



**Washington State
Department of Transportation**

Coordinated Public Transit - Human Services Transportation Plan Guidebook

M 3139

July 2025

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Change log

Date	Section	Description
June 30, 2025	Element 6	Removed COVID-19 element
June 30, 2025	Element 3	Added documenting additional community engagement elements, such as methods, accommodations, and tribal input

Acronyms

ADA	Americans with Disabilities Act
CPT-HSTP	Coordinated public transit-human services transportation plan
FTA	Federal Transit Administration
GMS	Grants Management System
MPO	Metropolitan planning organization
RTPO	Regional transportation planning organization
WSDOT	Washington State Department of Transportation

Introduction

About this guidebook

WSDOT developed this guidebook to provide you with a resource for your locally developed, coordinated public transit - human services transportation plan (CPT-HSTP).

WSDOT is committed to supporting your CPT-HSTP planning efforts, which identify available transportation services, needs, gaps, and recommendations to benefit people with special transportation needs,¹ including:

- People with disabilities.
- Seniors.
- People with low income.

During the CPT-HSTP planning process, WSDOT's role is to assist you so that your plan is consistent with federal and state requirements.

You may use this guidebook as a reference tool throughout your CPT-HSTP planning process. This guidebook offers technical assistance and direction for maintaining compliance with the laws and regulations associated with CPT-HSTPs, including:

- Required elements.
- Conducting and documenting effective community outreach.
- Topics to address.
- Organization of the plan.

WSDOT may make updates to this guidebook. When updates occur, WSDOT will notify affected metropolitan planning organizations (MPO) and regional transportation planning organizations (RTPO) and post an updated version of the guidebook to the Public Transportation Division website at www.wsdot.wa.gov/transit.

This guidebook doesn't supersede any state or federal law, rule, or regulation. If any section of this guidebook is inconsistent with any state or federal law, rule, or regulation, the law, rule, or regulation supersedes this guidebook and must be followed.

For general questions regarding CPT-HSTPs, contact your local WSDOT [community transportation planner](#).

¹ [RCW 81.66.010\(3\)](#) describes people with special transportation needs as, "People including their personal attendants, who because of physical or mental disability, income status, or age are unable to transport themselves or purchase transportation."

About coordinated public transit - human services transportation plans

WSDOT requires MPO/RTPOs to prepare CPT-HSTPs² every four years. MPO/RTPOs develop their plans with stakeholders, service providers, public transportation users, and others.

[Federal Transit Administration \(FTA\) Circular 9070.1 G](#) Chapter V (2)(b) provides federal guidance on CPT-HSTPs, including detailed instructions for developing your plan. The circular also includes four required elements of the CPT-HSTP:

1. An assessment of available services that identifies current providers (public, private, and nonprofit).
2. An assessment of transportation needs for individuals with disabilities and seniors. This assessment can be based on the experiences and perceptions of the planning partners or on more sophisticated data collection efforts, and gaps in service.
3. Strategies and/or activities to address the identified gaps and achieve efficiencies in service delivery.
4. Relative priorities for implementation based on resources, time and feasibility for implementing specific strategies/activities identified.

The plans also identify regional priorities, which determine eligibility for funding under [WSDOT's Consolidated Grant Program](#). The grant program includes funding from state and federal sources.

Additionally, WSDOT uses CPT-HSTPs as an input for the [Statewide Human Services Transportation Plan](#). The statewide plan identifies:

- A strategic framework for existing human-services transportation needs.
- Unmet transportation needs.
- Recommendations and best practices for improving access and mobility for future needs.

² [RCW 47.80.023](#) describes the duties of RTPOs in Washington state.

Coordinated public transit - human services transportation plans: Overview

Elements

The following are elements of CPT-HSTPs that meet WSDOT and FTA expectations:

1. Contact information.
2. Title VI and ADA statements.
3. Conducting and documenting community outreach.
4. Regional context.
5. Assessment of transportation services.
6. Strategies and activities to address identified gaps.
7. Regional priorities for implementation.

WSDOT has added an additional optional element, “ongoing coordination.” You’re not required to include this optional element to meet WSDOT and FTA expectations.

Draft and final submission

You should make a draft of your CPT-HSTP available to your assigned WSDOT Public Transportation Division community transportation planner prior to releasing the draft for public comment or by Sept. 1, 2026.

