



Hood River County Transportation District Civil Rights Program

Title VI and Limited English Proficiency Plans

Adopted December 17th, 2025

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Civil Rights Program

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color and national origin in programs and activities receiving Federal financial assistance.

Hood River County Transportation District (HRCTD), operating as Columbia Area Transit-CAT is committed to ensuring that no person is excluded from participation in, or denied the benefits of its programs and services on the basis of race, color, or national origin, as protected by Title VI in Federal Transit Administration (FTA) Circular 4702.1.B

Notifying the Public of Their Rights Under Title VI

The following notices are published in English and Spanish on our website, on all district vehicles used for public transportation, and at the district office. The website also includes our Title VI policy, complaint form, and the Anti-Discrimination Statement as listed in this plan. Individuals who believe they have been discriminated against may request a complaint form from the Office Manager at HRCTD's office.

Notifying the Public of Rights Under Title VI

The Hood River County Transportation District (HRCTD) operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with HRCTD.

For more information on the HRCTD's civil rights program, and the procedures to file a complaint, contact (541)386-4202; email amy@catransit.org; or visit our office at 224 Wasco Loop, Hood River, OR 97031. For more information and to find complaint forms, visit www.ridecatbus.org/civil-rights/

A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Office of Civil Rights, Attention: 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 9541)386-4202.

Notificación de la conformidad con Título VI

Hood River County Transportation District (HRCTD) opera sus programas y servicios sin distinción de raza, color y origen nacional de acuerdo con el Título VI de la Ley de Derechos Civiles. Cualquier persona que crea que ha sido agraviada por cualquier práctica discriminatoria ilegal bajo el Título VI puede presentar una queja ante HRCTD.

Para obtener más información sobre el programa de derechos civiles del MCEDD y los procedimientos para presentar una queja, comuníquese al (541)386-4202; envíe un correo electrónico a amy@catransit.org ; o visite nuestra oficina en 224 Wasco Loop, Hood River, OR 97031.

Para obtener más información y para encontrar formularios de quejas, visite www.ridecatbus.org/civil-rights/

Un denunciante puede presentar una queja directamente ante la Administración Federal de Tránsito presentando una queja ante la Oficina de Derechos Civiles, Atención: Coordinador(a) del Programa Título VI, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590.

Title VI Complaint Procedures

To comply with 49 CFR Section 21.9(b), HRCTD has developed procedures for investigating and tracking Title VI complaints filed against them and make their procedures for filing a complaint available to members of the public upon request. Complainants, or their representative, may file a written complaint with the HRCTD Title VI Complaint Coordinator at any time within one hundred and eighty (180) days from the date of the alleged discriminatory act.

If you believe you have been subjected to discrimination under Title VI, you may file a complaint.

How to file a Title VI Complaint

You may file a signed, written complaint up to one hundred and eighty (180) days from the date of alleged discrimination. The complaint should include the following information:

- Your name, mailing address, and how to contact you (i.e., telephone number, email address, etc.)
- Name, address, phone number and relationship of Representative to Complainant, if applicable
- How, when, where and why you believe you were discriminated against. Include the location, names and contact information of any witnesses.
- Other information that you deem significant.

To file a complaint complete the form available at www.ridecatbus.org/civil-rights/, which may be downloaded and mailed or emailed to HRCTD. The form is also available in Appendix A. If you wish to file an online complaint please go to www.ridecatbus.org/civil-rights/.

The complaint may also be filed in writing with HRCTD at the following address:

Hood River County Transportation District
224 Wasco Loop
Hood River, OR 97031
By phone: (541)386-4202

NOTE: HRCTD encourages all complainants to certify all mail that is sent through the U.S. Postal Service and/or ensure that all written correspondence can be tracked easily.

What happens to your complaint after it is submitted to HRCTD?

All complaints alleging discrimination based on race, color or national origin in a service or benefit provided by HRCTD will be directly addressed by HRCTD. HRCTD provides staff to take complaints and forward them to the Title VI Complaint Coordinator (Office Manager) who categorizes, tracks them, and develops responses and forwards them to the HRCTD Executive Director for approval. The Executive Director will investigate the complaint and make a determination. Formal investigation of the complaint will be confidential and will include, but is not limited to, details of the specific incident, frequency and dates of occurrences and names of any witnesses. Customer will be notified of resolution.

HRCTD shall also provide appropriate assistance to complainants, including those persons with disabilities, or who are limited in their ability to communicate in English. Additionally, HRCTD shall make every effort to address all complaints in an expeditious and thorough manner.

In instances where additional information is needed for investigation of the complaint, HRCTD will contact the complainant in writing. Please note that in responding to any requests for additional information, a complainant's failure to provide the requested information within thirty (30) calendar days may result in the administrative closure of the complaint.

Once sufficient information for investigating the complaint is received by HRCTD, a written response will be drafted, subject to review by the organization's attorney. If appropriate, HRCTD's attorney may administratively close the complaint. In this case, HRCTD will notify the complainant of the action as soon as possible.

