

Hood River Transportation District

2017-2020

Civil Rights Program

Title VI and Limited English Proficiency Plan

Adopted by the Board: October 2017

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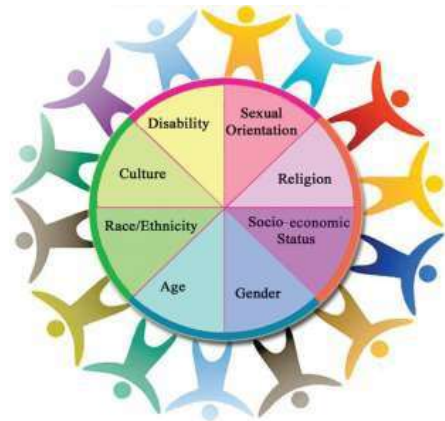


Table of Contents

Hood River Country Transportation District	1
Civil Rights Program	1
Signed Policy Statement.....	1
Title VI Complaint Procedures.....	1
Record of Title VI investigations, Complaints, or Lawsuits	1
Notification of HRCTD’s Title VI obligations.....	2
Public Participation Plan.....	4
Title VI – Compliance Officer & LEP Coordinator	4
Summary of Public Participation Efforts (8/2014 – 7/2017)	5
Employee LEP Training	5
Minority & Women Representation.....	5
Overview of HRCTD Service Standards and Policies.....	6
Limited English Proficiency Plan (LEP).....	7
Four Factor Analysis	7
LEP Implementation Plan	9
Goals and Objectives.....	9
General Strategy.....	10
Stakeholders.....	10
Program Elements	10
Monitoring and Updating the LEP Plan	11
Dissemination of the Limited English Proficiency Plan	11
Appendices	12
Appendix A: 2010 Census Data for District Service Area.....	13
Appendix B: Title VI Complaint Form (English & Spanish).....	15
Procedimiento de Quejas del Título VI.....	17
Distrito de Transporte del Condado Hood River	18
Formulario de Queja – Título VI	18
Appendix C: Fixed Route Service Standards & Policies	21
Vehicle load	21
Vehicle headway	21
On time performance.....	21
Service availability	21
Amenities.....	21

Vehicle Assignment Policy.....	21
Appendix D: HRCTD Non-Discrimination Statement	23

Hood River Country Transportation District Civil Rights Program

This program reflects the Hood River County Transportation District's (HRCTD) commitment to ensuring that no person 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.

HRCTD is committed to complying with the requirements of Title VI in all of its programs and activities including the provision of transit services.

Signed Policy Statement

A policy statement signed by Theresa North, HCRTD Board Chair, adopting this plan and ensuring HCRTD's commitment to compliance with Title VI of the Civil Rights Act of 1964 can be found as Appendix D.

Title VI Complaint Procedures

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by the District may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form which can be accessed as indicated in Appendix B. Our process for addressing civil rights complaints is as follows:

- Once the complaint is received, the District will review it to determine if our office has jurisdiction. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by our office.
- Any complaint HRCTD receives that deals with federal civil rights issues (e.g. Title VI, EEO or ADA complaints) will be forwarded to the District's Attorney.
- Once a complaint is logged the District has 60 days to resolve the issue.
- An investigation will be conducted which will include the basis of the alleged complaint; when and where the incident occurred; and, as necessary, the identification and interview of involved parties, the review and pertinent documents and other factual information from appropriate sources.
- In the case of federal civil rights issues, all information and discussions are maintained and documents relating to the investigation retained in a confidential file.

Based upon conclusion of a thorough investigation the District will follow up with the complainant. This follow up may include a phone call, a letter or, in the case of a federal civil rights complaint, a report which summarizes the findings and suggests appropriate corrective action along with proposed resolution.

Record of Title VI investigations, Complaints, or Lawsuits

HRCTD maintains an active log of all civil rights complaints. In the past three years, HRCTD has received 0 Complaints and 0 Lawsuits related to Title VI Civil Rights. A copy of the current log is

available upon request.

Notification of HRCTD's Title VI obligations

The following notices are published in English and Spanish on the District's website on all District vehicles, at the District office and at the District's driver check-in facility.

Title VI Notice - English

Hood River Country Transportation District

The Hood River County Transportation District's (the District) is committed to ensuring that no person shall, on the ground of race, color, national origin, religion, age, marital status, sexual orientation, or disability be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity provided by the District. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the District.

