



# **ATS Trans LLC**

**Title VI Plan April 2021**

**1/03/2023**

ATS Trans dba Around the Sound/TransPro will work with passengers, facilities and programs responsible for planning, coordinating, developing, and implementing transportation options for residents in the Puget Sound Area who have no or limited access to public transportation services, or the available service does not meet their needs. This includes providing informational outreach and education. But above all we will provide quality transportation services.

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. ATS is committed to ensuring that no person is excluded from participation in or denied the benefits of its transportation 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.

## Authorities

Title VI of the Civil Rights Act of 1964, 42 U.S.C

Federal Transit Laws, Title 49, United States Code, Chapter

53 49 CFR 1.51

49 CFR part 21

28 CFR 42.401

## ATS Trans Title VI

**Notification:** Attached is the notification that ATS has adopted:

1. Title VI plan for this Notification Notifications will be posted in the local newspaper as a legal announcement. Notifying the public of our plan and opening it for comment. (see Exhibit 1) for a sample notification.



Exhibit 1.pdf

2. Additionally, we will post in \_\_\_\_\_ each vehicle to include buses and supervisors' vehicles notifications that we are Title VI compliant and direct folks to our website for access to the plan and to submit a comment or complaint in the event a person was discriminated against. See announcement (Sample 1, below) directing users to our website to access Title VI.
3. Drivers will be trained to share information about Title VI and share with individuals how to obtain a copy of the plan and how to submit a comment or complaint about discrimination.

The purpose of the notification is making the plan available and to allow ATS to receive public input.



ATS Trans LLC

### Title VI Plan

ATS Trans LLC. does not discriminate based on race, color, national origin, or sexual preference in accordance with Title VI, Civil Rights Act of 1964.

To review ATS Trans' Title VI Plan, please visit our home page at [ATSTrans.org](http://ATSTrans.org) or by scanning the QR code below.



## Complaint Process

### Process a Complaint

By navigating to the ATS home page at [atstrans.org](http://atstrans.org) you will be able to access the feedback tab where we invite your feedback, compliments-complaints-concerns, we especially want to know of any instances you believe you may have experienced discrimination. Please choose the appropriate service (ATS, Beyond the Borders BtB, or Rural Transit (RT) or other services as we continue to grow and more and more providers are added to the list of contracts. If you do not want to access the website you may submit a complaint by mailing to:

ATS Title VI Coordinator/President/CEO  
2220 South Tacoma Way,  
Tacoma WA  
98409

You may file a signed email, written complaint up to one hundred and eighty (180) days from the date the complainant became aware of the incident. The complaint will require 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 you deem significant.

Instructions to file a complaint or a comment form available at the ATStrans.org home page. For your convenience the Policy will be available here and the complaint processed will be posted in several languages to include;



Exhibit 2  
English.pdf



Exhibit 3  
Korean.pdf



Exhibit 4  
Vietnamese.pdf



Exhibit 5  
Spanish.pdf



Exhibit 6  
Russian.pdf

The complaint can also be filed by a written statement mailed to:

ATS Title VI Officer at the following address:

Attention President/CEO  
ATS Trans  
2220 S Tacoma Way  
Tacoma, WA 98409

253 858 7088 ext. 215

What happens after your complaint is submitted?

All complaints alleging discrimination based on race, color or national origin or sexual persuasion are important that we be informed so we can address any occurrences of discrimination. We specifically,

want you, to know the benefit provided by ATS transportation programs will be directly addressed by the ATS Trans Title VI Officer. The ATS Title VI Officer shall also provide appropriate assistance to complainants, including those persons with disabilities, or who are limited in their ability to communicate in English. Additionally, ATS shall make every effort to address all occurrences of discrimination in an expeditious and thorough manner. A copy of the Complaint form is attached in each of the four languages identified in the LEP analysis.

In instances where additional information is needed for investigation of the complaint, staff will contact you for details. Once sufficient information for investigating the complaint is received it will be thoroughly examined by the ATS Title VI Officer. If the complaint relates to one of our contracts such as Pierce County Beyond the Borders or Thurston County Rural Transit the concern will be forwarded to the proper agency with jurisdiction for this concern.

**How you will be notified of the outcome of your complaint:** ATS will respond to your complaint by informing you the complaint has been received and its status. However, a record will be forwarded clearly stating the complaint has been received and is being processed.

