



# **The Greater Attleboro Taunton Regional Transit Authority**

## **2021 Title VI Program**

Prepared by  
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## **The Greater Attleboro-Taunton Regional Transit Authority (GATRA) 2021 Title VI Program Update**

GATRA's 2021 Title VI Program Update complies with FTA Circular 4702.1B, Title VI Requirements and Guidelines for Federal Transit Administration Recipients, dated October 1, 2012.

### **About GATRA**

The Greater Attleboro-Taunton Regional Transit Authority (GATRA) was created in December 1976, pursuant to the provisions of Chapter 161B of the Massachusetts General Laws of the Acts of 1973.

The Authority is given general responsibility to develop, finance, and contract for the operation of mass transportation facilities and services within its territory. The territorial area of the Authority consists of the Cities of Attleboro and Taunton, and the Towns of Bellingham, Berkley, Carver, Dighton, Duxbury, Foxborough, Franklin, Hanover, Kingston, Lakeville, Mansfield, Marshfield, Medway, Middleboro, Norfolk, North Attleboro, Norton, Pembroke, Plainville, Plymouth, Raynham, Rehoboth, Scituate, Seekonk, Wareham, and Wrentham.

The day-to-day affairs of the Authority are managed by an Administrator who is appointed by the Advisory Board. The Advisory Board consists of the Mayors of the Cities of Attleboro and Taunton and the Chairman, or their designees, of the Boards of Selectmen of member towns.

GATRA oversees operations of demand response services in all of its twenty-eight communities and thirty-four fixed route bus services in the communities of Attleboro, Bellingham, Duxbury, Fairhaven, Franklin, Kingston, Mansfield, Marion, Marshfield, Mattapoisett, Medway, Middleboro, New Bedford, Norfolk, North Attleboro, Norton, Pembroke, Plainville, Plymouth, Raynham, Scituate, Seekonk, Taunton, and Wareham.

All GATRA vehicles are wheelchair accessible and comply with the Americans with Disabilities Act (ADA). GATRA offers a number of services to assist customers in becoming more transportation independent.

## **GENERAL REQUIREMENTS**

### **GATRA Title VI Policy Statement**

It is the policy of GATRA to assure that no person shall, on the grounds of race, color, or national origin, as provided by Title VI of the Civil Rights Act of 1964, be excluded from participation in, be denied benefits of, or otherwise be discriminated against under any of its federally funded programs and activities.

### **Annual Title VI Certification and Assurance**

The most recent date of GATRA's signed Annual Certifications and Assurances is February 2018.

### **Notice to Beneficiaries of Title VI Rights and Title VI Complaint Procedures**

The Notice of Title VI Rights (see below) states that GATRA complies with Title VI and provides instructions to the public on how to file a discrimination complaint. This notice is posted on the buses and at the Taunton Terminal in English, Spanish and Portuguese. It is also on the GATRA website. The Title VI Complaint Procedure notes that the GATRA Customer Service Department will maintain a log of all complaints received.

## **Notice to GATRA Customers of Their Rights Under Title VI**

It is the policy of GATRA to assure that no person shall, on the grounds of race, color, and national origin, as provided by Title VI of the Civil Rights Act of 1964, be excluded from participation in, be denied benefits of, or otherwise be discriminated against under any of its federally funded programs and activities.

Any person, who believes his/her Title VI protection has been violated, may file a complaint with GATRA's Customer Service Department. For Title VI complaints, please call Joanne LaFerrara, Director of Customer Relations at (508) 823-8828.

## **Greater Attleboro Taunton Regional Transit Authority Title VI Complaint Procedure**

Any person who believes that he or she, or any specific class of persons, has been subjected to discrimination or retaliation based on race, color or national origin prohibited by the Title VI section of the Civil Rights Act of 1964 may file a complaint with the Greater Attleboro Taunton Regional Transit Authority (GATRA), 10 Oak Street, 2<sup>nd</sup> Floor, Taunton, MA 02780 Attn: Francis Gay, Administrator. The complainant may also file complaints with the Federal Transit Administration if so desired. Such complaints must be filed within 180 calendar days after the date the person believes the discrimination occurred.

Verbal and non-written complaints received by GATRA shall be resolved informally by GATRA's Customer Service Department.

The GATRA Customer Service Department will maintain a log of all verbal and non-written complaints received. The log will include the following information:

- Name of Complainant.
- Basis of Complaint (i.e., race, color, national origin)
- Date alleged discrimination took place
- Date complaint was received by GATRA
- Details about the discrimination that occurred

Complainants, or their representative, may file a written complaint with GATRA at any time within one hundred and eighty (180) days from the date of the alleged discriminatory act.

All written complaints should include the following information:

- Name, address, and phone number of the Complainant
- Name, address, phone number, and relationship of representative to complainant (if applicable)
- Basis of complaint (i.e. race, color, national origin)
- Date alleged discrimination took place
- Details about the discrimination that occurred

When a written complaint is received by the Administrator it will be immediately date stamped and reviewed. Within ten (10) days, GATRA will confirm receipt of the complaint and inform the Complainant of the process.

Within sixty (60) days, should the complaint be found to have merit, GATRA shall start an investigation of the allegation to determine whether there is reason to believe that a failure to comply with Title VI of the Civil Rights Act of 1964 as amended has occurred. In addition, GATRA will provide a written recommendation for action.

Within ninety (90) days, GATRA will notify the Complainant in writing of the final decision reached, including the proposed resolution of the matter. This notification will also advise the Complainant of their right to file a formal complaint with the Federal Transit Administration at the following address:

Civil Rights Officer  
Federal Transit Administration – Region 1  
55 Broadway  
Cambridge, MA 02142

## Greater Attleboro Taunton Regional Transit Authority

### Title VI and Related Statutes Complaint Form

#### Contact Information:

Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_  
Phone: \_\_\_\_\_  
Email: \_\_\_\_\_

#### Discrimination Complaint:

Date of Alleged Incident: \_\_\_\_\_

You believe the  
discrimination was based on  
(mark all that apply):

☐ Race  
☐ Color  
☐ National Origin (Language)  
☐ Age  
☐ Disability

☐ Sex  
☐ Sexual Orientation  
☐ Familial Status  
☐ Religion  
☐ Retaliation  
☐ Other

Please explain your complaint. Include as many specific details as possible such as names, dates, times, route numbers, witnesses, and any other information you feel would be helpful. You may attach any other written material that pertains to your complaint.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

**Record of Title VI Investigations, Complaints and Lawsuits**

GATRA has no active investigations, complaints, or lawsuits alleging discrimination on the basis of race, color, or national origin.

**Monitoring Sub-recipients**

GATRA does not pass funds through to sub-recipients and therefore the requirement to include a “narrative or description of efforts the primary recipient uses to ensure sub-recipients are complying with Title VI” is not applicable.

**Meaningful Access to LEP Persons**

GATRA completed a Language Assistance Plan in February 2021. This Plan outlines steps and procedures to ensure meaningful access to the benefits, services, information, and other important portions of GATRA programs and activities for individuals who are Limited English Proficient (LEP). GATRA’s Language Assistance Plan is found in Appendix A.

**Public Outreach and Involvement Activities**

GATRA strives to maintain an inclusive public participation program for all major service changes (defined as a route change of greater than 25% of the route miles or greater than 25% of route hours), fare changes, and capital improvement projects.

**Public Outreach Techniques:**

- **Public Meetings**

- GATRA will hold a public meeting for any major service change, fare change, and capital improvement project
- Meeting times are chosen based on the availability of transit services and a reasonable attempt to accommodate employment schedules of the regional workforce.
- Meeting locations are selected based on access to public transit routes, meet the requirements of the American with Disabilities Act, and have the capacity to safely accommodate the anticipated attendance.
- Meeting notices are posted at the town hall or city hall and library main branch for the community in which the meeting is being held and in those for which the meeting is relevant.
- Meeting notices are posted on GATRA bus routes relevant to the topic of the meeting and on the GATRA website.
- Meeting notices are posted a minimum of two weeks in advance of the advertised meeting date.
- Notices include a notice of the availability of translation services and the procedure for requesting the services. Language assistance notices are posted in Portuguese and Spanish.

- **Public Comment**

- GATRA accepts public comment via telephone, fax, email, US Postal Service, through its website and Facebook, and verbally during public meetings.
- Comments are accepted in any language and translated by GATRA.