How you will be notified of the outcome of your complaint:

HRCTD will send a final written response to the complainant and advise the complainant of his or her right to 1) appeal within seven (7) calendar days of receipt of the final written decision from HRCTD, and/or 2) file a complaint externally with the U.S. Department of Transportation and/or the Federal Transit Administration. Every effort will be made to respond to Title VI complaints within 60 working days of receipt of such complaints, if not sooner.

A written appeal requesting review of a determination of unlawful denial of access or accommodation to services must include the customer's name, address, and telephone contact number. A statement of reason(s) why the applicant believes the denial of accommodation request or access to services was

inappropriate is recommended. The HRCTD Board of Directors' Executive Committee will set a mutually agreed-upon time and place for the review process with the applicant and/or representatives within 30 days of the request. The applicant may submit documents or other information to be included with the record and considered in the review process. Anyone needing special accommodations may contact HRCTD at (541)386-4202 for assistance.

The right of the appellant to a prompt and equitable resolution of the complaint must not be impaired by the appellant's pursuit of other remedies, such as filing of a complaint with the Department of Justice or other appropriate federal agency or the filing of a suit in state or federal court. Use of this procedure is not a prerequisite to the pursuit of other remedies.

In addition to the complaint process described above, a complainant may file a Title VI complaint or lawsuit with the following offices:

Federal Transit Administration Office of Civil Rights Attention:
Title VI Program Coordinator
East Building, 5th Floor – TCR
1200 New Jersey Ave., SE
Washington, DC 20590

Oregon Department of
Transportation Office of Civil Rights
800 Airport Rd
Salem, OR 97302

U.S. Department of Justice Civil
Rights Division Coordination
and Review Section – NWB
950 Pennsylvania Ave, NW
Washington, DC 20530

Recording Title VI Investigations, Complaints and Lawsuits

To comply with 49 CFR Section 21.9(b), HRCTD prepares and maintains a list of any active investigations conducted by entities other than the FTA, lawsuits, or complaints naming HRCTD that allege discrimination on the basis of race, color, or national origin. This list includes the date of the investigation, lawsuit, or complaint was filed; a summary of the allegation(s); the status of the investigation, lawsuit, or complaint; and actions taken by the recipient in response to the investigation, lawsuit, or complaint. The HRCTD Title VI Complaint Coordinator (Office Manager) maintains these files until closed. The HRCTD Title VI Complaint Coordinator will also maintain a log of all complaints received. Records will be stored according to state and federal record retention requirements. Tracked information will be reported to ODOT as the grantor of the funds as required.

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

Since the last Title VI Plan update, there have been no Title VI complaints that meet the Title IV definition and

have been logged appropriately. There have been no lawsuits.

Additional Information Upon Request

At the discretion of FTA, information other than that required by the referenced circular may be requested, in writing, from HRCTD to investigate complaints of discrimination or to resolve concerns about possible noncompliance with Title VI requirements. The HRCTD Title VI Complaint Coordinator is available to provide additional information as needed and to respond to any inquiry.

Inclusive Public Participation

Community Outreach is a requirement of Title VI. HRCTD and its sub-recipients shall seek out and consider the viewpoints of minority and low-income populations in the course of conducting public outreach. Recipients have wide latitude to determine what specific measures are most appropriate and should make this determination based on the composition of the affected population, the public involvement process, and the resources of HRCTD. HRCTD has engaged the public in its planning and decision-making processes, as well as its marketing and outreach activities. HRCTD also follows public notification regulations as required by any federal funds received by HRCTD. Ongoing outreach mechanisms that are and will be employed by HRCTD include:

- In accordance with Oregon public meeting law, all public meetings, are advertised in local newspapers, on our website, at the office, and open to the general public.
- Providing flexibility in scheduling meetings at times and locations that are accessible, including:
 - a) holding meetings at various times, including after usual working hours
 - b) holding meetings at locations with access to transit, such as the CAT Transit Center
 - c) virtual meeting options
- Individuals requiring an interpreter or other accommodations are encouraged to contact HRCTD in advance of meetings to allow for accommodations to be made.
- Engaging with partner entities directly serving minority populations to provide communication and outreach in the most direct and accessible manner.
- HRCTD's website includes a language translator that allows all web pages and materials to be translated into almost any language.
- HRCTD uses social media, including a Instagram and Facebook page to post information and provide opportunities for public input and comment.
- HRCTD partners with community-based organizations who serve the region's Spanish-speaking, Native American, and low-income communities, working closely with their staff and the people they serve to co-create and distribute culturally appropriate outreach and educational materials available in English and Spanish.
- All public transit schedules are printed in both English and Spanish.
- HRCTD has Spanish speaking staff to assist riders.

Beyond our ongoing participation outreach noted above, a few additional activities in the last three years include:

- HRCTD along with Mid-Columbia Economic Development District manages and staff's programs like the Gorge Transit Connect program that support underserved and low-income communities.
- HRCTD's travel trainers and staff perform ride-a-longs on transit routes, attend community events, festivals, and organizations meetings to directly engage with residents and riders, with a focus

- on limited English and minority populations.
- HRCTD worked with Gorge Transit Alliance network to develop travel training videos in English and Spanish that are easily accessed on the travel training page of HRCTD’s Gorgetransit.com website.
- HRCTD conducted extensive community outreach as part of the 2023 Transit Master Plan Update, with a focus on limited English and minority populations.