For more information

For additional information on the District's civil rights program or to file a complaint, customers may contact the District by phone, mail email or fax:

Phone: (541) 386-4202
Fax: (541) 386-1228
Email: CAT1@gorge.net
Mail: Hood River County Transportation
P. O. Box 1147
Hood River, Oregon 97031

In-person visits can be arranged by calling ahead the main number listed above to schedule an appointment. Complaint forms can be downloaded from our website at www.CATransit.net.

A complainant may also file a complaint directly with the Federal Transit Administration: Office of Civil Rights, Attn: Title VI Program Coordinator, East Building 5th Floor, TCR, 1200 New Jersey Ave., SE, Washington, DC 20590.

If information is needed in another language contact, (541) 386-4202

Aviso del Título IV - Español

Distrito de Transporte del Condado Hood River

El Distrito de Transporte de condado de Hood River (mencionado de aquí en adelante como *el Distrito*) se compromete a garantizar que ninguna persona, por motivos de raza, color, país de origen, religión, edad, estado civil, orientación sexual, o discapacidad será excluida de participar en, negársele los beneficios de, o será de discriminado bajo cualquier programa o actividad proporcionada por *el Distrito*. Cualquier persona que crea que ha sido agraviada por cualquier práctica discriminatoria ilegal bajo el título VI puede presentar una queja con *el Distrito*.

Para obtener información adicional

Para obtener información adicional sobre el programa del distrito, los derechos civiles, o para presentar una queja, los clientes pueden comunicarse con ellos por teléfono, correo electrónico, o fax:

Teléfono: (541) 386-4202
Fax: (541) 386-1228
Correo electrónico: CAT1@gorge.net
Correo: Hood River County Transportation
P. O. Box 1147
Hood River, Oregon 97031

Pueden organizar visitas en persona o para obtener una cita llamar al número principal mencionado anteriormente. Formularios de quejas pueden bajarse de nuestro sitio web en www.CATransit.net.

La persona que está sometiendo la queja también puede mandar una queja directamente a la oficina de Administración Federal de tránsito: Office of Civil Rights, Attn: Title VI Program Coordinator, East Building 5th Floor, TCR, 1200 New Jersey Ave., SE, Washington, DC, 20590.

Si se necesita información en otro idioma llamar al siguiente número de tel (541) 386-4202

Public Participation Plan

The District's public involvement strategy offers continuous opportunities for the public to be involved in proposed transportation decisions. Such as service design changes, new services, fare changes, and changes of service policy. The primary mechanism for the public to participate is to attend the monthly District board meetings which are advertised in the local paper. These are open, public meetings held at a local business that is wheelchair accessible. The District meets the goals outlined in the Public Transit State Management Plan for public involvement.

- Early and continuing public involvement opportunities throughout planning and programming process, and in the identification of social, economic, and environmental impacts of proposed transportation decisions.
- The District seeks out and considers the viewpoints of minority, low-income and LEP populations in the course of conducting public outreach and involvement activities. A full copy of HRCTD's outreach plan for individuals with limited English proficiency can be found in below. Key elements of the plan include:
 - Spanish speaking translators available upon request.
 - Route and Schedule brochures available in both English and Spanish.
 - Transit surveys conducted by HRCTD available in Spanish.
 - Public meetings with translators available upon request.
- The District provides private sector providers with a reasonable opportunity to comment on plans, programs, and to be included in coordinated plans.

Title VI – Compliance Officer & LEP Coordinator

The HRCTD Executive Director, who reports to the HRCTD Board, will serve as the overall Title VI Compliance Officer and Limited English Proficiency (LEP) Plan Coordinator.

The LEP Plan Coordinator will ensure that HRCTD satisfies the intent of the LEP Plan by making information available to LEP individuals, offering ways for them to participate in HRCTD's public participation efforts and ensuring the process is in place for direct input and feedback.

