



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

October 1, 2023 – September 30, 2026

**Adopted by Mason Transit Authority Board
on January 21, 2025**

MTA Title VI Plan

Table of Contents

Introduction.....	1
Title VI Complaint Procedures.....	1
Record of Title VI or Other Civil Rights	
Investigations, complaints, or lawsuits	3
Limited English Proficiency Outreach Plan	3
Notification of Beneficiaries of Title VI Rights	6
Analysis of Construction Projects.....	6
Membership of Non-Elected Committees.....	9
Fixed Route Service Information	9

ATTACHMENTS

Attachment A - Title VI Complaint Form English.....	13
Attachment A - Title VI Complaint Form Spanish.....	17
Attachment B - Public Participation Plan	20
Attachment C - Title VI Policy Statement	24
Attachment D - Title VI Notice to the Public	25
Attachment E - Public Outreach Efforts (Past 3 years)	26

MTA Title VI Plan

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.

Mason Transit Authority (MTA) 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.

Mason Transit Authority (MTA) does not utilize subrecipients, nor does it contract out its major services.

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.

Complaint filing information is available at www.masontransit.org or by email at mta@masontransit.org.

The complaint may be filed in writing with Mason Transit Authority at the following address:

**Mason Transit Authority
Attn: Operations Manager
790 E Johns Prairie Rd
Shelton, WA 98584
360-426-9434**

NOTE: MTA 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 Operations Manager and labeled attention: Title VI 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 MTA?

MTA Title VI Plan

All complaints alleging discrimination based on race, color or national origin in a service or benefit provided by MTA will be directly addressed by the Operations Manager. MTA shall also provide appropriate assistance to complainants, including those persons with disabilities, or who are limited in their ability to communicate in English.

MTA shall make every effort to address all complaints in an expeditious and thorough manner. Complaints will be acknowledged within 15 working days from receipt of the complaint to inform the complainant of the status of the investigation and/or resolution of the complaint.

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

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

How will I be notified of the outcome of my complaint?

MTA will send a final written response to the complainant and advise the complainant of his or her right to 1) appeal within 7 calendar days of receipt of the final written decision from MTA, and/or 2) file a complaint externally to the offices below. Every effort will be made to respond to Title VI complaints within 60 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

MTA Title VI Plan

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

To date, there have been no investigations complaints or lawsuits regarding Title VI from a party claiming exclusion or denying of transit services on the basis of race, color or national origin.

Complaints are tracked in a log held in the Operations Department and all Title VI or other civil rights investigations are reported to Washington State Department of Transportation Public Transportation Division in the quarterly progress report for all operating grants. The data collected and reported includes, but not limited to:

- Date of the complaint, investigation, or lawsuit filing.
- A summary of allegations.
- The status of the complaint, investigation, or lawsuit.
- Actions taken by MTA.
- Actions taken by organizations, such as WSDOT, to whom information has been forwarded regarding the complaint, investigation and lawsuit.

Copies of complaints will be kept in MTA's Record Retention program for six years beyond the end of the project period.

Limited English Proficiency (LEP) Plan

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.

Mason County meets the threshold of 5% or 1,000 people that are LEP, showing that the majority are Spanish speaking (3% of the population or 1,975).

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.

MTA is committed to breaking down language barriers by implementing consistent standards of language assistance across its service area. The transit agency has a dedicated Spanish-speaking Customer Service Representative to assist riders and others who have LEP. MTA also uses Lionbridge for translation into other languages to broaden the ability to communicate and serve others beyond English and Spanish. If assistance is needed in another language, individuals can call customer service and request to connect to a translator to help our customer service agents assist them. Lionbridge interpretation services allow us to connect

MTA Title VI Plan

with our customers in any language on demand. Materials such as ride schedules are printed in both English and Spanish as determined by the Four Factor Analysis. Most effectively, MTA has drivers in the field that are fluent in Spanish to assist.

Analysis Of Factors

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

MTA's jurisdiction is all of Mason County, which is largely English speaking with direct connections to adjacent counties of Thurston, Jefferson, and Kitsap. The vast majority of the population with which we do business (individuals wishing to ride transit) is largely English speaking. Spanish speaking population is 3% (or 1,975 individuals).

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

Spanish requests happen on a weekly basis, and at times, daily.

(All) contacts with MTA are made through phone, email, written communication, via fax or in person. We potentially serve LEP persons daily via bus, customer service interactions, with drivers, dispatch and scheduling staff, Dial-a-Ride (DAR) requests, Vanpool inquiries, public meetings, and customer comments.

MTA provides a phone menu option to select a Spanish speaking scheduler when calling in to MTA business and scheduling centers. Spanish speaking staff is available to translate in most situations via radio communication, phone or in person. MTA has chosen to require that a Customer Service Representative at the Transit-Community Center be Spanish proficient to ensure those needing or desiring to use Spanish as a means to communicate have a frontline staff person available to assist with questions, scheduling and purchasing passes. There are also drivers who are Spanish proficient to assist when the Customer Service Representative is not available.

Customer service representatives and schedulers who assist riders and frontline staff who respond to inquiries either in person, via email, or by telephone were surveyed in August 2020 regarding frequency of contact with LEP individuals and any barriers with communication. The response was that there is daily contact with individuals with LEP. The barriers are minimal as the individual with LEP is directed to the Spanish-speaking Customer Service Representative, or another staff member with Spanish proficiency. Individuals are also directed to use Google Translate for other languages than Spanish (rarely occurs) and when a Spanish-proficient staff member is not available.