Board Composition and Minority Representation

HRCTD is overseen by a Board of Directors who are publicly elected to serve. The membership of the Board of Directors as of July 2025 are depicted in the table below.

	Caucasian	Hispanic or Latino	Black or African American	Asian American	Native American
Population (2020 Census)	62%	30%	.1%	2%	.6%
HRCTD Board of Directors	71%	29%	0%	0%	0%
STIF Advisory Committee	71%	29%	0%	0%	0%

HRCTD encourages participation of minorities on the Board and committees in the following manners:

- Posting information about the ability to participate at our office, on our website, through our social media platforms and when appropriate through public notices.
- Sending press releases to the local newspapers in our regional service area.
- Conducting direct outreach to organizations and agencies representing the interests of minority populations and/or providing direct services to minority individuals.

Analysis of Construction Projects

Over the last three years HRCTD has not completed a construction project requiring an environmental assessment (EA) or environmental impact statement (EIS). “Facilities” in this context does not include transit stations or bus shelters, but instead refers to storage facilities, maintenance facilities, and operation centers. Title VI Equity Analysis will be conducted in the future when these situations apply.

Fixed Route Service Standards

CAT operates demand response and Fixed Route services. The information below pertains to the provision of Fixed Route services only. Fixed Route is defined as a repetitive, fixed schedule basis along a specific route, with vehicles stopping to pick up passengers.

Vehicle load:

Vehicle Load Factor is described as follows by FTA Circular 4702.1B:

Vehicle load can be expressed as the ratio of passengers to the total number of seats on a vehicle. For example, on a 40 seat bus, a vehicle load of 1.3 means all seats are filled and there are approximately 12 standees. A vehicle load standard is generally expressed in terms of peak and off-peak times. Transit providers that operate multiple modes of transit must describe the specific vehicle load standards for peak and off peak times for each mode of fixed route transit service (i.e. bus, express bus, bus rapid transit, light rail, heavy rail, commuter rail, passenger ferry, etc., as applicable), as the standards may differ by mode.

Vehicle Load Factor is monitored to ensure customer comfort and to determine whether additional capacity needs to be added to specific trips or routes based on changing demand patterns. CAT calculates Vehicle Load Factor by dividing the average passenger load on each route by the number of seats on the type of bus typically assigned to that route. CAT calculates the number of seats available by the number of buses in service on the route each hour multiplied by the number of seats on the buses used for that route.

Vehicle headway:

Vehicle headway is described as follows by FTA Circular 4702.1B:

Vehicle headway is the amount of time between two vehicles traveling in the same direction on a given line or combination of lines. A shorter headway corresponds to more frequent service. Vehicle headways are measured in minutes (e.g., every 30 minutes); service frequency is measured in vehicles per hour (e.g., two buses per hour). Headways and frequency of service are general indications of the level of service provided along a route. Vehicle headway is one component of the amount of travel time expended by a passenger to reach his/her destination. A vehicle headway standard is generally expressed for peak and off-peak service as an increment of time (e.g., peak: every 15 minutes; and off peak: every 30 minutes). Transit providers may set different vehicle headway standards for different modes of transit service. A vehicle headway standard might establish a minimum frequency of service by area based on population density. For example, service at 15-minute peak headways and 30-minute off-peak headways might be the standard for routes serving the most densely populated portions of the service area, whereas 30-minute peak headways and 45-minute off-peak headways might be the standard in less densely populated areas. Headway standards are also typically related to vehicle load. For example, a service standard might state that vehicle headways will be improved first on routes that exceed the load factor standard or on routes that have the highest load factors.

CAT calculates headway by determining the average length of time between buses on each route. Scheduling involves the consideration of a number of factors including: demand, transit/pedestrian friendly streets, density of transit-dependent population and activities, transportation infrastructure, and land use. In the event a route regularly exceeds Vehicle Load Factor standards, CAT will evaluate whether frequency on that route should be adjusted within the confines of existing or expected funding levels. Vehicle headways are presented in the table below.

Route	Vehicle Headways	
	Peak	Off-Peak
Upper Valley	130 min	330 min
Hood River City	35 min	40 min
Columbia Gorge Express	90 min	180 min
Dog Mountain Shuttle	20 min	NA
Gorge-To-Mountain Express	60 min	180 min

On time performance:

On-time performance is described as follows by FTA circular 4702.1B:

On-time performance is a measure of runs completed as scheduled. This criterion first must define what is considered to be “on time.” For example, a transit provider may consider it acceptable if a vehicle completes a scheduled run between zero and five minutes late in comparison to the established schedule. On-time performance can be measured against route origins and destinations only, or against origins and destinations as well as specified time points along the route. Some transit providers set an on-time performance standard that prohibits vehicles from running early (i.e., ahead of schedule) while others allow vehicles to run early within a specified window of time (e.g., up to five minutes ahead of schedule). An acceptable level of performance must be defined (expressed as a percentage). The percentage of runs completed system-wide or on a particular route or line within the standard must be calculated and Category measured against the level of performance for the system. For example, a transit provider might define on-time performance as 95 percent of all runs system-wide or on a particular route or line completed within the allowed “ontime” window.

