



# TITLE VI PLAN

Aroostook Regional Transportation System, Inc.

Updated 04/02/2026

**Aroostook Regional Transportation System, Inc. (ARTS) Title VI Plan**

**Non-Discrimination in the Federal Transit Program**

**Board Approval**

The Aroostook Regional Transportation System, Inc. (ARTS) Title VI Program was reviewed and formally adopted by the ARTS Board of Directors on

4/2/2026  
Date

The Board authorizes the Executive Director or their designee to implement the policies and procedures contained within this program and to ensure ongoing compliance with Federal Transit Administration Title VI requirements.

Approved by:

Debra Jacques  
Debra Jacques  
Board Chair

4/2/2026  
Date

## **Introduction**

Title VI was enacted as part of the landmark Civil Rights Act of 1964. It prohibits discrimination based on 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. In October 2012, FTA published Circular 4702.1B. to provide recipients with specific guidance which can be viewed at [https://www.transit.dot.gov/sites/fta.dot.gov/files/docs/FTA\\_Title\\_VI\\_FINAL.pdf](https://www.transit.dot.gov/sites/fta.dot.gov/files/docs/FTA_Title_VI_FINAL.pdf). 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, 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 and E included in contracts
- Title VI Complaint Process
- Four Factor Analysis
- LEP Plan
- Public Participation Plan

## **Background**

Aroostook Regional Transportation Services, Inc. (ARTS) is a 501(c)(3) nonprofit organization established in 1979. ARTS is located at 24 Houlton Road in Presque Isle, Maine. ARTS serves approximately 1,269 passengers each year. ARTS employs 23 full-time and part-time drivers as well as 10 full-time office staff. ARTS provides on-demand door-to-door transportation in Northern Maine to the general public including older adults and individuals with disabilities. ARTS also contracts with other organizations to provide transportation services covering over 6,600 square miles in Aroostook County, Penobscot County, and Washington County. ARTS' Title VI Plan can be found on the organization's website, [aroostooktransportation.org](http://aroostooktransportation.org), in the lobby and breakroom of our administration



## **Designated Title VI Coordinator**

The designated Title VI Coordinator for ARTS is the Human Resource Manager. The Title VI Coordinator can be reached via email at [hharris@artsme.org](mailto:hharris@artsme.org) or by phone at 207-764-5246.

The Title VI Coordinator is responsible for ensuring ARTS' compliance with Title VI of the Civil Rights Act of 1964 and related nondiscrimination requirements. Responsibilities include, but are not limited to:

- Overseeing and updating the ARTS Title VI Plan and ensuring compliance with Federal Transit Administration (FTA) requirements
- Receiving, documenting, investigating, and maintaining records of Title VI complaints and maintaining the complaint log
- Ensuring Title VI notices, complaint forms, and related materials are available to the public and properly posted
- Coordinating and documenting Title VI training for staff
- Supporting public participation efforts and outreach to minority and low-income populations
- Serving as the primary point of contact for Title VI-related inquiries and coordinating with MaineDOT on compliance reviews and reporting requirements
- Maintaining all records related to Title VI compliance and making them available for review upon request

## **Agency Subcontracts**

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

## **How to File a Title VI Complaint**

The Aroostook Regional Transportation System (ARTS) is committed to ensuring that no person is excluded from participation in, denied the benefits of, or subjected to discrimination in the provision of transportation services on the basis of race, color, or national origin, as protected under Title VI of the Civil Rights Act of 1964.

If you believe you have been discriminated against under Title VI, you may file a complaint with ARTS.

### **Step 1: Complete the Title VI Complaint Form**

The Title VI Complaint Form is available:

- On the ARTS website at [www.arostooktransportation.org](http://www.arostooktransportation.org)

- At the ARTS administrative office
- By request from ARTS staff

If assistance is needed to complete the form due to language barriers, disability, or other reasons, ARTS staff will provide assistance upon request.

### **Step 2: Submit the Complaint**

Completed complaint forms may be submitted by:

#### **Mail:**

Aroostook Regional Transportation System, Inc.  
Attn: Human Resource Manager  
PO Box 552, Presque Isle, ME 04769

#### **Email:**

hharris@artsme.org

#### **In Person:**

ARTS Administrative Office  
24 Houlton Road, Presque Isle, ME 04769

Complaints must be filed within **180 days** of the alleged discriminatory incident.

