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## **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*



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

**October 1, 2017 – September 30, 2020**

## Table of Contents

<b>Introduction .....</b>	<b>1</b>
<b>Title VI Complaint Procedures .....</b>	<b>1</b>
Record of Title VI or Other Civil Rights	
Investigations, complaints, or lawsuits.....	2
<b>Limited English Proficiency Outreach Plan.....</b>	<b>2</b>
<b>Notification of Beneficiaries of Title VI Rights.....</b>	<b>5</b>
<b>Analysis of Construction Projects .....</b>	<b>5</b>
<b>Membership of Non-Elected Committees .....</b>	<b>7</b>
<b>Fixed Route Service Information .....</b>	<b>8</b>

## ATTACHMENTS

<b>Attachment A - Title VI Complaint Form.....</b>	<b>12</b>
<b>Attachment B - Public Participation Plan .....</b>	<b>14</b>
<b>Attachment C - Title VI Policy Statement .....</b>	<b>18</b>
<b>Attachment D - Title VI Notice to the Public.....</b>	<b>19</b>
<b>Attachment E - Public Outreach Efforts (Past 3 years) .....</b>	<b>20</b>

## **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 Compliance Coordinator  
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 Title VI Coordinator as soon as possible, but no later than 180 days from the date the complainant became aware of the incident.*

### **What happens to your complaint after it is submitted to 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 Mason Transit Authority. 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 Title VI Plan

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 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.

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.

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

### **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.

### **Limited English Proficiency (LEP) Plan**

MTA is committed to breaking down language barriers by implementing consistent standards of language assistance across its service area.

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

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

According to the 2010 (year) Census Data for Mason County, English is spoken by 92% of Mason County.

Spanish speaking in the household represents 8% of non-English speaking Mason County.

### **Analysis Of Factors**

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

MTA's service area is clearly defined as all of Mason County, if road access is available, 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 with 8% of the population speaking Spanish in the home.

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

(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.

An informal ad hoc survey was conducted with customer service representatives and schedulers who assist riders; and frontline staff who respond to inquiries either in person, via email, or by telephone. Those interviewed stated that language barriers which prevent successful communication are virtually non-existent and that they are never expected to reply in a language other than English. MTA provides a phone menu option to select a Spanish speaking scheduler when calling in to MTA business and scheduling centers. Additionally, Spanish speaking staff is available to translate in most situations via radio communication, phone or in person.

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

## MTA Title VI Plan

MTA provides important transit services to the public through Fixed Route, Deviated Fixed Route, and Dial a Ride (DAR) services with ADA equipped vehicles. Additional services include 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 64 FTE's includes three persons of Spanish heritage speaking Spanish fluently. One is a customer service representative and the other two are senior drivers.

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.

Service Schedules and Guidebooks are offered in both English and Spanish. Additional brochures and information pamphlets will be translated to Spanish as time and budget allow.

### **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 a LEP individual, a patch-thru radio communication to a Spanish speaking staff may be offered to assist with communication.

Title VI language is included in MTA printed documents and posted in employee and public areas. MTA's Title VI Policy and Plan and a Complaint Form are available on our website. Continued effort will be made to improve outreach and communication 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;

- Written within the MTA Schedule and Rider’s Guide 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 three years, MTA has completed two construction projects requiring 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:

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

## MTA Title VI Plan

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 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 Commissioners,
- One (1) elected member representing the Hood Canal School District,
- One (1) elected member of the Shelton School District,
- One (1) elected member representing the Mary M. Knight School District or Southside School District serving alternating two year terms, starting with Mary M. Knight School District in 2014-2015,
- One (1) elected member representing the Grapeview School District or Pioneer School District serving alternating two year terms, starting with Pioneer School District in 2014-2015,
- One (1) elected member representing the North Mason School District, 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 in 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.

**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

## MTA Title VI Plan

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 are 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 Title VI Plan

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's only non-elected committee is the Mason County Transit Advisory Board (MCTAB):

Body	Caucasian	Latino	African American	Asian American	Native American
Population	82.60%	7.90%	1.30%	1.60%	3.10%
Mason County Transit Advisory Board (MCTAB)	80%	0	0	0	20%

### **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.

Number in Fleet	Vehicle Make	Vehicle Type	Passenger Capacities		
			Seating Capacity	Standing Capacity	*Maximum Load Factor=Total Seats
1	Gillig Coach	30" Heavy Coach-Bus	23	17	23
12	Gillig Coach	35" Heavy Coach-Bus	34	25	34
6	Gillig Coach	40" Heavy Coach-Bus	37	28	37
2	Ford	HD Truck Chassis/Glaval	25	0	25

## MTA Title VI Plan

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	Belfair to Shelton	Regional Connector/Commute	3	4	3	
2	Shelton to Skokomish/Belfair	Rural/Regional Connector	1	1.5	0.5	
3	Belfair to Bremerton	Regional Connector/Commute	4	5	2	
4	Belfair Local	Loop Route	0	7	1	
5	Shelton Local	South Loop Route	1.5	8	5	
6	Shelton to Olympia	Regional Connector/Commute	6	8	5	
7	Shelton Local	North Loop Route	3	8	4	
8	Shelton to Jefferson County	Regional Connector/Commute	0	2	0	
9	Shelton Local	Central Loop Route	1	3	0	
11	Shelton to Lake Cushman	Rural/Regional Connector	1	1	1	

