
ADA Self Evaluation and Program Access Plan

DRAFT July 2024



Southwest Washington Regional Transportation Council

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www.rtc.wa.gov



Title VI Notice

RTC operates its programs without regard to race, color, and national origin in accordance with applicable laws, including Title VI of the Civil Rights Act of 1964 and related statutes. To request additional information on RTC's Title VI nondiscrimination requirements, or if any person believes they have been aggrieved by an unlawful discriminatory practice under Title VI or other applicable law and would like to file a complaint, contact RTC at 564-397-6067 (TTY 711) or email TitleVI@rtc.wa.gov.

Persons who do not speak or read English well may request at no cost, language assistance, oral interpretation and/or written translation. Contact RTC at 564-397-6067 (TTY 711) or email info@rtc.wa.gov.

American with Disabilities Act (ADA) Notice

RTC will ensure that no qualified disabled individual shall, solely on the basis of his or her disability, be excluded from the participation in, be denied the benefits of, or be subjected to discrimination under any of its programs, services, or activities as provided by Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act of 1990 (ADA).

Individuals requiring reasonable accommodations may request written materials at no cost, in alternate formats, sign language interpreters, physical accessibility accommodations, or other reasonable accommodations by contacting RTC at 564-397-6067 (TTY 711) or email info@rtc.wa.gov, with two days advance notice.

Aviso del Título VI

RTC opera sus programas sin considerar raza, color y origen nacional, de acuerdo con las leyes aplicables, incluyendo el Título VI de la Ley de Derechos Civiles de 1964 y los estatutos relacionados. Para solicitar información adicional de los requisitos de no discriminación de RTC Título VI, o si cualquier persona cree que ha sido perjudicada por una práctica discriminatoria ilegal bajo el Título VI u otra ley aplicable y desearía presentar una reclamación, comuníquese con RTC al 564-397-6067 (TTY 711) o por correo electrónico a TitleVI@rtc.wa.gov.

Las personas que no hablan o leen inglés bien pueden solicitar asistencia con el idioma, interpretación oral y/o traducción escrita, sin costo alguno. Comuníquese con RTC al 564-397-6067 (TTY 711) o por correo electrónico a info@rtc.wa.gov.

Aviso de la Ley de Estadounidenses con Discapacidades (ADA)

RTC se asegurará de que ninguna persona discapacitada calificada, únicamente por su discapacidad, sea excluida de la participación, se le nieguen los beneficios o sea sometida a discriminación en cualquiera de sus programas, servicios o actividades según lo dispuesto por la Sección 504 de la Ley de Rehabilitación de 1973 y la Ley de Estadounidenses con Discapacidades de 1990 (ADA).

Las personas que requieran adaptaciones razonables pueden solicitar materiales escritos sin costo, en formatos alternativos, intérpretes de lenguaje de señas, adaptaciones de accesibilidad física u otras adaptaciones razonables comunicándose con RTC al 564-397-6067 (TTY 711) o enviando un correo electrónico a info@rtc.wa.gov, con dos días de antelación.

Раздел VI Уведомление

RTC предоставляет участие в своих программах независимо от расы, цвета кожи и национального происхождения, в соответствии с применимыми законами, включая раздел VI Закона о гражданских правах 1964 года и связанные с ним законодательные акты. Чтобы запросить дополнительную информацию о требованиях RTC по разделу VI о запрете дискриминации, или подать жалобу, если какое-либо лицо считает, что оно пострадало от незаконной дискриминационной практики, запрещенной разделом VI или другим применимым законодательством, свяжитесь с RTC по телефону 564-397-6067 (TTY 711) или электронной почте TitleVI@rtc.wa.gov.

Лица, которые плохо говорят или читают по-английски, могут бесплатно запросить помощь устного и письменного переводчика. Позвоните в RTC 564-397-6067 (TTY 711) или отправьте сообщение по эл. почте на адрес info@rtc.wa.gov.

Уведомление о Законе об американцах-инвалидах (ADA)

RTC будет гарантировать, что ни один квалифицированный инвалид не будет исключен из участия, лишен льгот или подвергнут дискриминации в рамках любой из его программ, услуг или мероприятий, как это предусмотрено, исключительно на основании его или ее инвалидности. разделом 504 Закона о реабилитации 1973 года и Законом об американцах-инвалидах 1990 года (ADA).

Лица, которым требуются разумные приспособления, могут бесплатно запросить письменные материалы в альтернативных форматах, услуги сурдопереводчиков, приспособления для физической доступности или другие разумные приспособления, связавшись с RTC по телефону 564-397-6067 (TTY 711) или по электронной почте info@rtc.wa.gov, с предварительным уведомлением за два дня.

第六章通知

根据适用法律（包括 1964 年《民权法案》第六章和相关法规，RTC 不以种族、肤色和国籍为由拒绝您参加其运营的项目。如需索取有关 RTC 第六章非歧视要求的进一步信息，或者如果任何人认为其因第六章或其他适用法律下的非法歧视行为而受到侵害并希望提交申诉，请致电 RTC 564-397-6067（文字电话 711）联系我们或发送电子邮件至 TitleVI@rtc.wa.gov。

英语不佳人士可以免费请求语言帮助、口译和/或书面翻译。请致电 564-397-606（文字电话 711）或发送电子邮件至 info@rtc.wa.gov 联系 RTC。

美國殘疾人法案 (ADA) 通知

RTC 将确保任何合格的残疾人不得仅因其残疾而被排除在其提供的任何计划、服务或活动之外、被剥夺其福利或受到歧视 1973 年康复法案第 504 条和 1990 年美国残疾人法案 (ADA)。

需要合理便利的个人可以透过致电 564-397-6067 (TTY 711) 或发送电子邮件至 info@rtc.wa.gov 聯繫 RTC，免費索取替代格式、手語翻譯、無障礙設施或其他合理便利的書面資料。

Thông báo Tiêu đề VI

RTC điều hành các chương trình của mình mà không phân biệt chủng tộc, màu da và nguồn gốc quốc gia theo luật hiện hành, bao gồm cả Đề Mục VI của Đạo Luật Dân Quyền năm 1964 và các luật có liên quan. Để yêu cầu thông tin bổ sung về các quy định không phân biệt đối xử theo Đề Mục VI của RTC hoặc nếu bất kỳ người nào cho rằng mình bị ngược đãi bởi hành vi

phân biệt đối xử trái pháp luật theo Đề Mục VI hoặc luật hiện hành khác và muốn nộp đơn than phiền, hãy liên hệ với RTC theo số 564-397-6067 (TTY 711) hoặc email TitleVI@rtc.wa.gov.

Những người không nói hoặc đọc Tiếng Anh trôi chảy có thể yêu cầu dịch vụ hỗ trợ ngôn ngữ, thông dịch và/hoặc biên dịch miễn phí. Hãy liên hệ với RTC theo số 564-397-6067 (TTY 711) hoặc email info@rtc.wa.gov.

Thông báo về Đạo luật Người khuyết tật Hoa Kỳ (ADA)

RTC sẽ đảm bảo rằng không có cá nhân khuyết tật đủ tiêu chuẩn nào, chỉ vì tình trạng khuyết tật của mình, sẽ bị loại khỏi việc tham gia, bị từ chối các lợi ích hoặc bị phân biệt đối xử trong bất kỳ chương trình, dịch vụ hoặc hoạt động nào của RTC như được cung cấp theo Mục 504 của Đạo luật Phục hồi chức năng năm 1973 và Đạo luật Người khuyết tật Hoa Kỳ năm 1990 (ADA).

Những cá nhân yêu cầu chỗ ở hợp lý có thể yêu cầu tài liệu bằng văn bản miễn phí, ở các định dạng thay thế, thông dịch viên ngôn ngữ ký hiệu, chỗ ở dành cho người khuyết tật hoặc chỗ ở hợp lý khác bằng cách liên hệ với RTC theo số 564-397-6067 (TTY 711) hoặc gửi email tới info@rtc.wa.gov, báo trước hai ngày.

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AMERICANS WITH DISABILITSS ACT (ADA)/SECTION 504 POLICY STATEMENT

The Southwest Washington Regional Transportation Council (RTC) will ensure that no qualified disabled individual shall, solely on the basis of his or her disability, be excluded from the participation in, be denied the benefits of, or be subjected to discrimination under any of its programs, services, or activities as provided by [Section 504 of the Rehabilitation Act of 1973](#) and the [Americans with Disabilities Act of 1990](#) (ADA). RTC further ensures that every effort will be made to provide nondiscrimination in all of its programs and activities regardless of the funding source.

For the purpose of this policy, an individual with a disability is defined as any person who:

- Has a physical or mental impairment that substantially limits on or more major life activities;
- Has a record of such an impairment; or
- Is regarded as having such an impairment.

RTC is committed to:

- Providing reasonable accommodation for an individual with a disability to participate in employment, activities, programs and services; and has establish procedures to allow person with a disability to request accommodation;
- Providing access to person using its facilities and attending meetings;
- Providing communication access for applicants, employees, beneficiaries, and members of the public with disabilities, including those with hearing and visual impairments that is equally effective as communication with others. Auxiliary aids/services shall be provided upon request to individuals with a disability, i.e., sign language, readers, braille, and large print text. In addition, anyone with hearing or speech impairment may use 711 Relay services to call RTC.

THE RTC ADA coordinator can answer ADA related questions and handle reasonable accommodation requests as well as provide information or established procedures for filing a complaint alleging discrimination on the bases of disability. The ADA coordinator can be contacted at 564-397-6067, through email at info@rtc.wa.gov. Any questions or comments concerning this policy should be referred to the ADA Coordinator. Attn. ADA Coordinator, SW Washington Regional Transportation Council, PO Box 1366, Vancouver WA 98666-1366.