### **Step 3: Complaint Review**

Once a complaint is received, ARTS will review and investigate the complaint in accordance with the procedures outlined in the ARTS Title VI Plan. The complainant will receive written acknowledgement that the complaint has been received and will be notified of the outcome of the investigation.

### **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 that she or he has been discriminated against based on race, color, or national origin by ARTS may file a Title VI complaint by completing and submitting the Agency's Title VI Complaint Form (See Appendix A). 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 acknowledgement letter informing her or him whether the complaint will be investigated by ARTS.

ARTS has up to 60 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 in 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:

- A closure letter that summarizes the allegations and states there is not a Title VI violation and that the case will be closed.
- 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 or 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, ME 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 rights 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. (See Appendix B)**

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 the date resolved. ARTS has not received any Title VI complaints, nor been involved in any Title VI-related lawsuits or investigations within the past three years.

## **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, within agency administrative offices, on vehicles, and at public meetings and community outreach events. 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 national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.
- 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.

The designated Title VI Coordinator of ARTS is the Human Resource Manager. The Title VI Coordinator can be reached via email at [hharris@artsme.org](mailto:hharris@artsme.org) or by phone at 207-764-5246.

### **Title VI Poster (See Appendix C)**

ARTS will provide a poster to meet the requirements listed below and will provide updates as required. ARTS' Title VI posters are available inside the front entrance, in the employee breakroom, and in each of the pre- and post-trip binders within each agency vehicle. 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.org](http://www.aroostooktransportation.org).
- 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. According to the 2023 American Community Survey (ACS) 5-Year Estimates, Table B16002, Aroostook County contains 29,684 households. Of these, 5,764 households speak a language other than English at home. French (including Haitian or Cajun) is the most prevalent non-English language, with approximately 500 Limited English Proficient (LEP) households. All other language groups consist of fewer than 20 LEP households each. No language group meets or exceeds the Federal Transit Administration (FTA) Safe Harbor threshold of 1,000 persons or 5% of the service area population. Therefore, no language group triggers mandatory written translation of vital documents. ARTS will continue to provide language assistance free of charge upon request to ensure meaningful access to services.
  - a. 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 community event or meeting sponsored by ARTS.

- b. While Limited English Proficient households are present within Aroostook County, no language group meets the FTA Safe Harbor threshold for mandatory written translation of vital documents.
    - c. ARTS has no data that suggests that LEP populations are underserved in our programs and services.
  2. ARTS provides service through scheduled transportation, customer service interactions, public meetings, and community outreach activities. The agency monitors interactions for potential language barriers. To date, ARTS has not documented any interactions requiring language assistance during bus operations, customer service contacts, or public meetings within the past three years. While census data indicates the presence of Limited English Proficient households within the service area, ARTS has not experienced documented communication barriers in the provision of services. ARTS will continue to monitor service interactions and document any future LEP encounters to determine whether additional language assistance measures are warranted.
  3. ARTS provides essential public transportation services throughout Aroostook County, including medical transportation, workforce transportation, and access to critical community services for seniors, individuals with disabilities, and low-income residents. These services are vital to accessing healthcare, employment, education, and other daily living needs. Because ARTS services support access to life-sustaining and economically necessary activities, the agency recognizes the importance of ensuring meaningful access for individuals with Limited English Proficiency. While there are no documented LEP encounters, the essential nature of the services weighs in favor of maintaining reasonable language assistance measures.
  4. ARTS is a rural nonprofit transportation provider operating with limited administrative and financial resources. Given that there have been no documented LEP interactions and the absence of any language group meeting Safe Harbor thresholds, ARTS has determined that extensive written translation of documents is not warranted at this time. ARTS maintains reasonable language assistance measures, including “I Speak” language identification cards, public notice of free language assistance at agency facilities, on vehicles, and at public meetings, and access to translation services identified in MaineDOT’s FTA Title VI Plan. If translation services are required, ARTS may utilize available contracted services at an estimated cost of approximately \$50-\$65 per hour. ARTS will continue to evaluate its resources and language assistance needs and will adjust its approach if LEP contact frequency increases.

## Language Assistance Plan

Following completion of the Four Factor Analysis, ARTS has developed this Language Assistance Plan to ensure meaningful access to services for individuals with Limited English Proficiency (LEP).

