



<b>Title:</b>	Title VI Policy
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<b>Prepared by:</b>	Danette Brannin, General Manager
<b>Approved by:</b>	Authority Board Resolution No. 2020-26

## **POL-203 Title VI Policy**

This policy applies to all Mason Transit Authority (MTA) employees, Authority Board, Advisory Board, contractors and vendors, hereon after referred to as "Employee".

### **1.0 Purpose**

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.

### **2.0 Policy**

***See Attached Title VI Policy and Plan for the Federal Transit Administration and Washington State Department of Transportation***

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

**October 1, 2020 – September 30, 2023**

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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.

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.

## 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](http://www.masontransit.org) or by email at [mta@masontransit.org](mailto: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?

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

## MTA Title VI Plan

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, 5<sup>th</sup> 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***

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

In 2016, a former employee filed a complaint with the Equal Employment Opportunity Commission stating race discrimination. The complainant alleged he was subjected to race discrimination and not given a promotion for which he applied. After MTA's attorney negotiated with the complainant, the complaint was withdrawn.

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 (2.23% of the population or 1,323).

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 Lionsbridge for translation into other languages to broaden the ability to communicate and serve others beyond English and Spanish. 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 2.23% (or 1,323 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, purchase of passes and tickets via customer service representatives; 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. Additional services include



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Rideshare (Vanpool) and Volunteer Driver Services (travel assistance provided by volunteer drivers using their private 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.

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 60 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. Lionsbridge 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 2010 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 instructions given to use Lionsbridge for a translation option. Instructions can be found on MTA's website and have been provided to Operations Supervisors and Customer Service.

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.

### ***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 bus shelters in both English and Spanish.
- The statement is available upon request by email at [mta@masontransit.org](mailto: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

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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:

- 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](http://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](http://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.

Effective January 1, 2019, there may be on (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 serves 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](http://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](http://www.masontransit.org). Complaint procedures may be viewed and a complaint may be submitted via the website at [www.masontransit.org](http://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](http://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).

### *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 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 disband 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 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.

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Number In Fleet	Vehicle Make	Vehicle Type	Passenger Capacities		
			Seating Capacity	Standing Capacity	* Maximum Load Factor = Total Seats
1	Gilig Coach	30' Hvy Coach-bus	23	11	23
7	Gilig Coach	35' Hvy Coach-bus	32	16	32
3	Gilig Coach	35' Hvy Coach-bus	29	14	29
2	Gilig Coach	35' Hvy Coach-bus	35	17	35
2	Gilig Coach	40' Hvy Coach-bus	45	22	45
4	Gilig Coach	40' Hvy Coach-bus	36	18	36
2	Ford	HD Truck Chassis/Glaval	25	12	25

Currently, MTA does not have onboard technology that allows for the collection of vehicle load data. Operators call dispatch to make supervisors aware that a particular bus has standees anytime seating capacity is filled.

**Vehicle headways:** The following examples are provided:

Weekday					
Route #	Route Name	Type of Run/Service	Schedule Headway = Number of route departures within the indicated time range		
			4-8am	8am-4pm	4-9pm
1/21	Belfair to Shelton	Regional Connector/Commute	6	9	5
3/23	Belfair to Bremerton	Regional Connector/Commute	7	10	5
4	Belfair Local	Loop Route	0	7	1
5	Shelton Local	South Loop Route	2.5	8	5
6/26	Shelton to Olympia	Regional Connector/Commute	9	17	11
7	Shelton Local	North Loop Route	3	8	4
8	Shelton to Jefferson County	Regional Connector/Commute	0	2	0
11	Shelton to Lake Cushman	Rural/Regional Connector	1	1	1
Z	Zipper – Shelton Local	Loop Route	0	16	3

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

**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 without approval from the dispatcher.

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.

**Service availability:** MTA provides Deviated Fixed, Regional Connections and Commuter Routed Services.

1. Deviated Fixed Rote Service is defined as service that may allow a limited deviation off of an established route. This service is available on most routes depending on road conditions and time schedules. Riders desiring a route deviation for service must call the MTA Customer Service Center a minimum of two hours in advance. Time is allotted in the established schedule of each route to approve this service provided the remainder of the route is on time.
2. Regional Connections are defined by a concentration of service on established routes connecting with other transit and transportation systems most often outside of the agency's operating area.

