



The Greater Attleboro Taunton Regional Transit Authority

2024 Title VI Program

Prepared by
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The Greater Attleboro Taunton Regional Transit Authority (GATRA) 2024 Title VI Program Update

GATRA's 2024 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, Halifax, Hanover, Kingston, Lakeville, Mansfield, Marshfield, Medway, Middleborough, Norfolk, North Attleborough, Norton, Pembroke, Plainville, Plymouth, Plympton, 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 thirty communities; fixed route bus services in the communities of Attleboro, Duxbury, Fairhaven, Kingston, Marion, Marshfield, Mattapoisett, Medway, Middleborough, New Bedford, Norfolk, North Attleborough, Plainville, Plymouth, Raynham, Seekonk, Taunton, and Wareham; and on-demand microtransit service in the communities of Foxborough, Franklin, Mansfield, Norfolk, Norton, Pembroke, Plymouth, Scituate, and Wrentham.

All GATRA vehicles are wheelchair accessible and comply with the Americans with Disabilities Act (ADA).

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 2024.

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 & Attleboro Terminals in English, Spanish, Portuguese, Haitian Creole, Vietnamese, Chinese - Traditional, and Chinese - Simplified. 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 their Title VI protection has been violated, may file a complaint.

If you need further information, you have any questions about GATRA's Title VI program and/or Language Assistance Plan, or to file a Title VI complaint, please call Stacy Forte, Director of Administration, at (508) 823-8828 or email sforte@gatra.org.

Greater Attleboro Taunton Regional Transit Authority Title VI Complaint Procedure

Any person who believes that their, 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, 2nd Floor, Taunton, MA 02780 Attn: Mary Ellen DeFrias, 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

[illegible]

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 2024. 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 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, Spanish, Haitian Creole, Vietnamese, Simplified Chinese, and Traditional Chinese.

• 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
 - 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 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 quarterly public meetings in order to receive feedback on GATRA services 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.

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.

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	Medway T Shuttle	SAIL (Marshfield/Duxbury/Kingston)	GATRA GO Coastline
Taunton Routes	Plymouth Area Link			Wareham/New Bedford Connection	GATRA GO United
				Wareham/Plymouth Connection	GATRA GO Explore
					GATRA GO Seacoast

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
Gillig Low Floor	27	11	38	1.4
Gillig Low Floor (Hybrid)	26	10	36	1.4
New Flyer	32	13	45	1.4
New Flyer	27	11	38	1.4
Gillig G27B (Electric)	34	14	48	1.4
Gillig	32	13	45	1.4
Pheonix	14	0	14	1.0
Elkhart	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. Most fixed routes within the GATRA service area operate with one-hour headways during weekdays and weekends. One route, the SAIL, operates on a 75- minute headway. Another route, Route 2 in Taunton, operates on a 30-minute headway.

On-time Performance Standard:

GATRA's on-time performance is defined from one minute 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 services operate 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.

GATRA administers demand response services in all of its communities, either through

a Council on Aging operator or a private company. All GATRA sponsored demand response service operates up to seven days a week for seniors, people with disabilities, and (microtransit) the general public.

Distribution of Transit Amenities:

All fixed route services operate with “flag stops” that allow passengers to board and alight 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 be 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, availability of charging (electric vehicles) 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, Attleboro, and Plymouth; 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 2021 and the 2024 Title VI program submissions, new services were initiated in GATRA. GATRA GO microtransit service was expanded and now includes GATRA GO Explore (Pembroke, replacing the Pembroke Shuttle) and GATRA GO Seacoast (Scituate, replacing the SLOOP). GATRA GO Connect was also merged with GATRA GO United.



The Greater Attleboro Taunton Regional Transit Authority

Language Assistance Plan

March 2024

Prepared by
Southeastern Regional Planning and Economic Development District
88 Broadway, Taunton, MA 02780
Tel: 508-824-1367 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

Assistance based on 4-factor analysis.

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

Data Sources and Methodology

Individuals who do not speak English as their primary language and who have a limited ability to read, speak, write, or understand English can be limited English proficient, or “LEP.”

Beginning with the 2016 American Community Survey (ACS) data, geographic restrictions have been applied to ACS Table B16001 - *Language Spoken at Home By the Ability to Speak English for the Population 5 Years and Over*. These restrictions are in place to protect data privacy for the speakers of smaller languages. Tract-level data are no longer available for ACS Table B16001 and is now available at the Public Use Microdata Sample Area (PUMA) levels of geography. For language data for these smaller geographies, ACS Table C16001 - *Language Spoken at Home for the Population 5 Years and Over* is used. However, ACS Table C16001 limits languages to 12 language group classifications. The Public Use Microdata Sample (PUMS) ACS Table B16001 provides 42 language group classifications, albeit at the larger PUMA geography. Therefore, both tables were used to determine specific languages by community, using the PUMS data to decipher specific languages within the language groups in ACS Table C16001

Identification of Language Groups and LEP Persons within the GATRA Region

According to the 2018-2022 ACS, there are 18,112 individuals identified as speaking English less than very well which represents 3.15% of the total GATRA service area population. Table 1 lists GATRA’s communities with the total and percentage of LEP persons. Communities exceeding GATRA’s LEP regional average are termed LEP Communities. These communities include Attleboro (6.21%), Bellingham (3.80%), Plainville (4.21%), Raynham (4.30%), and Taunton (8.30%). With an LEP percentage of 3.14%, Medway LEP population should be acknowledged

when conducting outreach.

Table 1: Limited English Proficiency by GATRA Community (Table C16001)

Municipality	Population Age 5+	LEP Population	Percent of LEP Population
Attleboro	42,960	2,666	6.21%
Bellingham	16,171	614	3.80%
Berkley	6,489	90	1.39%
Carver	11,142	185	1.66%
Dighton	7,849	124	1.58%
Duxbury	15,363	120	0.78%
Foxborough	17,489	541	3.09%
Franklin	31,568	965	3.06%
Halifax	7,421	11	0.15%
Hanover	13,841	294	2.12%
Kingston	12,939	145	1.12%
Lakeville	10,948	185	1.69%
Mansfield	22,654	522	2.30%
Marshfield	24,445	225	0.92%
Medway	12,374	389	3.14%
Middleborough	23,051	460	2.00%
Norfolk	10,817	91	0.84%
North Attleborough	29,404	894	3.04%
Norton	18,529	312	1.68%
Pembroke	17,325	141	0.81%
Plainville	9,253	390	4.21%
Plymouth	59,043	1,813	3.07%
Plympton	2,800	3	0.11%
Raynham	14,472	622	4.30%
Rehoboth	12,140	359	2.96%
Scituate	18,381	358	1.95%
Seekonk	14,936	409	2.74%
Taunton	56,116	4,657	8.30%
Wareham	22,653	437	1.93%
Wrentham	11,601	90	0.78%
Total	574,174	18,112	
GATRA Regional Average			3.15%

Of the 18,112 persons identified that speak English not very well, 44.53% speak Other Indo-European languages; 22.83% speak Spanish; 7.16% speak Chinese (including Mandarin and Cantonese); 6.22% speak French, Haitian, or Cajun; and 5.83% speak Vietnamese. Less than five

percent of the GATRA population speak 7 other language groups (Table 2). As mentioned earlier, to determine the specific language(s) that are combined into Other Indo-European languages, data from Table B16001 is referenced. It can be concluded that the majority of Other Indo-European languages spoken in the GATRA region is Portuguese (Table 3).

