



PACIFIC TRANSIT SYSTEM

TITLE VI PLAN

For

THE FEDERAL TRANSIT
ADMINISTRATION

April 24, 2024

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INTRODUCTION

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

Pacific Transit System 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 4702.1B

NOTIFYING THE PUBLIC OF THEIR RIGHTS UNDER TITLE VI

1. The following notice is located on all our buses and vans; the Raymond Facility reception area; and the Seaview Facility Meeting room:

Notifying the Public of Rights Under Title VI

PACIFIC TRANSIT SYSTEM

- ✓ Pacific Transit System operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with Pacific Transit System.
 - ✓ For more information on Pacific Transit Systems' civil rights program, and the procedures to file a complaint, contact us at 360-875-9418, 360-642-9418, 360-484-7418, or TTD 1-800-833-6388; email hr_admin@pacifictansit.org; or visit our office at 216 2nd Street, Raymond, WA 98577. You can also visit our website at www.pacifictansit.org for more information including the complaint form.
 - ✓ A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the FTA Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave, SE, Washington, DC 20590.
 - ✓ If information is needed in another language, contact Pacific Transit System at 360-875-9418, 360-642-9418, or 360-484-7418.
2. The Title VI Policy, the Complaint Process and Complaint Form is posted on our web page at www.pacifictansit.org and at the reception desk, meeting rooms, and the driver's rooms at 216 2nd Street Raymond, WA 98577
 3. The Title VI Policy and Complaint Form are posted on our website at www.pacifictansit.org

NOTIFICAR AL PÚBLICO SUS DERECHOS EN VIRTUD DEL TÍTULO VI

1. El siguiente aviso se encuentra en todos nuestros autobuses y furgonetas; el área de recepción de Raymond Facility; y la sala de reuniones Seaview Facility:

Notificar a la ciudadanía de sus derechos en virtud del Título VI

SISTEMA DE TRÁNSITO DEL PACÍFICO

- ✓ Sistema de Tránsito del Pacífico opera sus programas y servicios sin tener en cuenta la raza, el color y el origen nacional de acuerdo con el Título VI de la Ley de Derechos Civiles. Cualquier persona que crea que ha sido agraviada por cualquier práctica discriminatoria ilegal bajo el Título VI puede presentar una queja ante el Sistema de Tránsito del Pacífico.
- ✓ Para obtener más información sobre el programa de derechos civiles de Sistema de Tránsito del Pacífico y los procedimientos para presentar una queja, contáctenos al 360-875-9418, 360-642-9418, 360-484-7418 o TTD 1-800-833-6388; hr_admin@pacifictansit.org de correo electrónico; o visite nuestra oficina en 216 N. 2nd Street, Raymond, WA 98577. También puede visitar nuestro sitio web en www.pacifictransit.org para obtener más información, incluido el formulario de queja.
- ✓ Un reclamante puede presentar una queja directamente ante la Administración Federal de Tránsito presentando una queja ante la Oficina de Derechos Civiles de FTA, Atención: Coordinador del Programa título VI, Edificio Este, 5to Piso-TCR, 1200 New Jersey Ave, SE, Washington, DC 20590.
- ✓ Si se necesita información en otro idioma, comuníquese con Sistema de Tránsito del Pacífico al 360-875-9418, 360-642-9418 o 360-484-7418.
- ✓ Sistema de Tránsito del Pacífico no discrimina en base de raza, color u origen nacional.
- ✓ Para obtener más información, comuníquese con Sistema de Tránsito del Pacífico (360) 875-9418 o (360) 642-9418 o (360) 484-7418.

2. La Política del Título VI y el Formulario de Queja se pueden encontrar en nuestra Oficina de Raymond ubicada en 216 N. 2nd Street, Raymond, WA.

3. La Política del Título VI y el Formulario de Queja se publican en nuestra página web en www.pacifictransit.org

LIMITED ENGLISH PROFICIENCY (LEP) PLAN

Pacific Transit System 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 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, and 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 www.data.census.gov, the US 2020 Decennial Census, the top non-English language spoken in the Pacific County region is Spanish. The Spanish speaking population is 1593 which triggers the safe harbor of 5% in Pacific County. This number has risen from 1500. The percentage has dropped from 95% English speaking persons in Pacific County to 90% English speaking persons in Pacific County.