Matt Ransom, Executive Director

April 12, 2024

Date

ADA Self-Evaluation and Program Access Plan

Introduction

The Title II regulations prohibit discrimination by public entities on the basis of disability. Section 504 regulations prohibit discrimination on the basis of disability in programs, services or activities receiving federal financial assistance. As a recipient of federal funding, RTC must comply with federal and state legislative regulations. Specifically, Title II of ADA and Section 504 of the Rehabilitation Act apply to all activities of state and local governments, including MPO, and require that government entities provide individuals with disabilities equal access to all programs, services, and activities.

The intent of the ADA Title II regulations is to ensure nondiscrimination and access for individuals with disabilities in State and local government services. The intent of the Section 504 regulations is to prohibit discrimination on the basis of disability in programs or activities receiving Federal financial assistance. These regulations apply to the RTC because Metropolitan Planning Organizations (MPOs) are considered an instrumentality of one or more state or local governments and are recipients of transportation funds from Federal Highway Administration (FHWA) and Federal Transit Administration (FTA) in developing transportation plans and programs.

These federal funding includes Section 104(f) and Section 133(b)(3)(7) funds from the FHWA, and Section 5303, Section 5307 and Section 5309 funds from the FTA. As such, the RTC is obligated to take appropriate steps to comply with Title II and Section 504 provisions. These provisions apply to all programs, services, and activities that the RTC has responsibility of within their MPO region. Requirements common to these regulations include reasonable accommodation for employees with disabilities; program accessibility; effective communication with people who have hearing or vision disabilities; and accessible new construction and alterations.

To address these Title II and Section 504 requirements, applicable policies, procedures and planning activities of the RTC were reviewed to assess if there are any barriers that limit the

ability of individuals with disabilities to fully participate in the MPO-sponsored programs and the web-based communication activities. The results of this evaluation as well as mitigation strategies recommended for improved accessibility are summarized in this ADA Program Access Plan.

About RTC

RTC is a regional planning organization that develops policies and makes decisions about transportation planning in southwest Washington. It is a forum for cities, towns, the county, transit agencies, port districts, and state agencies to address common regional transportation issues. RTC is designated under federal law as the MPO for Clark County, and under state law as the Regional Transportation Planning Organization (RTPO), for Clark, Skamania and Klickitat counties. Under state and federal mandates and an Interlocal Agreement signed by all its members, RTC conducts and supports numerous state and federal planning, compliance and certification programs which enable members and other jurisdictions and entities in the region to obtain state and federal funding.

As the regional transportation planning agency, RTC does not duplicate the activities of local and state operating agencies, but supports their needs with complementary planning and analyses. The agency performs strategic analyses of trends, consequences, and options related to transportation issues and air quality issues. It is a center for the collection, analysis, and dissemination of transportation-related information vital to citizens, businesses, jurisdictions, and governments in the region.

Members

RTC members are Clark, Skamania and Klickitat counties, 12 cities and towns within the region, five port districts, the Washington and Oregon state departments of transportation, C-TRAN, Portland Metro and the Washington State Legislators from the 14th, 17th, 18th, 20th and 49th legislative districts.

Table 1: RTC Membership

RTC Membership: Jurisdiction/Agency	
Clark County	Cowlitz Indian Tribe
Skamania County	Washington State Department of Transportation
Klickitat County	Port of Vancouver
City of Vancouver	Port of Camas/Washougal
City of Camas	Port of Ridgefield
City of Washougal	Port of Skamania County
City of Battle Ground	Port of Klickitat

City of Ridgefield	Metro (Portland, OR)
City of La Center	Oregon Department of Transportation
Town of Yacolt	Legislators from the Washington State Districts:
City of Stevenson	14 th District
City of North Bonneville	17 th District
City of White Salmon	18 th District
City of Bingen	20 th District
City of Goldendale	49 th District
C-TRAN	

Governance, Board, and Advisory Committees

The Board of Directors is RTC’s policy and decision-making body. The Board meets monthly and is comprised of fourteen voting members. The fifteen state legislative members of the 14th, 17th, 18th, 20th and 49th districts are ex-officio non-voting members of the Board. Nine RTC Board members are required to meet quorum. Valid votes require at least eight voting members plus one member who can be either a voting or non-voting member.

Table 2: RTC Voting Members

RTC Voting Members: Jurisdiction/Agency
Three Clark County Councilors (elected officials)
Two representatives from the City of Vancouver (elected officials)
One elected official from the City of Camas or the City of Washougal, representing Camas and Washougal (elected officials)
One elected official from the City of Battle Ground, the City of Ridgefield, the City of La Center or the Town of Yacolt, representing these four cities (elected officials)
One elected official from Skamania County, the City of Stevenson, the City of North Bonneville, or the Port of Skamania County representing these 5 agencies (elected official)
One elected official from Klickitat County, the City of White Salmon, the City of Bingen, the City of Goldendale, or the Port of Klickitat representing these 5 agencies (elected official)
The Executive Director/CEO of C-TRAN (non-elected)
The Southwest Regional Administrator of the Washington State Department of Transportation (WSDOT) (non-elected)
One Port Commissioner from the Port of Vancouver, Port of Ridgefield, or the Port of Camas/Washougal, representing these three ports (elected officials)
The Portland Region One Manager of the Oregon Department of Transportation (ODOT) (non-elected)
One Councilor from Portland Metro (elected official)

The current make - up of the RTC Board of Directors and their contact information can be found on RTC’s website – www.rtc.wa.gov/agency/board/#roster.

RTC’s main advisory committee – the Regional Transportation Advisory Committee (RTAC) – coordinates and guides the regional transportation planning program within Clark County. This committee makes recommendations on key transportation issues to the RTC Board and is comprised of staff from the member jurisdictions and agencies list below.

Table 3: RTAC Membership

RTAC Membership: Jurisdiction/Agency
City of Battle Ground
City of Camas
City of La Center
City of Ridgefield
City of Vancouver, Planning
City of Vancouver, Public Works
City of Washougal
Clark County, Planning
Clark County, Public Works
Town of Yacolt
Port of Camas-Washougal
Port of Ridgefield
Port of Vancouver
C-TRAN
ODOT
Portland Metro
WSDOT
Cowlitz Indian Tribe
Community in Motion
CREDC

The current membership of the Regional Transportation Advisory Committee and their contact information can be found on RTC’s website - www.rtc.wa.gov/rtac/#members.

RTC utilizes two policy committees to oversee and coordinate transportation planning activities for the RTP regions of Skamania and Klickitat counties. The committees are comprised of representatives from the jurisdictions from within each county and WSDOT. The current membership the RTP policy committees and their contact information can be found on RTC’s website - www.rtc.wa.gov/agency/committees.

Individuals with Disabilities

The American Community Survey (ACS) administered by the US Census Bureau adopted several disability related questions since 2000. These questions cover the six following disability types:

1. **Hearing difficulty:** deaf or having serious difficulty hearing.
2. **Vision difficulty:** blind or having serious difficulty seeing, even when wearing glasses.
3. **Cognitive difficulty:** Because of a physical, mental, or emotional problem, having difficulty remembering, concentrating, or making decisions.
4. **Ambulatory difficulty:** Having serious difficulty walking or climbing stairs.
5. **Self-care difficulty:** Having difficulty bathing or dressing.
6. **Independent living difficulty:** Because of a physical, mental, or emotional problem, having difficulty doing errands alone such as visiting a doctor’s office or shopping.

The disability characteristics of civilian populations living in Clark, Skamania, and Klickitat counties are summarized in Tables 4, 5, and 6. The table shows that approximately 12.6% of the population in Clark County, 12.8% in Klickitat County, and 16.1% percent in Skamania County has at least one or more disability. These add up to a total disability population of 68,203 in the 3-county area. In this disability demographic group, 20,488 people have a hearing difficulty, 28,392 people have a cognitive difficulty, and 31,549 people have an ambulatory difficulty. The ADA requirements are intended to serve these population groups so that they can fully participate in the MPO and RTPO sponsored programs, services and activities.

Table 4: Disability Characteristics of Population, Clark County

Total Population	501,549	100%
Disability	63,000	12.6%
Hearing difficulty	18,509	3.7%
Vision difficulty	9,294	1.9%
Cognitive difficulty	26,615	5.6%
Ambulatory difficulty	29,454	6.2%
Self-care difficulty	12,526	2.7%
Independent living difficulty	22,558	5.9%

Source: 2018-2022 American Community Survey 5-year Estimates – Table S1810

Table 5: Disability Characteristics of Population, Skamania County

Total Population	11,279	100%
Disability	1,548	12.8%
Hearing difficulty	670	5.6%
Vision difficulty	183	1.5%
Cognitive difficulty	517	4.5%
Ambulatory difficulty	721	6.2%
Self-care difficulty	248	2.1%
Independent living difficulty	367	3.7%

Source: 2018-2022 American Community Survey 5-year Estimates – Table S1810

Table 6: Disability Characteristics of Population, Klickitat County

Total Population	20,888	100%
Disability	3,655	16.1%
Hearing difficulty	1,309	5.8%
Vision difficulty	526	2.3%
Cognitive difficulty	1,260	5.8%
Ambulatory difficulty	1,419	6.5%
Self-care difficulty	588	2.7%
Independent living difficulty	1,031	5.6%

Source: 2018-2022 American Community Survey 5-year Estimates – Table S1810

Federal Requirements

This document is being developed in accordance with federal requirements outlined in Section 504 of the Rehabilitation Act of 1973, and the Americans with Disabilities Act of 1992.