You must submit your final CPT-HSTP to the WSDOT Public Transportation Division online Grants Management System (GMS) by Dec. 1, 2026.

Coordinated public transit - human services transportation plans: Elements

Element 1: Contact information

Include the following contact information on the first page of your CPT-HSTP:

- Plan adoption date
- Name of MPO/RTPO
- Lead agency (if different than MPO/RTPO)
- Mailing address
- Contact person
- Email address
- Phone number
- Plan consultant (if different than lead agency)

Element 2: Title VI and ADA statements

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

The Americans with Disabilities Act (ADA) of 1990 prohibits discrimination against people with disabilities in several areas, including employment, transportation, public accommodations, communications, and access to state and local government' programs and services.

Include your organization's Title VI policy statement and complaint procedures, as applicable, as well as your organization's ADA reasonable accommodation statement describing how you may make the plan available in an alternate format.

For examples of WSDOT's Title VI and ADA statements in English, Spanish, Chinese, Vietnamese, Korean, Somali, Russian, and Arabic, see the end of this document.

Element 3: Conducting and documenting community outreach

Stakeholder outreach is a key element to developing your CPT-HSTP and meeting WSDOT and FTA expectations. Stakeholder involvement helps you identify the needs of communities, available transportation services, strategies, and project priorities. A list of proposed stakeholders is in [Appendix A](#).

Use the following prompts for this element of your plan.

Describe how your organization engaged stakeholders

Describe how you engaged the following populations in your outreach and planning process. Include the number of people in each population you engaged:

- People with disabilities.
- Seniors.
- People with low incomes.
- Other people with special transportation needs.
- Representatives of public, private, nonprofit, and human-services transportation providers.
- Members of historically underrepresented groups.³
- Other members of the public.

Describe how your organization consulted with regional Tribes

Include description of consultation methodology including written letters, email communication, phone calls, meetings (in-person and virtual).

Describe tribal input received and where it's reflected in the CPT-HSTP.

Describe methods used during engagement

Describe the methods used to engage these populations including but not limited to:

- Survey.
- Focus groups.
- Participant observation of specialized transportation populations' use of services.
- Key informant interviews.
- Public forums.
- Community events (e.g. tabling at a street fair).
- Engagements designed to intercept participants while meeting their daily needs, such as, eating at congregant meal sites (e.g. Meals on Wheels).

³ Members of historically underrepresented groups (defined in FTA Title VI Circular FTA C 4702.1B as "minority persons") include people of American Indian, Alaska Native, Native Hawaiian, Pacific Island, Asian, Black or African American, Hispanic or Latin American origin.

Describe instances when your organization provided accommodations for participation in the planning process

Describe when and where your organization used interpretation, translation services, or forms of reasonable accommodations for engagement purposes with limited-English-proficiency (LEP) populations, and/or people with disabilities including:

- Accommodation availability listed on event notifications (e.g., social media, flyers, newspaper, advertisements).
- Use of interpreters or when interpretation was requested.
- Written translation prepared or requested.
- Accessible meeting locations, such as ADA accessible buildings with locations along bus routes.
- Varied and accessible meeting times to accommodate different schedules.

Describe current coordination efforts between transportation providers and social service providers. Also, describe outreach to any out-of-boundary/out-of-jurisdiction partners.

Describe your communication with transportation and social service providers in your area during your CPT-HSTP planning process. Include a description of each provider's services and jurisdictions.

Also, describe outreach to any out-of-boundary/out-of-jurisdiction partners who might have overlapping needs.

Describe efforts to reach populations that were underrepresented or unavailable

If you were unable to find representation from a population in your community, or a population was unresponsive or unwilling to participate in the CPT-HSTP planning process, describe your good faith efforts to engage these populations.

Identify outreach events

Identify the outreach events you conducted for your CPT-HSTP planning process.

Note: You should convene outreach events for your CPT-HSTP planning process in a variety of locations and times. For example, visiting a senior center may achieve better input than inviting seniors to a meeting at a transit agency or library. Other examples are in the [WSDOT Community Engagement Plan](#).

Element 4: Regional context

Use the following prompts for this element of your plan.

Describe your region

Describe your planning organization and area.

Include a map of the planning area.

Describe your planning area's population

Give a general description of the population in your planning area.