IMPLEMENTATION PLAN

Policy for Engaging Individuals with Limited English Proficiency (LEP)

The U.S Department of Justice has provided some guidance on engaging LEP individuals. The guidance offers a “four-factor analysis” process, which the Title VI Team has used to determine the number and proportion of LEP individuals in the region and how to cost-effectively provide information services to these individuals.

This “four-factor analysis” process includes determining the number and proportion of LEP individuals within the populations, the frequency with which LEP individuals will come in contact with the program, the importance of the program to people’s lives, and the resources available to provide translation services. According to www.data.census.gov, the US 2020 Decennial Census, the top non-English language spoken in the Pacific County region is Spanish. The Spanish speaking population is 1593 which triggers the safe harbor of 5% in Pacific County. This number has risen from 1500. The percentage has dropped from 95% English speaking persons in Pacific County to 90% English speaking persons in Pacific County.

Pacific Transit System does not provide any neighborhood-specific programs or projects; therefore, we reviewed language characteristics for the region as a whole: the 5% safe harbor will be used. The frequency and extent to which LEP individuals come into contact with Pacific Transit System are estimated to be quite low.

While essential to the long-term livability and economic vitality of the region, long-range transportation and community planning may not be as important of a service to LEP individuals as health care, employment, or financial assistance. However, any opportunity to increase public comment on long-range decision-making is a worthwhile investment.

Pacific Transit System encourages public comment on its policies, programs, and funding cycles, and therefore would like to increase opportunities for public comment, particularly by historically underserved populations including LEP individuals.

Pacific Transit System has limited resources to pursue translation services; however, we have located and contacted Certified Languages International for a low-cost solution for a point of access for LEP individuals. This service assists non-English speaking residents to contact Pacific Transit System and we connect them to a representative that can communicate in their language of choice. This gives LEP individuals a way to find out about the Pacific Transit System’s activities and provides a method for Pacific Transit System to determine the demand for translation services.

PUBLIC PARTICIPATION PLAN

PTS has been working diligently on outreach in the local communities. We have taken buses to public schools and to co-op homeschool programs to teach all students, LEP and non LEP, the skills training to be able to ride the buses. We have participated in National Night Out, the local Pacific County Fair, local Career Days/Job Fairs, where many LEPs attend. We have gone to local veteran’s facilities to explain and promote the ease with which it is to ride the buses. While attending events, we hand out

route information, schedules and information on new routes and new services in English and Spanish. We do ongoing advertising to our communities to promote PTS in the newspapers and on our website and Facebook. We do advertising in the local schools to inform LEP students and parents about the services that PTS offers to the young and old. We sponsor local events where LEP populations attend and always have handouts in English and Spanish. We take information and schedules to areas/businesses where LEPs are working. We have gone to workplaces that feature LEP populations and left information and schedules in Spanish. Local companies like Pacific Seafood, South Bend Products, Taylor Shellfish have large LEP populations, and we make sure the offices have information in English and Spanish. We work closely with Pacific County Immigration Support, a local support group that helps LEP's. We exchange information and promote their services on our buses and in our shelters.

ACTION: Pacific Transit System has implemented a Title VI Policy plan and will review it annually to ensure the language used will reach our LEP populations. PTS's Title VI Policy and a Complaint Form, and the Complaint Process are available at our Raymond Office in English and Spanish. There are notices on all buses, on our website, and in our Raymond Office, printed in English and Spanish posting "Your rights under Title VI policy are written in Spanish as well as English." Pacific Transit System and its sub-recipients must provide information to beneficiaries regarding their Title VI Policy obligations and inform beneficiaries of the protections against discrimination afforded them by the Title VI Policy. Pacific Transit System has established a statement of rights and a policy statement in English and Spanish.

Pacific Transit System is making efforts to keep the LEP populations informed of all services available which are written in English as well as Spanish. We distribute our schedules in Spanish to LEP population areas such as the local school, at local job sites where LEP populations are identified, and at the Grays Harbor College annex where ESL classes are taught.