Table 2: LEP Population by Census Tract by Language: ACS Table C16001

Language	LEP Population	Pct. Of LEP Population	Pct. Of GATRA Population
Other Indo-European languages	8,065	44.53%	1.40%
Spanish	4,135	22.83%	0.72%
Chinese (incl. Mandarin, Cantonese)	1,297	7.16%	0.23%
French, Haitian, or Cajun	1,126	6.22%	0.20%
Vietnamese	1,056	5.83%	0.18%
Other Asian and Pacific Island languages	753	4.16%	0.13%
Russian, Polish, or other Slavic languages	686	3.79%	0.12%
Arabic	477	2.63%	0.08%
Other and unspecified languages	281	1.55%	0.05%
Korean	140	0.77%	0.02%
German or other West Germanic languages	56	0.31%	0.01%
Tagalog (incl. Filipino)	40	0.22%	0.01%
Total LEP Safe Harbor Language Speakers	15,679	86.57%	2.73%
Total LEP Population	18,112	100.00%	3.15%
Total Population Age 5+	574,174		

Table 3: LEP Population by Language by Public Use Microdata Areas (PUMA): ACS Table B16001

Language	LEP Population	Pct. Of LEP Population	Pct. Of PUMA Population
Portuguese	8,749	31.07%	0.97%
Spanish	5,344	18.98%	0.59%
Chinese (incl. Mandarin, Cantonese)	3,107	11.03%	0.34%
Vietnamese	1,210	4.30%	0.13%
Haitian	1,080	3.84%	0.12%
Greek	1,016	3.61%	0.11%
Russian	976	3.47%	0.11%
Other Indo-European languages	923	3.28%	0.10%
Arabic	736	2.61%	0.08%
French (incl. Cajun)	728	2.59%	0.08%
Gujarati	442	1.57%	0.05%
Italian	369	1.31%	0.04%
Hindi	285	1.01%	0.03%
Polish	278	0.99%	0.03%
Korean	270	0.96%	0.03%

Language	LEP Population	Pct. Of LEP Population	Pct. Of PUMA Population
Ukrainian or other Slavic languages	235	0.83%	0.03%
German	214	0.76%	0.02%
Khmer	205	0.73%	0.02%
Telugu	194	0.69%	0.02%
Hebrew	170	0.60%	0.02%
Other languages of Asia	147	0.52%	0.02%
Other and unspecified languages	140	0.50%	0.02%
Thai, Lao, or other Tai-Kadai languages	139	0.49%	0.02%
Swahili or other languages of Central, Eastern, and Southern Africa	138	0.49%	0.02%
Amharic, Somali, or other Afro-Asiatic languages	112	0.40%	0.01%
Nepali, Marathi, or other Indic languages	107	0.38%	0.01%
Urdu	104	0.37%	0.01%
Persian (incl. Farsi, Dari)	103	0.37%	0.01%
Tamil	84	0.30%	0.01%
Bengali	83	0.29%	0.01%
Punjabi	77	0.27%	0.01%
Japanese	68	0.24%	0.01%
Hmong	57	0.20%	0.01%
Armenian	52	0.18%	0.01%
Tagalog (incl. Filipino)	52	0.18%	0.01%
Malayalam, Kannada, or other Dravidian languages	51	0.18%	0.01%
Serbo-Croatian	42	0.15%	0.00%
Yoruba, Twi, Igbo, or other languages of Western Africa	42	0.15%	0.00%
Yiddish, Pennsylvania Dutch or other West Germanic languages	15	0.05%	0.00%
Ilocano, Samoan, Hawaiian, or other Austronesian languages	14	0.05%	0.00%
Navajo	0	0.00%	0.00%
Other Native languages of North America	0	0.00%	0.00%
Total LEP Safe Harbor Language Speakers	20,506	72.82%	2.27%
Total LEP Population	28,158	100.00%	3.11%
Total Population Age 5+	904,108		

Five communities within the GATRA service area have a higher LEP percentage than GATRA's regional average of 3.15%: Attleboro (6.21%), Bellingham (3.80%), Plainville (4.21%), Raynham (4.30%), and Taunton (8.30%). Tables 4 through 8 list LEP languages in order of prevalence for the five communities.

Table 4: Attleboro LEP Languages: ACS Table C16001

Attleboro		
Language	Total LEP Population	Pct. LEP Population
Spanish	985	2.29%
Other Indo-European languages	791	1.84%
Other Asian and Pacific Island languages	247	0.57%
French, Haitian, or Cajun	123	0.29%
Chinese (incl. Mandarin, Cantonese)	122	0.28%
Russian, Polish, or other Slavic languages	120	0.28%
Vietnamese	91	0.21%
Arabic	77	0.18%
Other and unspecified languages	74	0.17%
German or other West Germanic languages	36	0.08%
Korean	0	0.00%
Tagalog (incl. Filipino)	0	0.00%
LEP Population	2,666	6.21%
Total Population Age 5+	42,960	
GATRA Regional Average		3.15%

Table 5: Bellingham LEP Languages: ACS Table C16001

Bellingham		
Language	Total LEP Population	Pct. LEP Population
Spanish	331	2.05%
Other Indo-European languages	172	1.06%
Other and unspecified languages	47	0.29%
French, Haitian, or Cajun	26	0.16%
Chinese (incl. Mandarin, Cantonese)	22	0.14%
Russian, Polish, or other Slavic languages	16	0.10%
Arabic	0	0.00%
German or other West Germanic languages	0	0.00%
Korean	0	0.00%
Other Asian and Pacific Island languages	0	0.00%
Tagalog (incl. Filipino)	0	0.00%
Vietnamese	0	0.00%
LEP Population	614	3.80%
Total Population Age 5+	16,171	
GATRA Regional Average		3.15%