Describe the demographics of your planning area's population for people with special transportation needs

Describe (and map if possible) the following populations in your planning area:

- People with disabilities.
- Seniors.
- People with low incomes.
- Other people with special transportation needs.

Note: The U.S. Census [American Community Survey](#) provides data you can use to identify relative population concentrations of people with disabilities, seniors, youth, people with low-incomes, those with LEP, households with no access to a vehicle, and other characteristics that may enable you to describe the populations in your community.

Additional data sources include those from the U.S. Department of Housing and Urban Development, U.S. Environmental Protection Agency, Washington State Department of Health, Washington State Office of Financial Management, open-source mapping programs and transit logs.

Different tools available online, such as Washington Tracking Network's [Information by Location mapping tool](#), can allow you to visualize this data in your planning area.

Describe origins and destinations for people with special transportation needs

Describe (and map if possible) where the following groups begin and end public transportation trips in your planning area:

- People with disabilities.
- Seniors.
- People with low incomes.
- Other people with special transportation needs.

For common origins, consider locations where public transportation users start their trips. Describe origins information and the features in your planning area that generate public transportation users (e.g., multifamily housing and neighborhoods with a significant percentage of the total population in the service area of the transit provider).

For places that may constitute common destinations, consider entry-level employment opportunities, childcare facilities, schools and other educational centers, medical centers, shopping districts, transit centers, ferry terminals, and other destinations suggested by your stakeholder group.

Element 5: Assessment of transportation services

Your plan should include information on existing transportation services and resources in your planning area. You should identify and describe these services in a way that helps planners identify underserved areas, areas that may have their services discontinued, and any duplication in transportation services.

Your plan should also include information that helps WSDOT understand any gaps in service and unmet transportation needs, such as those that occur at service area boundaries and with service hours.

Use the following prompts for this element of your plan.

Describe the existing transportation services and resources in your planning area

Describe fixed-route and paratransit services in your planning area. Include service hours and boundaries.

Describe other providers (e.g., social service providers) that also provide some level of transportation to their clients.

For all services, consider including information on fares, program costs, and other operating characteristics.

Identify the number of mobility management projects in your planning area. Describe the projects' goals and deliverables.

Identify and describe the mobility management projects in your planning area. Examples include:

- Community “mobility managers.”
- Travel training.
- “One-stop” information centers.

Describe how transportation providers collaborate with state, county, or other emergency management agencies for disaster preparedness, response, recovery, and mitigation

Describe how transportation providers in your planning area collaborate with your local emergency management agencies. Examples of collaboration include:

- Participation in emergency preparedness activities such as jurisdiction-wide comprehensive emergency management planning, response planning, training, continuity of operations planning, emergency communication planning, and exercises.
- Actions taken in response phases, including emergency operations center actions, identification of affected or available resources, support of life safety, property preservation, evacuation including vulnerable populations (i.e., seniors, people with disabilities), sheltering activities, emergency transportation, and provision of emergency supplies.
- Recovery activities including economic recovery actions, long-term temporary relocation of offices or workforce, and social and health services to support workforce.
- Incorporating mitigation actions such as public education, completing a hazard and vulnerability assessment, improving infrastructure, and investing in resilience.
- Continuous improvement methodologies including after-action reviews, reports, and recommendations.

Describe gaps in service and unmet transportation needs for people with special transportation needs

Using demographic, origins and destinations information gathered in [Element 4: Regional context](#), describe the challenges and gaps in existing public transportation services for the following populations in your planning area:

- People with disabilities.
- Seniors.
- People with low incomes.
- Other people with special transportation needs.

Identify and describe unmet needs and possible duplication of services. Describe opportunities for grouping services, shared rides, or group trips to improve efficiency. Describe challenges to implementing these opportunities.

Note: WSDOT recommends you use FTA's [United We Ride Framework for Action: Building the Fully Coordinated Human Service Transportation System](#) and [United We Ride Logic Model and Measures tool](#) when identifying unmet transportation needs in your planning area.

Element 6: Strategies and activities identified to address gaps

Use the following prompt for this element of your plan.

Describe strategies and/or activities identified through the planning process

Describe strategies and activities to address transportation needs in your planning area. This may include:

- Adding or increasing fixed-route service (i.e., extending hours or territory).
- Starting a volunteer dial-a-ride program.
- Expanding rideshare program.
- Providing bus passes and travel training.
- Improving mobility management.
- Improving coordination for transfers to other transit modes or services.
- Other strategies and activities.