Pacific Transit System has hired two staff, one in Dispatch and one in Administration who are fluent in Spanish. Any problems with communication, Bus Operators can call the office for assistance with Spanish translation.

Future plans may include a "Spanish extension" to our phone system. The automated greeting for our telephone system could include instructions in Spanish and provide callers the option of leaving a message in Spanish. The "Spanish extension" records a voice mail message that can be accessed by our bi-lingual staff.

POLICY FOR ENGAGING INDIVIDUALS WITH LIMITED ENGLISH PROFICIENCY (LEP)

The U.S. Department of Justice has provided some guidance on engaging LEP individuals. The guidance offers a “four-factor analysis” process, which the Title VI Team has used to determine the number and proportion of LEP individuals in the region and how to cost effectively provide information services to these individuals.

The “four-factor analysis” process includes determining the number and proportion of LEP individuals with the population, the frequency with which LEP individuals will come in contact with the program, the importance of the program to people’s lives, and the resources available to provide translation services. According to the American Community Surveys of 2022, the number of Spanish speakers is estimated to be 1593 persons. Since this number is greater than 1000 person, the Safe Harbor Provision is triggered, requiring Pacific Transit System to translate vital documents into Spanish. This number has risen from 1500. The percentage has dropped from 95% English speaking persons in Pacific County to 90% English speaking persons in Pacific county.

The PTS does not provide any neighborhood specific program or projects, therefore we reviewed language characteristics for the region as a whole; the 5% safe harbor will be used. The frequency and extent with which LEP individuals come into contact with the PTS.

THE LANGUAGE ASSISTANCE PLAN (LAP)

DEFICIENCY #11. In the case where a translation is needed, Pacific Transit System has an HR Manager on staff who is fluent in Spanish. Any problems with communication, Bus Operators can call the office for assistance with Spanish translation.

Pacific Transit System is recording the phone message system in Spanish. In addition, Pacific Transit System has looked into Naver Papago translation application for the tablets that the drivers us on the buses and the shuttles that can be used by our operators to help riders in the field. We have also contacted Certified Language Services to hire them to translate any phone calls that come to the dispatch office, and for residents who come into the office for information.

We are going to translate this information into multiple languages in the form of a flyer and put that in our office, on local bulletin boards, on our buses and in our shelters, on our website and Facebook page. This will allow LEP populations to call the office to get the information that they need to be able to ride the buses/shuttles in our system. When we have community events, we will have the flyers available to hand out to those who want more information on our translation services. We have a radio campaign with 3 local stations that reach out to three different target markets. We can write scripts in Spanish so that we can reach a wide variety of people to inform them that we have translation services.

Pacific Transit will train drivers and supervisors how to use the Naver Papago and we will also train dispatchers how to contact the Certified Language Services to allow any LEP to communicate with a

person who calls or comes into the office to be able to communicate in their native language so we can serve them to the best of our ability.

ANALYSIS OF FACTORS

Factor No. 1: The number or proportion of LEP persons in the service area. Pacific Transit System's Public Transportation Benefit Area covers the area of Pacific County According to www.data.census.gov, the US 2020 Decennial Census, the top non-English language spoken in the Pacific County region is Spanish. The Spanish speaking population is 1593 which triggers the safe harbor of 5% in Pacific County. This number has risen from 1500. The percentage has dropped from 95% English speaking persons in Pacific County to 90% English speaking persons in Pacific County.

Factor No. 2. The frequency with which LEP individuals come into contact with the service. Pacific Transit System does not come in contact with or serve many LEP residents. Most of the LEP contacts are made on our fixed-route bus service. We rarely serve LEP persons at our Raymond Office. Most of these LEPs come with another person to translate for them.

Pacific Transit will train drivers and supervisors how to use the translation app on their tablets and we will also train dispatchers how to contact the Certified Language Services to allow any LEP to communicate with a person who calls or comes into the office to be able to communicate in their native language so we can serve them to the best of our ability.

Factor No. 3: The nature and importance of the service provided by the Pacific Transit System. Pacific Transit System provides the only public transportation service available to the public through fixed routes, Dial-A-Ride/paratransit services, and Shuttle Services.