- **GATRA Website**
  - GATRA maintains a website and accepts comments through the website.
  - The website includes a free translation service for all pages and content.
  - All service change, fare change, and capital improvement project documents are available on the website and provide opportunity for public comment through the website.
- **Other Methods**
  - Facebook
  - Press release
  - Press advertisement
  - Radio advertisement
  - Television advertisement
  - Direct Mail
  - Passenger surveys

### **Summary of Public Outreach Efforts**

In addition to its efforts to directly reach the riding public, GATRA coordinates efforts with several complimentary agencies and businesses. GATRA participates in SRPEDD's planning and outreach efforts to identify transportation needs in the Southeastern Massachusetts Metropolitan Planning Organization region as part of the regional transportation plan and coordinated human services transportation plan. GATRA's mobility management department is an extremely active and founding member of the South East Regional Coordinating Council on Transportation which includes representatives from agencies that serve older adults, persons with disabilities, homeless, veterans, low income persons, employment programs, community action programs, higher education, and others.

GATRA is frequently invited to provide information at agencies, career centers, job fairs and other community events. At these events, as well as at planned informational meetings, GATRA coordinates with the organizations to reach out to LEP individuals. GATRA checks with agencies prior to meetings and events to see if any special accommodations are needed including transportation or interpreters. Host organizations are aware of their clients' needs and will have a staff member available to help individuals to understand information presented by GATRA. GATRA has surveyed these agencies to determine the amount of contact they have with LEP populations and their ability to provide translation and interpretation services.

GATRA hosts meetings of the Consumer Advisory Committee which are publicly advertised and open to the public. Meeting notices are posted on GATRA buses, in GATRA terminals, and sent via US Postal Service and emailed to distribution lists comprised of meeting attendees and any person that has contacted GATRA and requested the information. Meeting notices and agendas include a notice of translation services.

### **Analysis of Construction Projects**

There have been no construction projects requiring an EA or EIS since the last Title VI Program submission.

**Non-elected Planning Boards, Advisory Councils, or Committees**

GATRA hosts regular meetings of the GATRA Consumer Advisory Committee. The meetings are open to the public and membership on the committee is voluntary; membership is comprised of riders of both the fixed route and demand response systems. GATRA does not recruit, select, or appoint members to serve on the consumer advisory committee and therefore the requirement to “provide a table depicting the racial breakdown of membership of those committees, and a description of efforts made to encourage the participation of minorities on such committees or councils” does not apply.

**PROGRAM SPECIFIC REQUIREMENTS****Requirement to Set System-Wide Service Policies**

FTA Circular 4702.1B, dated October 1, 2012 states in Chapter IV-4 that recipients “shall adopt quantitative-system-wide service policies to ensure service design and operations practices do not result in discrimination on the basis of race, color, or national origin.”

GATRA’s governing statute is driven by local control on the types of service and amount of service to be provided within that community. Local community characteristics as well as willingness and ability to provide local funding towards services affect the type and level of service provided. Based on that, the Authority has tried to provide the maximum amount of service for the amount which the towns have requested for service.

**Service Type**

Operating in a variety of areas, GATRA services can be categorized as urban fixed route, community fixed route, community circulator, commuter shuttle, intercity connectors, and microtransit. Some services can be categorized as more than one type of service, e.g., the Wareham to Middleborough/Lakeville MBTA train connector that also allows people to make intercommunity trips.

### GATRA Services by Category

Urban Fixed Route	Community Fixed Route	Community Circulator	Commuter Shuttle	Inter -Community	Microtransit
Attleboro Routes	Onset/Wareham Link	Downtown Middleborough Shuttle	Bellingham T Shuttle	Wheaton T Shuttle/Route 140	GATRA Go Coastline
Taunton Routes	Plymouth Area Link	Scituate Sloop	Medway T Shuttle	Marshfield/Duxbury/Kingston	GATRA Go Connect
			Wareham/Middleborough	Wareham/Middleborough	GATRA Go United
			Pembroke Shuttle	Wareham/New Bedford Connection	

### Service Standards:

#### Vehicle Load Standard:

GATRA aims to limit the number of passengers standing while a bus is in operation. GATRA utilizes several vehicles to provide transit services, each with a specified seated and standing capacity. The table below shows the maximum capacity for each transit vehicle type in the GATRA fleet.

Vehicle Type	Passenger Capacities			
	Seated	Standing	Total	Maximum Load Factor
Orion Low Floor	34	15	49	1.4
Orion Low Floor	30	15	45	1.5
Gillig Low Floor	27	14	41	1.5
Gillig Low Floor Hybrid	26	13	39	1.5
Eldorado Passport	24	9	33	1.4
Gillig Low Floor	22	9	31	1.4
IC Transit	22	9	31	1.4
IC HCTC	22	9	31	1.4
Gillig Low Floor	22	9	31	1.4
IC HCCB	22	9	31	1.4
Starcraft Allstar	16	0	16	1.0
Elkhart EC	16	0	16	1.0
Elkhart EC	16	0	16	1.0
Starcraft Allstar	14	0	14	1.0
Starcraft Allstar	12	0	12	1.0
Phoenix Metro	8	0	8	1.0
Starcraft Allstar	8	0	8	1.0

**Vehicle Headway Standard:**

GATRA aims to provide headways that are no greater than one hour as a minimum service standard. All fixed routes within the GATRA service area operate with one-hour headways during weekdays and Saturdays. One route, the SAIL, operates three runs with a 75- minute headway.

**On-time Performance Standard:**

GATRA's on-time performance is defined from zero minutes early to five minutes late, and schedules are designed to accommodate this policy.

**Service Availability Standard:**

GATRA provides fixed route service in communities of varying size, populations, and population densities. Because of the varied community types, GATRA has service availability standards for each of the five service types: urban fixed route, community fixed route, community circulator, commuter shuttle and intercity connectors. All fixed route service operates on a "flag stop" policy which permits passengers to board and exit the bus at any point along the route. Due to the "flag stop" policy, GATRA has few established bus stops; however, the availability of service is determined by the population living within ¼ mile of a fixed route bus route.

Service Type	Percent of Population Served
Urban Fixed Route	64%
Community Fixed Route	49%
Community Circulator	40%
Commuter Shuttle	30%
Inter-Community	37%

GATRA administers demand response services in all of its communities, either through a Council on Aging operator or a private company. All GATRA sponsored paratransit service operates five days a week for seniors, people with disabilities in communities with no fixed routes.

**Distribution of Transit Amenities:**

All fixed route services operate with "flag stops" that allow passengers to board and deboard the bus anywhere along the route where it is safe to do so. Because of the "flag stop" policy, GATRA has few established bus stops. Bus shelters are considered for locations where multiple routes meet or boardings at a location are higher than other locations along the route.

GATRA has limited jurisdiction to install shelters at the locations of their choosing. Shelter locations must first be approved by the property owner that controls the site (site control can generally defined as private ownership, municipal government ownership, or state government ownership), and is also subject to municipal review and approval. GATRA works with host communities and property owners to accommodate the needs of riding public where feasible.

### **Vehicle Assignment**

Vehicle Assignment is based on several factors including usage, vehicle type, road characteristics (street width, congestion, bridge clearance, on-street parking, pavement condition) length of run, length of service day, and distance from a maintenance facility. Newer vehicles may be assigned to drivers with longer shifts and those who work later hours when there is less ability to replace a vehicle experiencing a mechanical problem. Full size buses are used in Taunton and Attleboro; minibuses and smaller buses are used in other communities. GATRA's vehicle replacement schedule is incorporated in the regional Transportation Improvement Program.

### **New Services**

Between the time of the 2018 and the 2021 Title VI program submissions, new services were initiated in GATRA. GATRA has implemented microtransit service in three areas. GATRA's microtransit service is an app based (although calls are also accepted) transit service that uses multi-passenger vehicles to provide same day, on-demand services within a specified area. This type of service provides the opportunity for better coverage in rural areas.

GATRA's first microtransit service began on October 19, 2019. Named GATRA GO Connect, it serves the areas Mansfield, Foxborough, and Plainville. GATRA GO Coastline began on October 5, 2020 and serves South Plymouth. And lastly, GATRA's newest microtransit, GATRA GO United began service on December 15, 2020 and serves the areas of Foxborough, Franklin, Norfolk, and Wrentham.