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	1	1	
2	Shelton to Skokomish/Belfair	Rural/Regional Connector	1	1	0	
3	Belfair to Bremerton	Regional Connector/Commute	1	2	1	
4	Belfair Local	Loop Route	0	4	0	
5	Shelton Local	South Loop Route	0	8	5	
6	Shelton to Olympia	Regional Connector/Commute	1	6	1	
7	Shelton Local	North Loop Route	0	5	3	
8	Shelton to Jefferson County	Regional Connector/Commute	0	1	1	
11	Shelton to Lake Cushman	Rural/Regional Connector	0	2	1	

## MTA Title VI Plan

**On-time performance:** Transit operators 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 operators 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 operator is running late for any reason, the operator must notify the dispatcher. At no time should a transit operator 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 Route 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 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:

## MTA Title VI Plan

- **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 most bus pole stops. 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 Compliance Coordinator  
790 E. Johns Prairie Road  
Shelton, WA 98584  
(360) 426-9434  
(360) 426-0899 (Fax)

**PLEASE PRINT CLEARLY**

Name: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_

City, State, Zip Code: \_\_\_\_\_

Telephone Number : \_\_\_\_\_ ( home) \_\_\_\_\_ (cell) \_\_\_\_\_ (message)

Address of person discriminated against: \_\_\_\_\_

City, State, Zip Code: \_\_\_\_\_

Please Describe why you believe the discrimination occurred:

- Race or Color  
 National Origin  
 Income  
 other

What was the date of the alleged discrimination? \_\_\_\_\_

Where did the alleged discrimination take place? \_\_\_\_\_

Please describe the circumstances as you saw it?  
\_\_\_\_\_  
\_\_\_\_\_

MTA Title VI Plan

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Please list any and all witnesses' names and phone numbers:

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What type of corrective action would you like taken?

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Please attach any documents you have which support the allegation. Then date and sign this form and send it to the Operations Compliance Coordinator at the address on the previous page of this document.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Please print your name: \_\_\_\_\_

**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 (Authority and Advisory Boards) 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's Advisory Committee:
  - ✓ We will continue to maintain advisory committees to provide input and make recommendations to the Authority Board on special projects and as public representatives who engage in Mason Transit Authority's service and project planning processes.
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

## MTA Title VI Plan

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.

- ✓ 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. Newsletters / Fact Sheets / Updates:

- ✓ The Team Members will prepare an internal newsletter to keep MTA's Boards and staff informed of Agency business and project development.
- ✓ 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.

## MTA Title VI Plan

### 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.

ATTACHMENT C



September 1, 2017

**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 Compliance Coordinator  
790 E. Johns Prairie Road  
Shelton, WA 98584

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

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Danette Brannin, General Manager

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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 in the United States of America 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 for which MTA receives federal financial assistance.

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 General Manager within one hundred eighty (180) days following the date of the alleged discriminatory occurrence. Title VI discriminatory submission requirements may be obtained from this office at no cost to the complainant 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 Compliance Coordinator, 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.

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

**ATTACHMENT E****Mason Transit Authority Three Year Outreach History**

<b>Meetings and Hearings</b>	<b>Date</b>	<b>Event</b>	<b>Date of Public Notice</b>
November 2015 Service Change Proposal	19-Aug-15	Service Change	13-Aug-15
November 2015 Service Change Proposal	24-Aug-15	Service Change	13-Aug-15
Transit Development Plan Comment	4-Sep-15	Public Comment	20-Aug-15
Transit Development Plan Comment	15-Sep-15	Public Comment	20-Aug-15
2016 Budget Proposal	29-Oct-15	Budget Hearing	1-Oct-15
2016 Budget Proposal	17-Nov-15	Budget Hearing	1-Oct-15
June 2016 Service Change Proposal	12-Apr-16	Service Change	31-Mar-16
June 2016 Service Change Proposal	14-Apr-16	Service Change	31-Mar-16
October 2016 Service Change Proposal and Transit Development Plan Comment	2-Aug-16	Service Change/ Transit Development Plan	21-Jul-16
October 2016 Service Change Proposal and Transit Development Plan Comment	2-Aug-16	Service Change/ Transit Development Plan	21-Jul-16
Park and Ride Project Planning and Park and Ride Location Selection Process Public Comment	22-Aug-16	Park and Ride Project and North Mason Site Selection Process	21-Jul-16
2017 Budget Proposal	31-Oct-16	Budget Hearing	1-Oct-16
2017 Budget Proposal	8-Nov-16	Budget Hearing	1-Oct-16
Park and Ride Project Planning and Park and Ride Location Selection Process Public Comment	1-Mar-17	Park and Ride Project and North Mason Site Selection Process	23-Feb-17