Section 504 of the Rehabilitation Act of 1973

Often referred to as the civil rights act for people with disabilities, the Rehabilitation Act requires that all organizations receiving federal funding make their programs available to people of all abilities. It states:

No otherwise qualified [disabled] individual in the United States shall, solely by reason of [disability], be excluded from the participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.

Public agencies that receive federal funding must identify a Section 504 coordinator on its staff who will ensure that the program, service or activity receiving the funding meets the requirements of the law, and respond to any complaints from citizens or requests for information from a funding agency.

Americans with Disabilities Act (ADA) – Titles I and II

The U.S. Congress signed the ADA in 1990, and it went into effect in 1992. The ADA is a civil rights law that prohibits discrimination against individuals with disabilities in access to jobs, public accommodations, government services and programs, public transportation and telecommunications. The ADA consists of five titles:

- Title I: Employment
- Title II: State and Local Government
- Title III: Public Accommodations and Commercial Facilities
- Title IV: Telecommunications
- Title V: Miscellaneous

Title I of the ADA prohibits private employers, state and local governments, employment agencies and labor unions from discriminating against qualified individuals with disabilities in job application procedures, hiring, firing, advancement, compensation, job training, and other terms, conditions, and privileges of employment. RTC is an Equal Employment Opportunity (EEO) employer and adheres to the requirements of Title I.

Title II of the ADA adopts the general prohibitions against discrimination contained in Section 504 of the Rehabilitation Act of 1973, but applies to all state and local governments, regardless of whether or not they receive federal funding. It prohibits the RTC from denying persons with disabilities the equal opportunity to participate in its services, programs or activities, either directly or indirectly through contractual arrangements.

The administrative requirements contained in Title II that apply to the RTC are:

- Designation of an ADA Coordinator responsible for overseeing Title II compliance;
- Developing and posting an ADA Notice to the Public
- Development of an ADA complaint procedure;
- Completion of a self-evaluation of facilities, programs and services; and
- Development of a program access plan if the self-evaluation identifies any accessibility deficiencies.

ADA Coordinator

RTC's ADA Coordinator is responsible for ensuring that all programs and activities of RTC are accessible to and usable by individuals with disabilities and report to the Executive Director.

ADA Coordinator

PO Box 1366

Vancouver, WA 98666-1366

Email: info@rtc.wa.gov

Phone: 564-397-6067 or 711 (WA Relay)

Request for Accommodation

Instructions about how to request accommodations (e.g. translator, barrier removal, etc.), or documents/materials in alternate formats may be included in a letter, email, newsletter or website used to announce, invite or promote an RTC program, service or activity. If this information is not provided, please contact the RTC's ADA Coordinator to make your request (see contact information above). Please make requests for accommodation at meetings or events at least two days in advance.

Requests for **accommodation** at an RTC meeting or event should include:

- The requestor's name, address, email and telephone number (if any)
- A description of the program, service or activity where the accommodation is required
- The location of the program, service or activity
- A brief description of why the accommodation is needed

Requests for materials in **alternate formats** should include:

- The requestor's name, address, email and telephone number (if any)
- The name or description of the document or materials to be reformatted
- What type of format is desired (e.g. Braille, audio recording, computer disk, etc.)
- A brief description of why the alternate format is needed

The ADA Coordinator will respond to the request within 2 calendar days or in advance of a scheduled meeting or event. If the response does not satisfactorily resolve the issue, the requestor may file a formal grievance with RTC. All requests for accommodations and alternate formats will be kept on file for at least three years.

Filing a Complaint

Any individual may exercise their right to file a complaint with RTC, if that person believes that they or any other program beneficiaries have been subjected to unequal treatment or discrimination, in their receipt of benefits/services or on the grounds of their disability. RTC will make a concerted effort to resolve complaints informally at the lowest level, using the agency's following complaint procedures. Complaint forms are available on RTC's website at www.rtc.wa.gov/info/ada.

These procedures apply to all disability complaints filed under Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act of 1990 (ADA), relating to any program or activity administered by RTC or its subrecipients, consultants, and/or contractors.

Any individual, group of individuals, or entity that believes they have been subjected to discrimination prohibited by ADA nondiscrimination provisions may file a written complaint with RTC's ADA Coordinator. A formal complaint must be filed within 180 calendar days of the alleged occurrence or when the alleged discrimination became known to the complainant. The complaint must meet the following requirements:

- Complaint shall be in writing and signed by the complainant(s).
- Include the date of the alleged act of discrimination (date when the complainant(s) became aware of the alleged discrimination; or the date on which that conduct was discontinued or the latest instance of the conduct).
- Present a detailed description of the issues, including names and job titles of those individuals perceived as parties in the complained-of incident.

Written complaints may be submitted to RTC as follows:

- By mail to the ADA Coordinator at: Attn: ADA Coordinator, PO Box 1366, Vancouver, WA 98666-1366
- In person at RTC offices located at 1300 Franklin Street, Suite 185, Vancouver, WA 98660. Normal office hours are 8:00 am to 5:00 pm Monday through Friday. It is recommended to call 564-397-6067 (TTY 711) prior to visiting to ensure offices are open.

Complaints received by fax or e-mail will be acknowledged and processed, once the identity(ies) of the complainant(s) and the intent to proceed with the complaint have been

established. For this, the complainant is required to mail a signed, original copy of the fax or e-mail transmittal for RTC to be able to process it.

Complaints received by telephone will be reduced to writing and provided to the complainant for confirmation or revision before processing. A complaint form will be forwarded to the complainant for him/her to complete, sign, and return to RTC for processing.

Upon receipt of the complaint, the ADA Coordinator or their designee will determine its jurisdiction, acceptability, and need for additional information, as well as investigate the merit of the complaint. Complaints submitted with incomplete information may result in delayed investigations and responses. A complaint may be dismissed for the following reasons:

- The complainant requests the withdrawal of the complaint.
- The complainant fails to respond to repeated requests for additional information needed to process the complaint.
- The complainant cannot be located after reasonable attempts.

Once the complaint has been received by RTC, RTC's ADA Coordinator or their designee will review the complaint and the complainant will be notified in writing if the complaint will be reviewed by RTC within five calendar days. The complaint will receive a case number and will then be logged in RTC's records identifying its basis and alleged harm.

Within 30 calendar days of the acceptance of the complaint, RTC will respond in writing to the complaint that summarizes the allegations and findings. If the complainant does not agree with the findings and would like to appeal, a written notification from the complainant must be received within 30 calendar days from receipt of the findings letter.

RTC's Executive Director shall promptly consider the appeal and consideration of the appeal will be based upon the written appeal and accompanying documentation. At the discretion of the Executive Director, the appeal process may include a meeting with the appealing party.

RTC's Executive Director will, within a reasonable time, but not to exceed 60 calendar days from receipt of the appeal by RTC, issue a written decision to the appealing party. The decision shall include an explanation of the reasons for the decision and any facts that were considered in rendering the decision. The decision by the Executive Director or designee shall constitute the final administrative determination by RTC.

These procedures do not deny the right of the complainant to file formal complaints with other state or federal agencies, or to seek private counsel for complaints alleging discrimination. An ADA complaint may be filed with any of the following offices:

Washington State Department of Transportation
Office of Equal Opportunity, ADA Program
310 Maple Park Avenue SE
P.O. Box 47300
Olympia, WA 98504-7300
Email: wsdotada@wsdot.wa.gov

Federal Highway Administration
Office of Civil Rights
8th Floor E81-105
1200 New Jersey Avenue, SE
Washington, DC 20590
Email: CivilRights.FHWA@dot.gov

Federal Transit Administration Office of Civil Rights
Attn: Complaint Team East Building, 5th Floor – TCR
1200 New Jersey Avenue, SE
Washington, DC 20590
Email: FTACivilRightsCommunications@dot.gov

United States Department of Justice
Civil Rights Division
950 Pennsylvania Avenue, NW
Washington DC, 20530-0001
Phone: (855) 856-1247

RTC follows Washington State records retention guidelines promulgated by the State's Secretary of State. Pursuant to those guidelines, RTC retains complaint records for six (6) years after resolution, completion, or closure of the complaint

State Requirements

The Washington State Department of Transportation (WSDOT) provides Section 504 and ADA compliance guidance to local agencies through Chapter 29 of the Local Agency Guidelines (LAG) Manual. The LAG Manual was last updated in June 2021 and clearly explains which requirements apply to agencies by staff size as well as providing references to the applicable regulations.

Self-Evaluation and Program Access Plan

The Self-Evaluation is the RTC's internal assessment of the accessibility of its facilities, policies, programs, services and activities. The initial assessment was completed in 2018 and included an assessment of accessibility of RTC's communications and publications as well as a site assessment of public facilities utilized for offices and meetings. RTC completes an annual review of the Program Access Plan and makes any necessary changes as needed. The most recent major update to the Plan was made in 2024.

Policies, Programs, Services and Activities

Communication and engagement with the public is crucial to the activities and mission of RTC. Findings of the evaluation of the accessibility of RTC's communications with the public, other agency staff, RTC committees and the RTC Board are below:

Notice, Responsible Employee, And Grievance Procedure

Title II regulations require RTC to inform the public of the rights and protections provided by the ADA for access to public programs, services, and activities. RTC has provided notice of program accessibility, ADA policy, the ADA complaint form, complaint procedures, and contact information for the ADA Coordinator on RTC's website at www.rtc.wa.gov/info/ADA.