Descriptions should provide brief explanations of the proposed strategies and activities, and whether the strategies and activities worked in the past (i.e., met the need). Describe expected outcomes.

Identify whether you're creating a basic level of service in an area that wouldn't otherwise have it.

Identify whether you're creating service for a group of people who wouldn't otherwise have it.

Element 7: Regional priorities for implementation

Use the following prompt for this element of your plan.

Describe the process and criteria to prioritize projects

Based on resources, time, and feasibility for implementing specific strategies and activities you identified in [Element 6](#): Strategies and activities identified to address gaps, describe the prioritization process for projects in your plan.

Include the organizations you included in the process and whether your prioritization process involved coordinated transportation in your description.

Optional element: Ongoing coordination

Ongoing coordination is an eligible but not required activity. If you plan to do this work, use the following prompt for this optional element of your plan.

Describe ongoing coordination efforts between social service providers and transportation providers for 2026-2030

Describe how you'll continue to coordinate planning efforts after the plan is complete. Describe how your continued coordination efforts will leverage community resources.

Describe how/if you'll update your plan if significant changes to human-services transportation needs and corresponding strategies occur prior to the 2029-2031 biennium WSDOT Consolidated Grant program cycle (e.g., a new medical center opens in your planning area).

Note: While you're not required to update your CPT-HSTP more than once every four years, all projects submitted to the Consolidated Grant program must be reflected in a CPT-HSTP.

Appendix A **List of proposed stakeholders**

Below are some of the organizations, agencies, institutions, and transportation service providers to contact for information for and involvement with your plan. FTA Circular 9070.1 G includes additional examples of organizations under these general categories.

Note: Not all these organizations may exist in your community.

- **Employment providers**
 - Major employers and employer organizations.
 - WorkFirst local planning area.
 - Local chamber of commerce.
- **Education institutions**
 - Community colleges.
 - Universities.
 - Trade schools.
 - Local school districts.
 - Educational service districts.
 - Private schools.
- **Healthcare providers and administrators**
 - Hospitals.
 - Medical and health clinics.
 - Veterans medical.
 - Local health department.
- **Transportation providers**
 - Transit agencies.
 - Local Medicaid brokers and providers.
 - Nonprofit transportation providers.
 - Private bus operators.
 - Public transit agencies.
 - Taxicab operators.
 - Intercity bus operators.
- **Government organizations**
 - Tribal governments.
 - City governments.
- **County governments**
 - Washington State Department of Social and Human Services - Community Services office.
 - WSDOT regional offices.

- **Emergency management/emergency preparedness and response**
 - Local emergency management agencies.
 - Emergency responders.
 - Local emergency planning committees.
 - Local disaster assistance councils.
- **Organizations for people with disabilities**
 - Organizations that provide or coordinate a variety of programs and services for people with disabilities, including independent living centers or services.
 - Organizations that provide support services to patients and their families, such as Arc of Washington, the Washington State Association of the Deaf or the Washington Council of the Blind.
- **Organizations for people with low income**
 - Local community action programs.
 - Foodbanks.
 - Tenant rights organizations.
 - Housing authorities.
 - Homelessness programs.
- **Organizations for youth and teens**
 - Big Brothers Big Sisters.
 - Team Child.
 - YMCA and YWCA.
- **Organizations by and for seniors**
 - Local area agency on aging.
 - Assisted living communities.
 - Senior centers.
- **Faith based organizations**
- **Veterans' organizations**

Appendix B Deliverables Checklist

Element 1: Contact information			
Information requested	Included?	Page(s)	Comments
1. Contact information. Specifically: <ul style="list-style-type: none"> a. Plan adoption date b. Name of MPO/RTPO Lead agency, if different than MPO/RTPO c. Mailing address d. Contact person e. Email address f. Phone number g. Plan consultant, if different than lead agency 	<input type="checkbox"/> Yes <input type="checkbox"/> No		

Element 2: Title VI and ADA statements			
Information requested	Included?	Page(s)	Comments
2. Title VI policy statement and complaint procedures.	<input type="checkbox"/> Yes <input type="checkbox"/> No		
3. ADA reasonable accommodation statement describing how the organization may make the plan available in an alternate format.	<input type="checkbox"/> Yes <input type="checkbox"/> No		