- Based on the 2023 American Community Survey (ACS) 5-Year Estimates for Aroostook County, limited English proficient households are present within the service area; however, no language group meets the Federal Transit Administration (FTA) Safe Harbor threshold of 1,000 persons or 5% of the population requiring mandatory written translation of vital documents. French (including Haitian or Cajun) represents the largest LEP group within the county, with approximately 500 LEP households. All other language groups consist of fewer than 20 LEP households each.
- To ensure meaningful access, ARTS provides the following language assistance measures:
  - “I Speak” language identification cards available at the agency’s administrative office, on vehicles, and at public meetings.
  - Public notice that language assistance is available free of charge.
  - Access to translation services identified in MaineDOT’s FTA Title VI Plan when needed.
  - Translation of vital documents upon request when reasonable and appropriate. Vital documents include, but are not limited to:
    - Title VI Notice to Beneficiaries
    - Title VI Complaint Form
    - Service information necessary to access transportation services.
  - ARTS has bilingual staff fluent in French who can assist with basic communication when necessary, including the Finance Manager and one Vehicle Operator. Dispatch and administrative staff serve as the primary point of contact for riders and will assist in identifying language needs using available tools such as “I Speak” language identification cards. When additional interpretation or translation services are required, staff will coordinate with the ARTS Title VI Coordinator to access language assistance resources identified through MaineDOT’s FTA Title VI Plan.

Within the past three years, ARTS has not received requests for language assistance or translated documents.

- ARTS informs LEP individuals of the availability of free language assistance through:
  - Title VI notices posted in administrative offices and on vehicles.

- Public meeting notices
- Language identification tools (“I Speak” cards)
- Agency website postings, where applicable
- The ARTS Title VI Coordinator will review this Language Assistance Plan annually in conjunction with updated Census data, FTA guidance, documented service interactions, complaints, and any requests for language assistance. If the frequency of LEP interactions increases or demographic changes occur, ARTS will modify its language assistance measures accordingly.
- ARTS provides guidance to staff on recognizing language barriers and accessing available interpretation resources. The agency will participate in Title VI and LEP-related training opportunities provided by MaineDOT and Maine Transit Association and reviews available training materials annually.

### **Staff Ongoing Title VI Training Process/ Description**

ARTS provides Title VI training to all staff as part of its annual staff training program. This training ensures employees understand Federal Transit Administration (FTA) nondiscrimination requirements and the agency’s responsibilities under Title VI.

Training includes review of:

- Title VI Notice to Beneficiaries (Non-Discrimination Poster)
- Title VI Complaint Form and Complaint Log procedures
- Limited English Proficiency (LEP) Four-Factor Analysis and Language Assistance Plan
- Procedures for responding to discrimination complaints
- Availability of language assistance services

ARTS may utilize training resources and technical assistance provided by MaineDOT and the Maine Transit Association to support compliance efforts.

Documentation of completed training, including signed acknowledgements or attendance records, is maintained as part of the agency’s Title VI program records.

### **Public Participation Plan**

ARTS is committed to ensuring meaningful public participation in the development of transportation services, particularly for minority and low-income populations within its service area. ARTS may conduct public meetings or community information meetings when proposing major service changes, fare adjustments, or new transportation programs. These

meetings provide an opportunity for members of the public to provide comments and ask questions regarding proposed actions.

ARTS utilizes current demographic data, including U.S. Census and American Community Survey (ACS) information, to identify minority and low-income populations within Aroostook County. The agency coordinates with MaineDOT and regional planning partners as needed to review demographic trends and identify outreach priorities.

When proposing service changes, new services, or fare adjustments, ARTS will:

- Provide public notice through accessible methods, including postings at agency facilities, on vehicles, public meeting announcements, and website notifications where applicable;
- Distribute information in locations accessible to minority and low-income populations, such as community centers, service organizations, and other public gathering locations;
- Provide language assistance upon request;
- Offer reasonable opportunities for public comment.

ARTS documents outreach activities, public comments received, and any resulting service decisions. Documentation is maintained as part of the agency's Title VI records and provided to MaineDOT upon request or as part of required reporting.

ARTS recognizes that documentation of outreach efforts is required for federally funded service changes and will continue to ensure compliance with Title VI public participation requirements.

ARTS maintains a separate Title VI Public Participation Plan that provides additional detail regarding the agency's outreach strategies, community engagement activities, and procedures for gathering public input. The Public Participation Plan is included as an appendix to this Title VI Program.