ATS will provide you with the results of the complaint you submitted and will advise you (complainant) of your right to appeal and/or file a complaint externally with the U.S. Department of Transportation and/or the Federal Transit Administration. Every effort will be made to respond to Title VI complaints within 60 calendar days of receipt of the complaint, if not sooner.

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

Washington State Department of Transportation (WSDOT)  
Public Transportation Division  
Attn: Title VI Coordinator  
PO Box 47387  
Olympia, WA 98504-7387

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

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

### **Investigations, Complaints or Lawsuits**

ATS will track and report any complaints received and report them to WSDOT on a quarterly basis. In addition, ATS will track all reports or any complaints that develop into investigations or lawsuits.

The information collected and reported includes, but is not limited to:

- Date of the complaint, investigation, or lawsuit filing;
- A summary of the allegations;
- The status of the complaint, investigation, or lawsuit filing;
- Actions taken by ATS Trans and
- Actions taken by other organizations to whom the complaint, investigation or lawsuit were forwarded to.

All documents will be retained for six years past the receipt of the completion of the complaint investigation. All documents will be retained for 6 (six) years after the contract is terminated.

### **Limited English Proficiency (LEP) Plan/Language Assistance Plan**

#### 1. PURPOSE

ATS Trans is committed to breaking down language barriers by implementing standards of language assistance across our 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 of denials of service. 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.

#### 2. FOUR FACTOR ANALYSIS

- *Factor 1 – Number of LEP populations in the Service Area*

ATS Transportation Programs serve the Puget Sound Area whose residents are largely English speaking. The most common Limited English Proficiency (LEP) languages according to <https://www.LEP.gov> are:

Spanish (38.5%),

Korean (14.65%), and

Russian (6.4%).

Spanish is the largest single-language spoken in LEP households.

*Factor 2 – Frequency that LEP individuals come in contact with programs*

All customer contact with ATS Transportation Programs is via telephone or email, or by boarding a transit vehicle and communicating with the driver.

- *Factor 3 – Importance of programs to LEP persons*

The importance of ATS Transportation Programs to LEP persons is generally considered equivalent or higher to other populations who access transportation services. LEP populations

find it more difficult to receive information, services, and benefits in a timely and relevant manner, therefore ensuring materials are translated in the most needed languages will provide more transportation opportunities to clients.

- *Factor 4 – Resources available to LEP recipients and costs*

Spanish speaking representatives are generally available by phone for program information and trip reservations, but when an interpreter is not available in house, services are available via a contract with Cross Cultural Communications.

There is no cost to the customer for any interpretation request.

## IMPLEMENTATION PLAN

ATS has implemented its LEP/Language Assistance Plan and will review it annually, including contacts with LEP persons to determine the frequency of contacts, the language used, and how the contacts were handled. Our investigation of the LEP indicates that only a few languages make up more than 5% of the population so excluding English, ATS has five languages in the Pierce County service area that will be translated into Korean, Spanish, Vietnamese, and Russian, as shown on the ATS website, and all announcements will describe how to access the feedback page to provide access to the most common languages. Exhibit 2 shows the complaint form in English and Exhibit 5 shows the complaint form in Spanish.

### **The implementation plan is as follows:**

- ATS has worked with Pierce County to identify LEP persons in the service area by: Checking census tract records to analyze the percentage of the population who need language services.
- ATS will track requests for translation services, including information about the frequency of LEP contacts, the language used and how the request was handled. We will reach out to 211 to better validate the LEP.
- ATS will maintain the Google feature to translate information in the appropriate language on its website.
- ATS will engage Resources to access the contract with an interpreter and to provide access to telephonic interpreter services such as with Cross Cultural Communications.

## NOTIFYING BENEFICIARIES OF THEIR RIGHTS UNDER TITLE VI

In order to comply with 49CFR 21.9(d), ATS transportation program must provide information to beneficiaries regarding their Title VI obligations and inform beneficiaries of the protections against discrimination given to them by Title VI.

The ATS Title VI Notice to the Public is available on the transportation program website [www.atstrans.org](http://www.atstrans.org). This information will also be added to all brochures and outreach material as updates are made and existing supplies are depleted.

## TRAINING

All appropriate staff will be trained to share information on how to access translation services to help LEP individuals. Staff will be taught how to forward calls to the appropriate language or to a translator that can identify the language and make it accessible to all individuals. The training will include tools to identify the language and tools to help find the appropriate solution for the person wanting to submit a comment relating to Title VI.

