



**TITLE VI PLAN
FOR THE FEDERAL TRANSIT ADMINISTRATION
AND WASHINGTON STATE DEPARTMENT OF
TRANSPORTATION**

(Dates)

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Introduction

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

_____ is committed to ensuring that no person is excluded from participation in, or denied the benefits of its transit services on the basis of race, color, or national origin, as protected by Title VI in Federal Transit Administration (FTA) Circular 4702.1.B If you believe you have been subjected to discrimination under Title VI, you may file a complaint.

TITLE VI COMPLAINT PROCEDURES

How to file a Title VI Complaint

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

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

A form is available at: _____

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

NOTE: _____ encourages all complainants to certify all mail that is sent through the U.S. Postal Service and/or ensure that all written correspondence can be tracked easily. For complaints originally submitted by facsimile, an original, signed copy of the complaint must be mailed to the Title VI Coordinator as soon as possible, but no later than 180 days from the date the complainant became aware of the incident.

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

All complaints alleging discrimination based on race, color or national origin in a service or benefit provided by _____ will be directly addressed by _____ . _____ shall also provide

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

In instances where additional information is needed for investigation of the complaint, _____ (your org) will: _____

Once sufficient information for investigating the complaint is received by _____, (your org) _____

How you will I be notified of the outcome of your complaint
_____ (your org) will: _____

and advise the you (complainant) of your right to 1) appeal (provide dates, etc) _____ and/or 2) file a complaint externally with the U.S. Department of Transportation and/or the Federal Transit Administration. Every effort will be made to respond to Title VI complaints within _____ working days of receipt of such complaints, if not sooner.

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

Washington State Department of Transportation
Public Transportation Division
Attn: Title VI Coordinator
PO Box 47387

Olympia, WA 98504-7387

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

United States Department of Justice
Civil Rights Division
Coordination and Review Section - NWB
950 Pennsylvania Avenue NW
Washington DC, 20530

RECORD OF TITLE VI OR OTHER CIVIL RIGHTS

INVESTIGATIONS, COMPLAINTS OR LAWSUITS

(Provide details)

LIMITED ENGLISH PROFICIENCY (LEP) PLAN

_____ (your org) is committed to breaking down language barriers by implementing consistent standards of language assistance across its service area.

Census. The United States is home to millions of national origin minority individuals who are Limited English Proficiency (LEP). That is, their primary language is not English and they cannot speak, read, write or understand the English language at a level that permits them to interact effectively with recipients of Federal financial assistance.

Because of language differences and the inability to effectively speak or understand English, persons with LEP may be subject to exclusion from programs or activities,

experience delays or denials of services. These individuals may be entitled to language assistance with respect to a particular type of service. The federal government and those receiving assistance from the federal government must take reasonable steps to ensure that LEP persons have meaningful access to the programs, services, and information those entities provide. This will require agencies to establish creative solutions to address the needs of this ever-growing population of individuals, for whom English is not their primary language.

According to the _____ (year) Census Data for _____ County, English is spoken by _____% of _____ County.

_____ speaking in the household represents _____% of the non-English speaking _____ County .

ANALYSIS OF FACTORS

Factor No. 1: The number or proportion of LEP persons in the service area.

_____ (your org) jurisdiction covers _____ (areas), which are largely _____ speaking. The vast majority of the population with which we do business (individuals wishing to ride transit) is _____

Factor No. 2. The frequency with which LEP individuals come into contact with the service.

(All) contacts with _____ (your org) are made through _____ . We serve LEP persons daily via: (list)

The Guest Services Representatives speak _____ (language) and translate in person or over the phone a total of approximately _____ times a day. We have

an average of _____ calls a month that require translations, and
(more details)

Factor No. 3: The nature and importance of service provided by _____ (your org).

_____ (your org) provides important transit services to
the public through _____
(list).

(Provide details)

**Factor No. 4. The resources available to the recipient of the federal funds to assure
meaningful access to the service by LEP persons.**

_____ (your org) current in-house language capabilities
are _____ (list). Experienced staff is fluent in
_____. They: (details) _____

The transit system also recognizes the need to have language services in other
languages besides _____ and has implemented: _____.

(Provide details)

IMPLEMENTATION PLAN

_____ (your org) currently has implemented its plan and will review it annually, including any contacts with the LEP persons to determine the frequency of contacts, the language used, and how the contacts were handled.