Factor No. 4. The resources available to the recipient of the federal funds to assure meaningful access to the service by LEP persons. Pacific Transit System's service language capability is English. To assist our LEP populations, Pacific Transit System's website has the Title VI Policy and Complaint in Spanish. In addition, all notices are in on the website are written in English and Spanish and all notices on the buses are in English and Spanish. The website has now been set up so that Google translate is available if documents need to be translated. This allows the LEP populations complete access to Pacific Transit System information found on the website.

INCLUSIVE PUBLIC PARTICIPATION, COMMUNICATION, AND INVOLVEMENT

Community Outreach is a requirement of Title VI. Communications and Involvement applies to and affects the Pacific Transit System work program, particularly agency efforts and responsibilities related to the Local Transportation Planning Program area. The goal of Pacific Transit System's Inclusive Public Participation, Communications and Public Involvement policy is to ensure early and continuous public notification about, and participate in, major actions and decisions by Pacific Transit System. In seeking public comment and review, Pacific Transit System makes a concerted effort to reach all segments of the population, including people from minority and low-income communities, and organizations representing these and other protected areas. Pacific Transit System utilizes a broad range of public information and participation opportunities, process for written comments, public meetings

after effective notice, settings for open discussion, information services, and considered of and response to public comments.

The 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 the Pacific Transit System. Pacific Transit System engages the public in planning and decision-making processes, as well as its marketing and outreach activities. The public is invited to participate in the following:

Transit Development Plan (TDP). The Transit Development Plan is a requirement of the Washington State Legislature annually. The Plan is prepared by the independent transit properties and turned into the Washington State Department of Transportation. A summary document is prepared which shows the size of the fleet, costs, revenue, service revenue hours, revenue miles, expense, and capital expenditures. A public hearing is held each year to obtain comments from the public relative to the TDP.

Public Meetings. When a new service is proposed, information is disseminated to the neighborhoods affected and public meetings are conducted, noted on the Web site and in the local weekly newspapers.

Website. The public meetings are noted on the Pacific Transit System's Website. The site is updated regularly and includes schedules, bus policies, fares, special announcements, and other information.

Press Releases. Press releases are sent to local outlets, the two local weekly newspapers.

Social Media. On the Pacific Transit System's Facebook Page, on the transit buses and posted in the bus shelters and put in the local newspaper in the north and south Pacific County. The route changes and/or new services provided must include continued access to employment and services, job and shopping, and accessibility to parks and recreational areas.

Meetings are open to the public. All Executive Board Meetings are open to the public. Comments from the public, either verbal or written, are on the agenda during the beginning of the meeting. Anyone from the public wanting to address the Board with comments or concerns may do so under the Correspondence/Public Comment section of the meeting's agenda. Meeting dates and times are the third Thursday of every month at 10:30am.

Opportunities for public comment. Pacific Transit System frequently provides opportunities for public comment and continues to work to find new ways to solicit public comments and involve all segments of the population in Pacific County. Comments are accepted by phone, fax, email, U.S. mail and in person at any meeting.

Pacific Transit System Staff is accessible. Staff are accessible in person, on the phone, by mail, by fax, and by email. Contact information is provided on the agency's website.

Customer Complaint Process. Customers and citizens may call our office at 360-875-9418 or 642-9418 to lodge a complaint or comment. All complaints/comments are documented on a complaint form and then handed to the Director who researches the complaint and responds back to the citizen.

Title VI Complaints during this reporting period

*Pacific Transit System received a complaint about a violation of Pacific Transit System's Conduct of Standards on March 12, 2019. Three intoxicated passengers boarded a Pacific Transit System fixed route bus and started yelling racial slurs at a passenger. The complaint stemmed from the passenger who felt that the Pacific Transit System bus operator did not reply effectively. After investigation, it was found that the Pacific Transit System bus operator did not follow protocol, and the bus operator was disciplined and was required to take additional training on "Preventing Harassment" and "Conflict Resolution" and "Aggression Management." In addition, a manager reviewed Pacific Transit System's Exclusion Policy with the bus operator. The case was closed after the retraining of the bus operator.