Table 6: Plainville LEP Languages: ACS Table C16001

Plainville		
Language	Total LEP Population	Pct. LEP Population
Spanish	241	2.60%
Other Indo-European languages	77	0.83%
Chinese (incl. Mandarin, Cantonese)	49	0.53%
Arabic	14	0.15%
German or other West Germanic languages	9	0.10%
French, Haitian, or Cajun	0	0.00%
Korean	0	0.00%
Other and unspecified languages	0	0.00%
Other Asian and Pacific Island languages	0	0.00%
Russian, Polish, or other Slavic languages	0	0.00%
Tagalog (incl. Filipino)	0	0.00%
Vietnamese	0	0.00%
LEP Population	390	4.21%
Total Population Age 5+	9,253	
GATRA Regional Average		3.15%

Table 7: Raynham LEP Languages: ACS Table C16001

Raynham		
Language	Total LEP Population	Pct. LEP Population
Spanish	286	1.98%
Other Indo-European languages	180	1.24%
Vietnamese	116	0.80%
Russian, Polish, or other Slavic languages	22	0.15%
French, Haitian, or Cajun	7	0.05%
Chinese (incl. Mandarin, Cantonese)	6	0.04%
Korean	5	0.03%
Arabic	0	0.00%
German or other West Germanic languages	0	0.00%
Other and unspecified languages	0	0.00%
Other Asian and Pacific Island languages	0	0.00%
Tagalog (incl. Filipino)	0	0.00%
LEP Population	622	4.30%
Total Population Age 5+	14,472	
GATRA Regional Average		3.15%

Table 8: Taunton LEP Languages: ACS Table C16001

Taunton		
Language	Total LEP Population	Pct. LEP Population
Other Indo-European languages	2,733	4.87%
Spanish	894	1.59%
French, Haitian, or Cajun	458	0.82%
Chinese (incl. Mandarin, Cantonese)	191	0.34%
Russian, Polish, or other Slavic languages	157	0.28%
Vietnamese	147	0.26%
Other Asian and Pacific Island languages	47	0.08%
Arabic	18	0.03%
Korean	12	0.02%
German or other West Germanic languages	0	0.00%
Other and unspecified languages	0	0.00%
Tagalog (incl. Filipino)	0	0.00%
LEP Population	4,657	8.30%
Total Population Age 5+	56,116	
GATRA Regional Average		3.15%

Safe Harbor Thresholds

The Safe Harbor provision states that the translation of vital written materials is necessary if a language group comprises 5% or 1,000 individuals or more of the total population being served. Surpassing this threshold is an indication that language services are likely needed for those persons.

The LEP populations identified as meeting the LEP Safe Harbor thresholds in the GATRA region (more than 5% or 1,000 individuals) are: Other Indo-European languages, Spanish, Chinese (including Mandarin, Cantonese), French, Haitian, or Cajun, and Vietnamese (Figure 1 below and Tables 2 and 3 above). Based on the LEP Safe Harbor thresholds and using PUMA to identify specific languages, GATRA's vital documents will be translated into the following: Portuguese, Spanish, Chinese (Traditional), Chinese (Simplified), Haitian Creole, and Vietnamese.

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; and
- Notice advising LEP individuals of free language assistance services.

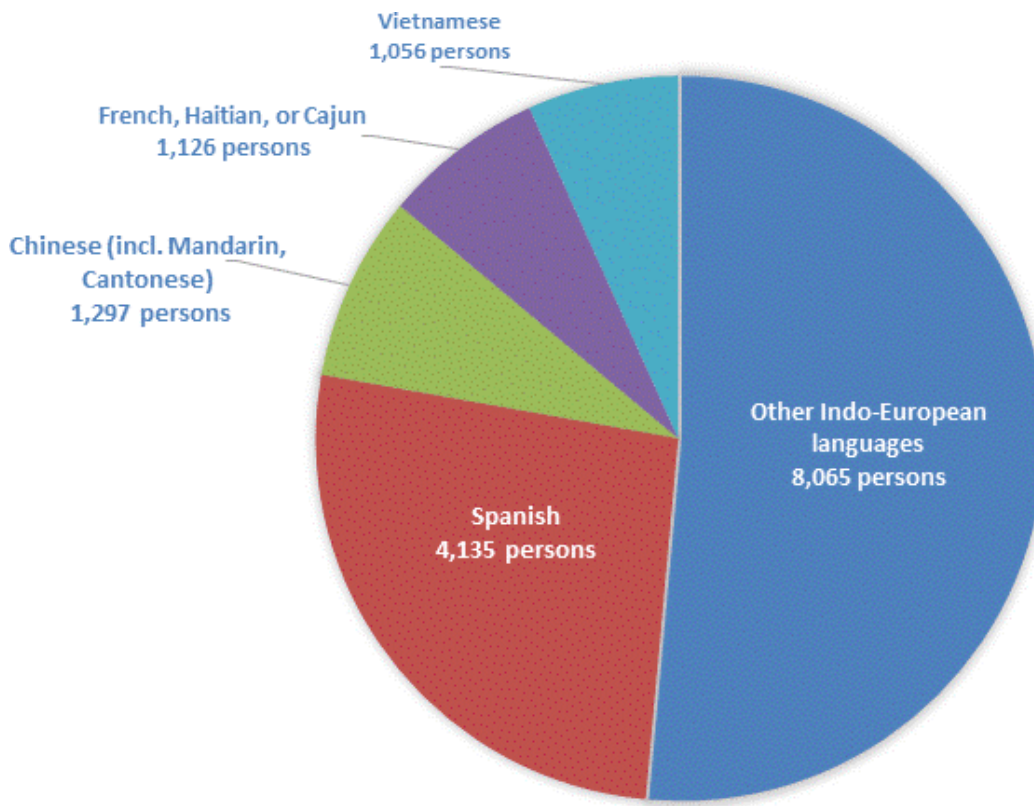


Figure 1: Safe Harbor Languages in the GATRA Region: ACS Table C16001

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 infrequent need to communicate with LEP individuals. Recently, an influx of riders who speak Haitian Creole has facilitated additional information about specific routes and travel instructions translated into Haitian Creole and given to drivers. 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 infrequent requests but when they are received, the vast majority are 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 Outreach Coordinator 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 works closely with several community agencies in all of its 30 member communities. Agencies and communities report that they have infrequent contact with Limited English Proficient persons. Outlined below are the agencies that have some experienced contact with this population.