Implementation Strategies

- Continue to provide the contact information for RTC's ADA Coordinator in publications and on RTC's website.
- Continue to provide a public notice of RTC's commitment for providing accessible services to the public.
- Continue to publish a complaint procedure to provide fair and prompt resolution of accessibility-related complaints.
- Increase outreach to people with disabilities and the organizations that serve them to provide information about possible modifications and the accessibility of services, programs, and activities.
- Continue to provide notice of the availability of program modifications, alternative formats of materials, and auxiliary aids.
- Continue to maintain RTC's website to address and inform the public on RTC's obligation under Title II of the ADA.

Customer Service

RTC continues to address the physical accessibility needs of individuals visiting RTC offices or attending RTC meetings and events. RTC has fully embraced and encourages the use of electronic communication tools to communicate with the public.

Implementation Strategies

- Include Washington Relay 711 as a contact option in email signatures.
- Post a Notice of Program and Service Accessibility flyer in the RTC office/lobby and on RTC's website (Appendix C).
- Ensure the public has easy access to information about requesting modifications and understanding who to contact.
- Ensure that requests and outcomes are tracked.

Public Meetings and Events

RTC works diligently to ensure that RTC meetings and events are open and accessible to all persons, regardless of disability. To further provide notice to the public of RTC's ADA policy and the availability of accommodations, RTC posts a Notice of Program and Service Accessibility flyer at entrance to every RTC meeting or event (Appendix C).

Implementation Strategies

- Continue to ensure that public meetings are held in accessible facilities .
- Provide agendas and other meeting materials in alternative formats when requested.
- Ensure the public has easy access to information about requesting modifications and understanding who to contact.
- Provide the opportunity to participate in public meetings remotely using technology such as a telephone, video, or other digital means
- Display the following notice on meeting agendas and web pages providing agendas and other meeting material:

Individuals may request this written material in alternate formats by contacting RTC at 564-397-6067 (TTY 711) or email info@rtc.wa.gov, with two days advance notice.

Español | Spanish, Русский | Russian, 中文 | Chinese, Tiếng Việt | Vietnamese visit www.rtc.wa.gov/info/titleVI or www.rtc.wa.gov/info/ADA

Print Materials and Documents

RTC produces a variety of printed documents and materials for public use, including plans, studies, reports, maps and forms. RTC's major documents, such as the Regional Transportation Plan, Transportation Improvement Program, Unified Planning Work Program, and Title VI Plan are published with the following notice informing the public of the availability of alternative formats:

Implementation Strategies

- Ensure alternative formats to printed and online information is made available upon request, addressing each request on an individual basis.
- Ensure assistance is provided upon request in filling out forms when alternative formats are unavailable or infeasible.
- Develop and implement standard templates for producing accessible materials that are consistent with RTC's style guide.
- Include the following notice on print materials:

RTC will ensure that no qualified disabled individual shall, solely on the basis of his or her disability, be excluded from the participation in, be denied the benefits of, or be subjected to discrimination under any of its programs, services, or activities as provided by Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act of 1990 (ADA).

Individuals requiring reasonable accommodations may request written materials in alternate formats, sign language interpreters, physical accessibility accommodations, or other reasonable accommodations by contacting RTC at 564-397-6067 (TTY 711) or email info@rtc.wa.gov, with two days advance notice.

Program Participation

RTC's activities focus primarily on long-range, regional transportation planning and the implementation of those planning efforts through the Regional Transportation Improvement Program (TIP). RTC engages in public outreach and engagement as plans are developed and the RTC Board engages in policy discussion and decision making. Individuals must be able to access all programs, services, and activities, regardless of disability.

Implementation Strategies

- Continue outreach to people with disabilities and the organizations that serve them to ensure program accessibility.
- Provide reasonable modifications to program participants with disabilities to include them in regular programs to the maximum extent possible.
- Ensure the public has easy access to information about requesting modifications and understanding who to contact.

Website

RTC uses its website as a major means of communicating with the public and making its plans, report, studies and other publications available. RTC's website also serves a significant tool to solicit and gather public input regarding its work program. RTC is committed to ensuring the following elements are utilized on the website:

Implementation Strategies

- Ensure that RTC's website is in compliance with Section 508 digital accessibility standards.
- Include the option of Washington Relay 711 as an option for where all phone numbers are found on the website.
- More consistently include Alt Text for all images.
- Ensure that all fillable electronic forms are accessible by computer screen reading software for those with sight limitations.
- Continue to ensure that published PDF documents are created in Adobe Acrobat from the original document and not scanned document.

- Continue the use of an accessibility options widget that allows individuals with disabilities to customize the website to meet their needs.

Contracting

RTC currently use criteria that do not discriminate based on disability when selecting contractor, consultants or vendors for RTC projects or services. However, federal regulations also require that any outside contractors receiving RTC funding, or receiving federal funding through the RTC, comply with the requirements and regulations of Title II of the ADA and Section 504 of the Rehabilitation Act.

Implementation Strategies

- Ensure that contractors, consultants or vendors providing or delivering services follow ADA regulations.
- Include a statement in all Requests for Proposals, Requests for Qualifications, contracts and other bid solicitation documents explaining that businesses, organizations or individuals contracting with RTC must comply with Title II of the ADA and Section 504 of the Rehabilitation Act of 1973.
- Monitor any public programs and activities provided by contractors, consultants or vendors to ensure continued accessibility.

Staff Training

The ADA Coordinator is responsible for ADA related training and will ensure that new staff review will participate in ADA training opportunities as well as keeping staff updated on ADA requirements.

Implementation Strategies

- Ensure that RTC staff is knowledgeable about policies, and procedures for providing accessible services, programs, and activities to the public.
- Ensure that RTC staff is knowledgeable about procedures for responding to requests for modifications.
- Identify ADA training opportunities and coordinate with staff members to attend trainings.

Televised and Audiovisual Information

RTC uses televised and audiovisual information as a means for disseminating public information through presentations. All televised and audiovisual information, including PowerPoint presentations, must be accessible to people with disabilities. As RTC continues to use online communication platforms, it is increasingly important that all communication tools maintain accessibility as technology changes.

Implementation Strategies

- Provide alternative formats upon request to audiovisual presentations produced by the RTC or its contractors.
- Review RTC presentations, videos, and recordings of meetings to identify potential barriers to accessibility and corresponding solutions.
- Encourage staff when presenting to read the slides and describe the graphic content of PowerPoint or other visual presentations.
- Ensure that televised and audiovisual communications with people with disabilities is as effective as televised and audiovisual communications with others.

Telecommunications

RTC recognizes that devices like cell phones, texting, and instant messaging provide options for people to communicate in more accessible formats. However, provision of alternative communication technologies such as teletypewriters (TTY), telecommunication display devices (TDDs), or relay services (TRS) is still required under the ADA for communicating with the public.

Implementation Strategies

- Include the option of Washington Relay 711 as an option for where all phone numbers are found on the website and on documents.
- Ensure that responses to calls from a telecommunications relay service are handled in the same manner as responding to other telephone calls.
- Ensure that telecommunications with people with disabilities is as effective as communications with others.
- Ensure that responses to calls from a telecommunications relay service are handled in the same manner as responding to other telephone calls.
- Train staff on the use of alternative communication technologies.

Public Facilities

RTC physical spaces include RTC offices and locations for public meetings and events. RTC staff works diligently to ensure that the location of RTC meetings and events are open and accessible to all persons, regardless of disability.

RTC Office

RTC 's office is located at 1300 Franklin St., Suite 185, Vancouver, WA 98660. This building serves as the main public building for Clark County and was built to ADA standards in 2003. The parking lots, building entryways, hallways, offices, conference rooms, and restrooms are all in compliance with ADA standards. The building is service by several C-TRAN transit lines. The county's accessibility survey report for the building can be found on the county website - www.clark.wa.gov/general-services/accessibility-survey-reports.

Public Meeting Locations

RTC utilizes a number of meeting locations to provide the public with various locations to access RTC programs and services. The following locations see regular use by RTC for meetings and other public events. The parking lots, building entryways, hallways, offices, conference rooms, and restrooms at all of these locations are all in compliance with ADA standards. All 3 locations are serviced by at least one C-TRAN transit line.

Vancouver City Hall
415 W. 6th Street
Vancouver, WA 98660

Vancouver Community Library
901 C Street
Vancouver, WA 98600

C-Tran Fisher's Landing Transit Center
3501 SE 164th Ave.
Vancouver, WA 98683

Implementation Strategies

- Provide information about the accessibility of RTC office and public meeting locations on applicable publications, including RTC's website.
- Ensure that the public can obtain information regarding the existence and location of accessible facilities, entrances, and elements within facilities

- Ensure existing facilities used by RTC for public meetings and office locations are properly maintained in and in working order to provide accessibility for people with disabilities.
- Ensure that any new public meeting locations used by RTC or new RTC office locations meet accessibility requirements.

Questions

For questions on the RTC's ADA Self-Evaluation and Program Access Plan or procedures, please contact RTC's ADA Coordinator at 564-397-6067 or info@rct.wa.gov. For information on RTC's work program or publications, including reports, data forecasting, maps, other information available for use, current public comment periods and meetings open to the public, visit RTC's website at www.rtc.wa.gov.