## Appendix A

### 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.  
Attn: Human Resource Manager  
PO Box 552, 24 Houlton Rd.  
Presque Isle, Maine 04769  
Or Call (207) 764-5246

## Appendix B Log Form

Type	Date (day(s), month(s), year(s))	Summary (basis – race, color, or national origin)	Status	Action(s) taken
<b>Complaints and Investigations against the subrecipient or its employees</b>	NONE			
<b>Lawsuits</b>	NONE			

## Appendix C Notice of Title VI

# NON-DISCRIMINATION POSTER



## Aroostook Regional Transportation System, Inc.

### **Nondiscrimination Commitment to USDOT-Funded Programs:**

Aroostook Regional Transportation System, Inc. (ARTS) operates its programs and services without regard to race, color, or national origin in accordance with Title VI of the Civil Rights Act of 1964, including protections for individuals with Limited English Proficiency (LEP).

Any person who believes they have been subjected to discrimination under Title VI may file a complaint with ARTS.

### **Complaint Procedures:**

ARTS has established procedures for investigating and resolving Title VI complaints. Complaints must be filed within 180 calendar days of the alleged discriminatory occurrence.

For more information or to file a complaint, contact:

Aroostook Regional Transportation System, Inc.

Attn: Human Resource Manager

PO Box 552

Presque Isle, ME 04769

Phone: 207-764-5246

Email: [hharris@artsme.org](mailto:hharris@artsme.org)

Website: [www.aroostooktransportation.org](http://www.aroostooktransportation.org)

A complaint may also be filed directly with MaineDOT and/or the Federal Transit Administration at:

Maine Department of Transportation

Attn: Title VI Coordinator

16 State House Station

Augusta, ME 04333

Phone: 207-624-3066

Federal Transit Administration

Office of Civil Rights

1200 New Jersey Avenue SE

Washington, DC 20590

### **Accessibility and Language Assistance:**

ARTS is committed to ensuring that its programs and services are accessible to all individuals. Language assistance services are available free of charge upon request.

Language assistance services are available upon request.

Des services d'assistance linguistique sont disponibles sur demande.

Servicios de asistencia lingüística disponibles a solicitud.

## Appendix D Complaint Instructions



### How to File a Title VI Complaint

The Aroostook Regional Transportation System (ARTS) is committed to ensuring that no person is excluded from participation in, denied the benefits of, or subjected to discrimination in the provision of transportation services on the basis of race, color, or national origin, as protected under Title VI of the Civil Rights Act of 1964.

If you believe you have been discriminated against under Title VI, you may file a complaint with ARTS.

#### Step 1: Complete the Title VI Complaint Form

The Title VI Complaint Form is available on the ARTS website ([www.arostooktransportation.org](http://www.arostooktransportation.org)), at the ARTS administrative office, or by request from ARTS staff. If assistance is needed to complete the form due to language barriers, disability, or other reasons, ARTS staff will provide assistance upon request.

#### Step 2: Submit the Complaint

Completed complaint forms may be submitted by mail, email, or in person to the ARTS administrative office.

Mail: Aroostook Regional Transportation System, Inc.  
Attn: Human Resource Manager  
PO Box 552, Presque Isle, ME 04769

Email: [hharris@artsme.org](mailto:hharris@artsme.org)

In Person: ARTS Administrative Office  
24 Houlton Road, Presque Isle, ME 04769

Complaints must be filed within 180 days of the alleged discriminatory incident.

#### Step 3: Complaint Review

Once a complaint is received, ARTS will review and investigate the complaint in accordance with the procedures outlined in the ARTS Title VI Plan. The complainant will receive written acknowledgement that the complaint has been received and will be notified of the outcome of the investigation.

A person may also file a complaint directly with MaineDOT and/or the Federal Transit Administration at:

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

Federal Transit Administration  
Office of Civil Rights  
1200 New Jersey Avenue SE  
Washington, DC 20590

## Appendix E Public Participation Plan



### Public Participation Plan

**Aroostook Regional Transportation System, Inc. (ARTS)**

**Date:** 03-23-2026

**Title VI Coordinator:** Human Resource Manager / hharris@artsme.org / 207-764-5246

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#### 1. General Information

Aroostook Regional Transportation System, Inc. (ARTS) is committed to ensuring meaningful public participation in the development, evaluation, and improvement of transportation services within its service area. Public involvement helps guide agency decision-making and ensures that transportation services reflect the needs of residents throughout Aroostook County.