Summary of Public Participation Efforts (8/2014 – 7/2017)

Over the past three years, the District has conducted the following public outreach and involvement activities:

- All District schedules are printed in both English and Spanish. The District website is also in English and Spanish.
- Last year, the District hired a Spanish-Speaking Dispatcher. Currently, dispatch provides a Spanish speaking customer service agent for the full time that the dispatch/customer service office is open.
- Outreach to the Latino community was an part of the 2016-2017 Transit Master and Upper Valley Planning process. Community surveys were provided in the
 - Parkdale Community Center
 - McIsaacs Market (Parkdale)
 - Mid-Valley Market (Odell)
 - Jim's Market (Dee)
 - Duckwall/Pooley Packing House (Odell)
 - Hood River County Library
 - On-Board Ridership
 - CAT website/Emails
- As the District began planning the Upper Valley Route, district staff and Spanish Speaking Board members conducted an extensive outreach effort with the Spanish Community in Odell and Parkdale. Included in the outreach effort were:
 - Spanish language surveys
 - Outreach events at Walmart and Saturday Market
 - Radio spots on Radio Tierra
- The District website has a special Spanish translation at the top of the formal website page. The translation provides the full HRCTD website and associated pages in Spanish.
- Currently, the District is in the process of making schedule and service changes on the Upper Valley, Hood River to Portland and Hood River to the Dalles routes. Surveys (including Spanish language surveys) are being provided to all riders.

Employee LEP Training

The District provides information to all staff and drivers regarding the Title VI Complaint process. The District plans to expand the driver's role in providing access by including "I Speak" & HRCTD Comment cards on each vehicle this Fall.

Minority & Women Representation

HRCTD has two Latino Board Member, on their Board. In addition, three of the 15 staff are minority and half are women – including the Executive Director.

HRCTD works actively to promote the participation of minorities and woman on the Board and on active HCRTD committees including talking with community partners about openings, and specifically asking minority community members to participate.

	Caucasian	Latino	African American	Asian American	Native American
Service Area Population	69%	29.5%	.05%	.02%	.08%
Board	71.5%	28.5%	0%	0%	0%

Overview of HRCTD Service Standards and Policies

The HRCTD Board adopted the HRCTD Service Standards and Policies document in Appendix C.

Limited English Proficiency Plan (LEP)

HRCTD is required to take responsible steps to ensure meaningful access to the benefits, services, information and other important portions of our programs and activities of individuals who are Limited English Proficient (LEP).

To that end, the District monitors the linguistic needs of its riders both formally and informally. Formally, the District reviews available census data during each decennial census to determine whether adjustments to this LEP plan are required. The 2015 American Community Survey Data was used to check data. This along with the Hood River County School District is used to monitor demographic trends at a micro level. These data sources, combined with informal reports from the community help the District maintain a current understanding of local linguistic patterns.

As part of this update, the HRCTD performed a review of the four-factor analysis that was part of the 2014 LEP Plan and updated the information as appropriate.

Four Factor Analysis

1) The nature and importance of service provided by HRCTD

HRCTD provides transit services to the District through its fixed route and paratransit programs. HRCTD serves the transit needs of Hood River County and many of the rural communities within the District. It also provides critical regional links to four other providers (Portland's TriMet, The Dalles' Link, Mount Adams Transit System and Skamania County Transit)

2) The number or proportion of LEP persons in the service area.

The District relies on available demographic data to assess LEP & minority populations. The available data is the same as was presented in the 2014 Title VI report and includes both the 2010 Census data for the District overall; the 2015 American Community Survey for Hood River County and the 2015-2016 Hood River School District Information. According to 2010 Census data, the District's service area population is approximately 30 percent Hispanic or Latino – with the highest percentages coming from the Upper Valley communities of Odell and Parkdale. In the County overall the population is approximately 30 percent Latino – in the City of Hood River the Latino population makes up 24%; in Odell 65%; and, in Parkdale 42%. All other races and ethnicities comprise less than 2 percent of the total population. According to the Hood River County School District Report Card, approximately 37 percent of enrolled students are classified as English Learners with as many as 3 different languages spoken.

The District's services are important to all populations served. Services help all riders, including Hispanic and Latino individuals access a wide range of services in the community. Although it is unknown whether non-English speakers use the District transit services more or less frequently than all riders as a whole, the District has determined

that Spanish language translation services are needed because of the high number of Hispanic and Latino individuals living in the community.

3) The frequency with which LEP individuals come into contact with the service

HRCTD serves the Latino community daily via our commuter buses and dial-a-ride services. HRCTD has a Spanish speaking dispatcher in place for the LEP customers that need services to book a ride or ask a question on our customer phone service line.