Appendix A: ADA Complaint Form and Procedures



ADA Complaint Form

If you would like to submit a disability complaint to the Southwest Washington Regional Transportation Council that is not related to a Title VI complaint, please fill out the form below and send it to: Southwest Washington Regional Transportation Council, Attn: ADA Coordinator, PO Box 1366, Vancouver, WA 98666-1366. For translation or assistance, or for a copy of RTC's ADA Self-Evaluation and Program Access Plan, see www.rtc.wa.gov/info/ADA or contact info@rtc.wa.gov.

Name _____
Address _____ City _____ Zip _____
Phone: Home _____ Work _____ Mobile _____
Best time of day to contact you about this complaint: _____
Email: _____

Basis of Complaint:

Date of alleged incident: _____

Who discriminated against you?

Name _____
Name of Organization _____
Address _____ City _____ Zip _____
Telephone _____

Explain what happened, why you believe it happened, and how you were discriminated against. Indicate who was involved. Be sure to include how other persons were treated differently than you. If you have any other information about what happened, please attach supporting documentation to the form. (Attach additional pages if more space is needed.)

What remedy are you seeking for the alleged discrimination? Please note that this process will not result in the payment of punitive damages or financial compensation.

List any other persons that we should contact for additional information in support of your complaint. Please list their names, phone numbers, address, email address below.

Have you filed your complaint, grievance, or lawsuit with any other agency or court?

Who _____

When _____

Status (pending, resolved, etc.) _____

Result, if known _____

Complaint number, if known _____

Do you have an attorney in this matter? _____

Name (print) _____ Phone _____

Address _____ City _____ Zip _____

Signed _____ Date _____

Filing a Complaint

Any individual may exercise their right to file a complaint with RTC, if that person believes that they or any other program beneficiaries have been subjected to unequal treatment or discrimination, in their receipt of benefits/services or on the grounds of their disability. RTC will make a concerted effort to resolve complaints informally at the lowest level, using the agency's following complaint procedures. Complaint forms are available on RTC's website at www.rtc.wa.gov/info/ada.

These procedures apply to all disability complaints filed under Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act of 1990 (ADA), relating to any program or activity administered by RTC or its subrecipients, consultants, and/or contractors.

Any individual, group of individuals, or entity that believes they have been subjected to discrimination prohibited by ADA nondiscrimination provisions may file a written complaint with RTC's ADA Coordinator. A formal complaint must be filed within 180 calendar days of the alleged occurrence or when the alleged discrimination became known to the complainant. The complaint must meet the following requirements:

- Complaint shall be in writing and signed by the complainant(s).
- Include the date of the alleged act of discrimination (date when the complainant(s) became aware of the alleged discrimination; or the date on which that conduct was discontinued or the latest instance of the conduct).
- Present a detailed description of the issues, including names and job titles of those individuals perceived as parties in the complained-of incident.

Written complaints may be submitted to RTC as follows:

- By mail to the ADA Coordinator at: Attn: ADA Coordinator, PO Box 1366, Vancouver, WA 98666-1366
- In person at RTC offices located at 1300 Franklin Street, Suite 185, Vancouver, WA 98660. Normal office hours are 8:00 am to 5:00 pm Monday through Friday. It is recommended to call 564-397-6067 (TTY 711) prior to visiting to ensure offices are open.

Complaints received by fax or e-mail will be acknowledged and processed, once the identity(ies) of the complainant(s) and the intent to proceed with the complaint have been established. For this, the complainant is required to mail a signed, original copy of the fax or e-mail transmittal for RTC to be able to process it.

Complaints received by telephone will be reduced to writing and provided to the complainant for confirmation or revision before processing. A complaint form will be forwarded to the complainant them to complete, sign, and return to RTC for processing.

Upon receipt of the complaint, the ADA Coordinator or their designee will determine its jurisdiction, acceptability, and need for additional information, as well as investigate the merit of the complaint. Complaints submitted with incomplete information may result in delayed investigations and responses. A complaint may be dismissed for the following reasons:

- The complainant requests the withdrawal of the complaint.
- The complainant fails to respond to repeated requests for additional information needed to process the complaint.
- The complainant cannot be located after reasonable attempts.

Once the complaint has been received by RTC, RTC's ADA Coordinator or their designee will review the complaint and the complainant will be notified in writing if the complaint will be reviewed by RTC within five calendar days. The complaint will receive a case number and will then be logged in RTC's records identifying its basis and alleged harm.

Within 30 calendar days of the acceptance of the complaint, RTC will respond in writing to the complaint that summarizes the allegations and findings. If the complainant does not agree with the findings and would like to appeal, a written notification from the complainant must be received within 30 calendar days from receipt of the findings letter.

RTC's Executive Director shall promptly consider the appeal and consideration of the appeal will be based upon the written appeal and accompanying documentation. At the discretion of the Executive Director, the appeal process may include a meeting with the appealing party.

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These procedures do not deny the right of the complainant to file formal complaints with other state or federal agencies, or to seek private counsel for complaints alleging discrimination. An ADA complaint may be filed with any of the following offices:

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310 Maple Park Avenue SE
P.O. Box 47300
Olympia, WA 98504-7300
Email: wsdotada@wsdot.wa.gov

Federal Highway Administration
Office of Civil Rights
8th Floor E81-105
1200 New Jersey Avenue, SE
Washington, DC 20590
Email: CivilRights.FHWA@dot.gov

Federal Transit Administration Office of Civil Rights
Attn: Complaint Team East Building, 5th Floor – TCR
1200 New Jersey Avenue, SE
Washington, DC 20590
Email: FTACivilRightsCommunications@dot.gov

United States Department of Justice
Civil Rights Division
950 Pennsylvania Avenue, NW
Washington DC, 20530-0001
Phone: (855) 856-1247

RTC follows Washington State records retention guidelines promulgated by the State's Secretary of State. Pursuant to those guidelines, RTC retains complaint records for six (6) years after resolution, completion, or closure of the complaint.



Formulario de queja ADA

Si desea presentar una queja por discapacidad al Consejo Regional de Transporte del Suroeste de Washington que no esté relacionada con una queja del Título VI, complete el formulario a continuación y envíelo a: Southwest Washington Regional Transportation Council, Attn: ADA Coordinator, PO Box 1366, Vancouver, WA 98666-1366. Para obtener traducción o asistencia, o para obtener una copia del Plan de acceso al programa y autoevaluación de la ADA de RTC, consulte www.rtc.wa.gov/info/ADA o comuníquese con info@rtc.wa.gov.

Nombre _____

Dirección _____ Ciudad _____ Código postal _____

Teléfono: Casa _____ Trabajo _____ Móvil _____

Mejor momento del día para ponerse en contacto con usted en relación con esta reclamación:

Correo electrónico: _____

Base de la reclamación:

Fecha del presunto incidente: _____

¿Quién le discriminó?

Nombre _____

Nombre de la organización _____

Dirección _____ Ciudad _____ Código postal _____

Teléfono _____

Explique lo que sucedió, por qué cree que sucedió y cómo se le discriminó. Indique quién estuvo involucrado. Asegúrese de incluir cómo se trató a otras personas de forma diferente a usted. Si tiene cualquier otra información sobre lo que sucedió, adjunte la documentación de respaldo al formulario. (Adjunte páginas adicionales si se necesita más espacio).

¿Qué remedio busca para la presunta discriminación? Tenga en cuenta que este proceso no resultará en el pago de daños punitivos o compensación financiera.

Enumere cualquier otra persona con la que debamos ponernos en contacto para obtener información adicional que respalde su reclamación. Enumere sus nombres, números de teléfono, dirección y dirección de correo electrónico a continuación.

¿Ha presentado su reclamación, queja o demanda ante cualquier otra agencia o tribunal?

Quién _____

Cuándo _____

Estatus (pendiente, resuelto, etc.) _____

Resultado, si se conoce _____

Número de reclamación, si se conoce _____

¿Tiene un abogado en este asunto? _____

Nombre (en letra de imprenta) _____ Teléfono _____

Dirección _____ Ciudad _____ Código postal _____

Firmado _____ Fecha _____

Presentar una queja

(placeholder for translated procedures)



Форма жалобы ADA

Если вы хотите подать жалобу об инвалидности в Региональный транспортный совет Юго-Западного Вашингтона, которая не связана с жалобой по Разделу VI, заполните форму ниже и отправьте ее по адресу: Southwest Washington Regional Transportation Council, Attn: ADA Coordinator, PO Box 1366, Vancouver, WA 98666-1366. Для перевода или помощи, а также для получения копии Плана самооценки ADA и доступа к программе RTC посетите сайт www.rtc.wa.gov/info/ADA или свяжитесь по адресу info@rtc.wa.gov.

Имя, фамилия _____

адрес _____ город _____ индекс _____

Тел: дом. _____ раб. _____ моб. _____

Лучшее время дня, чтобы связаться с вами по поводу этой жалобы:

Email: _____

дискриминационный признак:

Дата предполагаемого инцидента: _____

Кто вас дискриминировал?

Имя, фамилия _____

Название организации _____

адрес _____ город _____ индекс _____

тел. _____

Объясните, что произошло, почему, по вашему мнению, это произошло, и как вы подверглись дискриминации. Укажите, кто в этом участвовал. Обязательно укажите, в чём состояла разница обращения с вами, и с другими людьми. Если у вас есть какая-либо другая информация о произошедшем, приложите к форме подтверждающие документы. (если требуется больше места, прикрепите дополнительные страницы.)

Применения каких мер правовой защиты вы добиваетесь в связи с предполагаемой дискриминацией? Обратите внимание, что это разбирательство не приведет к выплате штрафных санкций или финансовой компенсации.

Перечислите всех других лиц, с которыми нам следует связаться для получения дополнительной информации в обоснование вашей жалобы. Напишите их имена, фамилии, номера телефонов, адреса, адреса электронной почты ниже.