## Appendix A



# **The Greater Attleboro Taunton Regional Transit Authority**

## **Language Assistance Plan**

February 26, 2021

Prepared by  
Southeastern Regional Planning and Economic Development District  
88 Broadway, Taunton, MA 02780  
Tel: 508-824-1367 [www.srpedd.org](http://www.srpedd.org)

## **Greater Attleboro-Taunton Regional Transit Authority (GATRA) Language Assistance Plan**

GATRA has adopted this Language Assistance Plan in order to comply with its Title VI policy:

“It is the policy of GATRA to assure that no person shall, on the grounds of race, color, or national origin, as provided by Title VI of the Civil Rights Act of 1964, be excluded from participation in, be denied benefits of, or otherwise be discriminated against under any of its federally funded programs and activities.”

With this plan, it is GATRA’s intent to provide meaningful access to persons with limited English proficiency (LEP) consistent with, and without unduly burdening, the fundamental mission of the agency. GATRA shall also work to ensure that its sub-recipients of Federal financial assistance take reasonable steps to ensure access to their LEP individuals and therefore, do not discriminate on the basis of national origin in violation of Title VI of the Civil Rights Act of 1964 and its implementing regulations.

### **STEP 1. IDENTIFICATION of LEP Individuals who need language**

**Assistance based on 4-factor analysis.**

**Factor 1 – Identify the number and proportion of Limited English Proficiency (LEP) persons.**

#### ***Data Sources and Methodology***

Limited English Proficient (LEP) persons are persons whose primary language is not English and who have a limited ability to speak, read, write, or understand English. The 2010-2014 American Community Survey *Table: B16001 - Language Spoken at Home by Ability to Speak English for the Population 5 Years and Over* identifies the ability to speak English among the population. This table is helpful in identifying numbers of persons in GATRA who speak different languages, and identifies 39 possible languages.

GATRA’s 2021 Language Assistance Plan uses the 2010-2014 American Community Survey data to identify languages spoken by community.

#### ***Identification of Language Groups and LEP Persons within GATRA***

According to the 2010-2014 ACS, there are 14,701 individuals identified as “Speaks English Less than Very Well” which represents 2.75% of the total GATRA service area population. Table 1 lists all of the GATRA communities, along with the number and percentage of LEP persons, based on the 2010-2014 ACS. Table 1 shows that the GATRA communities exceeding this percentage of LEP population include Attleboro (5.58%), Bellingham (3.07%), Norfolk (3.27%), Raynham (3.74%), Seekonk (4.34%), Taunton (8.20%).



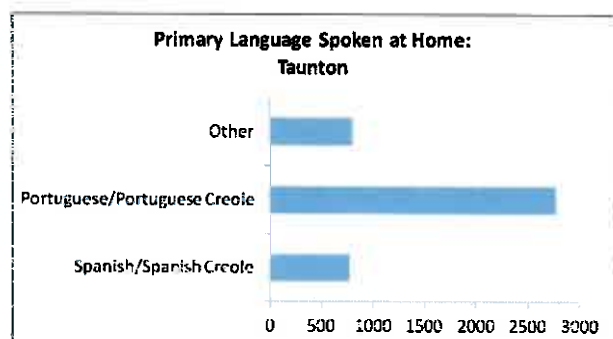
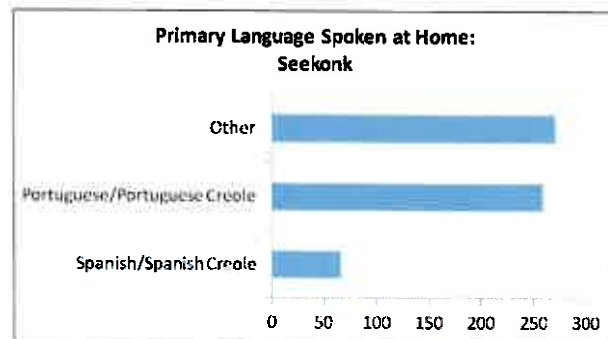
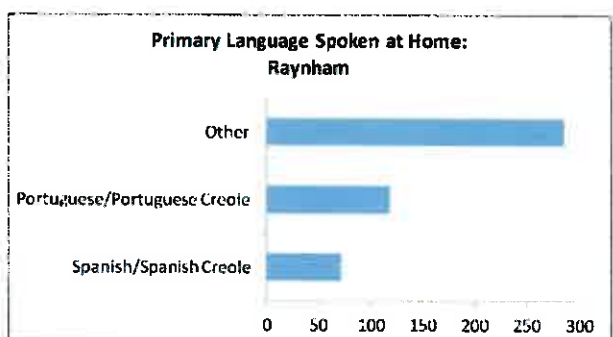
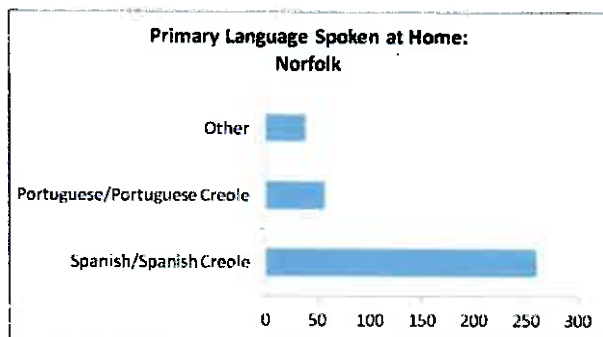
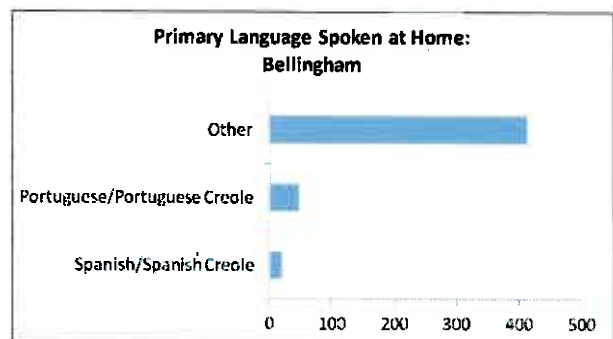
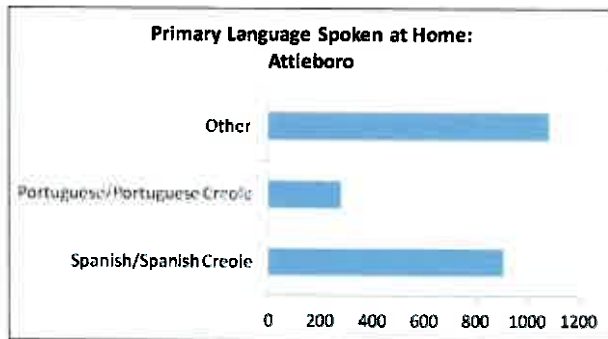
**Table 1: Limited English Proficiency by GATRA Community**

<b>City/Town</b>	<b>Total Population 5+</b>	<b>Total Population Speak English "Not Very Well"</b>	<b>Percent Total Population Speak English "Not Very Well"</b>
Attleboro	40,622	2,268	5.58%
Bellingham	15,523	477	3.07%
Berkley	6,132	16	0.26%
Carver	11,191	76	0.68%
Dighton	6,570	69	1.05%
Duxbury	14,386	27	0.19%
Foxborough	16,289	356	2.19%
Franklin	30,582	583	1.91%
Hanover	13,241	162	1.22%
Kingston	12,278	180	1.47%
Lakeville	10,396	171	1.64%
Mansfield	22,096	512	2.32%
Marshfield	24,051	481	2.00%
Medway	12,068	246	2.04%
Middleborough	22,184	374	1.69%
Norfolk	10,871	355	3.27%
North Attleborough	26,955	326	1.21%
Norton	18,635	366	1.96%
Pembroke	17,024	141	0.83%
Plainville	8,190	54	0.66%
Plymouth	54,733	1,151	2.10%
Raynham	12,690	474	3.74%
Rehoboth	11,252	266	2.36%
Scituate	17,476	230	1.32%
Seekonk	13,730	596	4.34%
Taunton	52,830	4,332	8.20%
Wareham	21,365	355	1.66%
Wrentham	10,636	57	0.54%
<b>TOTAL</b>	<b>533,996</b>	<b>14,701</b>	
<b>GATRA's Regional Average</b>			<b>2.75%</b>

Source: 2010-2014 American Community Survey Table: B16001-Language Spoken at Home by Ability to Speak English for the Population 5 Years and Over

Of the 14,701 persons identified that “Speak English Not Very Well” in GATRA service area, 38% speak Portuguese or Portuguese Creole; 23% speak Spanish or Spanish Creole. At least 31 other languages are spoken in much smaller proportion.

