

Aroostook Regional Transportation System, Inc. (ARTS)

Title VI Plan

Non-Discrimination in the Federal Transit Program

Introduction

Title VI was enacted as part of the landmark Civil Rights Act of 1964. It prohibits discrimination on the basis of race, color, and national origin in programs and activities receiving federal financial assistance. All recipients and subrecipients of Federal Transit Administration (FTA) funds must ensure that programs, policies and activities comply with FTA Title VI regulations. To provide recipients with specific guidance, FTA published Circular 4702.1B, October, 2012 (http://www.fta.dot.gov/legislation_law/12349_14792.html). The instruction provided in the circular is intended to ensure recipients meet the Title VI requirements and appropriately integrate them into FTA-funded programs throughout each state.

To meet all Title VI requirements, FTA-Funded programs must submit to the Maine Department of Transportation (MaineDOT) a Title VI plan that exhibits policy adoption, public outreach and involvement procedures and complaint procedures. Pursuant to MaineDOT's Title VI Plan, Subrecipients of FTA dollars through MaineDOT are required to provide a Title VI Plan to MaineDOT by October 1, 2015. Following that submission, Title VI plans will be due every three years on the first of October. Plans will include or reference the following information:

- New signed Title VI Assurances
- A designated Title VI Coordinator responsible for Title VI compliance
- Appendix A & E included in contracts
- Title VI Complaint Process
- Four Factor Analysis
- LEP Plan
- Public Participation Plan

Title VI Assurances

ARTS affirms:

1. Title VI of the Civil Rights Act of 1964 prohibits discrimination in federally assisted programs. Title VI was amended by the Civil Rights Restoration Act of 1987 (P.L. 100-259), effective March 22, 1988, which added Section 606, expanding the definition of the terms "programs or activities" to include all of the operations of an educational institution, governmental entity, or private employer that receives federal funds if any one operation receives federal funds.
2. ARTS is a public non-profit entity. It is the policy of ARTS to ensure compliance with Title VI of the Civil Rights Act of 1964 and all related statutes or regulations in all programs and activities so administered.

3. The ARTS Title VI Coordinator is granted the authority to administer and monitor the Title VI Plan as promulgated under Title VI of the Civil Rights Act of 1964 and any subsequent legislation. The Title VI Coordinator will provide assistance as needed.
4. ARTS will take all steps to ensure that no person shall, on the grounds of race, color, or national origin, be excluded from participation in, or be denied the benefits of, or be subjected to discrimination under any program or activity of the Agency.
5. The Agency recognizes the need for annual Title VI training for Agency personnel. Signed:



Title: Executive Director

8/30/2023

Date

MaineDOT Compliance/Monitoring Review and Training

ARTS agrees to participate in on-site reviews and cooperate with Compliance Staff throughout the review process. ARTS agrees to participate in training that includes Title VI and its requirements.

Certification and Assurance Submission

ARTS agrees to submit the annual Title VI assurance to MaineDOT as part of the annual Certification and Assurance submission.

Designated Title VI Coordinator

The designated Title VI Coordinator ARTS is Executive Director, primary and secondary, Human Resource Manager.

Agency Subcontracts

ARTS agrees to include in all contracts Appendices A and E of the Maine Department of Transportation FTA Title VI Nondiscrimination Plan

Title VI Complaint Procedures

MaineDOT investigates and tracks Title VI complaints filed with MaineDOT against subrecipients.

ARTS has developed procedures for investigating and tracking Title VI complaints filed against it and has made those procedures for filing a complaint available to the public. The ARTS complaint procedure is outlined below:

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by ARTS may file a Title VI complaint by completing and submitting the Agency's

Title VI Complaint Form. ARTS investigates complaints received no more than 180 calendar days after the alleged incident. ARTS will process complaints that have completed all elements of the complaint form.

Once the complaint is received, ARTS will review it to determine whether or not ARTS has jurisdiction. The complainant will receive an acknowledgment letter informing her/him whether the complaint will be investigated by ARTS.

ARTS has 10 business days to investigate the complaint. If more information is needed to resolve the case, ARTS may contact the complainant. The complainant has 10 business days from the date of the letter to send requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within 10 calendar days, the investigator can administratively close the case. A case can also be administratively closed if the complainant no longer wishes to pursue the case.