Element 3: Conducting and documenting community outreach			
<i>Prompt: Describe how your organization engaged stakeholders including methods and accommodations</i>			
Information requested	Included?	Page(s)	Comments
4. Description of engagement with the following populations: <ul style="list-style-type: none"> a. People with disabilities b. Seniors c. People with low incomes d. Other people with special transportation needs e. Representatives of public, private, nonprofit and human services transportation providers f. Members of historically underrepresented groups g. Other members of the public 	<input type="checkbox"/> Yes <input type="checkbox"/> No		
5. Number of people in each population engaged.	<input type="checkbox"/> Yes <input type="checkbox"/> No		
6. Description of consultation with regional Tribes.	<input type="checkbox"/> Yes <input type="checkbox"/> No		
7. Description of methods used for engagement.	<input type="checkbox"/> Yes <input type="checkbox"/> No		
Description of instances when your organizations used interpretation, translation services, or forms of reasonable accommodations for engagement purposes with LEP populations, and/or people with disabilities.			

Element 3: Conducting and documenting community outreach

Prompt: Describe current coordination efforts between transportation providers and social service providers. Also, describe outreach to any out-of-boundary/out-of-jurisdiction partners.

Information requested	Included?	Page(s)	Comments
8. Description of communication with transportation and social service providers in planning area.	<input type="checkbox"/> Yes <input type="checkbox"/> No		
9. Description of each transportation and social service provider's services and jurisdictions.	<input type="checkbox"/> Yes <input type="checkbox"/> No		
10. Description of outreach to any out-of-boundary/out-of-jurisdiction partners who might have overlapping needs.	<input type="checkbox"/> Yes <input type="checkbox"/> No		

Prompt: Describe efforts to reach populations that were underrepresented or unavailable.

Information requested	Included?	Page(s)	Comments
11. Description of good faith efforts to engage populations that were underrepresented, unresponsive or unwilling to participate in the planning process.	<input type="checkbox"/> Yes <input type="checkbox"/> No		

Prompt: Identify outreach events.

Information requested	Included?	Page(s)	Comments
12. List of outreach events conducted for planning process.	<input type="checkbox"/> Yes <input type="checkbox"/> No		

Prompt: Describe your region.

Information requested	Included?	Page(s)	Comments
13. Describe planning organization.	<input type="checkbox"/> Yes <input type="checkbox"/> No		
14. Description of planning area.	<input type="checkbox"/> Yes <input type="checkbox"/> No		
15. Map of planning area.	<input type="checkbox"/> Yes <input type="checkbox"/> No		

Prompt: Describe your planning area's population.

Information requested	Included?	Page(s)	Comments
16. General description of population in planning area.	<input type="checkbox"/> Yes <input type="checkbox"/> No		

Prompt: Describe the demographics of your planning area's population for people with special transportation needs.

Information requested	Included?	Page(s)	Comments
17. Description of the following populations in planning area: a. People with disabilities b. Seniors c. People with low incomes d. Other people with special transportation needs	<input type="checkbox"/> Yes <input type="checkbox"/> No		

Prompt: Describe origins and destinations for people with special transportation needs.

Information requested	Included?	Page(s)	Comments
18. Description of where the following groups begin and end public transportation trips in planning area: a. People with disabilities b. Seniors c. People with low incomes d. Other people with special transportation needs	<input type="checkbox"/> Yes <input type="checkbox"/> No		

Element 4: Assessment of transportation services

Prompt: Describe the existing transportation services and resources in your planning area.

Information requested	Included?	Page(s)	Comments
19. Description of fixed-route and paratransit services in planning area, including service hours and boundaries.	<input type="checkbox"/> Yes <input type="checkbox"/> No		
20. Description of other providers, such as social service providers, that provide some level of transportation to their clients.	<input type="checkbox"/> Yes <input type="checkbox"/> No		

Prompt: Identify the number of mobility management projects in your planning. Describe the projects' goals and deliverables.

Information requested	Included?	Page(s)	Comments
21. Description of mobility management projects in planning area.	<input type="checkbox"/> Yes <input type="checkbox"/> No		

Prompt: Describe how transportation providers collaborate with state, county, or other emergency management agencies for disaster preparedness, response, recovery, and mitigation.