A bus is determined to be late if it arrives at its scheduled stop seven or more minutes later than the published time. Buses are considered early if they depart from a scheduled stop at any time prior to the scheduled departure. It is CAT’s goal to be on-time at least 93% of the time. Staff regularly monitor on-time performance and counsel drivers who consistently fail to meet on-time performance standards that are within their control. On-time performance of each route are presented in the table below.

Service availability:

Service availability/transit access is described as follows by FTA Circular 4702.1B:

Service availability is a general measure of the distribution of routes within a transit provider’s service area. For example, a transit provider might set a service standard to distribute routes such that a specified percentage of all residents in the service area are within a one-quarter mile walk of bus service or a one-half mile walk of rail service. A standard might also indicate the maximum distance between stops or stations. These measures related to coverage and stop/station distances might also vary by population density. For example, in more densely populated areas, the standard for bus stop distance might be a shorter distance than it would be in less densely populated areas, and the percentage of the total population within a one-quarter mile walk of routes or lines might be higher in more densely populated areas than it would be in less densely populated areas. Commuter rail service or passenger ferry service availability standards might include a threshold of residents

within a certain driving distance as well as within walking distance of the stations or access to the terminal.

CAT 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 communities 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 services in Hood River are the Hood River City Route and connections to The Upper Valley, Columbia Gorge Express and Seasonally the Gorge to Mountain Express. Fixed route services provide access to areas beyond the City and County limits. Hood River County Transportation District is looking to continue to enhance services to better meet the needs of all community members including minorities and economically disadvantaged communities.

Fixed Route Service Policies

CAT notifies the public any time there are proposed changes to fixed route services through posters at shelters, on the website, and at monthly Board of Director meetings. The public are encouraged to submit public comments online or at public meetings.

Transit Amenities:

Currently the District owns five (5) bus stop shelters; two located in Cascade Locks, one in front of CAT Transit Center, one in front of One Community Health and one at the Port Transfer site. The District also placed several semi-seat bench/signs that have been installed along the Hood River City Route.

District staff is currently working with local city and county staff to get more stops & shelters placed along the Hood River City and Upper Valley routes.

Vehicle Assignment:

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.

Limited English Proficiency Plan

This *Limited English Proficiency Plan* has been prepared to address Hood River County Transportation District's responsibilities as a recipient of federal financial assistance as they relate to the needs of individuals with limited English language skills. The plan has been prepared in accordance with Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d, et seq, and its implementing regulations, which state that no person shall be subjected to discrimination on the basis of race, color or national origin.

HRCTD is committed to breaking down language barriers by implementing consistent standards of language assistance across its service area.

Elements of an Effective LEP Policy

The US Department of Justice, Civil Rights Division has developed a set of elements that may be helpful in designing an LEP policy or plan. These elements include:

1. Identifying LEP person who needs language assistance
2. Identifying ways in which language assistance will be provided
3. Training staff
4. Providing notice to LEP persons
5. Monitoring and updating the LEP Plan

These recommended elements have been incorporated into this plan.

Methodology and Four Factor Analysis

Methodology for Assessing Needs and Reasonable Steps for an Effective LEP Policy

HRCTD analyzes four factors to determine what reasonable steps should be taken to ensure meaningful access for LEP persons:

1. The number or proportion of LEP person eligible to be served or likely to be encountered by a program, activity, or service of the recipient or grantee.
2. The frequency with which LEP individuals come in contact with the program.
3. The nature and importance of the program, activity, or service provided by the recipient to the LEP Community.
4. The resources available to HRCTD and the overall cost.

The greater the number or proportion of eligible LEP persons; the greater the frequency with which they have contact with a program, activity, or service; and the greater the importance of that program, activity, or service, the more likely enhanced language services will be needed.

The Four-Factor Analysis

Each of the factors outlined above is examined to determine the extent of language assistance measures required. Recommendations in this plan are based on the results of the analysis.

Factor 1: The Proportion, Numbers and Distribution of LEP Persons

The Census Bureau has a range of four classifications of how well people speak English. The classifications are 'very well,' 'well,' 'not well,' and 'not at all.' Appendix B of this plan shows data about the population of the HRCTD region who speak English less than 'very well.' Based on this information, there are 2,600 out of 22,668 (or **11.5%**) who speak English less than 'very well' with the majority speaking Spanish as their language (American Community Survey, 2023 estimates).

Factor 2: Frequency of Contact with LEP Individuals

Contacts with HRCTD are made through its office in Hood River, its website, its social media pages, its staff, and its staff who make presentations or attend outreach events and when providing public transit services. HRCTD serves LEP persons daily via: Spanish content on the Ridecatbus.org website that is available online at all times. We have an office accessible to the public and therefore accessible to LEP individuals. The HRCTD phone number receives calls that require translation (an average of 20 per week), which we are able to serve with bilingual staff, or sometimes by using services such as Language Line.

Factor 3: The Nature and Importance of the Program, Activity, or Service to LEP

HRCTD public transit services in Hood River County through its fixed route and demand response programs. These services connect LEP community members to basic needs, such as jobs, food, and medical services. HRCTD also provides a critical regional connection to four (4) other transit providers (TriMet, The Link, Mt. Adam's Transportation Services, and Skamania County Transit).