*Pacific Transit System received a complaint regarding discrimination on the basis of race on May 22, 2019, from the same complainant, stemming from the complaint on March 12, 2019. The complainant now states that because of his race, action was not taken in the above aforementioned incident and investigation. After a full investigation, it was deemed that the bus operator should have handled the situation differently, however bus operators must use their judgement in all types of situations. The fact that the other riders were allowed to remain on the bus had nothing to do with race but was an error in judgment on the part of the bus operator. Our bus operators are empowered and now required to promptly address such behavior when it occurs by removing passengers when they have engaged in discriminatory behavior. The case was closed after the investigation.

*Pacific Transit System received a complaint under the Americans with Disabilities Act on June 24, 2019, from the same complainant that submitted the two aforementioned complaints. The complaint was based on a bus operator asking passengers to move from the priority seating on the bus to regular seating in the bus to allow for an elderly woman with service dogs to be seated in priority seating. The complainant believed he should not have been asked to move out of the priority seating area even though he was more mobile than the gentleman who was seated in priority as well as the woman who was entering the bus at the time. Pacific Transit System's policy states that a bus operator has the right to ask passengers, but not require passengers, who are not disabled to move from priority seating to accommodate those passengers with disabilities and mobility issues. After investigation, Pacific Transit System clarified with all bus operators and dispatchers the rules regarding priority seating. The case was closed after the investigation.

*Pacific Transit System received a complaint until Title VII Retaliation Complaint that was forwarded to our legal firm after Title VI Complaint was also filed with WSDOT. It was reverted to a Title VI complaint. This complaint was filed by the same complainant that filed the three aforementioned complaints, stemming from the original complaint of March 12, 2019. The complainant believed that an Order of Protection by the bus operator was to restrain people of color from riding on Pacific Transit System buses. After legal review and investigation, it was concluded that there was no retaliation attributed to the earlier incident.

Board Meetings. The public is invited to attend all Board meetings which alternate between the north end of the county in South Bend, and the south end of the county in Long Beach. During Covid in

2020 and 2021 and 2022, the Board meetings have been conducted by Zoom meetings with access links added to our website so the public can attend.

SERVICE STANDARD

A. Vehicle Load Standard: Low Floor / Cutaway Local & Commuter Buses

The average of all loads during the peak operating period should not exceed vehicles' achievable capacities. ~~Our~~ The low floor Gillig buses have a capacity of 44 passengers, 26 seated and 19 standing, for a maximum load factor of 1.7. The 38' long low floor Gillig bus has a load capacity of 50 passengers, 29 seated and 21 standing; also, with a maximum load factor of 1.7. The 30' cutaway has a load capacity of 30 passengers, all seated. The 28' cutaway has a load capacity of 27 passengers, all seated.

Vehicle Headway Standard:

1. Long Beach Peninsula Area Local Bus:

Service operates on average 2 hours in the early morning; $\frac{3}{4}$ hours mid-morning to early afternoon; 1 hour in the afternoon; $\frac{1}{2}$ hour in the late afternoon; and 1 hour in the evening Monday through Friday. On weekends an average of 1 $\frac{1}{4}$ hour for a whole day. On weekdays, our service begins at 5:30 am and runs till 7:15 pm. On weekends, our service begins at 9:10am and runs till 6:00 pm.

2. Raymond-South Bend Area Local Bus:

Service operates on average 2 hours in the early morning; $\frac{1}{2}$ hour mid-morning to early afternoon; $\frac{1}{2}$ hour in the afternoon; $\frac{3}{4}$ hour in the late afternoon; and 1 hour in the evening Monday through Friday. On weekends an average of 1 hour for an entire day. On weekdays, the service begins at 5:50 am and runs till 7:00 pm. On weekends, the service begins at 10:00 am and runs till 5:30 pm.

3. Commuter Buses:

Raymond to Aberdeen commuter service operates 5 runs per day, Monday through Friday with 3 hours between first, second and third run; and 1 $\frac{1}{2}$ hours between the third, fourth and fifth runs. Service begins at 6:20 am with the last run at 4:40 pm from Raymond. Saturday, the Raymond to Aberdeen commuter service operates 2 times per day with 5 $\frac{1}{2}$ hours between the first and second run. The first run is at 11:00am, with the second at 4:30pm.