HRCTD receives on average 15-20 calls per week that requires translation and has had no call requests for languages other than Spanish.

Beginning in September all buses will have “I Speak” cards and “HRCTD Comment” cards in both Spanish and English. Passengers may submit a comment, question, or complaint and request that someone contact them in Spanish or English so they may have full and effective access to HRCTD services and programs.

4) The resources available to the recipient of the federal funds to assure meaningful access to the service by LEP persons

HRCTD has been providing information in Spanish such as surveys, bus routes, schedules and fares, public service announcements and general information on the buses and website. In addition, the District provides a dispatcher that speaks Spanish for individuals who call the District.

Finally, the District has been careful to find valuable ways to include LEP individuals in our short and long-term planning efforts. District Committees, fare or service changes look for input or membership from the Latino community.

5) Construction

HRCTD is aware of Title VI requirements to conduct equity analyses for all facility construction projects. The District follows requirements under the National Environmental Policy Act and other overarching planning processes to guide equitable consideration of facility sites and impacts.

In the past three years, the District has not constructed any facility construction projects and

LEP Implementation Plan

Based on the four-factor analysis, HRCTD recognizes the need to continue providing language and other support services to LEP individual within the District – the following is the LEP plan for the next three years.

Goals and Objectives

1. Comply with federal regulations to “Improve Access to Services for Persons with Limited English Proficiency” by providing meaningful access to the benefits, services, information, and other important portions of Hood River County Transportation District’s programs and activities for individuals with limited English proficiency.
 - a. Translate “vital documents” into Spanish.
 - b. Notify the Spanish-speaking population of the availability of free translation and interpretation services, upon request, for non-vital but important documents and information.
 - c. Identify service changes that affect areas with high concentrations of LEP persons and develop outreach & mitigation strategies.
2. Develop materials to educate both community leaders who serve Spanish- speaking LEP populations and LEP community members about HRCTD’s services and programs. In particular:
 - a. Nuestra Familia Sana
 - b. One Community Health
 - c. Mid-Columbia Children’s Council
 - d. Hood River County Prevention Department
 - e. El Mercado
 - f. Odell Hispanic Coalition
 - g. Hood River County Health Department
 - h. Latino Advisory Council
 - i. Local Churches
 - j. Hood River County Afterschool Programs
3. Educate Transportation Service Provider
 - a. Work to improve bus operator training programs related to transporting and communicating with LEP customers.
 - b. Work to encourage outreach and hiring of Spanish speaking bus operators or employees when possible.
 - c. Provide the “I Speak” cards and “HRCTD Comment” cards on all District buses.

General Strategy

This program will utilize existing networks within the Spanish-speaking community to contact, engage, and educate community leaders serving Spanish-speaking LEP populations and LEP community members about HRCTD's services and programs.

Stakeholders

1. **Internal:** HRCTD management and Board of Directors; drivers and dispatch.
2. **External:** Spanish-speaking LEP communities; community-based organizations¹ (CBOs) serving Spanish-speaking LEP populations; Hood River County District; specifically –
 - a. Nuestra Familia Sana
 - b. One Community Health
 - c. Mid-Columbia Children's Council
 - d. Hood River County Prevention Department
 - e. El Mercado
 - f. Odell Hispanic Coalition
 - g. Hood River County Health Department
 - h. Latino Advisory Council
 - i. Local Churches
 - j. Hood River County Afterschool Programs

Program Elements

1. **Outreach – External Stakeholders**
 - a. CBOs serving Spanish-speaking LEP populations
 - b. Hood River County School District
 - c. Rural Spanish-speaking LEP communities
 - d. Radio Tierra – Hispanic radio station in town
 - e. Hispanic business associations
 - f. State, county, and city governments
 - g. Walmart/ Safeway and other major shopping places throughout Hood River, Odell, Parkdale & Cascade Locks
 - h. Farmer's Market
2. **Outreach – Internal Stakeholders**
 - a. Administrative Staff, dispatchers and drivers
 - b. Board of Directors
3. **Information**
 - a. Include Spanish language options when promoting HRCTD services.
4. **Training – HRCTD Employees and Contracted Personnel**
 - a. Prepare written information about the language assistance service offered

¹ Community-based organizations (CBOs), churches, school district, social clubs, business organizations and state, county, and city social service agencies.

by HRCTD for staff and anyone answering the phone or assisting HRCTD in areas where the public may call and need language assistance.