Factor 4: The Resources Available to HRCTD and the Overall Cost

HRCTD reviewed its available resources that could be used for providing LEP assistance, specifically for written resource materials and translation services for the most likely needed programs and services. HRCTD's funds are limited. Thus, the costs associated with necessary translation are allocated on an as-needed basis each fiscal year. HRCTD's current in-house language capabilities are English, with limited Spanish. HRCTD partners with The Next Door, Inc. who have provided experienced staff fluent in Spanish to assist as needed. HRCTD has not encountered a need to have language services in other languages besides Spanish.

Implementation Plan**Options**

Federal fund recipients have two main ways to provide language services: oral interpretation either in person or via telephone interpretation service and written translation. The correct mix should be based on what is both necessary and reasonable in light of the four-factor analysis. HRCTD is defining an interpreter as a person who translates spoken language orally, as opposed to a translator, who translates written language and a translator as a person who transfers the meaning of written text from one language into another. The person who translates orally is not a translator, but an interpreter.

Considering the relatively small scale of HRCTD, the low concentration of LEP individuals in the service area, and HRCTD's financial resources, it is necessary to limit language aid to the most basic and cost-effective services. Other than vital documents, if there are any language assistance measures required for the LEP individuals, HRCTD shall proceed with oral interpretation options to meet all requests for those language groups to ensure equal access while also complying with LEP regulations.

Actions

HRCTD will take the following actions:

- With advance notice of at least seven working days, HRCTD will provide interpreter services at public meetings.
- Publications of HRCTD's complaint form is made available on our website.
- In the event that a HRCTD employee encounters a LEP individual, they will follow the procedure listed below.
- Ensure all office employees have access to a language identification guide.

Office Encounter

1. Once the foreign language is determined, provide information to the Title VI coordinator who will contact an interpreter.
2. If the need for a vital document to be translated arises, the Title VI coordinator will have the document translated and provided to the requestor as soon as possible.

In Writing

1. Once a letter has been received it will be immediately forwarded to the Title VI Coordinator.
2. The Title VI Coordinator will contact a translator to determine the specifics of the letter request information.
3. The Title VI Coordinator will work with the elected agency to provide the requested service to the individual in a timely manner.

Over the Phone

1. If someone calls into HRCTD office speaking another language, every attempt will be made to keep that individual on the line until an interpreter can be conferenced into the line and if possible determine the language spoken of the caller.
2. Once the language spoken by the caller has been identified, we will proceed with providing the requested assistance to the LEP individual.

HRCTD Staff Training

HRCTD staff will be provided training at staff meetings of the requirements for providing meaningful access to services for LEP persons.

Providing Meaningful Access to Limited English Proficient (LEP) Persons

Title VI and its implementing regulations require that recipients of federal funds take responsible steps to ensure meaningful access to the benefits, services, information, and other important portions of their programs and activities for individuals who are Limited English Proficient. HRCTD partners with local nonprofits to provide translation services as necessary.

Employee Responsibility

Each employee shall:

1. Ensure that there are no barriers to service or accommodation that would prevent usage or access to services.
2. Train subordinates as to what constitutes discrimination and barriers to access.
3. Take prompt and appropriate action to avoid and minimize the incidence of any form of discrimination.
4. Notify the Executive Director in writing of the circumstances surrounding any reported allegations of discrimination no later than the next business day.

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.

Notice and Access

Providing Notice to LEP Persons

HRCTD will provide language service by notifying LEP persons of services available free of charge. HRCTD will post the LEP Plan on our website. HRCTD will post notices of available services, in languages LEP persons would understand, in the office in places where LEP persons may seek services and on our website.

HRCTD staff will be informally surveyed periodically on their experience concerning any contacts with LEP persons during the previous year to identify modifications to this plan to improve outreach and services to Limited English Proficient Persons.

LEP Plan Access

A copy of the LEP plan document can be requested at HRCTD's main office during normal business hours:

HRCTD Title VI Coordinator
224 Wasco Loop
Hood River, OR 97031
(541)386-4202

Our website includes our Title VI policy and complaint form. The website also states the Anti-Discrimination Statement. HRCTD's Title VI policy and complaint form are also posted at HRCTD's office/CAT Transit Center (224 Wasco Loop, Hood River, OR). Individuals who believe they have been discriminated against may request a complaint form from the Office Manager at HRCTD's office.

Appendix A – Discrimination Complaint Form (English/Spanish)



Discrimination Complaint Form

Title VI and ADA

Section I:			
Name:			
Address:			
Telephone (Home):	Telephone (Work):		
Electronic Mail Address:			
Accessible Format Requirements?	<input type="checkbox"/> Large Print	<input type="checkbox"/> Audio	
	<input type="checkbox"/> TDD	<input type="checkbox"/> Other	
Section II:			
Are you filing this complaint on your own behalf?	<input type="checkbox"/> Yes*	<input type="checkbox"/> No	
<i>*If you answered "yes" to this question, go to Section III.</i>			
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:			
Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party.	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Section III:			
I believe the discrimination I experienced was based on (check all that apply):			
<input type="checkbox"/> Race	<input type="checkbox"/> Color	<input type="checkbox"/> National Origin	<input type="checkbox"/> Disability
Date of Alleged Discrimination (Month, Day, Year): _____			
Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, please use the back of this form.			