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 and these Councils have a person who can interpret the necessary language which was Spanish or Portuguese.

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.

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 Translation Center at UMASS Amherst that provides certified translations. Translation costs vary by document, depending upon its complexity. The cost of translation of vital documents is approximately \$3,000.

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 meetings 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 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.

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 Creole. 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 utilizes TTY: 711 for people with hearing impairments.

Translation of Vital Documents:

GATRA has translated many of its vital documents into our Safe Harbor languages. 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; and
- Notice advising LEP individuals of free language assistance services.

The notice of free language assistance services will be printed on service notices, schedule changes, and other important service related documents. 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.

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 Director of Transit Operations currently has the responsibility for coordinating all language assistance services. This position reports to the Director of Administration.

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:

GATRA'S dispatchers and reception personnel have been provided with the appropriate procedures when dealing with a LEP individuals on the phone. A guide (see Appendix) 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 Director of Transit Operations 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 GATRA's safe harbor languages on GATRA's website, at the Taunton terminal, in the GATRA Administrative office, and on the buses. The translated notice is printed 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 (3.15% 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 (Portuguese)

Title VI Complaint Procedures (Portuguese)

Notice of Title VI Rights (Spanish)

Title VI Complaint Procedures (Spanish)

Notice of Title VI Rights (Haitian Creole)

Title VI Complaint Procedures (Haitian Creole)

Notice of Title VI Rights (Vietnamese)

Title VI Complaint Procedures (Vietnamese)

Notice of Title VI Rights (Chinese - Traditional)

Title VI Complaint Procedures (Chinese – Traditional)

Notice of Title VI Rights (Chinese – Simplified)

Title VI Complaint Procedures (Chinese – Simplified)

Staff Training Documents



CHECKLIST

FOR MONITORING FREQUENCY OF CONTACT WITH LIMITED ENGLISH PROFICIENCY (LEP) INDIVIDUALS AND LANGUAGE ASSISTANCE

Employee Name: _____

Date & Time: _____

Location: _____

Nature of Contact: (circle)

Inquiry

Complaint

Other

Describe nature of contact:

Language needed: _____

Was assistance provided successfully? _ _ _ _ _

How was assistance provided? (describe):

Comments:

Aviso aos clientes da GATRA

Direitos sob o Título VI

É política do GATRA garantir que nenhuma pessoa, com base na raça, cor e nacionalidade, conforme previsto no Título VI da Lei de Direitos Civis de 1964, seja excluída da participação em, seja negado benefícios, ou de outra forma, ser discriminado sob qualquer um de seus programas e atividades financiados pelo governo federal. Qualquer pessoa que acredite que a proteção do Título VI foi violada.

Se precisar de mais informações, tiver alguma dúvida sobre o programa Título VI da GATRA e/ou o Plano de Assistência Linguística, ou para apresentar uma reclamação relativa ao Título VI, ligue para Stacy Forte, Diretora de Administração, no número (508) 823-8828 ou envie um e-mail para sforte@gatra.org.

Greater Attleboro Taunton Regional Transit Authority
Procedimento de Reclamação do Título VI

Qualquer pessoa que acredite que ele ou ela, ou qualquer classe específica de pessoas, tenha sido submetida a discriminação ou retaliação baseada em raça, cor ou nacionalidade proibida pela seção Título VI do Civil Rights Act de 1964, pode apresentar uma queixa ao Autoridade Regional de Trânsito de Greater Attleboro Taunton (GATRA), 10 Oak Street, 2º andar, Taunton, MA 02780 Attn: Mary Ellen DeFrias, Administrador. O reclamante também pode apresentar reclamações à Administração Federal de Trânsito, se assim o desejar. Tais reclamações devem ser apresentadas dentro de 180 dias corridos após a data em que a pessoa acredita que a discriminação ocorreu.

As reclamações verbais e não escritas recebidas pelo GATRA serão resolvidas informalmente Departamento de atendimento ao cliente da GATRA.

O Departamento de Atendimento ao Cliente do GATRA manterá um registro de todas as reclamações verbais e não-escritas recebidas. O log incluirá as seguintes informações:

- Nome do reclamante.
- Base de Reclamação (ou seja, raça, cor, nacionalidade)
- Data alegada discriminação ocorreu
- A queixa de data foi recebida pelo GATRA
- Detalhes sobre a discriminação que ocorreu

Os reclamantes, ou seus representantes, poderão apresentar uma reclamação por escrito ao GATRA a qualquer momento, dentro de 180 (cento e oitenta) dias da data do alegado ato discriminatório.

Todas as reclamações por escrito devem incluir as seguintes informações:

- Nome, endereço e telefone do reclamante
- Nome, endereço, número de telefone e relação do representante com o reclamante (se aplicável)
- Base de reclamação (ou seja, raça, cor, nacionalidade)
- Data alegada discriminação ocorreu
- Detalhes sobre a discriminação que ocorreu

Quando uma reclamação por escrito é recebida pelo Administrador, ela será imediatamente carimbada e revisada. Dentro de dez (10) dias, o GATRA confirmará o recebimento da reclamação e informará ao Reclamante sobre o processo.

Dentro de sessenta (60) dias, se a denúncia tiver mérito, o GATRA iniciará uma investigação da alegação para determinar se há razão para acreditar que a falha no cumprimento do Título VI da Lei dos Direitos Cíveis de 1964, conforme alterada, tenha ocorrido. Além disso, o GATRA fornecerá uma recomendação por escrito para ação.