Factor No. 3: The nature and importance of service provided by Mason Transit Authority.

MTA provides important transit services to the public through Fixed Route, Deviated Fixed Route, and Dial a Ride (DAR) with ADA equipped vehicles. MTA provides meaningful access to all passengers including those with special needs and/or disabilities.

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

MTA Title VI Plan

As of publication, MTA has had no requests for language services in other than English and Spanish.

MTA's current in-house language capabilities are English and Spanish. At time of publication, the operations staff of 52 FTE's includes persons of Spanish or other heritage speaking Spanish fluently. Drivers also use Google Translate to communicate when out in the field with no available assistance for translation.

The transit system also recognizes the need to have language services other than English and Spanish and has implemented Google Translate as a "One Click" option for MTA Web Site access. Customers may be referred to this service in the event of communication difficulties. Lionbridge is available for translation in over 46 languages for customers who call into Customer Service and need translation services.

Service Schedules and Guidebooks are offered in both English and Spanish. Some brochures and information pamphlets have been translated to Spanish and as time and budget allow, MTA will continue to translate additional information. The Title VI Notice is in both English and Spanish and posted throughout MTA offices and shelters. MTA's Title VI Complaint form is available in Spanish as well as English.

Implementation Plan

MTA 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 have identified LEP persons in the service area by ridership, informal surveys by staff and drivers, customer service and scheduling staff, by customer comment/complaints and by 2021 Census statistical information. This data confirms an 8.0% LEP population in the MTA service area.

MTA began providing printed materials translated into Spanish to the public in 2016 in a proactive approach to anticipate demand.

Consistent training of drivers to refer LEP individuals to the dispatch and scheduling center has been implemented in basic driver training. When a driver is unable to communicate with an LEP individual, a patch-thru radio communication to a Spanish speaking staff may be offered to assist with communication or we can utilize a Lionbridge translation call as a translation option. If needed, individuals can simply call in to customer service and we can connect to our translator services provided by Lionbridge, which will help us to assist the individual in their requested language.

Title VI language is included in MTA printed documents in both English and Spanish and posted in employee and public areas. MTA's Title VI Policy and Plan and a Complaint Form are available on our website or by calling Customer Service. Continued effort will be made to improve outreach and communication to LEP individuals. Proficient Spanish-speaking staff will be used whenever possible in assisting with outreach to LEP individuals.

MTA Title VI Plan

Notifying Beneficiaries of Their Rights Under Title VI

In compliance with 49 CFR 21.9(d), MTA 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.

- MTA has established a statement of rights and a policy statement, shown here as it appears on the MTA website:

“Mason Transit Authority hereby gives notice that it is the policy of MTA to assure full compliance with the Title VI of the Civil Rights Act of 1990, and related statutes and regulations in all programs and activities. If you feel you have been discriminated against, please [Click Here](#) for Title VI & ADA complaint submission information.”

The statement also appears;

- Found in Attachment D to the Title VI policy and plan.
- Written within the MTA Schedule and Rider’s Guide in both English and Spanish.
- Posted in all facilities, buses and major bus shelters in both English and Spanish.
- The statement is available upon request by email at mta@masontransit.org; upon request by calling 360-427-5033; or toll free 800-374-3747 or writing:

Mason Transit Authority
790 E. Johns Prairie Road
Shelton, WA 98584

Analysis of Construction Projects

Over the last seven years, MTA has completed two construction projects requiring National Environmental Policy Act (NEPA). Both projects received Documented Categorical Exclusion (DCE) determinations from the Federal Transit Administration (FTA) with no further environmental action required.

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 MTA.

MTA has engaged the public in its planning and decision-making processes, as well as its marketing and outreach activities. MTA has developed a comprehensive Public Participation Plan (PPP) which outlines the goals and objectives for public participation which include but are not limited to:

MTA Title VI Plan

Public Communication
Public Participation Plan and Transparency
Public Engagement Principles
Public Engagement Plan Measurements
Limited English Proficiency (LEP) efforts

MTA recognizes that decisions are improved by engaging citizens and other stakeholder groups and is committed to transparent and inclusive processes that are responsive, accountable, and within MTA's resources and ability to finance. MTA assigns a high priority to appropriately informing and involving citizens and other stakeholders throughout service development and project planning as MTA decisions impact their lives. MTA has invited the public to participate in the following:

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 operating costs, revenue, service revenue hours, revenue miles, expense and capital expenditures. Public hearings are held to obtain comments from the public on the TDP.

Board Meetings: The Mason County Public Transportation Benefit Area Authority (MCPTBA) Board of Directors is composed of ten members as follows:

- Three (3) elected members representing Mason County Commissioners,
- One (1) elected member representing the City of Shelton Council,
- Five (5) members who shall be elected officials selected by the Mason County Commissioners with the goal of seeking equal voting representation among the County Commissioner Districts, and
- One (1) non-voting/non-elected member acting as a Bargaining Unit Business Representative from IAM and AW District 160

The Mason Transit Authority Board meets once monthly to conduct the business of the agency. For an MTA board meeting schedule and locations (established by December prior to start of each new year), please visit www.masontransit.org or contact the Clerk of the Authority Board at:

Clerk of the Authority Board
Mason Transit Authority
790 E Johns Prairie Rd
Shelton, WA 98584
360-432-5741 or 800-374-3747
TTY/TTD: 711 or 800-833-6388

Board meeting agendas are made available to the public via www.masontransit.org by 5:00 pm on the Friday prior to each Board Meeting. Hard copies are provided at board meeting locations immediately prior to the meeting start time as indicated in the annual board meeting schedule. The MTA Board encourages and provides time for public comment at every board meeting.