Name of Section IV:		
Have you previously filed a Discrimination Complaint with this agency?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
If yes, please provide any reference information regarding your previous complaint. _____ _____		
Section V:		
Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court? <input type="checkbox"/> Yes <input type="checkbox"/> No		
If yes, check all that apply:		
<input type="checkbox"/> Federal Agency: _____	<input type="checkbox"/> State Agency: _____	
<input type="checkbox"/> Federal Court: _____	<input type="checkbox"/> Local Agency: _____	
<input type="checkbox"/> State Court: _____		
Please provide information about a contact person at the agency/court where the complaint was filed.		
Name: _____		
Title: _____		
Agency: _____		
Address: _____		
Telephone: _____		
Section VI:		
Name of agency complaint is against: Hood River County Transportation District (dba Columbia Area Transit – CAT)		
Name of person complaint is against: _____		
Title: _____		
Location: 224 Wasco Loop, Hood River, Oregon 97031		
Telephone Number (if available): (541)386-4202		

You may attach any written materials or other information that you think is relevant to your complaint. Your signature and date are **required** below:

Signature

Date

Please submit this form in person at the address below, or mail this form to:

Hood River County Transportation District (dba Columbia Area Transit – CAT)
Amy Schlappi, Executive Director
224 Wasco Loop, Hood River, Oregon 97031
Phone: (541)386-4202
Email: Amy@catransit.org

An online version of this form can be found online at www.ridecatbus.org

Procedimientos de Quejas del Título VI

Para cumplir con la Sección 21.9 (b) de 49 CFR, HRCTD ha desarrollado procedimientos para investigar y rastrear las quejas del Título VI presentadas en su contra y poner sus procedimientos para presentar una queja a disposición de los miembros del público que lo soliciten. Los demandantes, o su representante, pueden presentar una queja por escrito ante el Coordinador de Quejas del Título VI en cualquier momento dentro de los ciento ochenta (180) días a partir de la fecha del presunto acto discriminatorio.

Si cree que ha sido objeto de discriminación bajo el Título VI, puede presentar una queja.

Cómo presentar una queja del Título VI

Puede presentar una queja firmada y por escrito hasta ciento ochenta (180) días a partir de la fecha de la presunta discriminación. La queja debe incluir la siguiente información:

- Su nombre, dirección postal y cómo contactarlo (es decir, número de teléfono, dirección de correo electrónico, etc.)
- Nombre, dirección, número de teléfono y relación del Representante con el Demandante, si corresponde
- Cómo, cuándo, dónde y por qué cree que fue discriminado. Incluya la ubicación, los nombres y la información de contacto de los testigos.
- Otra información que considere significativa

Un formulario está disponible en www.ridecatbus.org/civil-rights/, que puede completarse para este propósito. (Apéndice A)

La queja también se puede presentar por escrito ante HRCTD en la siguiente dirección:

Hood River County Transportation District
224 Wasco Loop
Hood River, OR 97031
Por teléfono: (541)386-4202

NOTA: HRCTD alienta a todos los denunciantes a certificar todo el correo que se envía a través del Servicio Postal de los EE. UU. y/o asegurarse de que toda la correspondencia escrita se pueda rastrear fácilmente. Para las quejas presentadas originalmente por fax, se debe enviar por correo una copia original y firmada de la queja al Coordinador del Título VI lo antes posible, pero a más tardar 180 días a partir de la fecha alegada de discriminación.

¿Qué sucede con su queja después de enviarla a HRCTD?

Todas las quejas que aleguen discriminación basada en la raza, el color o el origen nacional en un servicio o beneficio proporcionado por HRCTD serán abordadas directamente por HRCTD. HRCTD proporciona que el personal tome quejas y las envíe al Coordinador de Quejas del Título VI (Administrador de la Oficina), quien las clasifica, rastrea y desarrolla respuestas y las envía al Director Ejecutivo de HRCTD

para su aprobación. El Director Ejecutivo investigará la queja y tomará una determinación. La investigación formal de la queja será confidencial e incluirá, entre otros, detalles del incidente específico, frecuencia y fechas de ocurrencia y nombres de testigos. El cliente será notificado de la resolución.

HRCTD también brindará asistencia adecuada a los denunciantes, incluidas aquellas personas con discapacidades, o que tienen una capacidad limitada para comunicarse en inglés. Además, HRCTD hará todo lo posible para abordar todas las quejas de manera expedita y exhaustiva.

En los casos en que se necesite información adicional para la investigación de la queja, HRCTD se comunicará con el denunciante por escrito. Tenga en cuenta que al responder a cualquier solicitud de información adicional, el hecho de que un reclamante no proporcione la información solicitada dentro de los treinta (30) días calendario puede resultar en el cierre administrativo de la queja.