Dentro de noventa (90) dias, o GATRA notificará o Reclamante por escrito sobre a decisão final alcançada, incluindo a proposta de resolução do assunto. Esta notificação também recomendará ao Reclamante o direito de apresentar uma queixa formal à Administração

Federal de Trânsito no seguinte endereço:

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

Greater Attleboro Taunton Regional Transit Authority

Título VI e Formulário de Reclamações sobre Estátutos Relacionados

Informações de contacto			
Nome:			
Endereço:			
Cidade:		Estado:	Zip:
Telefone:	Email:		
Reclamação de Discriminação			
Data do alegado incidente:			
Incidente de serviço ocorrido em:			
Você acredita que a discriminação foi baseada em (marque todas as que se aplicam):			
<input type="checkbox"/>	Raça	<input type="checkbox"/>	Incapacidade
<input type="checkbox"/>	Cor da pele	<input type="checkbox"/>	Sexo
<input type="checkbox"/>	Origem Nacional (Idioma)	<input type="checkbox"/>	Orientação sexual
<input type="checkbox"/>	Era	<input type="checkbox"/>	Status Familiar
<input type="checkbox"/>	Religião	<input type="checkbox"/>	Retaliação
De outros:			
Descrição da queixa			
<p>Por favor, explique sua reclamação. Inclua o maior número possível de detalhes específicos, como nomes, datas, horários, números de rota, testemunhas e qualquer outra informação que você ache que seria útil. Você pode anexar qualquer outro material escrito relacionado à sua reclamação.</p>			
Assinatura do queixoso			
Assinatura do requerente:			Encontro:

Aviso a los clientes de GATRA de su Derechos bajo Título VI

Es política de GATRA asegurar que ninguna persona, por motivos de raza, color y origen nacional, según lo dispuesto por el Título VI de la Ley de Derechos Civiles de 1964, sea excluido de la participación en, se le nieguen los beneficios de, o de lo contrario, será discriminado en cualquiera de sus programas y actividades financiados por el gobierno federal. Cualquier persona que crea que su protección del Título VI ha sido violada.

Si necesita más información, tiene alguna pregunta sobre el programa del Título VI de GATRA y/o el Plan de Asistencia Lingüística, o desea presentar una queja relacionada con el Título VI, llame a Stacy Forte, directora de Administración, al (508) 823-8828 o envíe un correo electrónico a sforte@gatra.org.

Greater Attleboro Taunton Regional Transit Authority
Procedimiento de queja del Título VI

Cualquier persona que crea que él o ella, o cualquier clase específica de personas, ha sido objeto de discriminación o represalias por motivos de raza, color u origen nacional prohibidos por la sección del Título VI de la Ley de Derechos Civiles de 1964, puede presentar una queja ante la Autoridad de Tránsito Regional de Greater Attleboro Taunton (GATRA), 10 Oak Street, 2nd Floor, Taunton, MA 02780 A la atención de: Mary Ellen DeFrias, Administrador. El demandante también puede presentar quejas ante la Administración Federal de Tránsito si así lo desea. Dichas quejas se deben presentar dentro de los 180 días calendario posteriores a la fecha en que la persona cree que se produjo la discriminación.

Las quejas verbales y no escritas recibidas por GATRA se resolverán informalmente mediante Departamento de Atención al Cliente de GATRA.

El Departamento de Servicio al Cliente de GATRA mantendrá un registro de todas las quejas verbales y no escritas recibidas. El registro incluirá la siguiente información:

- Nombre del demandante.
- Base de la Queja (es decir, raza, color, origen nacional)
- Fecha en que se produjo la supuesta discriminación
- La queja de fecha fue recibida por GATRA
- Detalles sobre la discriminación que ocurrió

Los reclamantes, o su representante, pueden presentar una queja por escrito ante GATRA en cualquier momento dentro de ciento ochenta (180) días a partir de la fecha del presunto acto discriminatorio.

Todas las quejas escritas deben incluir la siguiente información:

- Nombre, dirección y número de teléfono del recurrente
- Nombre, dirección, número de teléfono y relación del representante con el demandante (si corresponde)
- Base de la queja (es decir, raza, color, origen nacional)
- Fecha en que se produjo la supuesta discriminación
- Detalles sobre la discriminación que ocurrió

Cuando el Administrador recibe una queja por escrito, esta será sellada y revisada inmediatamente. Dentro de diez (10) días, GATRA confirmará la recepción de la queja e informará al Demandante del proceso.

Dentro de los sesenta (60) días, si se encuentra que la queja tiene mérito, GATRA comenzará una investigación de la alegación para determinar si hay razones para creer que un incumplimiento del Título VI de la Ley de Derechos Civiles de 1964, según enmendada, ocurrió. Además, GATRA proporcionará una recomendación por escrito para la acción.

Dentro de los noventa (90) días, GATRA notificará al Demandante por escrito la decisión final tomada, incluida la resolución propuesta del asunto. Esta notificación también informará al Demandante de su derecho a presentar una queja formal ante la Administración Federal de Tránsito en la siguiente dirección:

Civil Rights Officer

Federal Transit Administration – Region 1

55 Broadway

Cambridge, MA 02142

Greater Attleboro Taunton Regional Transit Authority

Formulario de Queja de Título VI y Estatutos Relacionados

Información del contacto			
Nombre:			
Dirección:			
Ciudad:		Estado:	
		Zip:	
Teléfono:		Email:	
Denuncia por discriminación			
Fecha de presunto incidente:			
El incidente ocurrió el:			
Usted cree que la discriminación se basó en (marque todo lo que corresponda):			
<input type="checkbox"/>	Estirpe	<input type="checkbox"/>	Discapacidad
<input type="checkbox"/>	Color de piel	<input type="checkbox"/>	Sexo
<input type="checkbox"/>	Origen Nacional (Lenguaje)	<input type="checkbox"/>	Orientación sexual
<input type="checkbox"/>	Años	<input type="checkbox"/>	Estado familiar
<input type="checkbox"/>	Religión	<input type="checkbox"/>	Represalias
Otro:			
Descripción de la reclamación			
Por favor explique su queja. Incluya tantos detalles específicos como sea posible, como nombres, fechas, horas, números de ruta, testigos y cualquier otra información que considere útil. Puede adjuntar cualquier otro material escrito que corresponda a su queja.			
Firma del demandante			
Firma del solicitante:			Fecha:

Avètisman pou Kliyan GATRA sou Dwa yo genyen dapre Tit 6 (Title VI)

Se prensip GATRA pou garanti, dapre Tit 6 nan Lwa 1964 sou Dwa Sivik la, pou okenn moun, kit se poutèt ras li, koulè, oswa peyi kote li soti, pa sibi diskriminasyon pou patisipe, ni refi avantaj, ni okenn lòt diskriminasyon nan okenn nan pwogram federal GATRA finanse, ni nan okenn aktivite li fè. Si nenpòt moun kwè yo vyole pwoteksyon li genyen dapre Tit 6 la.

Si w bezwen plis enfòmasyon, ou gen nenpòt kesyon sou pwogram Tit VI GATRA ak/oswa Plan Asistans Lang, oswa pou w depoze yon plent Tit VI, tanpri rele Stacy Forte, Direktè Administrasyon an, nan (508) 823-8828 oswa voye yon imèl ba sforte@gatra.org.