After the investigator reviews the complaint, ARTS will issue one of two letters to the complainant:

1. A closure letter that summarizes the allegations and states there was not a Title VI violation and that the case will be closed.
2. A Letter of Finding (LOF) that summarizes the allegations and the interviews regarding the alleged incident, and explains if any disciplinary action, additional training of the staff member or other action will occur.

If the complainant wishes to appeal the decision, she/he has 10 calendar days after the date of the closure letter or the LOF to do so. If an appeal has been submitted, ARTS will forward appeals to the MaineDOT Civil Rights Title VI Coordinator within 10 days.

When a complaint has been directly filed with another state or federal agency, the Agency is to inform the Title VI Coordinator where the complaint has been filed and coordinate any action needed by MaineDOT to resolve the complaint.

A person may also file a complaint directly with the Maine Department of Transportation at:

Maine Department of Transportation
Attn: Title VI Coordinator
16 State House Station
Augusta, Maine 04333

A person may also file a complaint directly with the Federal Transit Administration at:

FTA Office of Civil Rights
1200 New Jersey Avenue SE
Washington, DC 20590

Title VI Informal Complaint Policy

Title VI complaints may be resolved by informal means. When informal means are utilized, the complainant must be informed of their right to file a formal written complaint. Such informal attempts and their results will be summarized by ARTS identified Title VI Coordinator. The coordinator will log the complaint in the required complaint log. If the complaint cannot be resolved informally, ARTS identified Title VI Coordinator must inform the complainant of the formal process outlined above and instruct the complainant on how to proceed.

Title VI Log of Complaints/Lawsuits, etc.

ARTS will prepare and maintain a list of any alleged discrimination on the basis of race, color, or national origin, including any active investigations conducted by entities other than FTA, lawsuits, and complaints naming the Agency. The list will include the date that the investigation, lawsuit or complaint was filed; a summary of the allegation(s) and date resolved.

Title VI Notice to Beneficiaries

ARTS will provide information to the public regarding ARTS obligations under FTA's Title VI regulations and apprise members of the public of the protection against discrimination afforded to them by Title VI. At a minimum, ARTS shall disseminate this information to the public by posting the notice on its website (if available) and in local media. ARTS will document where and when this information is posted.

ARTS will widely distribute its Title VI plan. The Title VI notifications are also included with all newly printed or revised agency publications, brochures and pamphlets meant for public consumption. The following notice is standard wording for publications, brochures, flyers, etc.:

ARTS is committed to compliance with Title VI of the Civil Rights Act of 1964 and all related regulations and relevant guidance. The Agency assures that no person in the United States shall, on the grounds of race, color or nation origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.

To request additional information on ARTS Title VI policy, or to file a discrimination complaint, please contact ARTS at 207-764-5246.

The Complaint Procedure is located at 24 Houlton Road, Presque Isle, ME 04769.

Title VI Poster

ARTS will provide a poster to meet the requirements listed below and will provide updates as required. ARTS will also keep a database of the location of all Title VI posters and ensure they are clearly posted in the appropriate public places. Posters will include the following information:

- Description of agency Title VI commitment
- Information for more of Agency's Title VI program and the procedures to file a complaint, contact information, email, and address

- For more information, visit www.aroostooktransportation.com.
- FTA and MaineDOT Office of Civil Rights, Attention Title VI Program Coordinators, address to file a complaint directly with either the state or federal agency directly
- Additional information if another language is needed at 207-764-5246.

Limited English Proficiency (LEP)

Four Factor Analysis

ARTS is committed to compliance with Title VI of the Civil Rights Act of 1964 and all related regulations and directives. By completing the Four Factor Analysis below, ARTS assures that no person 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 FTA service, program, or activity.