Ilwaco to Astoria commuter service operates 4 runs per day, Monday through Friday with 2 $\frac{1}{2}$ hours between first and second run, 5 hours between second and third run, and 1 $\frac{3}{4}$ hours between the third and fourth run. Service begins at 6:50 am with the last run at 4:10 pm from Ilwaco. Astoria to Ilwaco differs in that there is 2 $\frac{1}{2}$ hours between the third and fourth run, the last run being 5:20pm from Astoria.

South Bend to Ilwaco commuter service operates 4 runs per day, Monday through Friday with 3 hours between the first and second runs: and 5 hours between the ~~two from Ilwaco to South Bend~~ second and third runs, and ½ hour between the third and fourth runs. The first run is at 7:55am, the last at 4:30pm. Ilwaco to South Bend differs in that there is 1 ½ hours between the first and the second run, 3 hours between the second and third runs, and 2 1/2 hours between the third and fourth runs. The first run starts at 8:00am, the last being 4:10pm. Saturday, the South Bend to Ilwaco commuter service operates 2 times per day with 5 ½ hours between runs. The first is at 11:00am, the second being 4:30pm.

Raymond to Tokeland shuttle/commuter service operates 4 runs per day Monday through Saturday. There is 1 ¾ hours between the first and second runs, 3 ¼ hours between the second and third runs, with 1 ¾ hours between the third and fourth runs. The first run starts at 9:00am, the last being 3:40pm.

B. On-Time Performance Standard:

A bus is considered on time if it leaves no later than 5 minutes from a scheduled timepoint. Pacific Transit System's buses have a rate of 93% on-time completion on all their routes.

C. Service Availability Standard:

Pacific Transit System will distribute transportation services to 85% of Pacific County residents that are within a ¼ mile walk of the bus routes. Residents outside of the ¼ mile radius within the Raymond-South Bend area and the Long Beach Peninsula area have the option of a Dial-A-Ride pickup and delivery to the bus routes.

VEHICLE ASSIGNMENT POLICY

Pacific Transit System's buses are assigned to two facilities, the Raymond Facility, or the Seaview Facility. Pacific Transit System provides 6 out of 6 11 fixed bus/shuttle service routes with low floor 26 and 29 passenger ramp buses. The remaining routes are provided with two full-size cutaway buses, at 27 and 29 passengers each, and one smaller 16 passenger cutaway. One 9 passenger van and a 12 passenger cutaway is utilized on the fixed shuttle routes. The ~~four~~ seven alternate buses are comprised of five low floor 26 passenger buses and two small 9 and 12 passenger cutaways.

Three low floor ramp buses, a full-size cutaway bus, two small cutaways, and a passenger van are stationed at the Raymond facility. The other seven low floor ramp buses plus the 27-passenger cutaway and 9 passenger cutaway are stationed at the Seaview Facility. The ramp buses and the full-size cutaways are 29 feet in length. One low floor ramp bus is 38 feet in length. All the low-floor ramp buses are equipped with air conditioning.

TRANSIT AMENITIES

Pacific Transit System has 16 transit shelters in the most populated areas along the Long Beach peninsula route and certain locations of busy businesses. The Raymond-South Bend route has

6 transit shelters within the two cities based upon a general location for the passengers to walk to and at the local hospital/ doctors' offices. One shelter is installed in the outlying area of Naselle.

Each shelter is equipped with schedules and warnings of route changes and/or detours. Most shelters are equipped with a seat. There are garbage receptacles at the main stops or route transfer shelters.

TITLE VI COMPLAINT PROCEDURES

What is Title VI of the Civil Rights Act of 1964?

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.

Pacific Transit System 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 4702.1B. If you believe you have been subjected to discrimination under Title VI, you may file a complaint.

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 telephone number(s)
- 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.