MTA Title VI Plan

Effective January 1, 2019, there may be one (1) non-voting representative of the public to serve as a citizen adviser to the Board for the purpose of providing public feedback and perspective. The citizen adviser must reside in Mason County and serve for a period of one year, unless extended by motions by the Authority Board.

Public Meetings: Public meetings are held in strict accordance with the Washington Open Public Meetings Act and may occur throughout each year to solicit and gather input from the public and stakeholders regarding but not limited to project development, significant service development and/or changes, Annual Transit Development Plan (TDP) and passenger fare rate adjustments. Notices will be posted at www.masontransit.org, published in the Mason County Journal and posted on transit vehicles and bus stops and made available at the MTA Operations Base on Johns Prairie Road and the Transit Community Center in downtown Shelton, WA.

Major Service Change: Public meetings are held throughout the year regarding any major service change proposal. Ultimate service change approval must come from the Authority Board after proper public and board involvement with briefings, comment intake, and coordination efforts. Proposals may be altered or revised after public and board input if necessary and will be followed by another public input opportunity to comment on the final version prior to approval.

Fare Increase: Public meetings are held regarding any passenger fare increase or change proposal. Ultimate fare increase approval must come from the Authority Board after proper public and board involvement with briefings, comment intake, and coordination efforts. Proposals may be altered or revised after public and board input if necessary and will be followed by another public input opportunity to comment on the final version prior to approval.

Travel Training Class: Upon request, the operations department will schedule a travel training class to teach riders how to use the transit system.

Customer Comment/Complaint Process: Customer Service Comment/Complaint forms are available on each bus, at Transit-Community Center and at www.masontransit.org. Complaint procedures may be viewed, and a complaint may be submitted via the website at www.masontransit.org. Copies of the comment and/or complaint procedure may be requested by phone at (360) 427-5033 or 800-374-3747, US Mail or in person at the MTA Business office at 790 E. Johns Prairie Road, Shelton, WA 98584.

General Awareness and Surveys: Internet Surveys may be conducted at www.masontransit.org, Frontline staff may be asked to perform surveys ad hoc, if requested and approved by the Leadership Team. General notices will be posted on all service vehicles, bus shelters (when appropriate) and all Mason Transit public facilities. Generally, these notices regard, but are not limited to minor or one-time schedule changes, interruptions to service for holidays and special circumstances such as construction or community events affecting transit operations.

Bilingual Outreach: The appropriate bilingual outreach and notifications will be included in the above actions starting with Board Meetings, in accordance with MTA's LEP and Public Participation Plan(s).

MTA Title VI Plan

Membership of Non-Elected Committees

MTA values the viewpoints of minority, LEP and low-income participants in both Inner MTA and Community based committees and panels. The membership of these non-elected committees is selected by MTA to supplement the elected decision-making bodies that represent the transportation interests of our service area.

MTA strives to provide 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/councils. MTA solicits representation from our two neighboring tribal agencies, local government agencies, human service and non-profit organizations and members of the public at large.

At the time of publication, MTA does not have any active committees. Due to lack of interested and participating members, the Mason County Transit Advisory Board (MCTAB) was disbanded and replaced with a Citizen Adviser to the Board. The citizen adviser participates as a non-voting adviser to help the Board with its Public Participation Plan.

Fixed Route Service Standards

Mason Transit Authority’s Fixed Route Service is provided to the general public with no low income or LEP restrictions, and regardless of race, color, or national origin. **These services are provided on an equal basis to all who desire to use public transportation.**

MTA measures our fixed route system by using the following service standards:

Vehicle Load: MTA’s Vehicle Load Factor is expressed using the number of seats available to riders. While there is additional standing room as needed to the limits indicated, MTA bases its determination of the need for additional seating or increased service on this Maximum Load Factor.

MTA allows for standees as needed but strives to provide a seat for each rider. At no time since the last Title VI Publication has MTA’s vehicles filled beyond seating capacity. This standard applies to all different services MTA provides, including fixed route, regional connections routes, and commuter routes.

Number in Fleet	Vehicle Make	Vehicle Type	Passenger Capacities		
			Seating Capacity	Standing Capacity	* Maximum Load Factor = Total Seats
7	Gillig Coach	35' Hvy Coach-bus	32	16	32
6	Gillig Coach	35' Hvy Coach-bus	29	14	29
2	Gillig Coach	35' Hvy Coach-bus	35	17	35
2	Gillig Coach	35' Hvy Coach-bus	45	22	45
4	Gillig Coach	35' Hvy Coach-bus	36	18	36
2	Ford	HD Truck Chassis/Glaval	25	12	25

MTA Title VI Plan

Vehicle headways: Each of MTA’s routes are unique. Frequency of routes is determined by regional connectivity, population density, traffic congestion, ridership, development activities, and funding. The following examples are provided:

Weekday Service					
Route #	Route Name	Type of Run/Service	Scheduled Headway = Number of route departures within the indicated time range		
			4am-8am	8am-4pm	4pm-9pm
1/21	Belfair/Shelton	Regional Connector/Commuter	3	8	4
3/23	Belfair/Bremerton	Regional Connector/Commuter	7	7	4
4	Belfair Local	Loop Route	0	5	0
5	Shelton Local	South Loop	1	8	3
6	Shelton/Olympia	Regional Connector/Commuter	3	8	2
7	Shelton Local	North Loop	2	8	4
8	Shelton/Jefferson County	Regional Connector/Commuter	0	2	0
11	Shelton/Lake Cushman	Rural/Regional Connector	1	2	1
Z	Zipper / Shelton Local	Loop Route	0	13	0

Saturday Service					
Route #	Route Name	Type of Run/Service	Scheduled Headway = Number of route departures within the indicated time range		
			4am-8am	8am-4pm	4pm-9pm
1/21	Belfair/Shelton	Regional Connector/Commuter	1	7	2
3/23	Belfair/Bremerton	Regional Connector/Commuter	1	5	2
4	Belfair Local	Loop Route	0	0	0
5	Shelton Local	South Loop	0	8	2
6	Shelton/Olympia	Regional Connector/Commuter	0	5	1
7	Shelton Local	North Loop	0	8	2
8	Shelton/Jefferson County	Regional Connector/Commuter	1	0	1
11	Shelton/Lake Cushman	Rural/Regional Connector	1	1	0
Z	Zipper / Shelton Local	Loop Route	0	0	0

MTA Title VI Plan

On-time performance: Transit drivers operate their vehicles as close as possible to the established time schedule. Under normal conditions, no vehicle shall depart from any layover later than five minutes beyond the scheduled departure time with every effort made to run on time. Transit drivers may request additional wait time from the dispatcher if a deviation has been requested or if it is known that transfers from a connecting route is running late. If the driver is running late for any reason, the driver must notify the dispatcher. At no time should a transit driver leave a scheduled time point before the established departure time.

Late times are recorded and monitored by call center staff and Operations supervisors and reported to the Operations Manager. If obvious established schedule conflicts are presented, every effort is taken to resolve the conflict at the soonest opportunity.

MTA's goal is ninety (90) percent of MTA's vehicles will complete their established runs no more than five minutes late based on the published time schedule. MTA's Fixed route service are currently meeting this goal and service standard.

Service availability: MTA provides Deviated Fixed, Regional Connections and Commuter Routed Services and our objective is to have available stops three-quarters of a mile to a mile apart. Exceptions may occur due to safety concerns, accessibility or road infrastructure. All MTA provided route services operate on a deviated service with flag stops to ensure maximum service availability.

All routed services are provided on an equal basis to all those who desire to use public transportation.

Fixed Route Policy Standards

MTA has developed the following standards to describe how fixed route operations are provided to the general public regardless of race, color or national origin.

Vehicle Assignment: Vehicles are assigned to specific routes according to established demand, passenger load anticipation and availability. Routed service vehicle inventory is maintained at a level that assures proper vehicle assignments. The maintenance department maintains a fleet readiness performance goal of 95% or better. MTA's Asset Management Program (AMP) requires and maintains sufficient fleet reserves in the event of vehicle shortage. As a part of our vehicle maintenance plan, vehicles are rotated through different blocks of work to ensure that all fixed route vehicles are distributed to all routes equitably. All MTA vehicles have the same technology and are similarly equipped with regards to amenities and emissions.

Transit Amenities: MTA provides site amenities including public rest seating, shelters, solar lighting, and information and waste receptacles as follows:

- **Transit-Community Center:** Customer service staff, public restrooms, public rest seating, route and schedule information, and trash receptacles.

MTA Title VI Plan

- **Major transfer locations, High passenger count stops and park and rides:** Bus Shelters, solar lighting, public rest seating, route and schedule information, and trash receptacles are maintained at MTA transfer locations. Major transfer locations and high passenger stops are quantified as serving at least 15 passengers per day.
- **Regular and flag bus stops:** Schedule information is provided on bus shelters. Schedule information, public rest seating, shelters, and trash receptacles are relatively rare at flag bus stops.

Agency installation of amenities is based on available resources, observed, and documented need, passenger or community requests, and property owner permission.

When Mason Transit receives requests for shelters, the requested locations are placed on a waiting list. Specific requests are given priority based on several factors including: ridership in the area; space available to place a shelter; safety of the location; estimated cost; pedestrian access; wheelchair accessibility; and receiving approval from the proper governmental permitting authority. The exact costs associated with placing a bus shelter in a specific location depends on several factors including right-of-way access; geographic features; location of existing utilities; and the footage and code construction costs regarding the concrete pad, curb cuts, sidewalks, and ADA accessibility.

Riders are encouraged to contact MTA if having difficulty with access to amenities and service where improvements, assistance and general accommodation can be provided. Any request for accommodation is immediately followed with the appropriate action through agency coordination.