We identify LEP persons in the service area by: (provide details)

We employ: (details)

(Other details of implementation)

In order to comply with 49 CFR 21.9(d), _____ (your org) and its sub-recipients must provide information to beneficiaries regarding their Title VI obligations and inform beneficiaries of the protections against discrimination afforded them by Title VI. _____ (your org) has established a statement of rights and a policy statement.

NOTIFYING BENEFICIARIES OF THEIR RIGHTS UNDER TITLE VI

1.

2.

3.

ANALYSIS OF CONSTRUCTION PROJECTS

Over the last three years _____ (your org) has:

requiring an environmental assessment (EA) or environmental impact statement (EIS).

INCLUSIVE PUBLIC PARTICIPATION

Community Outreach is a requirement of Title VI. Recipients and sub-recipients shall seek out and consider the viewpoints of minority and low-income populations in the course of conducting public outreach. Recipients have wide latitude to determine what specific measures are most appropriate and should make this determination based on the composition of the affected population, the public involvement process, and the resources of _____ (your org).

_____ (your org) has engaged the public in its planning and decision-making processes, as well as its marketing and outreach activities. _____ (your org) has developed a comprehensive Public Participation Plan (PPP) which outlines the goals and objectives for public participation (See Attachment).

Details)

Transit Development Plan (TDP). The Transit Development Plan is a requirement of the Washington State Legislature. The Plan is prepared by the independent transit properties and turned into the State DOT. A summary document is prepared which

shows the size of the fleet, costs, revenue, service revenue hours, revenue miles, expense and capital expenditures. Public hearings are held to obtain comments from the public on the TDP. (Remove this section if your organization is not a transit agency.)

Transit Improvement Plan (TIP). Another document called the Transit Improvement Plan is prepared and it is used by the cities and counties. The TIP is a planning document that only addresses capital projects and improvement projects in cities and counties. All TIPs from local jurisdictions (counties and cities) as well as the transits feed into a Regional TIP which is required by the federal government. If an item we wish to purchase is not in the TIP, it cannot be funded. TIP is only for capital projects and represents the capital section of the Transit Development Plan. Although TIP is a federal requirement, it goes through the region and the state. Public hearings are held to obtain comments from the public on the TIP. (Remove this section if your organization does not prepare a TIP.)

Board Meetings. (Provide details about board meetings)

Public Meetings. (Provide details)

Major Service Change. (Provide details)

Fare Increase. (Provide details)

Travel Training Class. (Provide details)

Customer Complaint Process. (Provide details)

General Awareness and Phone Surveys. (Provide details)

Bilingual Outreach. (Provide details)

Membership of Non-Elected Committees

_____(your org) values the viewpoints of minority, LEP and low income participants in the (name committees or councils). The membership of these non-elected committees is selected by (your org) to supplement the elected decision making bodies that represent the transportation interests of our service area.

(your org) strives to select representation from low-income, minority and LEP populations within our service area whenever existing committee positions are available, or during the formation of a new committee/council. Solicitations for new members of (name of committee) are distributed to (describe the types of places).

Example:

Body	Caucasian	Latino	African American	Asian American	Native American
Population	46%	28%	14%	8%	4%
Access Committee	60%	23%	10%	7%	0%
Citizens Advisory Committee	40%	25%	20%	10%	5%
Bicycle Pedestrian Committee	45%	30%	15%	5%	5%

Everything after this point pertains only to recipients of federal funds that operate fixed route service. Organizations that operate only demand response are exempt from the sections regarding fixed route service and policy standards described below.

Fixed Route Service Standards

(Your org) has developed quantitative standards for fixed route operations to better understand and track the performance of our service to minority, low income and LEP populations. These standards apply to the fixed route portion of our services and are used to demonstrate that our fixed route services are provided to the general public regardless of race, color, or national origin.

(your org) measures our fixed route system by using the following service standards

- Vehicle Load
(What is the max capacity for each vehicle in fixed route?)
- Vehicle headways
(What is the amount of time between vehicles traveling in the same direction on a route?)
- On-time performance
(Are the runs completed on schedule, and how is this measured?)
- Service availability
(How are the routes distributed in the service area?)

(Include additional measures here, if applicable)

Fixed Route Policy Standards

(Your org) has developed the following policies to describe how fixed route operations are provided to the general public regardless of race, color or national origin.

- Vehicle Assignment
(Describe how your agency assigns vehicles to specific areas)
- Transit Amenities
(Describe your organizations policy to ensure equitable distribution of transit amenities across your system. Do all riders have equal access to these amenities?)