Подавали ли вы свою жалобу или исковое заявление в какое-либо другое учреждение или суд?

кому _____

когда _____

статус (в работе, решено, и пр.) _____

результат, если известен _____

№ заявления, если известно _____

Есть ли у вас адвокат по этому делу? _____

Имя, фамилия (печатными буквами) _____ тел. _____

адрес _____ город _____ индекс _____

кто подписал _____ дата _____

Подача жалобы

(placeholder for translated procedures)



ADA 投诉表

如果您想向西南华盛顿地区交通委员会提交残疾投诉 (Southwest Washington Regional Transportation Council, RTC) 与第六章投诉无关, 请填写下面的表格并将其发送至: Southwest Washington Regional Transportation Council, Attn: ADA Coordinator, PO Box 1366, Vancouver, WA 98666-1366. 如需翻译或协助, 或获取 RTC 的 ADA 自我评估和计划准入计划副本, 请访问 www.rtc.wa.gov/info/ADA 或联系 info@rtc.wa.gov.

姓名 _____

地址 _____ 城市 _____ 邮编 _____

电话: 家庭 _____ 办公 _____ 移动 _____

就本申诉与您联系的最佳时间: _____

电子邮件: _____

申诉依据:

涉嫌事件发生日期: _____

涉嫌歧视人员

姓名 _____

机构名称 _____

地址 _____ 城市 _____ 邮编 _____

电话 _____

解释发生的事件，您认为其发生的原因，以及您如何遭受歧视。指明涉事人员。请务必包括其他人如何受到与您不同的对待。如果您有任何有关所发生事件的其他信息，请在表格中附上支持文档。（如表格内不能完整填写，请另外附纸填写）

您正在为涉嫌的歧视寻求何种补救措施？请注意，此流程不会导致支付惩罚性赔偿或经济赔偿。

列出我们应联系的任何其他人员，以获取支持您的申诉的进一步信息。请在下面列出他们的姓名、电话号码、地址、电子邮件地址。

您是否向任何其他机构或法院提交过投诉、申诉或诉讼？

名称 _____

时间 _____

状态（待决、已解决等 _____

结果（如已知 _____

申诉号（如已知 _____

您是否已有负责此事的律师？ _____

姓名（正楷 _____ 电话 _____

地址 _____ 城市 _____ 邮编 _____

签名 _____ 日期 _____

提出投诉

(placeholder for translated procedures)



Mẫu đơn khiếu nại ADA

Nếu bạn muốn gửi khiếu nại về tình trạng khuyết tật tới Hội đồng Giao thông Khu vực Tây Nam Washington mà không liên quan đến khiếu nại Tiêu đề VI, vui lòng điền vào biểu mẫu bên dưới và gửi đến: Southwest Washington Regional Transportation Council, Attn: ADA Coordinator, PO Box 1366, Vancouver, WA 98666-1366. Để dịch thuật hoặc hỗ trợ hoặc để có bản sao Kế hoạch tiếp cận chương trình và tự đánh giá ADA của RTC, hãy xem www.rtc.wa.gov/info/ADA hoặc liên hệ với info@rtc.wa.gov.

Tên _____

Địa Chỉ _____ Thành Phố _____ Mã Zip _____

Điện Thoại:Nhà Riêng _____ Nơi Làm Việc _____

Di Động _____

Thời gian phù hợp nhất trong ngày để liên hệ với quý vị về đơn than phiền này:

Email: _____

Cơ Sở Than Phiền:

Ngày xảy ra vụ việc bị cáo buộc: _____

Ai đã có hành vi phân biệt đối xử với quý vị?

Tên _____

Tên Tổ Chức _____

Địa Chỉ _____ Thành Phố _____

Mã Zip _____

Điện Thoại _____

Giải thích sự việc đã diễn ra, lý do vì sao quý vị cho rằng hành vi phân biệt đối xử đã xảy ra và quý vị đã bị phân biệt đối xử như thế nào. Cho biết những người đã tham gia. Hãy nhớ đề cập đến việc những người khác được đối xử khác với quý vị như thế nào. Nếu quý vị có bất kỳ thông tin nào khác về sự việc đã diễn ra, vui lòng đính kèm tài liệu hỗ trợ vào mẫu đơn. (Đính kèm thêm trang nếu cần thêm chỗ trống.)

Quý vị đang tìm kiếm biện pháp khắc phục nào cho hành vi phân biệt đối xử bị cáo buộc? Xin lưu ý là quy trình này sẽ không dẫn đến việc thanh toán các khoản bồi thường thiệt hại hoặc bồi thường tài chính.

Liệt kê bất kỳ cá nhân nào khác mà chúng tôi nên liên hệ để biết thêm thông tin nhằm hỗ trợ than phiền của quý vị. Vui lòng ghi tên, số điện thoại, địa chỉ, địa chỉ email của cá nhân đó dưới đây.

Quý vị đã nộp đơn than phiền, khiếu nại hoặc khởi kiện lên bất kỳ cơ quan hoặc tòa án nào khác chưa?

Người nhận _____

Thời gian _____

Tình trạng (đang chờ giải quyết, đã giải quyết, v.v.) _____

Kết quả nếu biết _____

Số đơn than phiền, nếu biết _____

Quý vị có thuê luật sư hỗ trợ vấn đề này không? _____

Tên (viết in hoa) _____ Điện Thoại _____

Địa Chỉ _____ Thành Phố _____ Mã

Zip _____

Chữ Ký _____ Ngày _____

Nộp đơn khiếu nại

(placeholder for translated procedures)

Appendix B: ADA Policy Statement



AMERICANS WITH DISABILITIES ACT (ADA)/ SECTION 504 POLICY STATEMENT

The Southwest Washington Regional Transportation Council (RTC) will ensure that no qualified disabled individual shall, solely on the basis of his or her disability, be excluded from the participation in, be denied the benefits of, or be subjected to discrimination under any of its programs, services, or activities as provided by [Section 504 of the Rehabilitation Act of 1973](#) and the [Americans with Disabilities Act of 1990 \(ADA\)](#). RTC further ensures that every effort will be made to provide nondiscrimination in all of its programs and activities regardless of the funding source.

For the purpose of this policy, an individual with a disability is defined as any person who:

- Has a physical or mental impairment that substantially limits on or more major life activities;
- Has a record of such an impairment; or
- Is regarded as having such an impairment.

RTC is committed to:

- Providing reasonable accommodation for an individual with a disability to participate in employment, activities, programs and services; and has established procedures to allow person with a disability to request accommodation;
- Providing access to person using its facilities and attending meetings;
- Providing communication access for applicants, employees, beneficiaries, and members of the public with disabilities, including those with hearing and visual impairments that is equally effective as communication with others. Auxiliary aids/services shall be provided upon request to individuals with a disability, i.e., sign language, readers, braille, and large print text. In addition, anyone with hearing or speech impairment may use 711 Relay services to call RTC.

THE RTC ADA coordinator can answer ADA related questions and handle reasonable accommodation requests as well as provide information or established procedures for filing a complaint alleging discrimination on the bases of disability. The ADA coordinator can be contacted at 397-564-6067, through email at info@rtc.wa.gov.

Any questions or comments concerning this policy should be referred to the ADA Coordinator.
Attn. ADA Coordinator, SW Washington Regional Transportation Council, PO Box 1366,
Vancouver WA 98666-1366.

A handwritten signature in blue ink, appearing to read "MAR", positioned above a horizontal line.

Matt Ransom, Executive Director

April 12, 2024
Date



LEY DE ESTADOUNIDENSES CON DISCAPACIDADES (AMERICANS WITH DISABILITIES ACT ADA)/DECLARACIÓN DE POLÍTICA DE LA SECCIÓN 504

El Consejo Regional de Transporte del Suroeste de Washington (RTC) se asegurará de que ninguna persona discapacitada calificada, únicamente sobre la base de su discapacidad, sea excluida de la participación en, sea denegada a los beneficios de, o sea objeto de discriminación en virtud de cualquiera de sus programas, servicios o actividades según lo dispuesto por la [Sección 504 de la Ley de Rehabilitación de 1973](#) y la [Ley de Estadounidenses con Discapacidades de 1990](#) (Americans with Disabilities Act, ADA). RTC garantiza además que se hará todo lo posible por no discriminar en todos sus programas y actividades, independientemente de la fuente de financiamiento.

Para los propósitos de esta póliza, una persona con discapacidad se define como cualquier persona que:

- Tiene un deterioro físico o mental que limita sustancialmente una o más de las actividades vitales importantes;
- Tiene un registro de dicho deterioro; o
- Se considera que tiene tal deterioro.

RTC se compromete a:

- Proporcionar adaptaciones razonables para que una persona con discapacidad participe en el empleo, actividades, programas y servicios; y ha establecido procedimientos para permitir que la persona con discapacidad solicite adaptaciones;
- Proporcionar acceso a la persona que utiliza sus instalaciones y asiste a reuniones;
- Proporcionar acceso a la comunicación para solicitantes, empleados, beneficiarios y miembros del público con discapacidades, incluidos aquellos con discapacidad auditiva y visual que sea igual de eficaz que la comunicación con otros. Se proporcionarán ayudas/servicios auxiliares a personas con discapacidad, es decir, lenguaje de señas, lectores, braille y texto en letra grande. Además, cualquier persona con discapacidad auditiva o del habla puede utilizar los servicios de 711 Relay para llamar al RTC.