MTA Title VI Plan

ATTACHMENT A

MTA TITLE VI COMPLAINT FORM

Title VI of the 1964 Civil Rights Act requires that “No person in the United States, on the grounds of race, color, or nation origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.” If you feel you have been discriminated against in transit services, please provide the following information to assist us in processing your complaint and send it to:

Mason Transit Authority
Operations Manager
790 E. Johns Prairie Road
Shelton, WA 98584
(360) 426-9434
(360) 426-0899 (Fax)

MTA Title VI Plan



TITLE VI COMPLAINT FORM

Section I:				
Name:				
Address:				
Telephone (Home):			Telephone (Work):	
Email Address:				
Accessible Format Requirements?	Large Print		Audio Tape	
	TDD		Other	
Section II:				
Are you filing this complaint on your own behalf?			Yes*	No
*If you answered "yes" to this question, go to Section III				
If not, please supply the name and relationship of the person for whom you are complaining:				
Please explain why you have filed for a third party:				
Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party.			Yes	No
Section III:				
I believe the discrimination I experienced was based on (check all that apply):				
<input type="checkbox"/> Race <input type="checkbox"/> Color <input type="checkbox"/> National Origin				
Date of Alleged Discrimination (Month, Day, Year): _____				
Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, please use the back of this form.				

MTA Title VI Plan

Section IV:		
Have you previously filed a Title VI complaint with this agency?	Yes	No
Section V:		
<p>Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State Court?</p> <p>() Yes () No</p> <p>If yes, check all that apply:</p> <p>() Federal Agency: _____ () Federal Court: _____</p> <p>() State Agency: _____ () State Court: _____</p> <p>() Local Agency: _____</p>		
Please provide information about a contact person at the agency/court where the complaint was filed.		
Name: _____		
Title: _____		
Agency: _____		
Address: _____		
Telephone: _____		
Section VI:		
Name of agency complaint is against: _____		
Contact person: _____		
Title: _____		
Telephone number: _____		

You may attach any written materials or other information that you think is relevant to your complaint.

Signature and date required below.

Signature

Date

MTA Title VI Plan

Please submit this form in person at the address below, or mail this form within 180 days from the date the complainant became aware of the incident to:

Mason Transit Authority
Attention: Operations Manager
790 E Johns Prairie Rd
Shelton, WA 98584

MTA Title VI Plan



TÍTULO VI FORMULARIO DE QUEJAS

Section I:				
Nombre:				
Dirección:				
Telefono: (Casa):			Telefono: (Tabajo):	
Dirección de correo electrónico:				
Formato Accesible de Requisitos?	Impresión Grande		Cinta de Audio	
	TDD		Otra	
Section II:				
Usted esta sometiendo esta queja por su propia cuenta.			Sí	No
Si su respuesta fue si a esta pregunta, balla a la seccion III				
Si es no por favor suplemente el nombre y relacion de la persona por la que usted esta sometiendo la queja.				
Por favor explique porque usted sometio la queja por una tercera persona.				
Por favor confirmar que se ha obtenido el permiso de representación, si está representando o apoyando a una tercera persona.			Sí	No
Section III:				
Yo pienso que la discriminación que yo vivi está basada en:				
() Raza () Color () Nacionalidad				
Fecha de discriminación; (Mes, Dia, Ano): _____				
Explica a detalle lo que sucedió y porque tu crees que fuiste discriminado. Describe a todas las personas involucradas, incluye nombre y alguna información de contacto si la hubiera, de la persona que te hizo sentir discriminado. Incluye nombres e información de contacto si la hubiera, de testigos. Si necesitas más espacio, favor de escribir en la parte de atrás del formato.				

MTA Title VI Plan

Section IV:		
Tiene ingresado una queja previamente en esta agencia?	Sí	No
Section V:		
Usted sometio esta queja con alguna otra agencia Federal, Estatal, Local o con alguna corte Federal o Estatal? <input type="checkbox"/> Si <input type="checkbox"/> No Si usted marco si, marqu lo que aplique: <input type="checkbox"/> Agencia Federal: _____ <input type="checkbox"/> Corte Federal: _____ <input type="checkbox"/> Agencia Estatal: _____ <input type="checkbox"/> Corte Estatal: _____ <input type="checkbox"/> Agencia Local: _____		
Por favor proporcione información sobre una persona de contacto en la agencia/tribunal donde presenta la queja.		
Nombre:		
Titulo:		
Agencia:		
Dirección:		
Telefono:		
Section VI:		
Nombre de la Agencia:		
Persona de Contacto:		
Titulo:		
Numero de Telefono:		

Usted puede someter otra material escrito que sea relevante a su queja.
 Su Firma Es Requerida.

Firma

Fecha

MTA Title VI Plan

Por favor someter esta forma en persona en la direccion marcada abajo o envíe la por correo durante un promedio de 180 dias de la fecha de que se dio a conocer la queja del incidente.

Mason Transit Authority
Attention: Operations Manager
790 E Johns Prairie Rd Shelton, WA 98584

MTA Title VI Plan

ATTACHMENT B

Mason Transit Authority - Public Participation Plan (PPP)

“To promote robust public engagement that informs, involves and empowers people and community”

It is the intent of Mason Transit Authority (MTA) to maintain an open and participative process and to consider public comment prior to fare increases, major service changes, projects and short- and long-term plans as well compliance to the Federal Public Comment on Fare and Services Changes rules (FTA circular 9030.1A, Chapter V,5(0)) and any additional requirements under Title VI, Disadvantage Business Enterprise and Americans with Disabilities Act regulations.