Six communities within the GATRA service area have, as a percent of their populations, more individuals that “Speak English Not Very Well” greater than GATRA’s regional average of 2.75: Attleboro (5.58%), Bellingham (3.07%), Norfolk (5.27%), Raynham (3.74%), Seekonk (4.34%), and Taunton (8.20%). The following charts depict the populations speaking Portuguese or Portuguese Creole and Spanish or Spanish Creole, the two most prevalent languages spoken by those with limited English proficiency.



### ***Safe harbor thresholds***

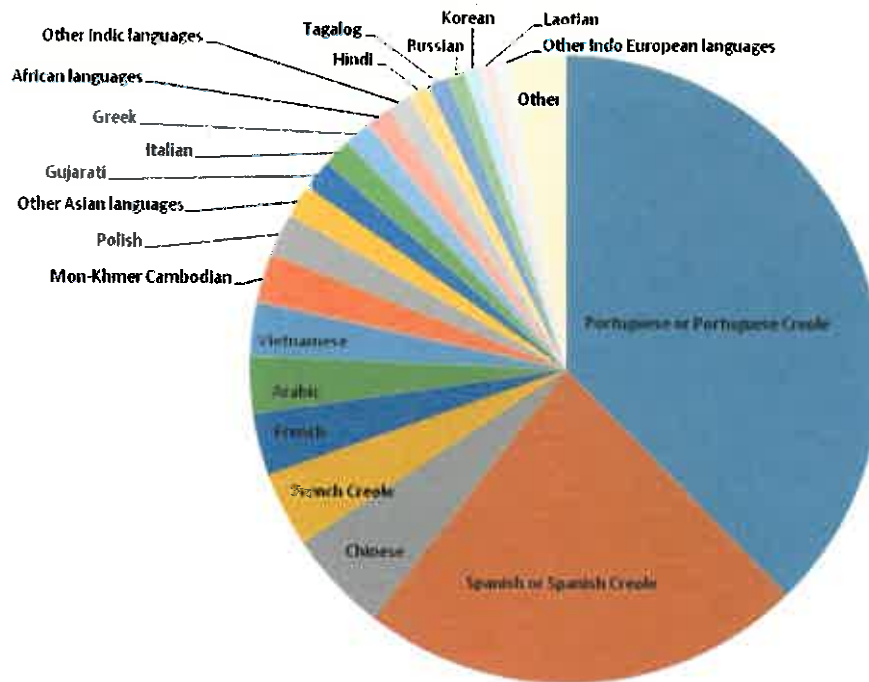
For the purposes of FTA, a "safe harbor," for a recipient to provide strong evidence that it has made reasonable efforts to provide written language assistance, would be to translate vital materials for LEP thresholds of 5% or 1,000 individuals, whichever is less. For GATRA, safe harbor means translating or otherwise allowing meaningful access to the information from all identified vital documents for people who speak Portuguese and Spanish.

GATRA considers the following to be vital documents:

- Applications for senior and ADA demand response service;
- Information on how to ride;
- Title VI notification of rights and complaint procedures/forms;
- Letters of ADA certification;
- Notices of denials or disciplinary action;
- Notice advising LEP individuals of free language assistance services; and,
- Acquisition of property letters.

The following chart identifies the main languages spoken in GATRA by LEP persons. According to the 2010-2014 ACS, there are 5,532 people within the GATRA service area whose primary language is Portuguese or Portuguese Creole and 3,356 people who speak Spanish or Spanish Creole; the two most prevalent languages spoken by those with limited English proficiency. Additional languages include, in order of prevalence: Chinese, French Arabic, Vietnamese, Mon-Khmer Cambodian, Polish, other Asian languages, Gujarati, Italian, Greek, African languages, Other Indic languages, Hindi, Tagalog, Russian, Korean, Loatian, Other Indo European languages; along with twelve other languages spoken in much smaller proportions.

# **Languages Spoken in the GATRA Service Area by those identified as “Speaks English Less Than Very Well”**



	Population that speaks English less than very well	Percent of each specific language that speaks English less than very well
Portuguese or Portuguese Creole	5,532	1.04%
Spanish or Spanish Creole	3,356	0.63%
Chinese	764	0.14%
French Creole	566	0.11%
French	467	0.09%
Arabic	431	0.08%
Vietnamese	406	0.08%
Mon-Khmer Cambodian	372	0.07%
Polish	325	0.06%
Other Asian languages	243	0.05%
Gujarati	231	0.04%
Italian	213	0.04%
Greek	207	0.04%
African languages	191	0.04%
Other Indic languages	183	0.03%
Hindi	156	0.03%
Tagalog	156	0.03%
Russian	133	0.02%
Korean	121	0.02%
Laotian	104	0.02%
Other Indo European languages	103	0.02%
Other (12)	441	0.08%

Source: 2010-2014 American Community Survey Table: B16001-Language Spoken at Home by Ability to Speak English for the Population 5 Years and Over

## Factor 2 – Frequency of contact

Information about frequency of contact is based on interviews with staff and community organizations. Interviews with bus drivers and demand response drivers show very infrequent need to communicate with LEP individuals. The dial-a-ride office also infrequently receives requests for assistance in Portuguese and Spanish, to which they are able to respond in the appropriate language. The GATRA Administrative office receptionist reports fewer than one request per month for either Spanish or Portuguese interpretation assistance. Employees on site are able to help these clients.

Callers are generally seeking information about ADA services or senior fare discounts, seeking general customer service or information, or making a service complaint. The Customer Service Manager reports that she has not encountered a need for language assistance measures while

performing outreach through public meetings and events. Many events are hosted at community organizations that have the capability to provide language assistance services.

The Greater Attleboro Taunton Regional Transit Authority (GATRA) works closely with several community agencies in all of its 28-member communities. Agencies and communities report that they have infrequent contact with Limited English Proficient persons or none at all. Outlined below are the agencies that have some experienced contact with this population.

*Boys and Girls Clubs:* The only club that has ever had a member with this issue was the Taunton Club. The member brought a person with them to help with paperwork and communication. This language was Spanish.

*Career Centers:* In both the career centers of Attleboro and Taunton, they have infrequent exposure to the Limited English Proficient population. They also have staff who are able to communicate in the language needed which is Spanish or Portuguese.

*Schools:* All schools handle LEP students with in house programs and outreach. Taunton and Attleboro High Schools are the schools with the largest LEP populations.

*Councils on Aging:* Most COAs have had few encounters with any of the LEP population. The exceptions are Attleboro, Taunton, Seekonk and Wareham which have had one to three encounters per month. These Councils have a person who can interpret the necessary language which was Spanish or Portuguese; in one case in Wareham the person brought an interpreter because the language was Pakistani.

*Housing Authorities:* The only housing authorities in GATRA that report contact with LEP persons are those located in Taunton and Attleboro. They use on site staff as well as residents to provide translation and interpretation services. GATRA works closely with these Authorities to ensure that all individuals receive meaningful access to transit services.

*Social Service Agencies:* Social service agencies such as the Department of Developmental Services, Mass Rehabilitation Council or Veteran's agencies all have on site or readily available resources to handle any language issue.

*Council of Churches:* Located in Attleboro, this agency provides some counseling and assistance for the homeless. They also provide soup kitchens throughout the city, which are served by GATRA bus service. They do encounter Spanish and Portuguese speaking people on a regular basis. Their needs are met through interpreters they bring with them or some on site volunteers.

### **Factor 3 – Nature/importance of services**

Critical services are identified as access to fixed route and ADA demand response services. Understanding how to ride and access services is of primary importance. For many LEP individuals in the GATRA service area, public transportation is the only way to access jobs, training and services. Outreach to organizations that serve LEP individuals is ongoing to communicate needs.

#### **Factor 4 – Resources available and costs**

GATRA relies as much as possible on existing staff and community organizations to provide language assistance services at no or negligible cost for in-person and telephone contact for LEP individuals. For translating vital documents, GATRA uses the services of American Translation Partners – an agency that is a certified and accredited language interpretation and translation company. Translation charges include the cost of translating, linguistic review, formatting and layout and project management. Translation costs vary by document, depending upon its complexity. The cost of translation of vital documents is approximately \$2,000.