The complaint may be filed in writing to Pacific Transit System at the following address:

Pacific Transit System
Title VI Coordinator
308 Commercial Street Raymond, WA 98577-2406
Or fax to 360-942-3193

All complaints must be signed and written. The complaint should include the following information:
The complainant's name, mailing address, and telephone number(s)

Complaints or concerns shall be assigned to the Title VI Coordinator for investigation and follow-up. Investigation and follow-up may include staff responsible for service development or other appropriate departments, depending on the nature of the complaint. Both the complaint and the investigation process will be handled in a confidential manner.

A written response containing the investigations findings and/or corrections will be drafted within (30) days of the complaint's origination. This response may be subject to review by the Pacific Transit

System's attorney. If appropriate, Pacific Transit System's attorney may administratively close the complaint. In this case, Pacific Transit System will notify the complainant of the action as soon as possible.

Pacific Transit System will send the final written response to the complainant and advise the complainant of his or her right to appeal within seven (7) calendar days of receipt of the final written decision from Pacific Transit System.

All communications between Pacific Transit System and the complainant or vice versa, will be documented and retained for a period of 6 years.

All Title VI complaints received and investigated will be duly reported by Pacific Transit System to WSDOT.

NOTE: Pacific Transit System 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 fax, 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 my complaint after it is submitted to Pacific Transit System?

All complaints alleging discrimination based on race, color, or national origin in a service or benefit provided by Pacific Transit System will be directly addressed by Pacific Transit System, and shall also provide appropriate assistance to complainants, including those persons with disabilities, or who are limited in their ability to communicate in English. Additionally, Pacific Transit System shall make every effort to address all complaints in an expeditious and thorough manner.

In instances where additional information is needed for the investigation of the complaint, Pacific Transit System 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 Pacific Transit System, a written response will be drafted subject to review by the Pacific Transit System's attorney. If appropriate, Pacific Transit System's attorney may administratively close the complaint. In this case, Pacific Transit System will notify the complainant of the action as soon as possible.

Every effort will be made to respond to Title VI complaints within 60 working days of receipt of such complaints.

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

Pacific Transit System will send a final written response to the complainant and advise the complainant of his or her right to (a) appeal within seven (7) calendar days of receipt of the final written decision

from Pacific Transit System; and/or (b) file a complaint externally with the U.S. Department of Transportation and/or the Federal Transit Administration.

If the complainant is not satisfied with the outcome of the complaint, they have the right to file a complaint or lawsuit with one of the following organizations:

Washington State Department
of Transportation
Public Transportation Division
Attn: Title VI Coordinator
P.O. Box 47387
Olympia, WA 98504-7387

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

U.S. Department of Justice
Civil Rights Division
Coordination and Review
Section – NWB
950 Pennsylvania Avenue, NW
Washington, DC 20530-0001

RECORD OF TITLE VI INVESTIGATIONS, COMPLAINTS OR LAWSUITS

Pacific Transit System has incurred four (4) Title VI Complaints, all by the same person. When Pacific Transit System receives a complaint, FTA requires that all complaints are tracked with the following required information:

- Type of complaint, investigation, or lawsuit
- Date of complaint, investigation, or lawsuit
- A summary of allegation(s)
- The status of the complaint, investigation, or lawsuit
- Actions taken in response to the complaint, investigation, or lawsuit
- The Complaints are noted on Page 10 and 11 of this Title VI Policy

Information was tracked until the complaint had been closed. The records will then be stored in accordance with state and federal record retention statutes. Information tracked shall be reported to WSDOT, as grantor of the funds, per requirements in the WSDOT “Guide to Managing Your Public Transportation Grants”

Revised 04-24-2024
Revised 10-31-2023
Revised 05-19-2022
Revised 01-11-2018
Revised 07-10-2014
Revised 01-17-2013
Adopted 10-14-2010



TITLE VI COMPLAINT FORM

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

Pacific Transit System
Title VI Coordinator
308 Commercial Street
Raymond, WA 98577-2406
Phone: 425-677-9537
Fax 360-942-3193

Please print clearly:

Name: _____

Mailing Address: _____

City, State, Zip Code: _____

Telephone Number: _____ (home) _____ (cell) _____ (message)

Person discriminated against: _____

(If different than above)

Mailing Address of person discriminated against: _____

City, State, Zip Code: _____

Please indicate why you believe the discrimination occurred:

_____ race

_____ national origin

_____ color

What was the date and time of the alleged discrimination? _____

Where did the alleged discrimination take place? _____

Driver's name (if known): _____

Please describe the circumstances as you saw it:

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

_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

What type of corrective action would you like to see taken?