- b. Management and employees with specific procedures to be followed when serving a LEP customer, including how to handle a potential Title VI/LEP complaint.

5. Translation Service

- a. Ensure at least one Spanish speaking dispatcher is available for customer assistance throughout the business day.
- b. Recruit/Hire Bilingual/Bicultural Individuals.
- c. Place job announcements in local newspapers, on HRCTD's website, in e-mail notifications, and any other medium used to attract potential employees, with a note encouraging bilingual (English/Spanish)/bicultural individuals to apply.
- d. Place job announcements in appropriate local publications targeting Spanish-speaking residents.

Monitoring and Updating the LEP Plan

This plan is designed to be flexible and should be viewed as a work in progress. As such, it is important to consider whether new documents and services need to be made accessible for LEP persons, and it will be important to monitor changes in demographics and types of services. HRCTD will update the LEP as required by the U.S. DOT. At a minimum, the plan will be reviewed and updated when it is clear that higher concentrations of LEP individuals are present in the HRCTD service area.

Dissemination of the Limited English Proficiency Plan

HRCTD will post the LEP Plan on its website at www.HRCTD.org; Copies of the plan will be provided to any person or agency requesting a copy. LEP persons may obtain copies/translations of the plan upon request.

Any questions or comments regarding this plan should be directed to: Shirley Lyons

HRCTD Transit Manager
Hood River County Transportation District
P.O. Box 1147
Hood River, Oregon 97031
503-386-4202

Appendices

Appendix A: 2010 Census Data for District Service Area

The following table displays demographic data from the 2010 census. The Service Area is defined as Hood River County.



QT-P3

Race and Hispanic or Latino Origin: 2010

2010 Census Summary File 1

NOTE: For information on confidentiality protection, nonsampling error, and definitions, see <http://www.census.gov/prod/cen2010/doc/sf1.pdf>.

Geography: Hood River County, Oregon

Subject	Number	Percent
RACE		
Total population	22,346	100.0
One race	21,640	96.8
White	18,568	83.1
Black or African American	101	0.5
American Indian and Alaska Native	181	0.8
American Indian, specified [1]	142	0.6
Alaska Native, specified [1]	5	0.0
Both American Indian and Alaska Native, specified	0	0.0
[1] American Indian or Alaska Native, not specified	34	0.2
Asian	314	1.4
Native Hawaiian and Other Pacific Islander	37	0.2
Some Other Race	2,439	10.9
Two or More Races	706	3.2
Two races with Some Other Race	187	0.8
Two races without Some Other Race	474	2.1
Three or more races with Some Other Race	17	0.1
Three or more races without Some Other Race	26	0.1
HISPANIC OR LATINO		
Total population	22,346	100.0
Hispanic or Latino (of any race)	6,589	29.5
Mexican	6,131	27.4
Puerto Rican	23	0.1
Cuban	17	0.1
Other Hispanic or Latino [2]	418	1.9
Not Hispanic or Latino	15,757	70.5
RACE AND HISPANIC OR LATINO		
Total population	22,346	100.0
One race	21,640	96.8
Hispanic or Latino	6,359	28.5
Not Hispanic or Latino	15,281	68.4
Two or More Races	706	3.2
Hispanic or Latino	230	1.0
Not Hispanic or Latino	476	2.1

X Not applicable.

[1] "American Indian, specified" includes people who provided a specific American Indian tribe, such as Navajo or Blackfeet. "Alaska Native, specified" includes people who provided a specific Alaska Native group, such as Inupiat or Yup'ik.

[2] This category is comprised of people whose origins are from the Dominican Republic, Spain, and Spanish-speaking Central or South American countries. It also includes general origin responses such as "Latino" or "Hispanic."

Source: U.S. Census Bureau, 2010 Census.

Appendix B: Title VI Complaint Form (English & Spanish)

HOOD RIVER COUNTY TRANSPORTATION DISTRICT Title VI Complaint Form

Section I

Name:

Address:

Telephone (Home):

Telephone (Work):

E-Mail Address:

Accessible Format
Requirements?