Ajans Rejyonnal pou Transpò nan Zòn Attleboro Taunton Pwosedi pou Pent dapre Tit 6

Si nenpòt moun kwè gen diskriminasyon oswa vanjans ki fèt kont li menm, oswa kont yon kategori moun, poutèt ras li, koulè li, oswa peyi kote li soti malgre defans ki nan Tit 6 nan Lwa 1964 sou Dwa Sivik la, moun sa a gen dwa depoze yon plent nan Anans Rejyonnal pou Transpò nan Zòn Attleboro Taunton lan (GATRA, ki vle di "Greater Attleboro Taunton Regional Transit Authority"), nan adrès 10 Oak Street, 2nd Floor, Taunton, MA 02780 Attn: Mary Ellen DeFrias, Administrator. Moun k ap pote plent lan gen dwa pote li tou bay Administrasyon Transpò Federal la (Federal Transit Administration), si li vle. Ou dwe depoze plent sa yo anvan 180 jou fran pase, apre dat ou kwè diskriminasyon an te fèt la.

Si GATRA resevwa yon plent nan bouch, kidonk ki pa ekri, pral gen yon solisyon enfòmèl k ap soti nan Sèvis Kliyantèl GATRA a (Customer Service Department).

Sèvis Kliyantèl GATRA a ap kenbe yon fichye ki genyen tout plent li resevwa nan bouch, kidonk ki pa ekri. Fichye a pral genyen enfòmasyon sa yo:

- Non moun ki pote plent lan
- Rezon plent lan (tankou ras, koulè, peyi kote moun lan soti)
- Dat moun lan di zak diskriminasyon an te fèt
- Dat GATRA te reseva plent lan
- Detay sou zak diskriminasyon ki fèt la

Yon moun ki vle pote plent, oubyen reprezantan li, ka depoze yon plent ekri devan GATRA nenpòt lè, anvan san katreven (180) jou pase apre zak diskriminasyon li di ki fèt la.

Tout plent yo dwe genyen enfòmasyon sa yo:

- Non, adrès, ak nimewo telefòn moun k ap pote plent lan
- Non, adrès, nimewo telefòn, ak relasyon ki genyen ant reprezantan an ak moun k ap pote plent lan (si gen ka)
- Rezon plent lan (tankou ras, koulè, peyi kote moun lan soti)
- Dat moun lan di zak diskriminasyon an te fèt
- Detay sou zak diskriminasyon ki fèt la

Lè Administratè a resevwa yon plent ekri, l ap mete yon so ki gen dat la tousuit sou li, epi l ap gade li. Anvan dis (10) jou pase, GATRA ap konfime li resevwa plent lan, epi l ap fè moun ki pote plent lan konnen kisa k ap fèt.

Anvan swasant (60) jou pase, si yo wè moun ki pote plent lan gen rezon, GATRA ap louvri yon ankèt sou sa li di ki pase a pou gade si gen yon rezon pou kwè sa ki lakòz la, se yon vyolasyon Tit 6 nan Lwa 1964 sou Dwa Sivik la, ansanm avèk amannman li. Epi, GATRA ap fè yon rekòmandasyon ekri pou aksyon.

Anvan katreven dis (90) jou fran pase, GATRA ap ekri moun ki depoze plent lan, pou fè li konnen desizyon final yo pran, sa ki vle di tou kisa yo pwopoze pou rezoud pwoblèm lan. Nan notifikasyon sa a, y ap fè moun ki pote plent lan konnen tou dwa li genyen pou depoze yon plent devan Federal Highway Administration (Administrasyon Federal pou Transpò) nan adrès sa:

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

Ajans Rejyonnal pou Transpò nan Zòn Attleboro Taunton
Tit 6 ak Fòmilè pou Pote Plent anrapò ak Règleman li yo

Enfòmasyon pou Kontak			
Non an:			
Adrès:			
Vil:		Eta:	Kòd postal:
Telefòn:		Kourye elektwonnik:	
Plent pou Diskriminasyon			
Dat Aksyon ki Rapòte a:			
Aksyon nan Sèvis la Rive nan dat:			
Ou kwè lakòz diskriminasyon an, se te (fè yon mak kote tout sa ki aplikab):			
<input type="checkbox"/>	Ras	<input type="checkbox"/>	Andikap
<input type="checkbox"/>	Koulè	<input type="checkbox"/>	Paske se yon Gason oubyen yon Fi
<input type="checkbox"/>	Peyi kote moun lan soti (Lang li)	<input type="checkbox"/>	Oryantasyon Seksyèl
<input type="checkbox"/>	Laj	<input type="checkbox"/>	Kondisyon Familial
<input type="checkbox"/>	Relijyon	<input type="checkbox"/>	Vanjans
Lòt rezon:			
Deskripsyon Plent lan			
Tanpri, esplike plent ou vle fè a. Mete tout presizyon ou kapab genyen, tankou dat, lè, wout, non temwen, ak tout lòt enfòmasyon ou kwè ki kapab itil. Ou mèt mete tout lòt dokiman ekri ki anrapò avèk plent ou vle pote a.			
Siyati Moun ki Pote Plent lan			
Siyati Moun k ap fè Aplikasyon an:			Dat:

Thông báo tới Khách hàng của GATRA về Quyền của Khách hàng theo Tiêu đề VI

Chính sách của GATRA là đảm bảo rằng không một người nào, vì lý do chủng tộc, màu da và nguồn gốc quốc gia, theo quy định của Tiêu đề VI thuộc Đạo luật Dân quyền năm 1964, bị loại khỏi việc tham gia, bị từ chối các lợi ích, hoặc nói cách khác, là bị phân biệt đối xử trong bất kỳ chương trình và hoạt động nào của GATRA do liên bang tài trợ. Bất kỳ cá nhân nào cho rằng quyền được bảo vệ theo Tiêu đề VI của mình bị xâm phạm.

Nếu quý vị cần thêm thông tin, có bất kỳ câu hỏi nào về Chương trình Title VI của GATRA và/hoặc Kế hoạch Hỗ trợ Ngôn ngữ, hoặc muốn nộp đơn khiếu nại theo Title VI, vui lòng liên hệ với Stacy Forte, Giám đốc Hành chính, qua số điện thoại (508) 823-8828 hoặc email sforte@gatra.org.