Information requested	Included?	Page(s)	Comments
22. Description of how transportation providers in planning area collaborate with your local emergency management agencies.	<input type="checkbox"/> Yes <input type="checkbox"/> No		

Prompt: Describe gaps in service and unmet transportation needs for people with special transportation needs.

Information requested	Included?	Page(s)	Comments
23. Description of the transportation challenges and gaps in existing public transportation services for the following populations planning area: a. People with disabilities b. Seniors c. People with low incomes d. Other people with special transportation needs	<input type="checkbox"/> Yes <input type="checkbox"/> No		

Element 5: Strategies and activities identified to address gaps

Prompt: Describe strategies and/or activities identified through the planning process.

Information requested	Included?	Page(s)	Comments
24. Description of each strategy and activity to address transportation needs in planning area.	<input type="checkbox"/> Yes <input type="checkbox"/> No		
25. Description of past success for each strategy and activity.	<input type="checkbox"/> Yes <input type="checkbox"/> No		
26. Expected outcomes of each strategy and activity.	<input type="checkbox"/> Yes <input type="checkbox"/> No		
27. Identification whether the organization is creating a basic level of service in an area that would not otherwise have it.	<input type="checkbox"/> Yes <input type="checkbox"/> No		

Element 6: Regional priorities for projects

Prompt: Describe the process and criteria to prioritize projects

Information requested	Included?	Page(s)	Comments
28. Description of the prioritization process for projects in plan.	<input type="checkbox"/> Yes <input type="checkbox"/> No		
29. Description of organizations included in prioritization process.	<input type="checkbox"/> Yes <input type="checkbox"/> No		
30. Identification whether the prioritization process involved coordinated transportation.	<input type="checkbox"/> Yes <input type="checkbox"/> No		

Optional element: Ongoing coordination

Prompt: Describe ongoing coordination efforts between social service providers and transportation providers for 2026-2030

Information requested	Included?	Page(s)	Comments
31. Description of how the organization will continue to coordinate planning efforts after the plan is complete.	<input type="checkbox"/> Yes <input type="checkbox"/> No		
32. Description of how the organization's continued coordination efforts will leverage community resources.	<input type="checkbox"/> Yes <input type="checkbox"/> No		
33. Description how/if the organization will update the plan if significant changes to human services transportation needs and corresponding strategies occur prior to the 2029-2031 biennium WSDOT Consolidated Grant program cycle.	<input type="checkbox"/> Yes <input type="checkbox"/> No		

ENGLISH

Title VI Notice to Public

It is the Washington State Department of Transportation's (WSDOT) policy to assure that no person shall, on the grounds of race, color, national origin, as provided by Title VI of the Civil Rights Act of 1964, be excluded from participation in, be denied the benefits of, or be otherwise discriminated against under any of its programs and activities. Any person who believes his/her Title VI protection has been violated, may file a complaint with WSDOT's Office of Equity and Civil Rights (OECR). For additional information regarding Title VI complaint procedures and/or information regarding our non-discrimination obligations, please contact OECR's Title VI Coordinator at 360-705-7090.

Americans with Disabilities Act (ADA) Information

This material can be made available in an alternate format by emailing the Office of Equity and Civil Rights at wsdotada@wsdot.wa.gov or by calling toll free, 855-362-4ADA(4232). Persons who are deaf or hard of hearing may make a request by calling the Washington State Relay at 711.

ESPAÑOL

Notificación de Título VI al Público

La política del Departamento de Transporte del Estado de Washington (Washington State Department of Transportation, WSDOT) es garantizar que ninguna persona, por motivos de raza, color u origen nacional, según lo dispuesto en el Título VI de la Ley de Derechos Civiles de 1964, sea excluida de la participación, se le nieguen los beneficios o se le discrimine de otro modo en cualquiera de sus programas y actividades. Cualquier persona que considere que se ha violado su protección del Título VI puede presentar una queja ante la Oficina de Equidad y Derechos Civiles (Office of Equity and Civil Rights, OECR) del WSDOT. Para obtener más información sobre los procedimientos de queja del Título VI o información sobre nuestras obligaciones contra la discriminación, comuníquese con el coordinador del Título VI de la OECR al 360-705-7090.