La coordinadora de ADA de RTC puede responder a preguntas relacionadas con la ADA y gestionar solicitudes de adaptación razonables, así como proporcionar información o procedimientos establecidos para presentar una reclamación alegando discriminación por motivos de discapacidad. Puede ponerse en contacto con la coordinadora de la ADA en el 564-

397-6067, por correo electrónico a info@rtc.wa.gov.

Cualquier pregunta o comentario relacionado con esta política debe remitirse a la coordinadora de la ADA. A/A: Coordinadora de la ADA, Consejo Regional de Transporte del Suroeste de Washington, PO Box 1366, Vancouver WA 98666-1366.



Matt Ransom, Director Ejecutivo

12 de abril de 2024

Fecha



ЗАКОН ОБ АМЕРИКАНЦАХ С ОГРАНИЧЕННЫМИ ВОЗМОЖНОСТЯМИ (ADA) / ЗАЯВЛЕНИЕ О ПОЛИТИКЕ ПО РАЗДЕЛУ 504

Региональный транспортный совет Юго-Западного Вашингтона (RTC) гарантирует, что ни один квалифицированный инвалид не будет исключён из участия, лишён льгот или подвергнут дискриминации в рамках любой из его программ, услуг или мероприятий только на основании своей инвалидности, что запрещено [разделом 504 Закона о реабилитации 1973 года](#) и [Законом об американцах с ограниченными возможностями 1990 года \(ADA\)](#). RTC также гарантирует, что приложит все усилия для недопущения дискриминации во всех своих программах и мероприятиях, независимо от источника их финансирования.

Для целей настоящей политики лицо с ограниченными возможностями определяется как любое лицо, которое:

- имеет физические недостатки или психическое расстройство, существенно ограничивающие жизнедеятельность;
- имеет документы о таком нарушении; или
- считается имеющим такое нарушение.

RTC стремится:

- предоставлять разумные условия для участия лица с ограниченными возможностями в трудоустройстве, мероприятиях, программах и услугах; и установил процедуры, позволяющие лицу с ограниченными возможностями запрашивать адаптационные услуги;
- предоставлять доступ лицам, посещающим его учреждения и собрания;
- предоставлять заявителям, сотрудникам, бенефициарам и представителям общественности с ограниченными возможностями, в том числе с нарушениями слуха и зрения, доступ к коммуникациям, столь же эффективным, как и общение с обычными людьми. Лицам с ограниченными возможностями по запросу предоставляются вспомогательные средства/услуги, например, язык жестов, считыватели, шрифт Брайля и текст, напечатанный крупным шрифтом. Кроме того, любой человек с нарушениями

слуха или речи может воспользоваться услугами ретрансляции 711, чтобы позвонить в RTC.

Координатор RTC ADA может ответить на вопросы, связанные с ADA, и обработать запросы о разумном приспособлении/ услугах, а также предоставить информацию или инициировать установленные процедуры для подачи жалобы о дискриминации по признаку инвалидности. Свяжитесь с координатором ADA можно по телефону 564-397-5213 или по email info@rtc.wa.gov. Все вопросы или комментарии об этой политике следует направлять координатору ADA. Attn. ADA Coordinator, SW Washington Regional Transportation Council, PO Box 1366, Vancouver WA 98666-1366.



Matt Ransom, исполнительный директор

12 апреля 2024 г

дата



美国残疾人法案》(ADA) /第 504 条 政策声明

根据 1973 年《康复法案》第 504 条和 1990 年《美国残疾人法案》(ADA)，华盛顿西南地区交通委员会 (Southwest Washington Regional Transportation Council, RTC) 将确保任何符合资格的残疾人不得仅因其残疾而被排除在本机构的任何项目、服务或活动之外、被剥夺其福利或受到歧视。RTC 进一步保证将尽一切努力在其所有项目和活动 (无论资金来源如何) 中贯彻非歧视政策。

就本政策而言，残疾人定义如下：

- 患有身体或精神障碍，导致一个或多个主要生活活动受到严重限制；
- 持有此类障碍的记录；或者
- 被视为具有此类障碍。

RTC 致力于：

- 为残疾人参与就业、活动、项目和服务提供合理设施；现已制定允许残疾人申请设施的程序；
- 为使用其设施和参加会议的人员提供通道；
- 为申请人、雇员、受益人和残障公众 (包括听障和视障人员) 提供沟通渠道，以实现与正常人沟通同样有效的沟通。应根据残疾人要求提供辅助工具/服务，即手语、阅读器、盲文和大字体文本。此外，任何听障或语言障碍人员均可使用 711 中继服务呼叫 RTC。

RTC ADA 协调员 可以回答 ADA 相关问题并处理合理设施请求，并提供关于提交残疾歧视指控的信息或既定程序。您可以拨打 564-397-6067 或发送电子邮件至 info@rtc.wa.gov 联系 ADA 协调员。关于本政策的任何问题或意见应向 ADA 协调员提

交。 收件人： ADA Coordinator, SW Washington Regional Transportation Council, PO Box 1366, Vancouver WA 98666-1366.



Matt Ransom, 执行主任

2024 年 4 月 12 日

日期



ĐẠO LUẬT NGƯỜI MỸ KHUYẾT TẬT (ADA)/ TUYÊN BỐ CHÍNH SÁCH MỤC 504

Hội Đồng Giao Thông Vận Tải Khu Vực Tây Nam Washington (RTC) sẽ đảm bảo không có cá nhân khuyết tật đủ tiêu chuẩn nào bị tước quyền tham gia, bị từ chối cung cấp các quyền lợi hoặc bị phân biệt đối xử chỉ vì tình trạng khuyết tật của mình trong bất kỳ chương trình, dịch vụ hoặc hoạt động nào của RTC như được quy định trong Mục 504 của Đạo Luật Phục Hồi Chức Năng năm 1973 và Đạo Luật Người Mỹ Khuyết Tật năm 1990 (ADA). RTC còn đảm bảo sẽ thực hiện mọi nỗ lực để tất cả các chương trình và hoạt động của RTC đều không phân biệt đối xử bất kể nguồn tài trợ.

Vì mục đích của chính sách này, người khuyết tật được định nghĩa là bất kỳ cá nhân nào:

- Bị suy giảm chức năng về mặt thể chất hoặc tâm thần làm hạn chế đáng kể một hoặc nhiều hoạt động sinh hoạt chính;
- Có hồ sơ về tình trạng suy giảm đó; hoặc
- Được coi là có tình trạng suy giảm đó.

RTC cam kết:

- Thu xếp hình thức hỗ trợ hợp lý cho người khuyết tật tham gia làm việc, hoạt động, chương trình và dịch vụ; đồng thời đã thiết lập các quy trình cho phép người khuyết tật yêu cầu hình thức hỗ trợ;
- Đảm bảo khả năng tiếp cận cho người sử dụng cơ sở vật chất và tham dự các cuộc họp;
- Đảm bảo khả năng giao tiếp hiệu quả cho người nộp đơn, nhân viên, người thụ hưởng và thành viên cộng đồng có khuyết tật, bao gồm cả người khiếm thính và khiếm thị. Các phương tiện hỗ trợ/dịch vụ phụ trợ sẽ được cung cấp theo yêu cầu cho người khuyết tật, ví dụ như ngôn ngữ ký hiệu, máy đọc, chữ nổi braille và bản in chữ cỡ lớn. Ngoài ra, người khiếm thính hoặc khiếm ngôn có thể sử dụng dịch vụ Tiếp Âm 711 để gọi cho RTC.

Điều phối viên ADA của RTC có thể giải đáp các thắc mắc liên quan đến ADA và xử lý các yêu cầu về hình thức hỗ trợ hợp lý, cũng như cung cấp thông tin hoặc quy trình được thiết lập để nộp đơn than phiền cáo buộc hành vi phân biệt đối xử vì lý do khuyết tật. Quý vị có thể liên hệ với điều phối viên ADA theo số 564-397-6067 hoặc qua email theo địa chỉ info@rtc.wa.gov.

Vui lòng gửi mọi thắc mắc hoặc góp ý liên quan đến chính sách này tới Điều Phối Viên ADA. Attn. ADA Coordinator, SW Washington Regional Transportation Council, PO Box 1366, Vancouver WA 98666-1366.



Matt Ransom, Giám Đốc Điều Hành

Ngày 12 tháng 4 năm 2024
Ngày

Appendix C: Notice of Accessibility



Notice of Program and Service Accessibility

All programs, services and activities offered by the Southwest Washington Regional Transportation Council (RTC), when viewed in their entirety, shall be readily accessible to individuals with disabilities, in accordance with the requirements of Title II of the Americans with Disabilities Act of 1990 (ADA) and Section 504 of the Rehabilitation Act of 1973.

Employment: RTC does not discriminate on the basis of disability in its hiring or employment practices and complies with all regulations promulgated by the U.S. Equal Employment Opportunity Commission under Title I of the ADA.

Effective Communication: Upon request, RTC will provide appropriate aids and services for qualified people with disabilities so they can participate equally in the RTC's programs, services, and activities. This includes providing qualified sign language interpreters, documents in Braille, TTY/Relay telephone systems, and other ways of making information accessible to people who have speech, hearing, or vision impairments.

Modifications to Policies and Procedures: RTC will make all reasonable modifications to ensure that people with disabilities have an equal opportunity to participate in RTC programs, services, and activities. RTC will not charge individuals with a disability or any group of individuals with disabilities to cover the cost of providing materials in alternate formats or for providing reasonable accommodations. The ADA does not require RTC to take any action that would fundamentally alter the nature of its programs or services, or impose an undue financial or administrative burden.