1. Indicate the number or proportion of LEP persons eligible to be served or likely to be encountered by the program. Based on information contained in MaineDOT's FTA Title VI Plan, dated February, 2015, Maine has a relatively low percentage of people who don't speak English very well. There are only four languages in which the number of persons who speak English less than very well exceed the 1,000 person/5% threshold: Spanish or Spanish Creole, French, Chinese and African languages.
 - a. Describe how LEP persons interact with the Agency. LEP persons can potentially interact with ARTS when they telephone the agency, when they board or exit a transit vehicle, or when they attend a meeting sponsored by ARTS.
 - b. Identify LEP communities by language group. There are no known LEP communities in ARTS service area.
 - c. Identify whether LEP persons are underserved by the Agency service due to language barriers. There are none underserved.
2. Indicate the frequency with which LEP persons come into contact with the program through the following methods:
 - a. Buses. ARTS has no confirmation that LEP populations are using their service.
 - b. Public meetings. At any previous public meeting, ARTS had no conversation barriers.
 - c. Customer service interactions. There have been no customer service interactions with LEP persons during the past three years.
 - d. Surveys. ARTS has no data that suggests that LEP populations have participated in any customer surveys during the past three years.
3. Describe the service and the nature of importance of the service (narrative) to the LEP population.

- a. Participate in the development of the coordinated plan to meet the specific transportation needs of seniors and people with disabilities especially those with LEP needs. ARTS buses are accessible to persons with disabilities, but ARTS has no data that suggests that seniors and people with disabilities are part of Maine's LEP population.
 - b. Include special language assistance for public meetings. ARTS has "I Speak" language identification cards available on its buses and at public meetings. Should the need arise, ARTS can utilize translation services identified in MaineDOT's FTA Title VI Plan. However, during the past three years, there have been no LEP persons requesting the use of these services.
4. Indicate the resources available to Agency for LEP outreach, as well as the costs associated with that outreach. ARTS has "I Speak" language identification cards available on its buses and at public meetings. If the need for translation services arises, ARTS can utilize one or more of the translation services identified in MaineDOT's FTA Title VI plan at a cost of approximately \$50 - \$65/hour.

Language Assistance Plan

Following completion of the Four Factor Analysis, ARTS assures that based on the results of the Analysis, a Language Assistance Plan will be created. The ARTS Language Assistance Plan includes the following:

1. Results of the Four Factor Analysis, including a description of the LEP Population(s) served. Based on information contained in MaineDOT's FTA Title VI Plan, dated February, 2015, Maine has a relatively low percentage of people who don't speak English very well. There are only four languages in which the number of persons who speak English less than very well exceed the 1,000 person/5% threshold: Spanish or Spanish Creole, French, Chinese and African languages. There are no known LEP communities in ARTS service area.
2. A description of how ARTS provides language assistance services by language. ARTS has "I Speak" language identification cards available on its buses and at public meetings. Should the need arise, ARTS can utilize translation services identified in MaineDOT's FTA Title VI Plan.
 - a. Vital written documents include Title VI Complaint Form, Notice to Beneficiaries, and other documents that provide access to services. Within the past three years, there have been no requests by LEP persons to have these documents provided in another language.
3. A description of how ARTS provides notice to LEP persons about the availability of language assistance. ARTS has "I Speak" language identification cards available on its buses and at public meetings. ARTS also posts Title VI posters in its offices and at other prominent places.
4. A description of how ARTS monitors, evaluates and updates the language assistance plan. On a yearly basis, ARTS Title VI Coordinator will review the Title VI plan in conjunction with Census data, FTA requirements, and any developments that would impact the plan including

complaints and requests for language assistance services. Based on this review, ARTS Language Assistance Plan will be updated accordingly.

5. A description of how ARTS trains employees to provide timely and reasonable assistance. ARTS will participate in LEP training sessions provided by MaineDOT at Maine Transit Association meetings and will also review on an annual basis MaineDOT's training document titled "How to Work with a Telephone Interpreter" and any other Title VI documents on MaineDOT's website.

Staff Ongoing Title VI Training Process/Description

All ARTS staff and volunteers will be trained on Title VI. Training will include the following documents:

- Non-discrimination poster
- Title VI complaint form
- Complaint log
- LEP (Four Factor Analysis and Language Assistance Plan)
- Title VI brochure

ARTS will utilize MaineDOT staff to assist with trainings. Affidavits will be signed when training is completed and filed as part of the Title VI program documentation.

Public Participation Plan

ARTS will work with MaineDOT staff to identify targeted minorities within the service area. MaineDOT staff will supply demographic information to the lowest census level possible within the region to identify specifically what minority populations exist within the ARTS service area. ARTS will identify the appropriate locations to disseminate information to the identified populations (e.g., church, neighborhood gathering space) to seek comment, interest in new service or service revisions and/or extensions. ARTS will document and maintain on file all activities related to Title VI outreach. This plan and documentation will be made available at MaineDOT's request.