☐

Print

☐

Audio Tape

☐

TTY

☐

Other _____

Section II

Are you filing this complaint on your own behalf? ☐ Yes* ☐ No

Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party. ☐ Yes ☐ No

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

If not, please supply the name and relationship of the person for whom you are complaining:
Please explain why you have filed for a third party:

Section III

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

☐ Race ☐ Color ☐ National Origin

Date of Alleged Discrimination (Month, Day, Year): ____

Explain as clearly as possible what happened and why you believe you were discriminated against on the back of this page. Describe all person(s) who were involved, including the name and contact information of the person(s) who discriminated against you (if known). List name(s) and contact information of any witnesses. If more space is needed, please attach additional pages.

Section IV

Have you previously filed a Title VI complaint with this agency?

Yes

No

Section V

Have you filed this complaint with any other federal, state, or local agency, or with any federal or state court?

Yes

No

If yes, check all that apply and enter name of agency or court:

Federal

State

Local

Please provide information about a contact person at the agency or court where the complaint was filed.

Name:

Title:

Agency:

Address:

Telephone:

Section VI

Name of agency complaint is against: Contact person:

Title:

Telephone:

Please attach any written materials or other information that you think is relevant to your complaint.

Signature and date require below.

Signature

Date

Please submit this form by fax, email or phone:

Phone: (541) 386-4202

Fax: (541) 386-1228

Email: CAT1@gorge.net

Mail: Hood River County Transportation
P. O. Box 1147
Hood River, Oregon 97031

Procedimiento de Quejas del Título VI

Cualquier persona que cree que él o ella ha sido víctima de discriminación en base a raza, color, u origen nacional por *el Distrito* podría presentar una queja del Título VI, completando y enviando el Formulario de Queja de Título VI de la agencia que se puede acceder, como se indica en la notificación anteriormente. Nuestro proceso para abordar las quejas de derechos civiles es el siguiente:

- Una vez que se recibe la queja, *el Distrito* revisará para determinar si nuestra oficina tiene autoridad. La persona que sometió la queja recibirá una carta de acuse de recibo en la que le informará si nuestra oficina investigará la queja.
- Cualquier queja que *el Distrito* recibe que se trate de derechos civiles federales (por ejemplo, Título VI, EEO o quejas ADA) serán remitidos al Fiscal del Distrito.
- Una vez que una queja se registra *el Distrito* tiene 60 días para resolver el problema.
- Una investigación se llevará a cabo, que incluirá la base de la supuesta queja; cuándo y dónde ocurrió el incidente; y, como sea necesario, la identificación y la entrevista de las personas y/o partes involucradas, la revisión y los documentos pertinentes y otra información sobre los hechos, de fuente apropiada.
- En el caso de las cuestiones de derechos civiles federales, toda la información y las discusiones se mantienen y los documentos relativos a la investigación conservado en un archivo confidencial.

Dependiendo en la conclusión de la investigación profunda, *el Distrito* hará un seguimiento con la persona que sometió la queja. Este seguimiento puede incluir una llamada telefónica, una carta o, en el caso de una queja federal de derechos civiles, un informe que resume los hallazgos y sugiere medidas correctivas apropiadas junto con la resolución propuesta.

Distrito de Transporte del Condado Hood River

Formulario de Queja – Título VI

Sección I

Nombre:

Dirección:

Teléfono (Casa):

Teléfono (Trabajo):

Correo Electrónico:

¿Requisitos de
formato accesible?

☐

Letra Grande

☐

Cinta de audio

☐

TTY

☐

Otro _____

Sección II

¿Está usted presentando esta queja en su propio
nombre?

☐ Sí *

☐ No

Por favor, confirme que ha obtenido el permiso de parte
agraviada si usted está presentando en nombre de un
tercero.

☐ Sí

☐ No

* Si usted contestó "sí" a esta pregunta, pase a la Sección
III.

Si no es así, por favor proporcione el nombre y la
relación de la persona a la que usted se queja:

Por favor, explique por qué usted ha presentado para una tercera parte:

Sección III

Creo que la discriminación que experimenté fue basada en (marque todo lo que corresponda):

☐ Raza

☐ Color

☐ Origen Nacional

Fecha de la discriminación alegada (Mes, Día, Año):

Explique lo más claramente posible lo que pasó y por qué cree que fue discriminado. Describir toda persona (s) que han participado, incluyendo el nombre y la información de contacto de la persona (s) que lo discriminó (si se conoce). Nombre de cualquier testigo y la información de contacto la persona (s). Si se necesita más espacio, adjunte páginas adicionales.