Make a Request: Anyone who wishes to request materials in alternate formats or other accommodations in order to participate in a RTC program, service, or activity, should contact RTC as soon as possible, but no later than 2 days before a scheduled event.

Complaints that an RTC program, service, or activity is not accessible to persons with disabilities should be directed to the ADA Coordinator, Phone: 564-397-6067 (Relay: 711), or Email: info@rtc.wa.gov.

Southwest Washington Regional Transportation Council



Aviso del programa ADA y accesibilidad al servicio

Todos los programas, servicios y actividades ofrecidos por el Consejo Regional de Transporte del Suroeste de Washington (RTC), cuando se vean en su totalidad, serán fácilmente accesibles para las personas con discapacidades, de acuerdo con los requisitos del Título II de la Ley de Estadounidenses con Discapacidades de 1990 (ADA) y la Sección 504 de la Ley de Rehabilitación de 1973.

Empleo: RTC no discrimina sobre la base de discapacidad en sus prácticas de contratación o empleo y cumple con todas las regulaciones promulgadas por la Comisión de Igualdad de Oportunidades de Empleo bajo el Título I de la ADA.

Comunicación eficaz Previa solicitud, RTC proporcionará ayudas y servicios adecuados para las personas calificadas con discapacidades para que puedan participar equitativamente en los programas, servicios y actividades de RTC. Esto incluye proporcionar intérpretes cualificados de lenguaje de señas, documentos en Braille, sistemas telefónicos TTY/Relay y otras formas de hacer que la información sea accesible para personas con deficiencias del habla, la audición o la visión.

Modificaciones de las políticas y procedimientos: RTC realizará todas las modificaciones razonables para garantizar que las personas con discapacidades tengan igualdad de oportunidades para participar en los programas, servicios y actividades de RTC. RTC no cobrará a las personas con discapacidad ni a ningún grupo de personas con discapacidad por cubrir el costo de proporcionar materiales en formatos alternativos o por proporcionar adaptaciones razonables. La ADA no requiere que RTC tome ninguna medida que pudiera alterar fundamentalmente la naturaleza de sus programas o servicios, o imponer una carga financiera o administrativa indebida.

Hacer una solicitud: Cualquier persona que desee solicitar materiales en formatos alternativos u otras adaptaciones para participar en un programa, servicio o actividad de RTC, debe ponerse en contacto con RTC lo antes posible, pero a más tardar 48 horas antes de un evento programado.

Las **reclamaciones** de que un programa, servicio o actividad RTC no es accesible para personas con discapacidades debe dirigirse en contacto con la coordinadora de la ADA, Teléfono: 564-397-5213 (Relé: 711), o Correo electrónico: info@rtc.wa.gov.

Southwest Washington Regional Transportation Council



Уведомление о доступности программ и услуг ADA

Все программы, услуги и мероприятия, предлагаемые Региональным транспортным советом Юго-Западного Вашингтона (RTC), если рассматривать их в целом, должны быть легко доступны для людей с ограниченными возможностями в соответствии с требованиями Раздела II Закона об американцах с ограниченными возможностями 1990 года (ADA) и раздела 504 Закона о реабилитации 1973 года.

Трудоустройство: RTC не допускает дискриминации по признаку инвалидности при приеме на работу и соблюдает все правила, принятые Комиссией США по равным возможностям трудоустройства в соответствии с Разделом I ADA.

Эффективные коммуникации: По запросу RTC предоставляет соответствующую помощь и услуги квалифицированным людям с ограниченными возможностями, чтобы они могли на равных участвовать в программах, услугах и мероприятиях RTC. Это включает в себя предоставление квалифицированных сурдопереводчиков, документов, написанных шрифтом Брайля, телефонных систем TTY/Relay (телетайп/шлюз) и других способов сделать информацию доступной для людей с нарушениями речи, слуха или зрения.

Изменения в политиках и процедурах: RTC готов внести все разумные изменения, чтобы обеспечить людям с ограниченными возможностями равные условия участия в программах, услугах и мероприятиях RTC. RTC не будет взимать плату с лиц с ограниченными возможностями или с какой-либо группы лиц с ограниченными возможностями для покрытия расходов на предоставление материалов в альтернативных форматах или за предоставление разумных приспособлений/услуг. ADA не требует от RTC предпринимать какие-либо действия, которые фундаментально изменяют характер его программ или услуг или наложат неоправданное финансовое или административное бремя.

Подайте запрос: Любой желающий запросить материалы в альтернативных форматах или другие услуги/ приспособления для участия в программе, услуге или деятельности RTC, должен связаться с RTC как можно скорее, но не позднее, чем за 48 часов до запланированного мероприятия.

Жалобы на то, что программа, услуга или деятельность RTC недоступны для людей с ограниченными возможностями, связаться с координатором ADA можно по телефону, тел.: 564-397-5213 (Relay: 711), или Email: info@rtc.wa.gov.

Southwest Washington Regional Transportation Council



ADA 项目和服务便利通知

根据 1990 年《美国残疾人法案》(ADA) 第二章和 1973 年《康复法案》第 504 条的要求, 华盛顿西南地区交通委员会 (Southwest Washington Regional Transportation Council, RTC) 提供的所有项目、服务和活动整体而言均应方便残疾人士使用。

就业: 在招聘或就业实践中, RTC 避免残疾歧视, 并遵守美国平等就业机会委员会根据 ADA 第一章颁布的所有法规。

有效沟通: 根据要求, RTC 将为符合资格的残疾人提供适当的辅助和服务, 以使其能够平等地参与 RTC 的项目、服务和活动。这包括提供合格的手语翻译人员、盲文文件、文字电话/中继电话系统以及其他为语言障碍、听障或视障人士提供信息的方式。

政策和程序的修改: RTC 将拟定所有合理的修改, 以确保残疾人享有参与 RTC 项目、服务和活动的平等机会。RTC 不会向残障人士或任何残障人士团体收取因提供材料的替代格式或提供合理设施而产生的费用。ADA 不要求 RTC 采取任何从根本上改变其项目或服务性质或施加不当财务或行政负担的措施。

提出要求: 任何人士如果希望索取材料的替代格式或提供其他便利设施以参加 RTC 项目、服务或活动, 请尽快联系 RTC, 但不得晚于预定活动前 48 小时。

如果 RTC 任何项目、服务或活动不适合残疾人使用, 请直接联系 ADA 协调员 **提交申诉**, 电话: 564-397-6067 (中继电话: 711), 或 电子邮件: info@rtc.wa.gov。

Southwest Washington Regional Transportation Council



Thông Báo về Khả Năng Tiếp Cận Dịch Vụ và Chương Trình theo ADA

Người khuyết tật sẽ dễ dàng tiếp cận tất cả các chương trình, dịch vụ và hoạt động do Hội Đồng Giao Thông Vận Tải Khu Vực Tây Nam Washington (RTC) cung cấp khi xem xét tất cả mọi mặt, phù hợp với các yêu cầu trong Đề Mục II của Đạo Luật Người Mỹ Khuyết Tật năm 1990 (ADA) và Mục 504 của Đạo Luật Phục Hồi Chức Năng năm 1973.

Việc Làm: RTC không phân biệt đối xử vì tình trạng khuyết tật trong hoạt động tuyển dụng hoặc việc làm của RTC, đồng thời tuân thủ tất cả các quy định do Ủy Ban Cơ Hội Việc Làm Công Bằng của Hoa Kỳ ban hành theo Đề Mục I của ADA.

Giao Tiếp Hiệu Quả: Khi được yêu cầu, RTC sẽ cung cấp phương tiện hỗ trợ và dịch vụ phù hợp cho người khuyết tật đủ điều kiện để họ có thể tham gia các chương trình, dịch vụ và hoạt động của RTC như người bình thường. Trong đó bao gồm việc cung cấp thông dịch viên ngôn ngữ ký hiệu đủ trình độ, tài liệu bằng chữ nổi Braille, hệ thống điện thoại TTY/Tiếp Âm và các cách khác để giúp người khiếm ngôn, khiếm thính hoặc khiếm thị tiếp cận thông tin.

Sửa Đổi Chính Sách và Quy Trình: RTC sẽ thực hiện mọi sửa đổi hợp lý để đảm bảo người khuyết tật có cơ hội như người bình thường khi tham gia các chương trình, dịch vụ và hoạt động của RTC. RTC sẽ không tính phí người khuyết tật hoặc bất kỳ nhóm người khuyết tật nào để chi trả chi phí cung cấp tài liệu ở các định dạng thay thế hoặc để cung cấp các hình thức hỗ trợ hợp lý. ADA không yêu cầu RTC thực hiện bất kỳ hành động nào về cơ bản có thể làm thay đổi bản chất của các chương trình hoặc dịch vụ của RTC hay tạo ra gánh nặng tài chính hoặc hành chính quá mức.

Đưa Ra Yêu Cầu: Bất kỳ người nào muốn yêu cầu nhận tài liệu ở các định dạng thay thế hoặc các hình thức hỗ trợ khác để tham gia chương trình, dịch vụ hoặc hoạt động của RTC nên liên hệ với RTC trong thời gian sớm nhất có thể nhưng không muộn hơn 48 giờ trước khi diễn ra sự kiện đã lên lịch.

Đối với **đơn than phiền** về việc người khuyết tật không thể tiếp cận chương trình, dịch vụ hay hoạt động của RTC, vui lòng gửi tới Điều Phối Viên ADA: 564-397-6067 (Tiếp Âm: 711) hoặc Email: info@rtc.wa.gov.

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