Información de la Ley sobre Estadounidenses con Discapacidades (ADA, por sus siglas en inglés)

Este material puede estar disponible en un formato alternativo al enviar un correo electrónico a la Oficina de Equidad y Derechos Civiles a wsdotada@wsdot.wa.gov o llamando a la línea sin cargo 855-362-4ADA(4232). Personas sordas o con discapacidad auditiva pueden solicitar la misma información llamando al Washington State Relay al 711.

한국어 – KOREAN

제6조 관련 공지사항

워싱턴 주 교통부(WSDOT)는 1964년 민권법 타이틀 VI 규정에 따라, 누구도 인종, 피부색 또는 출신 국가를 근거로 본 부서의 모든 프로그램 및 활동에 대한 참여가 배제되거나 혜택이 거부되거나, 또는 달리 차별받지 않도록 하는 것을 정책으로 하고 있습니다. 타이틀 VI에 따른 그/그녀에 대한 보호 조항이 위반되었다고 생각된다면 누구든지 WSDOT의 평등 및 민권 사무국(OECR)에 민원을 제기할 수 있습니다. 타이틀 VI에 따른 민원 처리 절차에 관한 보다 자세한 정보 및/또는 본 부서의 차별금지 의무에 관한 정보를 원하신다면, 360-705-7090으로 OECR의 타이틀 VI 담당자에게 연락해주시십시오.

미국 장애인법(ADA) 정보

본 자료는 또한 평등 및 민권 사무국에 이메일 wsdotada@wsdot.wa.gov 을 보내시거나 무료 전화 855-362-4ADA(4232)로 연락하셔서 대체 형식으로 받아보실 수 있습니다. 청각 장애인은 워싱턴주 중계 711로 전화하여 요청하실 수 있습니다.

русский – RUSSIAN

Раздел VI Общественное заявление

Политика Департамента транспорта штата Вашингтон (WSDOT) заключается в том, чтобы исключить любые случаи дискриминации по признаку расы, цвета кожи или национального происхождения, как это предусмотрено Разделом VI Закона о гражданских правах 1964 года, а также случаи недопущения участия, лишения льгот или другие формы дискриминации в рамках любой из своих программ и мероприятий. Любое лицо, которое считает, что его средства защиты в рамках раздела VI были нарушены, может подать жалобу в Ведомство по вопросам равенства и гражданских прав WSDOT (OECR). Для дополнительной информации о процедуре подачи жалобы на несоблюдение требований раздела VI, а также получения информации о наших обязательствах по борьбе с дискриминацией, пожалуйста, свяжитесь с координатором OECR по разделу VI по телефону 360-705-7090.

Закон США о защите прав граждан с ограниченными возможностями (ADA)

Эту информацию можно получить в альтернативном формате, отправив электронное письмо в Ведомство по вопросам равенства и гражданских прав по адресу wsdotada@wsdot.wa.gov или позвонив по бесплатному телефону 855-362-4ADA(4232). Глухие и слабослышащие лица могут сделать запрос, позвонив в специальную диспетчерскую службу штата Вашингтон по номеру 711.

tiếng Việt – VIETNAMESE

Thông báo Khoản VI dành cho công chúng

Chính sách của Sở Giao Thông Vận Tải Tiểu Bang Washington (WSDOT) là bảo đảm không để cho ai bị loại khỏi sự tham gia, bị từ khước quyền lợi, hoặc bị kỳ thị trong bất cứ chương trình hay hoạt động nào vì lý do chủng tộc, màu da, hoặc nguồn gốc quốc gia, theo như quy định trong Mục VI của Đạo Luật Dân Quyền năm 1964. Bất cứ ai tin rằng quyền bảo vệ trong Mục VI của họ bị vi phạm, đều có thể nộp đơn khiếu nại cho Văn Phòng Bảo Vệ Dân Quyền và Bình Đẳng (OECR) của WSDOT. Muốn biết thêm chi tiết liên quan đến thủ tục khiếu nại Mục VI và/hoặc chi tiết liên quan đến trách nhiệm không kỳ thị của chúng tôi, xin liên lạc với Phối Trí Viên Mục VI của OECR số 360-705-7090.

Thông tin về Đạo luật Người Mỹ tàn tật (Americans with Disabilities Act, ADA)

Tài liệu này có thể thực hiện bằng một hình thức khác bằng cách email cho Văn Phòng Bảo Vệ Dân Quyền và Bình Đẳng wsdotada@wsdot.wa.gov hoặc gọi điện thoại miễn phí số, 855-362-4ADA(4232). Người điếc hoặc khiếm thính có thể yêu cầu bằng cách gọi cho Dịch vụ Tiếp âm Tiểu bang Washington theo số 711.