Mason Transit Authority recognizes that decisions are improved by engaging citizens and other stakeholder groups and is committed to transparent and inclusive processes that are responsive, accountable and within MTA’s resources and ability to finance. MTA assigns a high priority to appropriately informing and involving citizens and other stakeholders throughout service development and project planning as MTA decisions impact their lives.

Public Participation Plan Overview

Mason Transit Authority will inform and seek input from the community, residents, and traveling public. Many approaches will be used to let the public know what is happening throughout the Agency, its financial status, service development, public meetings schedule and value to the community, as well as numerous opportunities for discussion and comment. Public opinion and comments will be documented and considered in the recommendations for Mason Transit Authority’s service development, projects, and other programs.

MTA will promote and develop the Public Participation Plan based on the belief that those who are affected by a decision have a right to be involved in the decision-making process. Public participation includes the promise that the public’s contribution will influence decisions made by MTA.

In addition to individual Mason County residents and visitors, as well as employees, “the public” includes, but is not limited to:

- representatives of consumer, environmental, and other advocacy groups.
- Native Americans and tribal governments.
- minority and ethnic groups.
- business and industrial interests, including small businesses.
- elected and appointed public officials.
- the media.
- trade, industrial, agricultural, and labor organizations.
- public health, scientific, and professional representatives, and societies.
- civic and community associations.
- faith-based organizations.
- research, university, education, and governmental organizations and associations.
- governments, and agencies at all levels; and
- persons with Limited English Proficiency (LEP).

MTA Title VI Plan

Public Engagement Principles

The Public Participation Plan has been developed to support civic engagement in the Agency by emphasizing the following principles:

- The public shall have adequate access to information:
 - ✓ A record of all public meetings will be kept and published on the Agency website. Technical documents will be placed in locations available to the public.
- The public shall have clarity in the information presented to them:
 - ✓ Technical information and regulatory procedures will be presented in terms that are understandable to the public and meet the requirement that MTA be responsive to any inquiries received.
- The public shall be able to engage and be notified of public involvement opportunities in a manner that is timely and responsive:
 - ✓ The public, stakeholders and local media will receive sufficient notice of meetings, which will be scheduled at a time and place that is convenient, comfortable, and ADA accessible. Ample time to review any materials will also be provided. All public questions and inquiries will be answered in a timely manner.
- The public shall be able to participate in a process that is well coordinated:
 - ✓ Good coordination, communication, and collaboration among all citizens, concerned agencies and community organizations will be critical to providing the public with the most current and correct information and contribute to the overall success of the Agency.

Key Elements of Plan

The Public Participation Plan has several elements to inform and involve the public in a meaningful way. The Agency will be accessible to the public, share information in a complete and understandable manner and record and respond to public comments and concerns.

Key elements of the Plan include:

1. Citizen Advisor to the Board:
 - ✓ A Citizen Advisor is a position held on the board to provide input and make recommendations to the Authority Board on special projects and as a public representative who engages in Mason Transit Authority's service and project planning processes. It is a non-voting position and only serves as advisory.
2. Public Meetings:
 - ✓ We will hold public meetings in accordance with RCW 42.30, also known as the "Open Public Meetings Act of 1971". These meetings will allow the public to review information and comment on proposed plan(s). The format for the public meetings will allow for public review of documents and opportunities for one-on-one discussion with members of the agency. A short, informal presentation followed by a question-and-answer period may be conducted or simply an open format to ask the staff one-on-one questions.

MTA Title VI Plan

- ✓ Display materials may include such things as maps, timelines, and/or visualization tools where feasible within the project budget prepared in a manner that is easy for the public to understand.
3. Website:
- ✓ An effective way to support public participation efforts for transportation is through website outreach.
 - ✓ Specific to public engagement, this site will provide:
 - Agency information, contact and history
 - Advertisements of public meetings
 - Meetings and event calendar
 - Surveys and feedback forms
 - Access to minutes of meetings and documents
 - Project updates, as well as news & events
 - Allow people to make comments, ask questions, learn about involvement opportunities
 - Procurement information
 - Provide links to other area organizations as well as state and federal transit publications.
4. Fact Sheets / Updates:
- ✓ Fact sheets will be produced to keep internal/external public informed of financial status, project updates, and/or service development as needed. Fact sheets will be distributed electronically and as handouts internally, as well as published in local media and on the website when produced.
 - ✓ Updates of Outreach efforts, to include press releases, published advertisements and upcoming events, will be sent regularly to targeted stakeholders.
5. Media - Outreach:
- ✓ MTA Team Members will notify the media in advance of public meetings to provide notice of the upcoming meetings. Information will be provided to the media for any development projects providing background material and status of projects as well as information on how to reach key contact people associated with the projects.
 - ✓ Public radio is another means utilized to disseminate information about the Agency and its projects.
 - ✓ Social media is a resource for feedback and encouraging public engagement. Currently, MTA utilizes a Twitter feed and Facebook to notify followers of public meetings and engagement opportunities.
6. Community Events and Meetings:
- ✓ MTA team members will attend a variety of community events and meetings as a way to distribute information regarding MTA projects, programs and services.