ARTS will coordinate with regional planning efforts include outreach to targeted populations within the ARTS service area.

ARTS will provide a summary to MaineDOT of all outreach efforts upon request or prior to future plan submittals and review.

ARTS recognizes that future funding for new or revised service requires documentation of the above efforts.

APPENDIX A:

Table Depicting Minority Representation on Committees and Councils Selected by the Recipient

Recipients that have transit-related, non-elected planning boards, advisory councils or committees, or similar bodies—the membership of which is selected by the recipient—must provide a table depicting the membership of those committees broken down by race, and a description of efforts made to encourage the participation of minorities on such committees.

Body	Caucasian	Latino	African American	Asian American	Native American
Board of Directors	13/13				

Public Notice

In accordance with the Civil Rights Act of 1964, Aroostook Regional Transportation System, Inc. operates its programs and services without regard to race, color or national origin. Any person who believes she or he has been aggrieved by any unlawful discriminatory practices under Title VI may file a complaint with the Maine Department of Transportation or the Federal Transit Administration.

For more information on the ARTS civil rights program and the procedures to file a complaint, visit our website at: www.aroostooktransportation.org or call business office at 207-764-5246 and ask to speak to the Executive Director or the Human Resources Manager



Aroostook Regional Transportation System, Inc.

PO Box 552, 24 Houlton Road

Presque Isle, ME 04769

Attention: Executive Director or Human Resources

Language translation services available upon request.

Services de traduction langue disponibles sur demande

Servicios de traducción disponibles bajo petición.

要求提供的语言翻译服务。

Lugha ya tafsiri huduma inapatikana juu ya ombi.

Ladenan panarjamahan Basa aya kana paménta.

خدمات الترجمة اللغة متاحة عند الطلب

Aroostook Regional Transportation System, Inc.

External Discrimination Complaint Form

(Title VI/Nondiscrimination and ADA/Section 504 Complaints)

Name		Phone	Name of Person(s) That Discriminated Against You
Address		Location and Position of Person (If Known)	
City, State, Zip		City, State, Zip	
Agency involved			Date of Alleged Incident
Discrimination Because of: <input type="checkbox"/> Race <input type="checkbox"/> Color <input type="checkbox"/> National Origin <input type="checkbox"/> Sex <input type="checkbox"/> Age <input type="checkbox"/> Disability			What Remedy are you requesting?
<p>Explain As Briefly And Clearly As Possible What Happened And How You Were Discriminated Against. Indicate Who Was Involved. Be Sure To Include How Other Persons Were Treated Differently Than You. Also Attach Any Written Material Pertaining To Your Case.</p>			
Signature		Date	

Please Mail Complaint to:

Aroostook Regional Transportation System, Inc.
 Attention: Executive Director or Human Resources Manager
 PO Box 552, 24 Houlton Road
 Presque Isle, ME 04769

APPENDIX A

During the performance of this contract, the contractor, for itself, its assignees, and successors in interest (hereinafter referred to as the "contractor") agrees as follows:

1. **Compliance with Regulations:** The contractor (hereinafter includes consultants) will comply with the Acts and the Regulations relative to Non-discrimination in Federally-assisted programs of the U.S. Department of Transportation, ***Federal Transit Administration (FTA)***, as they may be amended from time to time, which are herein incorporated by reference and made a part of this contract.
2. **Non-discrimination:** The contractor, with regard to the work performed by it during the contract, will not discriminate on the grounds of race, color, or national origin in the selection and retention of subcontractors, including procurements of materials and leases of equipment. The contractor will not participate directly or indirectly in the discrimination prohibited by the Acts and the Regulations, including employment practices when the contract covers any activity, project, or program set forth in Appendix B of 49 CFR Part 21.
3. **Solicitations for Subcontracts, Including Procurements of Materials and Equipment:** In all solicitations, either by competitive bidding, or negotiation made by the contractor for work to be performed under a subcontract, including procurements of materials, or leases of equipment, each potential subcontractor or supplier will be notified by the contractor of the contractor's obligations under this contract and the Acts and the Regulations relative to Non-discrimination on the grounds of race, color, or national origin.
4. **Information and Reports:** The contractor will provide all information and reports required by the Acts, the Regulations, and directives issued pursuant thereto and will permit access to its books, records, accounts, other sources of information, and its facilities as may be determined by the Recipient or the ***FTA*** to be pertinent to ascertain compliance with such Acts, Regulations, and instructions. Where any information required of a contractor is in the exclusive possession of another who fails or refuses to furnish the information, the contractor will so certify to the Recipient or the ***FTA***, as appropriate, and will set forth what efforts it has made to obtain the information.
5. **Sanctions for Noncompliance:** In the event of a contractor's noncompliance with the Non discrimination provisions of this contract, the Recipient will impose such contract sanctions as it or the ***FTA*** may determine to be appropriate, including, but not limited to:
 - a. withholding payments to the contractor under the contract until the contractor complies; and/or
 - b. cancelling, terminating, or suspending a contract, in whole or in part.
6. **Incorporation of Provisions:** The contractor will include the provisions of paragraphs one through six in every subcontract, including procurements of materials and leases of equipment, unless exempt by the Acts, the Regulations and directives issued pursuant thereto. The contractor will take action with respect to any subcontract or procurement as the Recipient or the ***FTA*** may direct as a means of enforcing such provisions including sanctions for