In the past, GATRA had printed three versions of its transit schedules in Attleboro and Taunton (English, Spanish and Portuguese), but it no longer does so because it is cost prohibitive. Schedules for these bus routes display a map with a timetable that is coded by numbered location in an effort to graphically display the necessary information for people who are not able to read English.

As new information needs to be communicated to the public, GATRA will consider how best to convey the information in order to provide meaningful access to the most people with the least cost. Community groups and agencies will assist GATRA in determining what information is needed and how to provide it.

#### **STEP 2. Provide language assistance**

##### **GATRA Website:**

The GATRA website has an automatic language translation page for basic reference. All content contained on the website will be translated into the language chosen by the user.

##### **Public Meetings:**

GATRA holds public hearings for all fare changes and major service changes. Information presented in the notice of public hearings may be translated, depending upon the area affected and whether or not it impacts a significant area of LEP population. Public hearing notices appear in the relevant newspaper, on the GATRA website and are posted on the appropriate transit vehicles.

GATRA maintains an email list of organizations that have contact with LEP populations, including schools, hospitals, radio stations and community groups. All public outreach information will be disseminated to this email list with the purpose of disseminating the information in the appropriate language.

GATRA advertises public meetings on radio stations that broadcast in Portuguese and Spanish which include WJFD 97.3 that broadcasts in Portuguese and WKKB 100.3 that broadcasts in Spanish throughout the GATRA service area. In addition to public hearing notices, public outreach materials may include notices of minor or temporary service changes, weather-related service announcements, emergency and security information, GATRA news and events, or other information.

### **GATRA Staff Translation Capability:**

GATRA has six employees available in the office who have demonstrated that they can communicate or translate information accurately in both English and their other language of Spanish or Portuguese—the LEP languages identified in Taunton and Attleboro. They are also knowledgeable about GATRA's policies and activities. These employees are available for in-person and telephone interpreting. Some drivers are fluent in Spanish, Portuguese and Haitian. If necessary, drivers can radio the base to access in-house interpretation.

### **Translation Services for Other Languages:**

GATRA has contracted with a language translation telephone line for the past ten years. For a nominal fee this 800 number will provide translation services for up to 150 languages. This service is utilized when a language other than Portuguese or Spanish is encountered. GATRA also has a TDD telephone number for people with hearing impairments.

### **Translation of Vital Documents:**

GATRA has translated many of its vital documents into Spanish and Portuguese. Vital documents are documents critical for accessing GATRA services or benefits. GATRA considers the following to be vital documents:

- Applications for senior and ADA demand response service;
- Information on how to ride;
- Title VI notification of rights and complaint procedures/forms;
- Letters of ADA certification;
- Notices of denials or disciplinary action;
- Notice advising LEP individuals of free language assistance services; and,
- Acquisition of property letters.

The notice of free language assistance services will be printed on bus schedules in Taunton and Attleboro. For less frequently encountered languages, GATRA will use contracted translation or interpretation services for vital documents.

### **Outreach to Limited English Populations:**

GATRA coordinates with community-based organizations to reach out to LEP individuals at events and planned informational meetings. Host organizations are aware of their clients' needs and will have a staff member available to help individuals to understand information presented by GATRA. Housing Authorities in Taunton and South Shore communities have qualified staff that is able to provide multi-language explanations of GATRA services, and teach families how to use the transportation system to get to summer camp and other programs.

The Boys & Girls Clubs in various towns are available to provide interpretation to children when needed, and can also provide translation services with advance notice.

DEAF Inc., an agency in Taunton, will provide sign language services when needed for meetings.



This agency can also provide one-on-one interpretation, working with GATRA, to explain the transit system and how to use it.

GATRA is frequently invited to provide information at agencies, career centers, job fairs and other events where most host agencies are able to provide language services if needed. GATRA checks with agencies prior to meetings and events to see if any special accommodations are needed including transportation or interpreters.

### **STEP 3. Train Staff**

The Customer Service Manager currently has the responsibility for coordinating all language assistance services. This position reports directly to the Administrator.

Responsibilities include:

- Contacting staff and operators who have contact with LEP individuals;
- Maintaining a list of internal and external qualified interpreters and translators;
- Making contact with agencies having experience with LEP individuals for feedback about GATRA's effectiveness in ensuring meaningful access for LEP individuals;
- Expanding contacts in the community to find LEP needs;
- Seeking new partners for collaborating to reach and ensure improved access for LEP individuals;
- Monitoring complaints or suggestions from LEP individuals about language assistance services provided; and
- Maintaining a record of language assistance services and their use. (See log sheet in the Appendix.)

### **Contact with LEP Individuals:**

The Customer Service Manager has provided GATRA'S dispatchers and reception personnel with the appropriate procedures when dealing with a LEP individual on the phone. A training PowerPoint has been prepared for drivers, dispatchers and customer service personnel and it will be reviewed by new or existing employees as they take on responsibilities in these areas.

Ascertaining the language required is the first step and once that has been identified our in-house personnel can summon the individual who can communicate with the caller. If that is not possible due to the language, the information for the language translation line is posted in all offices. One phone call and this line will be able to help with many languages.

The same procedures occur when helping a client in person. Drivers are trained to radio the dispatching office when they encounter LEP individuals. Some drivers are fluent in Spanish, Portuguese and Haitian and can communicate directly with passengers who speak these languages. Otherwise, an appropriate staff person is found in house. Passengers are also directed to call the GATRA offices for free language assistance services.

All written documentation is managed through the customer relations manager who contracts with a translation service. Documentation of languages requested is kept for future reference.

#### **STEP 4. Provide notice to LEP individuals**

The notice of free language assistance services is posted publicly in Spanish and Portuguese on GATRA's website, at the Taunton terminal, in the GATRA Administrative office, on the buses, and on CAC agendas. The translated notice is printed on stickers and placed on all applications and letters of acceptance for ADA and Senior demand response services as well as applications for the Statewide access pass. The notice includes the number to call to have the document printed in the language requested. In its outreach with community groups, GATRA informs them about the availability of free language assistance services.

#### **STEP 5. Monitor and update the plan.**

The amount of staff time spent on in-house interpretation services is minimal: requests for translation services are infrequent. GATRA continues to document language assistance requests to determine if the frequency of contact is increasing.

GATRA updates the Language Assistance Plan with the most up to date demographic data provided through the U.S. Census Bureau American Community Survey.

GATRA works regularly within all of its communities to ascertain any barriers to meaningful access of GATRA services and activities for LEP individuals, to provide information to community partners who serve LEP individuals about existing transportation services, and to evaluate the effectiveness of its language assistance services.

GATRA meets regularly with senior and public housing facilities and Councils on Aging across the service area. GATRA meets with many veteran's agents and veteran's service coordinators, providing information on all services.

The data in the plan will be updated every three years and will incorporate any service expansions in order to consider new language assistance needs.

GATRA has very limited resources and proportionally few LEP individuals (2.75% of population). Using available resources in the community and low-cost solutions, GATRA is taking reasonable steps to provide meaningful access to its services for LEP individuals.

## **APPENDIX**

**Checklist for collecting LEP data from staff**

**Sample of translated documents:**

**Notice of Title VI Rights (Spanish)**

**Notice of Title VI Rights (Portuguese)**

**Title VI complaint procedures (Spanish)**

**Title VI complaint procedures (Portuguese)**

**How to Ride Guide (Spanish)**

**How to Ride Guide (Portuguese)**

**Staff Training PowerPoint**

**GATRA Letter to Contractors and Staff – Notification of Title VI Responsibilities**



**GATRA Checklist for Monitoring Frequency of Contact with  
Limited English Proficiency (LEP) Individuals and Language Assistance  
Measures**

Employee Name \_\_\_\_\_

Date and time \_\_\_\_\_

Location \_\_\_\_\_

**Nature of contact (circle)**

☐ Inquiry

☐ Complaint

☐ Other

**Describe nature of contact.**

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**Language needed** \_\_\_\_\_

**Was assistance provided successfully?** \_\_\_\_\_

**How was assistance provided? (describe)**

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**Comments**

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*Notice of Title VI Rights (Spanish)*

**Notificación a los clientes de GATRA  
sobre sus derechos  
bajo el Título VI**

Es la política de GATRA asegurarse que, conforme las disposiciones en el Título VI de la Ley de Derechos Civiles de 1964, ninguna persona sea excluida de participar o se le nieguen los beneficios, o sea discriminado de cualquier otra manera, en razón de su raza, color, o origen nacional en cualquiera de los programas y actividades financiados por el gobierno federal.