MTA Title VI Plan

Public Engagement Plan Measurements

Measuring and assessing public input, interest and sentiment and making changes to outreach efforts based on that data is a critical element of any public outreach effort. For board meetings, public meetings, service development and small-to-large projects, data may be collected via:

- Log of phone calls, documenting issue/question
- Newspaper coverage, letters to editor, and other media coverage
- Public attendance at meetings
- Number of speaker requests and attendance at public events and civic presentation
- Correspondence
- Number of proactive communication efforts (e.g., newspaper ads, handbills, e-mails, newsletter, legal notices)
- Informal interactions between staff and community members/drivers
- Attendance at Board meetings and minutes of those meetings

The volume of public interest for a project is not a definitive indicator of successful or unsuccessful outreach strategies; rather, the degree of public input and participation demonstrates the level of relative engagement. Formal recording, reporting and analysis of that data can place it into an appropriate perspective to document successful strategies or project phases, and those phases that pose greater challenge to the driving public.

In general, data collection will be completed by various MTA team members, e.g., Clerk of the Board and general staff as appropriate to those who preside over public meetings and presentations. General public and transit users submitting service development comments are tracked, recorded, and archived by the Operations Team. Data summaries shall continue to be published in the Agency's yearly Transit Development Plan (TDP) and Board Reports.

It is important for projects of any size to formally collect and analyze various data from the public to help identify community-based solutions to improve outreach and communication, with each project taking a best-practices approach. To document the relative success of MTA's Public Engagement Plan, a yearly summary report of the public outreach and any data collected will be prepared and presented to the Authority Board and published on the MTA website.

MTA Title VI Plan

ATTACHMENT C



September 19, 2023

**Mason Transit Authority
Title VI Non-Discrimination Policy Statement**

Mason Transit Authority (MTA) is committed to ensuring that no person is excluded from participation in, or denied of, or be subject to discrimination in the receipt of its services or programs on the basis of race, color or national origin or any other characteristics protected by law, including Title VI of the Civil Rights Act of 1964, as amended. Further, under the Americans with Disabilities Act (ADA) of 1990, no entity shall discriminate against an individual with a physical or mental disability in connection with the provision of transportation service.

To obtain more information on MTA’s nondiscrimination obligations or to file a Title VI complaint, contact the MTA Operations Compliance Coordinator at:

Mason Transit Authority
Attn: Operations Manager
790 E. Johns Prairie Road
Shelton, WA 98584

Phone: (360) 426-9434
(800) 374-3747
Fax: (360) 426-0899

Signed by:

Amy Asher, General Manager

1/24/2025

Date

MTA Title VI Plan

ATTACHMENT D

**Mason Transit Authority
Title VI
Notice to the Public**

Mason Transit Authority ensures that no person shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity operated by MTA in accordance with Title VI of Civil Rights Act of 1964.

Any person who believes that their Title VI protection has been violated may file a complaint with Mason Transit Authority. For more information on MTA's civil rights program, and the procedures to file a complaint, contact Customer Service at 360.427.5033; business office at 360.426.9434; 1.800.374.3747; TTY/Relay 711 or 800.833.6388; email mta@masontransit.org; on MTA's Website at www.masontransit.org; or at MTA's business office at 790 E Johns Prairie Rd Shelton, WA 98584.

A complaint may be filed directly with the 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.

La autoridad de Mason Transit asegura que a ninguna persona se le debe negar o ser excluida de sus beneficios por su raza,color,o nacionalidad. De alguna otra manera ser sujeto de discriminación bajo cualquier programa o actividad realizada por Mason Transit de acuerdo con el título VI de acuerdo de los derechos civiles de 1964.

Cualquier persona que crea o sienta que sus derechos han sido violados, podrá realizar una queja ante la Autoridad de Mason Transit. Para más información sobre los programas de derechos civiles de Mason Transit y sobre los procedimientos para realizar una queja, ponerse en contacto con servicio al cliente 360-427-5033 oficinas 360-426-9434, u 1-800-833-6388, correo electrónico mta@masontransit.org en el sitio web de Mason Transit, www.masontransit.org o en las oficinas principals en 790 E Johns Prairie Rd, Shelton, WA.98584.

Las quejas podrán realizarse directamente con el coordinador del programa del título VI en las oficinas de atención a los derechos civiles de la administración de tránsito federal en East Building, 5th floor-TRC 1200, New Jersey Ave. SE. Washington DC. 20590

MTA Title VI Plan

ATTACHMENT E

Mason Transit Authority Three Year Outreach History

Public Meetings and Hearings

Meetings & Hearings	Dates	Event	Date of Public Notice
2020 Regular Scheduled Monthly Meetings of MTA Authority Board	Third Tuesday of the Month	Public Comment	01.02.2020
Seeking application for Citizen Advisor to the MTA Authority Board	December 2019 to be appointed in January 2020	Public Input	12.12.2019
Bid Opening for Belfair Park & Ride Project	03.13.2020	Informational	02.27.2020
Annual TDP	07.19.2020 & 08.06.2020	Public Comment	07.23.2020
Bid Opening for Belfair Park & Ride Project	07.31.2020	Informational	07.16.2020
2021 Budget Public Hearing	11.05.2020 & 12/01/2020	Budget Hearing	10.22.2020
2021 Regular Scheduled Monthly Meetings of MTA Authority Board	Third Tuesday of the Month	Public Comment	12.24.2020
Meet & Greet General Manager Applicants	06.07.2021	Public Input and Open Forum	06.03.2021
MTA Board Composition	10.25.2021	Informational	10.01.2021
2022 Budget Public Hearing	11.16.2021	Budget Hearing	11.04.2021
Annual TDP	07.29.2021 & 08.09.2021	Public Comment	07.22.2021
2022 Regular Scheduled Monthly Meetings of MTA Authority Board	Third Tuesday of the Month	Public Comment	12.30.2021
Annual TDP	08.16.2022	Public Comment	08.11.2022
2023 Regular Scheduled Monthly Meetings of MTA Authority Board	Third Tuesday of the Month	Public Comment	11.11.2022 12.16.2022 01/05/2024
2023 Budget Public Hearing	12.20.2022	Budget Hearing	12.08.2022
Bid Opening for Sanitary Sewer Conversion/Belfair Park & Ride	5.25.2023	Informational	05.18.2023
Annual TDP	07.18.2023	Public Comment	06.29.2023
2024 Budget	10.17.2023 11.21.2023 12.19.2023	Public Comment on Budget Drafts and Final in Board Meetings	10.13.2023 11.17.2023 12.15.2023
2024 Regular Scheduled Monthly Meetings of MTA Authority Board	Third Tuesday of the Month	Public Comment	11.17.2023 12.15.2023 1.14.2024