Sección IV

¿Ha presentado anteriormente una queja del Título VI con esta agencia?

Sí

No

Sección V

¿Ha presentado esta queja con cualquier otro programa federal, estatal o local, o con cualquier corte federal o estatal?

Sí

No

Si la respuesta es si, marque todo lo que corresponda y escriba el nombre de la agencia o de la corte:

☐ Federal]

☐ Estatal]

☐ Local]

Sírvanse proporcionar información acerca de una persona de contacto en la agencia o tribunal donde se presentó la queja.

Nombre:

Título:

Agencia:

Dirección:

Teléfono:

Sección VI

Nombre de la agencia contra la cual está la queja:

Persona de contacto:

Título:

Teléfono:

Por favor adjunte cualquier material escrito o cualquier otra información que usted piensa que es relevante para su queja.

Se requiere firma y fecha abajo.

Firma

Fecha

Por favor, envíe este formulario por fax, correo o correo electrónico:

Teléfono: (541) 386-4202

Fax: (541) 386-1228

Correo electrónico: CAT1@gorge.net

Correo: Hood River County Transportation
P. O. Box 1147
Hood River, Oregon 97031

Appendix C: Fixed Route Service Standards & Policies

Vehicle load

The average of all loads during the peak operating period should not exceed vehicles' achievable capacities, which are 16 passengers without standees.

Buses 185, 186, 187, 188, 190, 192, 194, 195 are 18 passenger or 16 & 2 w/c

Buses 193, 196, 197 are 14 passenger or 12 & 2 w/c

Minivan 120 is 6 passenger plus driver (no w/c)

Vehicle headway

CAT primarily provides a Dial-A-Ride (DAR) service in Hood River County. CAT serves the communities of Hood River, Odell, Parkdale, Cascade Locks and Dee with DAR services from 8:00am- 5:00pm. Service is provided to all residents on a first come first serve basis.

CAT also provides limited Commuter Service from Hood River to The Dalles on Monday-Friday. Service is provided once in the morning, once in the afternoon and once in the evening. It also provides Commuter Service from Hood River & Cascade Locks to Portland on Tuesdays and Thursdays. The schedule for this service is once in the morning and once in the afternoon. Scheduling of services is largely dependent on available funding, demand and community need. Funds for the intercity services come from ODOT grants. In addition, CAT provides a deviated fixed route from Hood River to the Upper Valley communities of Odell and Parkdale. This service, which is funded from ODOT, was designed to better serve the needs of the minority populations in Odell and the other Upper Valley communities. It was originally provided Monday-Friday during the mid-day. A more detailed analysis of community need, demand and ridership has indicated a need for service throughout the day. We are finalizing our plans for this extended service and will begin within the next two months.

On time performance

Ninety-five (95) percent of the District's transit vehicles will complete their established runs no more than 5 minutes early or late in comparison to the established schedule/published timetables and for DAR no more than 15 minutes early/late from designated pick up times.

Service availability

The District operates transit services in Hood River County, Oregon, encompassing 521.95 square miles and includes the cities of Hood River and Cascade Locks, also the unincorporated cities of Odell, Parkdale and Dee. This area of the state is primarily rural. Countywide there are approximately 44 persons per square mile. Hood River, the only incorporated city within the district, has less than 10,000 residents. The local service in Hood River is a dial-a-ride. Other commuter services and deviated fixed-route services provide some access to areas beyond the city limit. Hood River Transportation District is looking to enhance both services to better meet the needs of all community members including minorities and economically disadvantaged communities.

Amenities

Currently the District owns one bus stop & shelter which is located in front of our facility.

Vehicle Assignment Policy

Vehicles are assigned to routes such that the average age of the fleet serving each route does not exceed the average age for the entire fleet. Bus assignments are matched to the operating characteristics of the route.

Appendix D: HRCTD Non-Discrimination Statement

October 11, 2017

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 assistance”

The Hood River County Transportation District has adopted the HRCTD Civil Rights Program for 2017-2020 on October 11, 2107. The District is committed to complying with the requirements of Title VI in its entire program, activities and services.

Theresa North
Board Chair