Una vez que HRCTD reciba información suficiente para investigar la queja, se redactará una respuesta por escrito, sujeta a revisión por parte del abogado de la organización. Si corresponde, el abogado de HRCTD puede cerrar administrativamente la queja. En este caso, HRCTD notificará al denunciante de la acción lo antes posible.

Cómo se le notificará el resultado de su queja

HRCTD enviará una respuesta final por escrito al demandante y le informará sobre su derecho a 1) apelar dentro de los siete (7) días calendario posteriores a la recepción de la decisión final por escrito de HRCTD, y / o 2) presentar una queja externamente ante el Departamento de Transporte de EE. UU. y / o la Administración Federal de Tránsito. Se hará todo lo posible para responder a las quejas del Título VI dentro de los 60 días hábiles posteriores a la recepción de dichas quejas, si no antes.

Una apelación por escrito que solicite la revisión de una determinación de denegación ilegal de acceso o adaptación a los servicios debe incluir el nombre, la dirección y el número de teléfono de contacto del cliente. Se recomienda una declaración de razones por las que el solicitante cree que la denegación de la solicitud de adaptación o el acceso a los servicios fue inapropiada. La Junta Directiva de HRCTD establecerá una hora y un lugar mutuamente acordados para el proceso de revisión con el solicitante y / o representantes dentro de los 30 días posteriores a la solicitud. El solicitante puede presentar documentos u otra información para que se incluyan en el registro y se consideren en el proceso de revisión. Cualquier persona que necesite adaptaciones especiales puede comunicarse con HRCTD al (541)386-4202 para obtener ayuda.

El derecho del apelante a una resolución rápida y equitativa de la queja no debe verse afectado por la búsqueda de otros recursos por parte del apelante, como la presentación de una queja ante el Departamento de Justicia u otra agencia federal apropiada o la presentación de una demanda en un tribunal estatal o federal. El uso de este procedimiento no es un requisito previo para la búsqueda de otros recursos.

Además del proceso de queja descrito anteriormente, un demandante puede presentar una queja o demanda del Título VI ante las siguientes oficinas:

Federal Transit Administration Office of Civil Rights Attention:
Title VI Program Coordinator
East Building, 5th Floor – TCR
1200 New Jersey Ave., SE
Washington, DC 20590

Oregon Department of
Transportation
Office of Civil Rights
800 Airport Rd
Salem, OR 97302

U.S. Department of Justice Civil
Rights Division Coordination
and Review Section – NWB
950 Pennsylvania Ave, NW
Washington, DC 20530

Registro de investigaciones, quejas y demandas del Título VI

Para cumplir con la Sección 21.9 (b) del CFR 49, HRCTD prepara y mantiene una lista de cualquier investigación activa realizada por entidades distintas de la FTA, demandas o quejas que nombran a HRCTD que alegan discriminación por motivos de raza, color u origen nacional. Esta lista incluye la fecha en que se presentó la investigación, demanda o queja; un resumen de la(s) acusación(es); el estado de la investigación, demanda o queja; y acciones tomadas por el destinatario en respuesta a la investigación, demanda o queja. El Coordinador de Quejas del Título VI de HRCTD (Administrador de la Oficina) mantiene estos archivos hasta que se cierran. El Coordinador de Quejas del Título VI de HRCTD también mantendrá un registro de todas las quejas recibidas. Los registros se almacenarán de acuerdo con los requisitos de retención de registros estatales y federales. La información rastreada se informará a ODOT como otorgante de los fondos según sea necesario.

Información adicional a pedido

A discreción de la FTA, se puede solicitar información distinta a la requerida por la circular a la que se hace referencia, por escrito, al HRCTD para investigar quejas de discriminación o resolver inquietudes sobre un posible incumplimiento de los requisitos del Título VI. El Coordinador de Quejas del Título VI de HRCTD está disponible para proporcionar información adicional según sea necesario y para responder a cualquier consulta.



Formulario de Queja por Discriminación Título VI y ADA

Sección I:		
Nombre:		
Dirección:		
Teléfono (Casa):		Teléfono (Trabajo):
Dirección de correo electrónico:		
¿Requisitos de formato accesible?	<input type="checkbox"/> Letra grande	<input type="checkbox"/> Audio
	<input type="checkbox"/> TDD	<input type="checkbox"/> Otro
Sección II:		
¿Está presentando esta queja en su propio nombre?	<input type="checkbox"/> Sí*	<input type="checkbox"/> No
<i>*Si has respondido "sí" a esta pregunta, ve a la Sección III.</i>		
En caso de que no, proporcione el nombre y la relación de la persona para quien presenta la queja.		
Por favor, explique por qué ha presentado la solicitud para esta persona:		
Confirme que ha obtenido el permiso de la persona agraviada si presenta la solicitud en nombre de esa persona.	<input type="checkbox"/> Sí	<input type="checkbox"/> No
Sección III:		

Creo que la discriminación que experimenté se basó en (marque todo lo que corresponda):

- Raza Color Origen nacional Discapacidad

Fecha de la presunta discriminación (mes, día, año): _____

Explique lo más claramente posible lo que sucedió y por qué cree que fue discriminado. Describa a todas las personas que estuvieron involucradas. Incluya el nombre y la información de contacto de la(s) persona(s) que lo discriminó (si se conoce), así como los nombres y la información de contacto de los testigos. Si necesita más espacio, utilice el reverso de este formulario.