## **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 ATS transportation programs.

ATS has engaged the public in its planning and decision-making plans as well as continuing marketing and outreach activities to always being watching indicators to evolve our plan as the community needs change. ATS has developed a Plan that address the goals and objectives for public participation as outlined below:

### **Mobility Management**

ATS staff work directly with the Pierce County Coordinated Transportation Coalition (PCCTC) through bi-monthly meetings. The PCCTC is committed to identifying needs and gaps in Pierce County. We include seniors, LEP, persons with disabilities, persons with low incomes, and youth 12-17 engages with all members of the community to provide information about transportation options and learning about unmet needs. The PCCTC is also represented at community events job fairs, festivals, and other places where the public congregates to ensure reaching the most people possible.

### **Public Meetings**

ATS seeks and invites participation from minority and low- income populations during public outreach events and by ensuring that informational materials are distributed in a variety of locales where these populations can easily access them. By including outreach and participation at the PCCTC where the local mobility Coalition t is staffed is an excellent way to reach out to minority populations.

Public meeting schedules and agendas for the PCCTC are posted on the Pierce County Website <https://www.piercecountywa.gov/4347/Pierce-County-Coordinated-Transp-Coalition> and are advertised via an email distribution list prior to the meeting date. Social media is also employed to reach a larger audience to increase attendance. While in-person meetings may be suspended or offered via online meeting platforms such as Zoom or Teams will be employed to ensure community access and participation.

Monthly meetings are held in conjunction with the TRPC Thurston County Regional Planning Council to allow for public participation by inviting the public to the meeting held the fourth Tuesday of the month.

### **Customer Comment/Complaint Process**

Customers may submit a comment or complaint on the ATS website, by sending a message or calling one of the Title VI administrators or by using the Public comment cards which are stocked on all contractor vehicles for riders to return to the driver or mail to the office. Please see Exhibits 2 through 6 to view sampled complaint forms.

## **Transportation related Title VI Investigations**

ATS Trans has never received a complaint related to Title VI discrimination neither verbally or in writing. In the event we receive these in the process these will be reported as required to WSDOT, the appropriate service provider and each complaint will be fully investigated.

## **SERVICE STANDARDS**

### **Fixed Route Operations**

**Headway** ATS trans will insure all fixed route services operate at a minimum of 60-minute headways unless mutually agreed upon by the contracting agency. Sixty-minute headway provides reliable consistent transportation for the user.

**On-Time Performance** ATS will operate fixed route services at a standard of 98% or better. Achieving a 98% OTP allows the system to operate reliably and on schedule. Issues that can affect transportation in rural areas is weather, traffic and accidents.

**Vehicle Assignments** Vehicles will be assigned based on historical demand as a minimum and will be modified as the vehicle routes demonstrate the need for larger vehicles. Currently the fleet can serve the local service areas based on vehicles with a capacity of 10 ambulatory and 2 WC positions. Every four years ATS will submit capital grants to acquire the right sized vehicles for the service.

**Transit Amenities** Vehicles will always be purchased to include amenities to include two wc/scooter locations with proper securement devices to insure service is properly provided to the passengers. Vehicles will be equipped with Bike racks and with two-way cameras and safety stanchions to insure passengers are safely transported.

**Service Availability** ATS will assure services are provided consistently in the service area as approved by BTB generally from 7:00a m to 6:00 Monday thru Friday. Other services provided by ATS will be available as needed based on individual requests and negotiated with dispatch.

### **Demand Responsive Services**

**Availability** Demand response service will generally be available seven days of the week, Monday through Saturday with advance reservations on Sundays. Th eservice will operate generally from 6:00 am to 12:00 midnight on weekdays and as negotiate in advance on Saturday and Sundays.

**Locations** ATS will serve all areas as negotiated with the customer, our general service areas for all of Pierce, King, Thurston and Kitsap Counties. We do not limit access to any service area in the communities we serve.

### **Ratification**

ATS board of Directors voted to ratify and accept the ATS Title VI Plan (Attachment A). The board recognizes that changes will result as the environment evolves and we will continually look at the



methods to improve our plan to allow for the greatest participation in the event a discrimination claim should be filed.



Attachment A  
Ratification of Title