Cualquier persona que considere que la protección a la que tiene derecho bajo el Título VI haya sido violada, puede presentar una queja con el Departamento de servicios al cliente de GATRA. Para quejas relacionadas con el Título VI, comuníquese con Joanne LaFerrara, Directora de relaciones con el cliente al teléfono (508) 823-8828.

**Aviso aos clientes da GATRA  
sobre seus  
direitos do Título VI**

É política da GATRA assegurar que nenhuma pessoa, em virtude de raça, cor ou origem nacional, conforme disposto no Título VI da Lei de Direitos Civis de 1964, seja excluída da participação, tenha benefícios negados, nem sofra qualquer outra forma de discriminação em qualquer de seus programas ou atividades custeados por verbas federais.

Qualquer pessoa que achar que seus direitos decorrentes do Título VI tenham sido infringidos poderá protocolar uma queixa junto ao Serviço de Atendimento a Clientes da GATRA. Para reclamações referentes ao Título VI, queira telefonar para Joanne LaFerrara, Diretora de Atendimento a Clientes no número (508) 823-8828.

## *Title VI Complaint Procedures (Spanish)*

### **Autoridad regional de tránsito de Greater Attleboro Taunton Título VI Procedimiento de queja**

Cualquier persona que crea haber sido él, ella o cualquier clase específica de personas, objeto de discriminación o represalias prohibidas por el Título VI de la Ley de Derechos Civiles de 1964 por raza, color u origen nacional, puede radicar una queja ante la Autoridad regional de tránsito de Greater Attleboro Taunton (GATRA), 10 Oak Street, 2<sup>nd</sup> Floor, Taunton, MA 02780 Atención: Francis Gay, Administrador. El reclamante también puede radicar quejas ante la Administración Federal de Tránsito si así lo desea. Dichas quejas se deben presentar dentro de los 180 días calendarios posteriores a la fecha en que la persona crea que ocurrió la discriminación.

El Departamento de servicio al cliente de GATRA resolverá de manera informal las quejas verbales y no escritas que reciba GATRA.

El Departamento de servicio al cliente de GATRA conservará un historial de todas las quejas verbales y no escritas que se reciban. El historial incluirá la siguiente información:

- Nombre de quien presenta la queja.
- Fundamento de la queja (p. ej., raza, color, origen nacional)
- Fecha en que ocurrió la supuesta discriminación
- Fecha en que GATRA recibió la queja
- Detalles acerca de la discriminación que ocurrió

Quienes presentan la queja o sus representantes pueden presentar una queja escrita ante GATRA en cualquier momento dentro de un plazo de ciento ochenta (180) días a partir de la fecha del supuesto acto discriminatorio.

Todas las quejas escritas deben incluir la siguiente información:

- Nombre, dirección y número telefónico del reclamante
- Nombre, dirección, número telefónico y relación del representante del reclamante (si corresponde)
- Fundamento de la queja (p. ej., raza, color, origen nacional)
- Fecha en la que ocurrió la supuesta discriminación
- Detalles acerca de la discriminación que ocurrió

Cuando el Administrador recibe una queja escrita, inmediatamente le pondrá el sello con la fecha y la revisará. En un plazo de diez (10) días, GATRA confirmará el recibo de la queja y le informará al reclamante acerca del proceso.

Dentro de un plazo de sesenta (60) días, en caso de que la queja tenga mérito, GATRA deberá iniciar una investigación de lo expuesto para determinar si hay una razón para creer que tuvo lugar un incumplimiento del Título VI de la Ley de Derechos Civiles de 1964 y sus enmiendas. Además, GATRA recomendará una recomendación de acción por escrito.

En un plazo de noventa (90) días, GATRA informará por escrito al reclamante acerca de la decisión final alcanzada, incluyendo la solución propuesta al asunto. Esta notificación también le informará al reclamante de sus derechos para presentar una queja formal ante la Administración Federal de Tránsito en la dirección siguiente:

Civil Rights Officer  
Federal Transit Administration – Region 1  
55 Broadway  
Cambridge, MA 02142



## Autoridad Regional de Tránsito de Greater Attleboro Taunton Regional Transit

### Formulario de queja Título VI

#### Información Del Contacto:

Nombre: \_\_\_\_\_  
Dirección: \_\_\_\_\_  
Ciudad: \_\_\_\_\_ Estado: \_\_\_\_\_ Código postal: \_\_\_\_\_  
Número de teléfono: \_\_\_\_\_  
Email: \_\_\_\_\_

#### Quejas por Discriminación:

Fecha del suceso incidente \_\_\_\_\_

Usted cree que la  
discriminación se basó en  
(marque todo lo que  
corresponda):

☐ Raza  
☐ Colorear  
☐ Origen Nacional (Idioma)  
☐ Edad  
☐ Discapacidad

☐ Sexo  
☐ Estado Familiar  
☐ Religión  
☐ Represalias  
☐ Otro

Por favor exponga su queja. Incluya tantos detalles específicos como sea posible, como nombres, fechas, horas, números de ruta, testigos y cualquier otra información que crea puede ser útil. Puede adjuntar cualquier otro material escrito concerniente a su queja.

\_\_\_\_\_  
Firma

\_\_\_\_\_  
Fecha

## *Title VI Complaint Procedures (Portuguese)*

### Autoridade Regional de Trânsito da Grande Attleboro Taunton

#### Procedimento de Queixa segundo o Título VI

Toda pessoa, ou categoria de pessoas, que acreditar que tenha sido vítima de discriminação ou retaliação com base em raça, cor ou nacionalidade, proibida pelo Título VI da lei dos Direitos Civis de 1964, pode registrar uma queixa à Autoridade Regional de Trânsito da Grande Attleboro Taunton (GATRA), 10 Oak Street, 2nd Floor, Taunton, MA 02780, aos cuidados de Francis Gay, Administrador. O reclamante pode também registrar a sua queixa à Administração Federal de Trânsito se assim desejar. Essas queixas devem ser registradas dentro do prazo de 180 dias corridos, depois da data em que a pessoa acreditar que o ato de discriminação ocorreu.

As queixas em linguagem verbal e corporal recebidas pela GATRA serão resolvidas informalmente pelo Departamento de Atendimento ao Cliente da GATRA.

O Departamento de Atendimento ao Cliente da GATRA manterá um registro de todas as queixas em linguagem verbal e corporal recebidas. O registro conterá as seguintes informações:

- O nome de reclamante.
- O fundamento da sua queixa (isto é, raça, cor, nacionalidade)
- A data em que ocorreu o suposto ato de discriminação
- A data em que a sua queixa foi recebida pela GATRA
- Detalhes sobre o ato de discriminação

O reclamante, ou o seu representante, pode registrar queixa por escrito à GATRA a qualquer momento dentro do prazo de 180 (cento e oitenta) dias da data da suposta discriminação.

Todas as queixas por escrito devem conter as seguintes informações:

- Nome, endereço, e telefone do reclamante,
- Nome, endereço, telefone e o relacionamento entre o representante e o reclamante (se for o caso)
- O fundamento da queixa (isto é, raça, cor, nacionalidade)
- Data em que ocorreu o suposto ato de discriminação
- Detalhes sobre o ato de discriminação

Ao receber uma queixa por escrito o Administrador a datará imediatamente e a analisará. A GATRA confirmará o recebimento dentro de 10 (dez) dias, informando o processo ao reclamante.

Dentro de 60 (sessenta) dias, se a queixa tiver fundamento, a GATRA iniciará uma investigação para verificar se existem motivos para acreditar que houve violação do Título VI da Lei dos Direitos Civiis de 1964. Além disso, a GATRA fornecerá uma recomendação de ações por escrito.