MTA Title VI Plan

Community Event Participation

2021

- Volunteer Driver program
- Meals on Wheels
- Posted Community Outreach PSA posters in buses
- COVID-19 Positive rides
- Paul Bunyan Grand Parade
- Grant School Auction
- KMAS interview
- Great Washington Shakeout
- Trunk or Treat
- Community Van Program
- Van Grant Program
- Mason County Preparedness Day

2022

- Fawn Lake HOA presentation
- Vaccine Clinic Resource Fair
- Shelton High School Career Days
- Community Lifeline Picnic in the Park event
- Belfair Senior Center Presentation
- Alpine Way Ride-The-Bus presentation and travel training
- Consejo presentation and travel training for Spanish Speaking customers
- Bite of Reality North Mason Chamber
- Shelton Senior Center presentation
- Exceptional Foresters Inc. presentation
- Parkinsons Group presentation and Travel Training
- Travel Training for EFI customers
- Allyn Days
- ARC of the Peninsulas presentation
- Work Source of Shelton presentation
- Worker Driver Service Fair
- North Mason School Start of Year fair.
- Overdose Awareness event
- North Mason Transitions Class presentation and Travel Training
- Choice School presentation and travel training
- North Mason Fire Resource Fair
- Oysterfest
- Skokomish Tribal Information Fair
- Youth Connection in Belfair presentation and travel training

MTA Title VI Plan

- Trunk or Treat at Mason General Hospital
- Candelaria travel training
- MTA 30 Year Anniversary event for the public
- Christmas Town USA Parade
- Goldsborough Creek Fun Run Special
- MotoAmerica at The Ridge Special
- Movies in the Park Special
- Allyn Days Shuttle Special
- Grapeview Water & Arts Festival Special
- Sozo Church Special
- Bluegrass in the Forest
- Hood Canal Summerfest & Car Show Special
- HugsFest Special
- YMCA to the movies
- Overdose Awareness at Belfair Library
- The Haven House Assisted Living Special
- Jr/Middle School Shuttle Specials
- Belfair Community Church Live Nativity Special
- COVID-19 positive rides
- COVID-19 Immunization rides from the Senior Center
- Numerous Travel Training events
- Posted Community Outreach PSA posters in buses

2023

- North Mason High School Transition class presentation and travel training
- Hoodsport Fire Resource Fair
- Hoodsport Fire Resource Fair special
- Shelton Preschool Tour & Field Trip to MTA
- Oakland Bay Jr High School travel training
- Community Lifeline Café Ribbon Ceremony
- Moving Mason Forward presentation
- Thurston County Transportation presentation
- Transit Resource Fair and Panel discussion
- Asset Building Resource Fair
- Belfair View Apartments presentation
- Olympic College Resource Fair
- The Arc Mock Interview Panel for Choice School
- Christmas Village (senior living) presentation
- North Mason High School Career Fair
- Forest Festival Parade
- Safety Days Events at Sandhill Elementary School

MTA Title VI Plan

- Safety Days Events at Belfair Elementary School
- Working Families presentation
- Belfair Community Clubhouse presentation
- Christmas Village, senior living, travel training
- Allyn Days
- Expo & Bite of Mason County
- Agency on Aging Community Forum
- Mason LPA Resource and Job Fair in Shelton
- Hoodsport Resource Fair Shuttle Special
- Shelton Preschool Field Trip to MTA
- North Mason P.I.C.N.I.C. family resource fair
- Mason LPA Resource & Job Fair in Belfair
- Overdose Awareness Event (2) Sozo Church Specials (3)
- Mason County Christian School Specials (2)
- Goldsborough Creek Fun Run Special
- Hawkins Middle School Special
- Youth Connection Special
- The Ridge Motorsport Special
- Allyn Days Shuttle Special
- Pickering Community Club Special
- Grapeview Water & Arts Festival Special
- Hood Canal Summerfest & Car Show Special
- Hoodstock Special
- COVID-19 positive rides
- Olympic JR and Oakland Bay Middle High School Transportation (8 months)
- Pioneer Jr HS Transportation (2 months)
- Numerous Travel Training events
- Posted Community Outreach PSA posters in buses

Pending in 2023

- Octoberfest in Allyn Special
- Oysterfest shuttle Special and booth
- Trunk or Treat Shuttle Special and booth
- Mason County Transitions Resource Fair