Please attach any documents you have that support the allegation. Then date and sign this form and send it to the Title VI Coordinator at the address listed on page 1 of this document.

Your signature

Printed name

Date



TÍTULO VI FORMULARIO DE RECLAMACIÓN

Adoptivo 9-12-22

El Título VI de la Ley de Derechos Civiles de 1964 requiere que "Ninguna persona en los Estados Unidos, por motivos de raza, color u origen nacional, será excluida de la participación, se le negarán los beneficios o estará sujeta a discriminación bajo cualquier programa o actividad que reciba asistencia financiera federal". Si siente que ha sido discriminado en los servicios de tránsito, proporcione la siguiente información para ayudarnos a procesar su queja y envíela a:

Sistema de Tránsito del Pacífico
Coordinador del Título VI 308 Commercial
Street Raymond, WA 98577 Teléfono: (360)
875-9418 Fax: (360) 942-3193

Por favor, imprima claramente:

Nombre: _____

Dirección postal: _____

Ciudad, Estado, Código Postal: _____

Número de teléfono: _____ (casa) _____ (celular) _____ (mensaje)

Persona discriminada: _____

(Si es diferente de arriba)

Dirección postal de la persona discriminada: _____

Ciudad, Estado, Código Postal: _____

Por favor, indique por qué cree que se produjo la discriminación:

_____ raza

_____ origen nacional

_____ color

¿Cuál fue la fecha y hora de la presunta discriminación? _____

¿Dónde tuvo lugar la presunta discriminación? _____

Nombre del conductor (si se conoce): _____

Por favor, describa las circunstancias tal como las vio:

Por favor, enumere todos y cada uno de los nombres y números de teléfono de los testigos:

_____	_____
_____	_____
_____	_____
_____	_____

¿Qué tipo de acción correctiva le gustaría que se tomara? _____

Luego fecha y firma este formulario y envíalo al Coordinador del Título VI del Sistema de Tránsito del Pacífico 216 N 2nd Street Raymond, WA 98577.

Su firma

Imprimir nombre

Fecha



**BEFORE THE AUTHORITY
OF PACIFIC TRANSIT SYSTEM**

**IN THE MATTER OF
AMENDING THE
TITLE VI PLAN &
COMPAINT PROCEDURE
POLICY**

}
}
}
}
}

RESOLUTION NO. 24-04

WHEREAS, PACIFIC TRANSIT SYSTEM has a current Title VI Plan & Complaint Procedure Policy that discriminates against the bases of race, color, and national origin in programs and activities receiving Federal financial assistance with original effective date of July 21, 2022; and

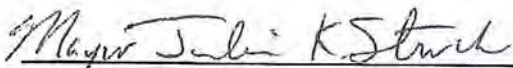
WHEREAS, the Department of Transportation requires to update the Title VI Plan every three years;

WHEREAS, the attached updated Title VI Plan & Complaint Procedure Policy reflects these new changes; therefore

BE IT RESOLVED that upon review of the attached updated Title VI Plan & Complaint Procedure Policy, is hereby approved and adopted.

BE IT FURTHER RESOLVED that Resolution 22-03 is hereby rescinded.

APPROVED AND ADOPTED THIS 16th DAY OF MAY 2024


BOARD CHAIRMAN
Mayor Julie Struck


RECORDING SECRETARY

MEMBERS:

- Comm. David Tobin
- Comm. Jerry Doyle
- Comm. Lisa Olsen

- Mayor Sue Svendsen
- Mayor Dee Roberts
- Mayor Mike Cassinelli

**PACIFIC TRANSIT SYSTEM
216 2ND STREET, RAYMOND, WA 98577**

RAYMOND-SOUTH BEND AREA (360) 875-9418
PENINSULA AREA (360) 642-9418
NASALLE AREA (360) 484-7418
TELECOMM. RELAY SERVICE 1-800-833-6384