noncompliance. Provided, that if the contractor becomes involved in, or is threatened with litigation by a subcontractor, or supplier because of such direction, the contractor may request the Recipient to enter into any litigation to protect the interests of the Recipient. In addition, the contractor may request the United States to enter into the litigation to protect the interests of the United States.

APPENDIX E

During the performance of this contract, the contractor, for itself, its assignees, and successors in interest (hereinafter referred to as the "contractor") agrees to comply with the following non-discrimination statutes and authorities; including but not limited to:

Pertinent Non-Discrimination Authorities:

- Title VI of the Civil Rights Act of 1964 (42 U.S.C. § 2000d et seq., 78 stat. 252), (prohibits discrimination on the basis of race, color, national origin); and 49 CFR Part 21.
- The Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970, (42 U.S.C. § 4601), (prohibits unfair treatment of persons displaced or whose property has been acquired because of Federal or Federal-aid programs and projects);
- Federal-Aid Highway Act of 1973, (23 U.S.C. § 324 et seq.), (prohibits discrimination on the basis of sex);
- Section 504 of the Rehabilitation Act of 1973, (29 U.S.C. § 794 et seq.), as amended, (prohibits discrimination on the basis of disability); and 49 CFR Part 27;
- The Age Discrimination Act of 1975, as amended, (42 U.S.C. § 6101 et seq.), (prohibits discrimination on the basis of age);
- Airport and Airway Improvement Act of 1982, (49 USC § 471, Section 47123), as amended, (prohibits discrimination based on race, creed, color, national origin, or sex);
- The Civil Rights Restoration Act of 1987, (PL 100-209), (Broadened the scope, coverage and applicability of Title VI of the Civil Rights Act of 1964, The Age Discrimination Act of 1975 and Section 504 of the Rehabilitation Act of 1973, by expanding the definition of the terms "programs or activities" to include all of the programs or activities of the Federal-aid recipients, sub-recipients and contractors, whether such programs or activities are Federally funded or not);
- Titles II and III of the Americans with Disabilities Act, which prohibit discrimination on the basis of disability in the operation of public entities, public and private transportation systems, places of public accommodation, and certain testing entities (42 U.S.C. §§ 12131-12189) as implemented by Department of Transportation regulations at 49 C.F.R. parts 37 and 38;
- The Federal Aviation Administration's Non-discrimination statute (49 U.S.C. § 47123) (prohibits discrimination on the basis of race, color, national origin, and sex);
- Executive Order 12898, Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations, which ensures Non-discrimination against minority populations by discouraging programs, policies, and activities with disproportionately high and adverse human health or environmental effects on minority and low-income populations;
- Executive Order 13166, Improving Access to Services for Persons with Limited English Proficiency, and resulting agency guidance, national origin discrimination includes discrimination because of Limited English proficiency (LEP). To ensure compliance with Title VI, you must take reasonable steps to ensure that LEP persons have meaningful access to your programs (70 Fed. Reg. at 74087 to 74100);
- Title IX of the Education Amendments of 1972, as amended, which prohibits you from discriminating because of sex in education programs or activities (20 U.S.C. 1681 et seq).