Dentro de 90 (noventa) dias, a GATRA notificará por escrito ao reclamante da decisão final, incluindo a proposta para a resolução da questão. A notificação também informará ao reclamante do seu direito de registrar uma queixa formal à Administração Federal de Trânsito no seguinte endereço:

Civil Rights Officer  
Federal Transit Administration – Region 1  
55 Broadway  
Cambridge, MA 02142

**Autoridade Regional de Trânsito da Área de Attleboro e Taunton**

**(GATRA)**

**Procedimento de Queixa segundo o Título VI**

**Informações De Contato:**

Nome: \_\_\_\_\_  
Endereço: \_\_\_\_\_  
Cidade: \_\_\_\_\_ Estado: \_\_\_\_\_ Código postal: \_\_\_\_\_  
Telefone: \_\_\_\_\_  
E-mail: \_\_\_\_\_

**Denúncia de Discriminação:**

Data do queixa alegada: \_\_\_\_\_

Você acredita que a  
discriminação foi baseada em  
(marcar todos que se aplicam):

☐ Raça  
☐ Cor  
☐ Origem Nacional (Língua)  
☐ Idade  
☐ Incapacidade

☐ Sexo  
☐ Estado Familiar  
☐ Religião  
☐ Retaliação  
☐ Outro

Explique a sua queixa, incluindo o máximo de detalhes específicos, nomes, data e hora do evento, número da rota, testemunhas e qualquer outra informação que voce acredite poder ser útil. Pode anexar qualquer outra documnetação que pertence a sua queixa.

Assinatura

Data

**Sus lineamientos para viajar en autobuses  
GATRA**

Por favor obedezca estas sugerencias para garantizar que todos tengan un viaje placentero y seguro:

- \* Está prohibido comer y beber durante el viaje en el autobús.
- \* Fumar en el autobús está prohibido por ley.
- \* Se requieren audífonos para los reproductores de música y juegos portátiles.
- \* Los teléfonos celulares deben usarse solamente cuando es realmente necesario.
- \* Carriolas y canastas para víveres deben doblarse y sacarse del pasillo del autobús.
- \* Todos los clientes deben pararse detrás de la línea blanca antes de que el autobús pueda salir de la parada.
- \* Los asientos delanteros están reservados para clientes embarazadas, de edad avanzada y con discapacidades.
- \* Al hablar con otros pasajeros emplee un volumen bajo; el comportamiento estrepitoso y molesto pueden tener como resultado que se le saque del autobús.
- \* GATRA acepta animales guía/de servicio solamente.
- \* Los niños de 6 años de edad o menos deben estar acompañados por un adulto.

Greater Attleboro Taunton Regional Transit Authority  
7 Mill Street, Attleboro, MA 02703 800-483-2500, Ext.  
222 Teléfono para sordos (TDD) 508-824-7439 Visite  
nuestro sitio de Internet [www.gatra.org](http://www.gatra.org)

**Guía de viaje**



**GATRA**

**Guía sencilla para  
viajar en el autobús  
(o 10 pasos sencillos para  
viajar sin preocupaciones)**

GATRA sabe que los buenos servicios se inician con buena información por lo que recomendamos que haga preguntas. Queremos hacer que viajar con nosotros sea una forma placentera y fácil para usted.

### ¡Relájese y disfrute el viaje!

Si es su primera experiencia en el autobús, quizás esté un poco nervioso. No se preocupe, su comprensión es comprensible. Los amigables chóferes de GATRA están preparados para ayudarles de cualquier forma posible, ¡así que, relájese!

GATRA opera de lunes a viernes entre 6:00 a.m. y 6:00 p.m. o sábados entre 9:00 a.m. y 6:00 p.m. Para obtener información más detallada sobre el horario tome uno de nuestros mapas de rutas o llame a nuestras operadoras de servicio al cliente al 508-222-6106 en Attleboro, o 508-823-8828 en Taunton. Los usuarios del teléfono para sordos (TDD) pueden llamar al 508-824-7439.

### ¡Los autobuses de GATRA son muy accesibles!

Sírvase avisarle al operador si necesita el elevador. Cuando se baja el elevador, el operador le avisará cuando sea seguro abordar. Por favor permita a los clientes que no usan el elevador salir primeros del autobús.

### ¡Bienvenido a bordo!

*¡Prometemos hacer todo lo posible para garantizar que llegue a su destino rápido, con seguridad y comodidad!*

*Estas son algunas sugerencias para que su viaje esté libre de preocupaciones.*

- \* Hay mapas y horarios disponibles en el autobús y en varios sitios en el área.

- \* GATRA opera con política de **BANDERAZO**.

*Significa que usted puede abordar el autobús en cualquier punto de la ruta donde sea seguro hacerlo. Cuando vea que su autobús se acerca, simplemente **HAGA LA SEÑAL** y el operador del autobús se detendrá en un punto seguro para recogerlo. Cerciórese de ver la señal del destino sobre el parabrisas para identificar la ruta.*

- \* Es mejor llegar a la parada del autobús al menos 5 minutos antes.

- \* Animales de servicio siempre son bienvenidos en GATRA, pero no se permiten mascotas.

- \* Por favor mantenga su cabeza y manos dentro del autobús y alejadas de las puertas al abrirse y cerrarse.

- \* Al abordar el autobús permita que bajen los demás y después deposite la tarifa exacta en la caja para tarifas o muestre su pase o boleto al operador del autobús. Por favor encuentre un asiento rápidamente y permanezca sentado en todo momento para evitar caídas cuando el autobús se detiene.

- \* Recuerde dar preferencia a los asientos al frente del autobús a pasajeros de edad avanzada, embarazadas o con discapacidades.

- \* Cerca de una cuadra antes de que el autobús llegue a su parada, jale el cable sobre la ventana o presione la cinta de goma entre las ventanas para avisarle al operador que se quiere bajar del autobús. Si no está seguro de dónde bajarse, pida al operador del autobús que le avise cuando vaya a llegar a su parada.

- \* Permanezca en su asiento hasta que el autobús se detenga por completo.

- \* ¡NUNCA atraviese la calle frente al autobús! Espere a que el autobús se aleje, después cruce la calle cuando sea seguro hacerlo

Hay pases disponibles en la estación de tren Attleboro o puede comprarlos por correo en nuestras oficinas en 7 Mill Street, Attleboro, MA 02703

## Regras para o ônibus da GATRA

Para garantir que todos façam uma viagem segura e agradável, pedimos que siga as seguintes dicas durante o transporte:

- \* É proibido comer e beber dentro do ônibus.
- \* Fumar no ônibus é proibido por lei.
- \* É necessário usar fones de ouvido para dispositivos portáteis de música e jogos.
- \* Telefones celulares só devem ser usados quando estritamente necessário.
- \* Os carrinhos de bebê e de compras devem ser dobrados e retirados do corredor.
- \* Todos os usuários devem permanecer detrás da linha branca quando o ônibus sair do ponto.
- \* Os assentos da frente são reservados para grávidas, idosos e usuários portadores de deficiências.
- \* Fale baixinho ao conversar com outros passageiros; comportamento sonoro perturbador pode resultar em recusa de sua presença no ônibus.
- \* GATRA só acolhe animais guia/de serviço.
- \* Crianças de 6 anos ou menos deverão estar acompanhadas de um adulto no ônibus.

Greater Attleboro Taunton Regional Transit Authority 7  
Mill Street, Attleboro, MA 02703 800-483-2500, Ext.  
222 TDD 508-824-7439 Visite nosso website:

[www.gatra.org](http://www.gatra.org)

## Guia do Usuário



# GATRA

**Um guia simples  
para andar de ônibus  
(ou 10 passos simples  
sobre como andar de  
ônibus com  
tranquilidade)**

A GATRA sabe que o bom atendimento começa com boas informações, por isso ficamos à disposição para suas dúvidas. Queremos que o transporte conosco seja simples e agradáveis.

### Fique tranquilo e aproveite o transporte!

Se esta for a sua primeira experiência em viajar de ônibus conosco, você pode estar um pouco nervoso. Não se preocupe: a apreensão é compreensível. Os simpáticos motoristas da GATRA estão preparados para ajudá-lo da melhor forma que puderem... então fique tranquilo!

A GATRA funciona de segunda a sexta-feira entre as 6:00 e 18:00 ou sábado entre as 9:00 e 18:00. Para informações mais detalhadas sobre horários, pegue um dos nossos mapas de trajetos ou telefone ao atendimento a clientes em 508-222-6106 em Attleboro, ou 508-823-8828 em Taunton. Os usuários da linha TDD (para deficientes auditivos) podem contatar-nos através do número 508-824-7439.