## MTA Title VI Plan

October 2017 Service Change Proposal	21-Jun-17	Service Change	8-Jun-17
October 2017 Service Change Proposal	22-Jun-17	Service Change	8-Jun-17
October 2017 Service Change Proposal	19-Jul-17	Service Change	6-Jul-17
October 2017 Service Change Proposal	20-Jul-17	Service Change	6-Jul-17
Transit Development Plan Comment	1-Aug-17	Transit Development Plan	12-Jul-17
Transit Development Plan Comment	2-Aug-17	Transit Development Plan	12-Jul-17

### **Local Radio Station Public Outreach - KMAS/I Fiber 1 Weekly "Transit Talk" live broadcasts**

#### [Transit Talk](#)

13-Apr-16                      Volunteer driver services

#### [Christina Fremont - Transit Talk - 04.27.16](#)

27-Apr-16                      General Transit Conversation

#### [Christina Fremont - Mason Transit](#)

1-Jun-16                      Weekly conversation about MTA.

#### [Christina Fremont - Mason Transit Authority](#)

8-Jun-16                      Summer announcements

#### [Mike Oliver - MTA Development Manager](#)

15-Jun-16                      Upcoming projects

#### [Christina Fremont - Mason Transit Authority](#)

20-Jul-16                      Hiring opportunities, possible route changes, and TCC

#### [Christina Fremont - Mason Transit Authority - Transit Talk](#)

22-Jun-16                      Temporary Parking Area in Belfair for commuters

#### [The new GM of Mason Transit Authority - Danette Brannin](#)

29-Jun-16                      New Transit General Manager

#### [Transit Talk with Kathy Geist & Karin Strelloff](#)

6-Jul-16                      Parking at the T-CC

#### [Van Pool 101 with Christina Fremont](#)

27-Jul-16                      Vanpooling and Business Expo

#### [MTA's Christy Evans talks vanpooling](#)

3-Aug-16                      MTA's Vanpool and Ridesharing programs

## MTA Title VI Plan

### Pickle ball tournament August 20 at the Transit Community Center

10-Aug-16                   Pickle ball at the T-CC

### There's a lending library at the Transit Community Center

10-Aug-16                   New Book Lending Library

### Transit Talk for August 24

24-Aug-16                   Yielding for bus traffic and route information

### Christina Fremont - Mason Transit Authority - 09/07/16

7-Sep-16                   Differences between school and transit buses.

### Transit Talk with Christina Fremont - 9/14/16

14-Sep-16                   Upcoming WA State Transportation Conference

### Rikki Johnson - Transit Talk - 09/21/16

21-Sep-16                   Hiring opportunities at MTA

### Christina Fremont - Mason Transit Authority - 09/28/16

28-Sep-16                   Route changes and the express service

### Christina Fremont - Mason Transit Authority - 10/05/16

5-Oct-16                   Transit-Community Center

### Christina Fremont - Mason Transit Authority - 10/12/16

13-Oct-16                   Public hearing on 2017 budget is Thursday 10/13.

### Christina Fremont - Mason Transit Authority - 10/19/16

19-Oct-16                   Inclement weather and Job Fair

### Christina Fremont - Mason Transit Authority - 10/26/16

26-Oct-16                   Rider alerts, social media and the Transit-Community Center

### It's busy at the Transit-Community Center in Shelton!

2-Nov-16                   T-CC and Olympic College

### Jerry Grubs & Paul Owens talk about the GRAVITY\* learning center

9-Nov-16                   The GRAVITY Learning Center

### Alanna Robertson, CCS & Kathy Geist, MTA - 11/30/16

30-Nov-16                   Transit-Community Center and Catholic Community Services.

### Early Learning Fun Fair Saturday 11/05 @ Transit-Community Center

2-Nov-16                   Early Learning Fun Fair at T-CC

### Family Education & Support Services at Transit-Community Center

16-Nov-16                   Family Education and Support Services

### Marshall Krier on Transit Talk - 12/07/16

14-Dec-16                   MTA learning opportunities for students

## MTA Title VI Plan

### [Community Youth Services comes to the Transit-Community Center](#)

30-Dec-16                   Community Youth Services

### [Shelton Innovators Fund Raiser coming Monday 4/24](#)

20-Apr-17                   Fundraiser at T-CC

### [Get to Seattle for \\$1.50 with Mason Transit Authority!](#)

Updated Aug 29, 2017       How to get to Seattle on Mason Transit

### [Community Conversations with MTA upcoming 8/26 in Mason County](#)

Updated Aug 28, 2017       Upcoming Community Conversations

## Community Event Participation

2015	North Mason Community Voice Shelton High School Job Fair Open Tours at TCC Oysterfest Olympic College Presentations
2016	Chamber of Commerce Presentations State of Community Presentation (Mason Gen Hosp.) Kiwanis Club Presentations Rotary Presentations Retired Educators Presentation
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 at Mason Gen Hosp. Shelton Family Health and Safety Day The BITE of Shelton Oysterfest