Nombre de la Sección IV:

¿Ha presentado previamente una queja por discriminación ante esta agencia?

Sí

No

En caso de que sí, proporcione cualquier información de referencia con respecto a su queja anterior.

Sección V:

¿Ha presentado esta queja ante alguna otra agencia federal, estatal o local, o ante algún tribunal federal o estatal?

- Sí No

En caso de que sí, marque todo lo que corresponda:

Agencia Federal: _____

Tribunal Federal: _____

Tribunal Estatal: _____

Agencia Estatal: _____

Agencia Local: _____

Proporcionar información sobre una persona de contacto en la agencia/tribunal donde se presentó la queja.

Nombre:

Título:

Agencia:

Dirección:

Teléfono:

Sección VI:

El nombre de la queja de la agencia es contra: Hood River County Transportation District (dba Columbia Area Transit – CAT)

Nombre de la persona que la queja es contra:

Título:

Ubicación: 224 Wasco Loop, Hood River, Oregón 97031
Número de teléfono (si está disponible): (541)386-4202

Puede adjuntar cualquier material escrito u otra información que considere relevante para su queja. Su firma y fecha son requeridas a continuación:

Firma

Fecha

Envíe este formulario en persona a la dirección que aparece a continuación o envíelo por correo a:

**Hood River County Transportation District (dba Columbia Area Transit – CAT)
Amy Schlappi, Executive Director
224 Wasco Loop, Hood River, Oregon 97031
Phone: (541)386-4202
Email: Amy@catransit.org**

Se puede encontrar una versión en línea de este formulario en línea en: www.ridecatbus.org

Appendix B - Language Spoken at Home (Population 5 yrs and over)

	Hood River County	Hood River County Percentage	Speak English only or speak English "very well"	Percent speak English only or speak English "very well"	Speak English less than "very well"	Percent speak English less than "very well"
Label	Estimate	Estimate	Estimate	Estimate	Estimate	Estimate
Population 5 years and over	22,668	(X)	20,068	88.5%	2,600	11.5%
Speak only English	16,226	71.6%	(X)	(X)	(X)	(X)
Speak a language other than English	6,442	28.4%	3,842	59.6%	2,600	40.4%
SPEAK A LANGUAGE OTHER THAN ENGLISH						
Spanish	6,016	26.5%	3,492	58.0%	2,524	42.0%
5 to 17 years old	1,371	6.0%	1,143	83.4%	228	16.6%
18 to 64 years old	4,232	18.7%	2,221	52.5%	2,011	47.5%
65 years old and over	413	1.8%	128	31.0%	285	69.0%
Other Indo-European languages	207	0.9%	198	95.7%	9	4.3%
5 to 17 years old	28	0.1%	28	100.0%	0	0.0%
18 to 64 years old	132	0.6%	123	93.2%	9	6.8%
65 years old and over	47	0.2%	47	100.0%	0	0.0%
Asian and Pacific Island languages	190	0.8%	123	64.7%	67	35.3%
5 to 17 years old	4	0.0%	4	100.0%	0	0.0%
18 to 64 years old	141	0.6%	107	75.9%	34	24.1%
65 years old and over	45	0.2%	12	26.7%	33	73.3%
Other languages	29	0.1%	29	100.0%	0	0.0%
5 to 17 years old	0	0.0%	0	-	0	-
18 to 64 years old	29	0.1%	29	100.0%	0	0.0%
65 years old and over	0	0.0%	0	-	0	-
CITIZENS 18 YEARS AND OVER						
All citizens 18 years old and over	16,019	(X)	15,411	96.2%	608	3.8%
Speak only English	13,339	83.3%	(X)	(X)	(X)	(X)
Speak a language other than English	2,680	16.7%	2,072	77.3%	608	22.7%
Spanish	2,337	14.6%	1,770	75.7%	567	24.3%
Other languages	343	2.1%	302	88.0%	41	12.0%

Hood River County Transportation District
224 Wasco Loop
Hood River, Oregon 97031

BOARD RESOLUTION AND ORDER NO. 121720251

IN THE MATTER OF ADOPTING THE CIVIL RIGHTS PROGRAM POLICY

WHEREAS, the Hood River County Transportation District has in place a Title VI policy and Limited English Proficiency (LEP) Plan from 2022; and

WHEREAS, these plans are required to be reviewed every three years to meet USDOT requirements; and

WHEREAS, the Civil Rights Program Policy includes the Title VI policy and LEP plan requirements and was reviewed for consistency with federal requirements by staff from the Oregon Department of Transportation; and

WHEREAS, the Board of Directors of the Hood River County Transportation District finds the adoption of this resolution and the Civil Rights Program Policy to be in the best interest of the district.

THEREFORE, BE IT RESOLVED that the Hood River County Transportation District hereby adopts the Civil Rights Program Policy dated December 17, 2025, attached hereto and incorporated by reference.

I certify that the above resolution was adopted on the 17th day of April 2024, at a public meeting of the Hood River County Transportation District Board of Directors,



Greg Pack, Board Chair

12-17-25

Date