

**Human Services Council
Transportation Services
Title VI Policy and Procedures**

The Human Services Council's (HSC) Transportation Services is committed to making reliable, safe and satisfying transportation services available to our customers. *HSC operates its programs without regard to race, color or national origin.*

Title VI Policy Statement: The Human Services Council will ensure that their programs, policies, and activities all comply with Medicaid Purchasing Administration (MPA) and/or the Federal Transit Administration Title VI regulations and complaint process. The Human Services Council is committed to creating and maintaining public transportation services that are free from all forms of discrimination. The Human Services Council will take appropriate measures to prevent discrimination based on (but not limited to) an individual's race, color, and national origin. Appropriate corrective and/or disciplinary action will be taken to address behavior that violates this policy and the rights and privileges it is designed to protect.

Your Comments Are Welcome!

Please let us know how things are working for you. We do a better job when we know what you need. Each compliment is shared with the employees or contractor involved. Each suggestion or complaint is investigated.

If you would like a copy of the complete Title VI Policy and Procedures you may request that information using one of the methods listed below.

Reasonable Access for Limited English Proficiency (LEP) Individuals

HSC is committed to providing equal access to all individuals. Our Transportation Call Center has access to two contracted language providers and bi-lingual staff to assist in arranging transportation for LEP clients. HSC tracks primary non-English languages spoken within HSC's service region through census data, caller and community partner statistics and public outreach in order to support services for LEP clients. HSC posts and distributes transportation brochures and complaint procedures in these primary languages, as well as in English.

You can contact our Transportation Services in the following ways:

1. Phone line:
 - From within Clark County, Customers can contact Employment or Reserve-A-Ride Transportation at: 360-258-2103. They can contact Medical Transportation at: 360-694-9997
 - From outside Clark County, our Transportation Department can be reached toll free at: 800-752-9422.
2. Fax: Written feedback can be sent by fax to 360-694-1446.
3. Language Line: For customers who speak a language other than English, Transportation Services will utilize the services of a Language Line to facilitate the call. For customers who are deaf or hearing impaired, we use the Telecommunications Relay Service at 1-800-833-6388 or 711.
4. US Mail: Customers can mail their feedback to Human Services Council Transportation Services at: 201 NE 73rd Street, Suite 101, Vancouver, WA 98665-8345.
5. Web-Site: Customers can offer feedback through an e-mail link on the Human Services Council Web-site by visiting www.hsc-wa.org/contact-hsc.

How to File a Complaint

**Complaints must be filed within 180 days of the incident/occurrence.*

The following information may be helpful when filing a complaint:

1. Transportation Company Name
2. Vehicle Number
3. Driver's Name
4. Description of the incident including date, time and location
5. Your name and contact information for follow up purposes

Feedback/Complaint Review Process:

All feedback from customers is valued and will be reviewed by Transportation Services. After review, customer communication will be distributed to the appropriate HSC representative for investigation.

1. Customer concerns, complaints, or compliments will be forwarded to the appropriate transportation staff for follow-up.
2. Questions regarding Title VI complaints of discrimination or bias including: race, color, and/or national origin will be sent to the Transportation Services Manager for investigation.
3. The Human Services Council will follow any additional complaint requirements of grantor or public funding source as specified by contract.

Feedback/Complaint Acknowledgement:

Complaints received by HSC Transportation Services are documented and assigned to the appropriate transportation staff for investigation. When legible contact information is provided, a response will be sent to the person filing the complaint within seven (7) business days. HSC maintains a tracking system for feedback from customers that provides a unique identification number for each complaint.

Anonymous Comments/Complaints:

If you wish, you may make a comment or complaint without providing us with your name or contact information. When a complaint is filed anonymously, we will investigate the complaint, but no follow-up response will be provided to the person filing the complaint.

Protection from Retribution:

Customers of HSC Transportation Services should be able to submit feedback without fear of retribution from the agency. If a customer believes they have been treated unfairly in response to the feedback or a complaint they submitted, they should contact the HSC Transportation Services Manager at (360) 735-5740. HSC will appropriately address any retaliatory behavior by an HSC employee or contractor.

Customer Appeals Process: Any person who is dissatisfied with the response they receive from HSC Transportation is welcome to appeal the decision; a team of transportation staff/professionals will review customer appeals.

Customers accessing HSC Transportation Services funded by Washington State Department of Transportation have the right to file a complaint or lawsuit with one of the following organizations:

Organization Name and Address		
Washington State Department of Transportation Public Transportation Division Attn: Title VI Coordinator P O Box 47387 Olympia, WA 98504- 47387	Federal Transit Administration Attn: Title VI Program Coordinator East Building, 5 th Floor – TCR 1200 New Jersey Ave, SE Washington, DC 20590	U.S. Department of Justice Civil Rights Division Coordination and Review Section - NWB 950 Pennsylvania Avenue, NW Washington, DC 20530