العربية – ARABIC

العنوان 6 إشعار للجمهور

تتمثل سياسة وزارة النقل في ولاية واشنطن (WSDOT) في ضمان عدم استبعاد أي شخص، على أساس العرق أو اللون أو الأصل القومي من المشاركة في أي من برامجها وأنشطتها أو الحرمان من الفوائد المتاحة بموجبها أو التعرض للتمييز فيها بخلاف ذلك، كما هو منصوص عليه في الباب السادس من قانون الحقوق المدنية لعام 1964. ويمكن لأي شخص يعتقد أنه تم انتهاك حقوقه التي يكفلها الباب السادس تقديم شكوى إلى مكتب المساواة والحقوق المدنية (OECR) التابع لوزارة النقل في ولاية واشنطن. للحصول على معلومات إضافية بشأن إجراءات الشكاوى وأو بشأن التزاماتنا بعدم التمييز بموجب الباب السادس، يرجى الاتصال بمنسق الباب السادس في مكتب المساواة والحقوق المدنية على الرقم 360-705-7090.

معلومات قانون الأمريكيين ذوي الإعاقة (ADA)

يمكن توفير هذه المواد في تنسيق بديل عن طريق إرسال رسالة بريد إلكتروني إلى مكتب المساواة والحقوق المدنية على wsdotada@wsdot.wa.gov أو عن طريق الاتصال بالرقم المجاني: 855-362-4ADA (4232). يمكن للأشخاص الصم أو ضعاف السمع تقديم طلب عن طريق الاتصال بخدمة Washington State Relay على الرقم 711.

中文 – CHINESE

《权利法案》Title VI公告

<華盛頓州交通部(WSDOT)政策規定，按照《1964年民權法案》第六篇規定，確保無人因種族、膚色或國籍而被排除在WSDOT任何計畫和活動之外，被剝奪相關權益或以其他方式遭到歧視。如任何人認為其第六篇保護權益遭到侵犯，則可向WSDOT的公平和民權辦公室(OECR)提交投訴。如需關於第六篇投訴程式的更多資訊和/或關於我們非歧視義務的資訊，請聯絡OECR的第六篇協調員，電話360-705-7090。

《美国残疾人法案》(ADA)信息

可向公平和民權辦公室發送電子郵件wsdotada@wsdot.wa.gov或撥打免費電話 855-362-4ADA(4232)，以其他格式獲取此資料。听力丧失或听觉障碍人士可拨打711联系Washington州转接站。

Af-soomaaliga – SOMALI

Ciwaanka VI Ogeysiiska Dadweynaha

Waa siyaasada Waaxda Gaadiidka Gobolka Washington (WSDOT) in la xaqiijiyo in aan qofna, ayadoo la cuskanaayo sababo la xariira isir, midab, ama wadanku kasoo jeedo, sida ku qoran Title VI (Qodobka VI) ee Sharciga Xaquuqda Madaniga ah oo soo baxay 1964, laga saarin ka qaybgalka, loo diidin faa'iidooyinka, ama si kale loogu takoorin barnaamijyadeeda iyo shaqooyinkeeda. Qof kasta oo aaminsan in difaaciisa Title VI la jebiyay, ayaa cabasho u gudbin kara Xafiiska Sinaanta iyo Xaquuqda Madaniga ah (OECR) ee WSDOT. Si aad u hesho xog dheeraad ah oo ku saabsan hanaannada cabashada Title VI iyo/ama xogta la xariirta waajibbaadkeena ka caagan takoorka, fadlan la xariir Iskuduwaha Title VI ee OECR oo aad ka wacayso 360-705-7090.

Macluumaadka Xeerka Naafada Marykanka (ADA)

Agabkaan ayaad ku heli kartaa qaab kale adoo iimeel u diraa Xafiiska Sinaanta iyo Xaquuqda Madaniga ah oo aad ka helayso wsdotada@wsdot.wa.gov ama adoo wacaaya laynka bilaashka ah, 855-362-4ADA(4232). Dadka naafada maqalka ama maqalku ku adag yahay waxay ku codsan karaan wicitaanka Adeega Gudbinta Gobolka Washington 711.