Cơ quan Vận tải Khu vực Attleboro Taunton Mở rộng Quy trình Khiếu nại theo Tiêu đề VI

Bất kỳ cá nhân nào cho rằng bản thân mình, hoặc bất kỳ tầng lớp người cụ thể nào, bị phân biệt đối xử hoặc bị trả thù vì lý do chủng tộc, màu da hoặc nguồn gốc quốc gia bị cấm theo mục Tiêu đề VI của Đạo luật Dân Quyền năm 1964 đều có thể nộp đơn khiếu nại cho Cơ quan Vận tải Khu vực Attleboro Taunton Mở rộng (GATRA), tại địa chỉ số 10 Oak Street, 2nd Floor (tầng 2), Taunton, MA 02780, Người nhận: Mary Ellen DeFrias, Quản trị viên. Người khiếu nại cũng có thể nộp các đơn khiếu nại cho Cơ quan Quản lý Vận tải Liên Bang nếu muốn. Các đơn khiếu nại phải được nộp trong vòng 180 ngày lịch kể từ ngày mà người đó cho rằng xảy ra việc phân biệt đối xử.

Các khiếu nại bằng lời nói và các hình thức không phải dạng văn bản mà GATRA nhận được sẽ được Phòng Dịch vụ Khách hàng của GATRA giải quyết không chính thức.

Phòng Dịch vụ Khách hàng của GATRA sẽ lưu giữ danh sách ghi nhận tất cả các khiếu nại bằng lời nói và các hình thức không bằng văn bản mà GATRA nhận được. Danh sách ghi nhận này sẽ bao gồm các thông tin sau:

- Họ tên Người khiếu nại
- Cơ sở khiếu nại (ví dụ: chủng tộc, màu da, nguồn gốc quốc gia)
- Ngày xảy ra cáo buộc về việc phân biệt đối xử
- Ngày GATRA nhận được khiếu nại
- Chi tiết về việc phân biệt đối xử đã xảy ra

Người khiếu nại, hoặc đại diện của người khiếu nại, có thể nộp đơn khiếu nại bằng văn bản cho GATRA vào bất kỳ thời điểm nào trong vòng một trăm tám mươi (180) ngày kể từ ngày xảy ra hành động bị cáo buộc là phân biệt đối xử.

Tất cả các khiếu nại bằng văn bản phải bao gồm các thông tin sau:

- Họ tên, địa chỉ, và số điện thoại của Người khiếu nại
- Họ tên, địa chỉ, số điện thoại, và quan hệ của người đại diện với người khiếu nại (nếu có)
- Cơ sở khiếu nại (ví dụ: chủng tộc, màu da, nguồn gốc quốc tịch)
- Ngày xảy ra cáo buộc về việc phân biệt đối xử
- Chi tiết về việc phân biệt đối xử đã xảy ra

Khi Quản trị viên nhận được khiếu nại bằng văn bản, khiếu nại đó sẽ ngay lập tức được đóng dấu ngày nhận và được xem xét. Trong vòng mười (10) ngày, GATRA sẽ xác nhận đã nhận được khiếu nại và thông báo cho Người khiếu nại về quy trình.

Trong vòng sáu mươi (60) ngày, nếu khiếu nại được coi là có cơ sở, GATRA sẽ bắt đầu điều tra cáo buộc để xác định liệu có lý do hay không để tin rằng đã xảy ra việc không tuân thủ theo Tiêu đề VI của Đạo luật Dân Quyền năm 1964 như đã điều chỉnh. Ngoài ra, GATRA sẽ đưa ra khuyến nghị hành động bằng văn bản.

Trong vòng chín mươi (90) ngày, GATRA sẽ thông báo bằng văn bản cho Người khiếu nại về quyết định cuối cùng đã đạt được, bao gồm cả đề xuất giải quyết vấn đề. Thông báo này cũng sẽ hướng dẫn cho Người khiếu nại về quyền nộp đơn khiếu nại chính thức đến Cơ quan Quản lý Vận tải Liên bang theo địa chỉ sau:

Civil Rights Officer
(Viên chức phụ trách Dân Quyền)
Federal Transit Administration – Region 1
(Cơ quan Quản lý Vận tải Liên bang – Khu vực 1)
55 Broadway
Cambridge, MA 02142

Cơ quan Vận tải Khu vực Attleboro Taunton Mở rộng
Đơn Khiếu nại theo Tiêu đề VI và các Luật định Liên quan

Thông tin liên hệ:			
Họ tên:			
Địa chỉ:			
Thành phố:		Tiểu bang:	Mã vùng:
Điện thoại:		Email:	
Khiếu nại phân biệt đối xử			
Ngày xảy ra việc phân biệt đối xử như cáo buộc:			
Thời điểm xảy ra dịch vụ như cáo buộc			
Quý vị cho rằng việc phân biệt đối xử dựa trên (đánh dấu vào tất cả các ô phù hợp):			
<input type="checkbox"/>	Chủng tộc	<input type="checkbox"/>	Khuyết tật
<input type="checkbox"/>	Màu da	<input type="checkbox"/>	Giới tính
<input type="checkbox"/>	Nguồn gốc quốc gia (Ngôn ngữ)	<input type="checkbox"/>	Thiên hướng tính dục
<input type="checkbox"/>	Tuổi	<input type="checkbox"/>	Tình trạng gia đình
<input type="checkbox"/>	Tôn giáo	<input type="checkbox"/>	Trả thù
Khác:			
Mô tả khiếu nại			
Vui lòng giải thích khiếu nại của quý vị. Trình bày càng nhiều chi tiết cụ thể càng tốt như tên họ, ngày tháng, những thời điểm, số các tuyến đường, các nhân chứng, và bất kỳ các thông tin nào khác mà quý vị cho là hữu ích. Quý vị có thể đính kèm bất kỳ văn bản tài liệu nào khác liên quan đến khiếu nại của quý vị.			
Chữ ký của Người khiếu nại			
Chữ ký của Người nộp đơn:			Ngày:

致 GATRA 客戶關於第六章權利的通知

GATRA 的政策是確保根據《1964 年民權法案》第六章的要求，在受聯邦財政資助的任何計劃和活動中，任何人不得因種族、膚色和國籍而受到排斥、被剝奪利益或遭到歧視。任何人若認為其第六章保護權益受到侵犯，均可提出申訴。

如果您需要進一步資訊，或對 GATRA 的 Title VI 計畫和/或語言協助計畫有任何疑問，或要提出 Title VI 投訴，請致電 (508) 823-8828 聯絡行政部主任 Stacy Forte，或發送電子郵件至 sforte@gatra.org。