### Os ônibus da GATRA são bem acessíveis!

Favor notificar o operador caso precise do elevador. Assim que o elevador subir, o motorista o avisará quando você pode subir à bordo com segurança. Pedimos deixar que os passageiros que não utilizam o elevador saiam do ônibus primeiro.

### Bem-vindo à bordo!

*Prometemos fazer tudo o que estiver ao nosso alcance para que você chegue ao seu destino rapidamente, com segurança e conforto.*

*Algumas dicas úteis para fazer uma locomoção com tranquilidade:*

- \* Mapas e horários estão disponíveis no ônibus e em vários locais da região.

- \* A GATRA segue a política de **ABANAR A MÃO** para parar. Isto significa que você pode entrar no ônibus em qualquer lugar no curso do trajeto onde seja seguro fazê-lo. Ao avistar o ônibus se aproximando, basta **ACENAR** e o motorista encostará em um local seguro para pegá-lo. Lembre-se de verificar o letreiro de destino na frente do parabrisa para identificação da rota.

- \* É melhor chegar ao ponto de ônibus pelo menos 5 minutos mais cedo do horário programado.

- \* Animais de serviço são sempre bem-vindos nos veículos da GATRA, porém é proibido trazer animais de estimação.

- \* Mantenha suas mãos e cabeça dentro do ônibus e de forma que deixem as portas se abrirem e fecharem durante o trajeto.

- \* Ao entrar no ônibus, deixe que os demais saiam primeiro e, depois, coloque o valor exato da tarifa na caixa de passagens ou mostre seu passe ou bilhete ao motorista. Tente achar lugar rapidamente e fique sentado o tempo todo para não cair quando o ônibus parar.

- \* Lembre-se de dar preferência dos assentos frontais a idosos, grávidas e passageiros com deficiência.

- \* Cerca de uma quadra antes do ônibus se aproximar do seu ponto, puxe o cordão acima da janela ou pressione a faixa de borracha entre as janelas para avisar o motorista que você deseja descer do ônibus. Caso não tenha certeza sobre onde descer, simplesmente peça ao motorista para avisá-lo quando estiver se aproximando de seu ponto.

- \* Permaneça sentado até que o ônibus pare por completo.

- \* **NUNCA** atravesse a rua na frente do ônibus! Espere até o ônibus partir e depois atravesse a rua quando for seguro.

Os passes estão disponíveis na estação de trem de Attleboro ou podem ser adquiridos por correio mediante solicitação ao nosso escritório em 7 Mill Street, Attleboro, MA 02703



## MEMORANDUM

To: All GATRA Operators

From: Francis J. Gay

Date: April 19, 2011

RE: Title VI Notice to Operators

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The Greater Attleboro Taunton Regional Transit Authority (GATRA) adheres to the federal policy that no person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity for which GATRA receives federal financial assistance, as required by Title VI of the Civil Rights Act of 1964, as amended, the Civil Rights Restoration Act of 1987 (P.L. 100.259), and federal Executive Order 12898 (Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations).

GATRA hereby gives notice to all contractors, subcontractors, and consultants (sometimes referred to collectively as "contractor(s)") that contractors must comply with GATRA's Title VI program requirements that prohibit discrimination on the basis of race, color, or national origin.

GATRA will ensure that any entity (including but not limited to contractors, subcontractors, and consultants) entering into a contract with the Authority, shall adhere to the principles established under this Notice for compliance with Title VI in performance of its contractual obligations. Moreover, each contractor shall not discriminate on the grounds of race, color, or national origin in their selection and retention of first-tier subcontractors, and first-tier subcontractors shall not discriminate in their selection of second-tier subcontractors, including those who supply materials and lease equipment. Each contractor shall be required to ensure that any party it retains or otherwise engages to work or contribute to a federally-aided project or activity acts in compliance with Title VI.

Contractors shall not discriminate in their employment practices in connection with any projects funded by the FTA and/or the FHWA, and are hereby put on notice that such behavior could violate both Title VI and Title VII, codified as Subchapter VI of Chapter 21 of 42 U.S.C. § 2000e, et seq., which prohibits discrimination by covered employers.

In all solicitations by competitive bidding or negotiations made by a contractor for contract work, including procurements of materials or leases of equipment, each potential subcontractor or supplier shall be notified by the contractor of the Title VI obligations under the contract relative to nondiscrimination on the grounds of race, color, or national origin.

The contractor shall provide all information and reports required by the Title VI regulations or directives issued pursuant thereto, and shall permit access to its books, records, accounts and other sources of information, and its facilities as may be determined by GATRA, FHWA, or FTA to be pertinent to ascertain compliance with such regulations, orders, and instructions. Where any information required of a contractor is in the exclusive possession of another who fails or refuses to furnish this information, the contractor shall so certify to GATRA, FTA, or FHWA, as appropriate, and shall set forth what efforts it has made to obtain the information.

In the event of a contractors non-compliance with nondiscrimination provisions of the contract, GATRA shall impose such contract sanctions as it, FTA, and/or FHWA may determine to be appropriate, including, but not limited to:

- Withholding of payments to the contractor under the contract until the contractor complies, and/or
- Cancellation, termination, or suspension under the contract, in whole or in part.

The contractor shall include Title VI contract provisions in every subcontract, including procurements of materials and leases of equipment, unless exempt by the Title VI regulations or directives issued pursuant thereto. The contractor shall take such action with respect to any subcontract or procurement as GATRA, FTA, or FHWA may direct as a means of enforcing such provisions including sanctions for noncompliance. However, in the event a contractor becomes involved in, or is threatened with, litigation with a subcontractor or supplier as a result of this direction, the contractor may request GATRA to enter into such litigation to protect the interests of GATRA. Additionally, the contractor may request the United States to enter into such litigation to protect the interests of the United States.

Any person, contractor, or subcontractor who believes that they have been subjected to an unlawful discriminatory practice under Title VI has a right to file a formal complaint within one hundred eighty (180) days following the alleged discriminatory action. Any such complaint must be filed in writing or in person with GATRA's Administrative Office, Title VI Coordinator, Joanne LaFerrara, Director of Customer Relations, 10 Oak Street 2<sup>nd</sup> Floor, Taunton, MA 02780. Complaint forms and further information may be obtained from GATRA by calling (508) 823-8828 or via our website at <http://www.gatra.org>. The Director of Customer Relations may be reached to obtain additional information, including copies of essential documents about Title VI requirements or complaint processes.

To request a copy of the Authority's Title VI Program, or copies of the program in an alternative format (in accordance with Americans with Disabilities Act and Limited English Proficiency regulations), contact GATRA's Director of Customer Relations. GATRA also offers a variety of resources/services in other languages. Services include but are not limited to the following: oral interpreters, written language services, and translations of vital documents.

## LIMITED ENGLISH PROFICIENCY

### STAFF TRAINING

## DEFINITION

- Individuals who have a limited ability to speak, write or understand English are limited English proficient or LEP.

## BACKGROUND

- The number of persons reporting they do not speak English well or at all in the United States grew by 65 percent from 1990-2000.
- In the GATRA area 40% of LEP persons speak Portuguese. Spanish is the next most frequently encountered language (24% of LEP persons).

## PUBLIC TRANSPORTATION

- Public transportation is a critical service for many LEP persons.
- We need to be able to assist these individuals in a competent and effective manner.
- Personnel who are in contact with the public need to be aware of the LEP population. Vehicle operators, dispatchers and schedulers are vital in relaying correct information.

## PROCEDURES

- **VEHICLE OPERATORS**
  - If there is no one on board that can interpret, the operator can radio to the customer service office for an in house interpreter.
  - The operator could also have the person point out their language from the sign card, which also provides the telephone number to call for assistance.

## CUSTOMER SERVICE PERSONNEL

- Receptionists, dispatchers, call takers.
  - Identify the language.
  - Try to work with individual or someone with the person.
  - Contact in house interpreter.
  - Call the contracted language line.
  - Contact manager.

## Assistance

- GATRA has individuals who are bilingual in a few languages. Spanish, Portuguese as well as Haitian.
- The Administrative office has a list of all bilingual personnel and the language they speak.
- In addition there is a language line available where one can call to have the person's issues interpreted to the required language.

## ASSISTANCE

- Numbers to call for assistance.
- Language line 1-866-874-3972
  - Client ID 526099
  - Access code 2606