3. Commuter Routed Service is defined as service using established local and regional connector routes with limited stops. These services cater to the daily commuter using transit services for work, school or any regularly needed personal schedule.

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.

**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.
- **Major transfer locations, popular 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.
- **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.

All riders have equal access to amenities. 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.



**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 in order 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)



**TITLE VI COMPLAINT FORM**

<b>Section I:</b>				
Name:				
Address:				
Telephone (Home):			Telephone (Work):	
Email Address:				
Accessible Format Requirements?	Large Print		Audio Tape	
	TDD		Other	
<b>Section II:</b>				
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
<b>Section III:</b>				
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.				

<b>Section IV:</b>		
Have you previously filed a Title VI complaint with this agency?	Yes	No
<b>Section V:</b>		
<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:		
<b>Section VI:</b>		
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

**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

## 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).

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 a number of 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 engage 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 hand-outs 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.

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.





September 1, 2020

### **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

\_\_\_\_\_  
Danette Brannin, General Manager

\_\_\_\_\_  
Date

**ATTACHMENT D**

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

Mason Transit Authority (MTA) hereby gives notice that it is the policy of MTA to assure full compliance with Title VI of the Civil Rights Act of 1964, the Civil Rights Restoration Act of 1987, and related statutes of regulations in all programs and activities.

Title VI requires that no person shall, on the grounds of race, color, gender, or national origin be excluded from the 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 they have been aggrieved by an unlawful discriminatory practice under Title VI has a right to file a formal complaint with MTA. Any such complaint must be in writing and filed with the MTA Operations Manager within one hundred eighty (180) days following the date of the alleged discriminatory occurrence. Title VI discriminatory submission requirements may be obtained from MTA's business office at no cost to the complainant in person; by calling (360) 426-9434; 1-800-374-3747; TTY/Relay: 711 or 1-800-833-6388 or by fax at 360-426-9143; by writing Mason Transit Authority, Attention: Operations Manager, 790 East Johns Prairie Road, Shelton, WA 98584. Additional information regarding MTA's Title VI procedures may also be requested by emailing [mta@masontransit.org](mailto:mta@masontransit.org) or by visiting the MTA website at [masontransit.org](http://masontransit.org).

A complainant may file a complaint directly with the Federal Transit Administration Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5<sup>th</sup> Floor - TCR, 1200 New Jersey Ave., SE, Washington, DC 20590.

The Notice to the Public is also provided in Spanish. If information is needed in other language, contact (360) 427-5033.

**Please do not remove this posting  
Please contact the Operations Manager for a copy or information**

## ATTACHMENT E

## Mason Transit Authority Three Year Outreach History

## Public Meetings and Hearings

Meetings & Hearings	Dates	Event	Date of Public Notice
Community Conversations	03.18.2017 (AM & PM sessions)	Public Input/Open Forum	03.09.2017
MTA Service Change	06.21.2017 & 06.22.2017	Public Comment	06.08.2017
MTA Service Change	07.19.2017 & 07.22.2017	Public Comment	06.08.2017 & 06.15.2017
Annual TDP	08.01.2017 & 08.02.2017	Public Comment	07.20.2017 & 07.27.2017
Community Conversations	08.26.2017 (AM & PM sessions)	Public Input/Open Forum	08.24.2017 & 08.25.2017
MTA Board Composition	9.26.2017	Informational	09.04.2017
2018 Budget Public Hearing	10.12.2017	Budget Hearing	09.28.2017
2018 Budget Public Hearing	11.16.2017	Budget Hearing	09.28.2017
MTA Board Composition Review	11.08.2017	Informational	Notice of Continued meeting posted 9.26.2017
Proposed Service Changes	01.03.2018 & 01.04.2018	Public Comment	12.21.2017
Open House for Intersection Revisions in Belfair to SR3 and Log Yard Road	03.07.2018	Public Input and Open Forum	02.22.2018
Second Open House for Intersection Revisions in Belfair to SR3 and Log Yard Road	04.24.2018	Public Input and Open Forum	04.19.2018
Annual TDP	07.10.2018 & 07.11.2018	Public Comment	06.28.2018
2019 Budget Public Hearing	10.30.2018	Budget Hearing	10.18.2018
2019 Budget Public Hearing	12.04.2018	Budget Hearing	11.15.2018
MTA Service Changes	04.23.2019	Public Comment	04.11.2019
Proposed Rate Increases	06.04.2019 & 06.22.2019 (AM & PM)	Public Comment	05.23.2019
Community Conversations	06.22.2019 (AM & PM sessions)	Public Input/Open Forum	06.13.2019
Annual TDP	07.02.2019 & 07.10.2019	Public Comment	06.13.2019
2020 Budget Hearings	11.05.2019 & 12.10.2019	Public Comment	10.24.2019
MTA Service Changes	12.10.2019 & 12.11.2019	Public Comment and Open Forum	11.28.2019

**Local Radio Station Public Outreach - KMAS/iFiberOne live broadcasts**

Shelton Innovators Fund Raiser coming Monday 4/24  
20-Apr-17 Fundraiser at T-CC

Community Conversations with MTA upcoming 8/26 in Mason County  
Aug 28, 2017 Community Conversations

Get to Seattle for \$1.50 with Mason Transit Authority w/ Kathy Geist!  
26-Oct-17 How to get to Seattle on Mason Transit

Laughter not Stigma W/ TMBHO w/Kathy Geist MTA  
11-Oct-17 TMBHO Event @T-CC

Ridership Survey Coming up on MTA Routes w/Kathy Geist  
1-Feb-8 MTA conducting rider surveys

Music at the Estuary special transportation from MTA w/Kathy Geist  
22-May-18 MTA offers Special Transportation for community events

State Workers Ride for Free w/Kathy Geist  
22-July-18 STAR PASS

Veterans can ride free to American Lake w/Kathy Geist  
29-Aug-18 American Lake Trans.

Mason Transit making changes w/ Kathy Geist and Priscilla  
17-May-19 Zipper Route and New App

MTA has new routes and updated schedules coming w/Kathy Geist  
29-Jan-20 New routes and schedule books

MTA Delivers Good Will/food to the Community  
4-Apr-20 Meals on Wheels support

Service Reinstatement w/Danette Brannin and Mike Ringgenberg  
18-Jun-20 Some service returning after reduction due to COVID-19

**Community Event Participation**

2017

- Local Elementary Student Tours at MTA
- Tumwater Resource Fair
- Mason Matters Presentation
- League of Women Voters Presentation
- Resource Fair at T-CC
- State of the Community
- Shelton Family Health and Safety Day
- The BITE of Shelton
- Oysterfest

2018

- Local Elementary Student Tours at MTA
- North Mason Civic and Non-profit Groups Presentations
- NM Resource Fair
- Touch a bus event
- Taste of Hood Canal
- Hoodstock
- EDC Event
- Veteran's Standown
- Bite of Shelton
- Allyn Days
- Taste of Hood Canal
- Oysterfest
- Forest festival
- Worksource Expo
- Shelton School District Career Fair
- Walk Bike Ride Washington State Employees Fair
- North Mason Community Resource Fair
- PSNS Employee Resource Fair

2019

- Union Community Festival
- Tahuya Days
- Washington State Health Fair Event
- Local Elementary Student Tours at MTA
- North Mason Civic and Non-profit Groups Presentations
- NM Resource Fair
- Touch a bus event
- Taste of Hood Canal
- Hoodstock
- EDC Event
- Veteran's Standown
- Bite of Shelton
- Allyn Days

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- Taste of Hood Canal
- Oysterfest
- Forest festival
- Worksource Expo
- Shelton School District Career Fair
- International Awareness Day Event
- Walk Bike Ride Washington State Employees Fair
- North Mason Community Resource Fair
- Olympic College Community Resource Fair
- Community Lifeline PIT Resource Fair

## 2020

- No current Community Participation Events in 2020 due to COVID-19
- Numerous ads in the Shelton Journal over a 10-week period
- Five press releases to date