大阿特伯勒-湯頓地區交通局

第六章投訴程序

任何人如認為自己或特定類別的人群因種族、膚色或國籍而遭到歧視或報復（被《1964 年民權法案》第六章禁止），均可向大阿特伯勒-湯頓地區交通局（GATRA）（地址：10 Oak Street, 2nd Floor, Taunton, MA 02780 Attn: Mary Ellen DeFrias, Administrator）提出投訴。如有需要，投訴人還可以向聯邦交通管理局提出投訴。此類投訴須於投訴人認為發生歧視之日起一百八十（180）個日曆日內提出。

由 GATRA 客戶服務部非正式解決 GATRA 收到的口頭和非書面投訴。

GATRA 客戶服務部將對收到的所有口頭和非書面投訴進行記錄。該紀錄將包括以下資訊：

- 投訴人姓名
- 投訴依據（例如種族、膚色和國籍）
- 涉嫌歧視發生的日期
- GATRA 收到投訴的日期
- 發生歧視的詳細情況

投訴人或其代表可以於涉嫌歧視行為發生之日起一百八十（180）天內隨時向 GATRA 提交書面投訴。

所有書面投訴應當包含以下訊息：

- 投訴人的姓名、地址和聯繫電話
- 投訴人的代表的姓名、地址、聯繫電話及其與投訴人的關係（如適用）
- 投訴依據（例如種族、膚色、國籍）
- 涉嫌歧視發生的日期
- 發生歧視的詳細情況

收到書面投訴後，管理員會立即蓋上日期戳並對投訴內容開展審查。在十（10）天內，GATRA 會確認收到投訴，並告知投訴人相關處理程序。

在六十（60）天內，如確認投訴成立，GATRA 應開始對指控進行調查，以確定是否有理由認為發生違反經修訂《1964 年民權法案》第六章規定的情況。此外，GATRA 將提供一份書面的行動建議。

在九十（90）天內，GATRA 將以書面形式通知投訴人做出的最終決定，包括該事項的解決方案。本通知還將告知投訴人有權向聯邦交通管理局提交正式投訴，郵寄地址如下：

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

大阿特伯勒-湯頓地區交通局

第六章及相關法規投訴表

聯繫訊息			
姓名：			
地址：			
市：		州：	郵政編碼：
聯繫電話：		電子郵箱：	
歧視投訴			
指控投訴的發生日期：			
收到投訴的發生日期：			
您認為歧視發生的依據（請勾選所有適用的選項）：			
<input type="checkbox"/>	種族	<input type="checkbox"/>	殘疾
<input type="checkbox"/>	膚色	<input type="checkbox"/>	性別
<input type="checkbox"/>	國籍（語言）	<input type="checkbox"/>	性取向
<input type="checkbox"/>	年齡	<input type="checkbox"/>	家庭狀況
<input type="checkbox"/>	宗教	<input type="checkbox"/>	報復
其他：			
投訴描述			
請解釋您的投訴。包括盡可能具體的細節，例如姓名、日期、時間、線路編號、目擊者和任何其他您認為有幫助的資訊。您可以附上與您投訴有關的任何其他書面材料。			
投訴人簽名			
申請人簽名：			日期：

致 GATRA 客户 基于第六章下的权利

根据 1964 年《民权法案》第六章的规定，GATRA 的政策是确保任何人不得以种族、肤色和民族血统为由被排除在联邦政府资助的任何计划和活动之外、被剥夺福利或受到歧视。任何认为自己的《第六条》保护权利受到侵犯的人，均可提出投诉。

如需进一步信息，或对GATRA的《第六条》计划及/或语言协助计划有任何疑问，或需提交《第六条》投诉，请致电行政总监斯黛西·福尔特（Stacy Forte），电话：(508) 823-8828，或发送邮件至sforte@gatra.org。

Greater Attleboro Taunton 地方交通管理局
第六章申诉程序

任何人，如果认为他或她或任何特定类别的人们受到了 1964 年民权法案第六章所禁止的基于种族、肤色或民族血统的歧视或报复，可以向 Greater Attleboro Taunton 地方运输管理局（GATRA）提出申诉，地址是 10 Oak Street, 2nd Floor, Taunton, MA 02780 Attn: Mary Ellen DeFrias, Administrator。如果需要，投诉人也可以向联邦运输管理局提出投诉。此类投诉必须在该人认为歧视发生之日起 180 个日历日内提出。

GATRA 收到的口头和非书面投诉应通过 GATRA 的客户服务部非正式解决。

GATRA 客户服务部将记录收到的所有口头和非书面投诉。日志将包括以下信息：

- 投诉人姓名
- 投诉理由(即种族、肤色、国籍)
- 指称的歧视发生的日期
- GATRA 收到投诉的日期
- 所发生歧视的详细情况

投诉人或其代表可在被指控的歧视行为发生之日起一百八十（180）天内随时向 GATRA 提交书面投诉。

所有书面投诉应包括以下资料：

- 投诉人的姓名、地址及电话号码
- 代表与投诉人的姓名、地址、电话号码及关系（如适用）
- 投诉理由(即种族、肤色、国籍)
- 指称的歧视发生的日期
- 所发生歧视的详细情况

当管理员收到书面投诉时，将立即加盖日期戳并进行审查。GATRA 将在十（10）天内确认收到投诉，并将流程通知投诉人。

在六十（60）天内，如果发现投诉有法律依据，GATRA 应开始对指控进行调查，以确定是否有理由认为存在未能遵守 1964 年《民权法案》第六章（经修订）的情况。此外，GATRA 将提供书面行动建议。

在九十（90）天内，GATRA 将书面通知投诉人达成的最终决定，包括该事项的拟议解决方案。此通知还将告知投诉人有权向联邦运输管理局提出正式投诉，地址如下：

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

Greater Attleboro Taunton 地方交通管理局
第六章及相关法规投诉表格

联系信息			
姓名:			
地址:			
城市:		州:	邮编:
电话:		电子邮件:	
歧视投诉			
指称时间的日期			
服务事件发生日期:			
您认为歧视是基于 (标记所有适用的):			
<input type="checkbox"/>	种族	<input type="checkbox"/>	残疾状况
<input type="checkbox"/>	肤色	<input type="checkbox"/>	性别
<input type="checkbox"/>	国籍 (语言)	<input type="checkbox"/>	性取向
<input type="checkbox"/>	年龄	<input type="checkbox"/>	家庭状况
<input type="checkbox"/>	宗教	<input type="checkbox"/>	报复行为
其他:			
投诉描述			
请详述您的投诉内容包括尽可能多的具体细节, 如姓名, 日期, 时间, 路线号码, 目击者, 以及任何其他你认为有用的信息。您可以附上与您的投诉有关的其他任何书面材料。			
投诉人签名			
申请人签名			日期: