defina el grado de discapacidad e incluya medidas de agudeza visual o auditiva, GAF o puntajes de CI, si corresponde.

Para el propósito de esta solicitud, los profesionales médicos o de salud mental con licencia están limitados a los siguientes proveedores de salud:

Por favor, marque una de las siguientes opciones:

- ☐ Médico (MD o DO)
- ☐ Optometrista u oftalmólogo
- ☐ Psicólogo (Ph.D.)
- ☐ Médico asociado o ARNP
- ☐ Profesional de salud mental con licencia
- ☐ Terapeuta físico u ocupacional
- ☐ Enfermero de MDS (solo centro de enfermería especializada)_____ ☐ Especialista certificado en orientación y movilidad

Nombre del solicitante _____

Diagnóstico/Discapacidad *(sin síntomas)*	**Grado de discapacidad** *Encierre en un círculo una respuesta*	**Fecha de inicio** *(si se sabe)*
_____	Leve Moderado **Grave**	_____
_____	Leve Moderado **Grave**	_____
_____	Leve Moderado **Grave**	_____
_____	Leve Moderado **Grave**	_____
_____	Leve Moderado **Grave**	_____
_____	Leve Moderado **Grave**	_____

Cualquier otra información que necesitemos para ayudar con nuestra determinación: _____

_____

_____

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¿La necesidad del solicitante para el servicio de SVS es temporal? ☐ No ☐ Sí, ¿cuánto tiempo? _____

¿Alguna de las condiciones es episódica o variable en gravedad? ☐ No ☐ Sí, ¿por favor explique? _____

_____

_____

Por favor, revise la "Sección de condiciones" según lo proporcionado por el solicitante o el representante del solicitante. Con base en su conocimiento de la condición del solicitante, ¿la información proporcionada es correcta?

☐ Sí ☐ No ☐ En cierto modo.

Si marcó "No" o "En cierto modo", por favor explique._____

_____

_____

_____

Por la presente certifico, bajo pena de perjurio bajo las leyes del Estado de Washington, que la información proporcionada en la parte de Verificación Profesional de esta solicitud es verdadera y correcta.

_____ _____ _____

Firma del profesional con licencia ***Especialidad*** ***Fecha***

Nombre impreso _____

Organización_____

Ciudad/Estado/Código postal_____

Teléfono _____

Gracias por su ayuda para completar este formulario. Grays Harbor Transit, de acuerdo con la Ley para Estadounidenses con Discapacidades de 1990, utilizará la información proporcionada para determinar la elegibilidad del

Por favor, envíe la solicitud a:

Grays Harbor Transit
Attn: Coordinador de la ADA
705 30th Street
Hoquiam, WA 98550

Por favor, doble

Dirección del remitente

_____

_____

_____

Se requiere franqueo de 1ª clase

Grays Harbor Transit
ADA Coordinator
705 30th Street
Hoquiam, WA 98550