Public participation benefits both ARTS and the communities it serves by allowing riders, community partners, and residents to provide feedback on transportation services and proposed changes. This input helps ARTS identify transportation needs, improve service delivery, and ensure equitable access to transportation services.

Public involvement may be necessary when ARTS proposes new services, major service changes, fare adjustments, or when applying for or administering federally funded transportation programs.

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#### 2. Public Participation and Engagement

ARTS provides opportunities for public participation through several outreach and engagement methods.

When proposing service changes, new services, or fare adjustments, ARTS will provide public notice through accessible methods which may include:

- Postings at the ARTS administrative building
- Notices posted on ARTS vehicles
- Information posted on the ARTS website and social media platforms, as appropriate
- Distribution of information through community partners and public locations

These methods provide riders and members of the public an opportunity to review proposed changes and provide feedback. ARTS may conduct public meetings or community information meetings when proposing major service changes, fare adjustments, or new transportation programs. These meetings provide an opportunity for members of the public to provide comments and ask questions regarding proposed actions.

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### **3. Coordination with Community Organizations**

ARTS works with community organizations and public agencies throughout Aroostook County to gather input and share information about transportation services.

ARTS staff regularly attend community events and outreach opportunities such as:

- Resource fairs
- Job fairs
- Back-to-school events
- Community information events
- Other public gatherings

At these events, ARTS will provide information regarding available transportation services, potential service changes, fare information, and Title VI nondiscrimination information. These events allow ARTS to connect directly with riders and community members and gather feedback regarding transportation needs.

ARTS also coordinates with organizations such as social service agencies, medical facilities, workforce development organizations, and educational institutions to share information and receive feedback regarding transportation services.

ARTS works with local hospitals and healthcare providers throughout Aroostook County. Hospitals inform Aroostook County residents diagnosed with cancer that ARTS offers transportation or mileage reimbursement for transportation to medical appointments related to their diagnosis. This partnership helps ensure individuals facing serious medical conditions are aware of available transportation assistance and can access necessary healthcare services.

ARTS also provides transportation services through Modivcare, the State of Maine's broker for MaineCare (Medicaid) transportation. Through this partnership, ARTS transports eligible MaineCare members to approved medical appointments throughout the region.

In addition, ARTS coordinates with the Maine Department of Health and Human Services (DHHS) to provide transportation for individuals and families participating in DHHS programs. These trips may support low-income families and individuals involved in social service or child welfare services, helping ensure access to required appointments, services, and supports.

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### **4. Public Outreach Plan**

ARTS conducts outreach through several methods to ensure that information regarding transportation services and proposed changes is accessible to the public.

Outreach methods may include:

- Notices posted at ARTS administration building
- Notices posted on ARTS vehicles
- Information shared at community events and public outreach activities
- Website postings and service announcements
- Social media announcements, when appropriate
- Coordination with community organizations and service providers

ARTS utilizes U.S. Census and American Community Survey (ACS) data to review demographic information and identify minority and low-income populations within its service area. This information helps guide outreach efforts and ensure that traditionally underserved populations have access to information regarding transportation services and opportunities for public input.

Based on the most recent demographic data, the Federal Transit Administration Safe Harbor threshold for language translation has not been met for any language group within the ARTS service area. However, ARTS will provide language assistance upon request when feasible and will make reasonable efforts to accommodate individuals with limited English proficiency or disabilities who request assistance in accessing information or participating in outreach activities.

ARTS strives to conduct outreach activities and share information in ways that are accessible to the public. When possible, outreach activities are conducted at locations and times that are convenient and accessible to the public. ARTS also works with community partners and service organizations to help ensure that information regarding transportation services reaches minority, low-income, disabled, and other traditionally underserved populations within the service area.

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## **5. Public Studies**

ARTS may periodically distribute passenger surveys to gather feedback regarding current transportation services or potential new services. Surveys and other feedback opportunities allow riders and community members to share input regarding service quality, service needs, and potential improvements.

Prior to implementing major service changes or fare adjustments, ARTS may gather public input through passenger surveys, community outreach, or coordination with partner organizations in order to better understand rider needs and potential impacts of proposed changes.

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## **6. Type of Public Involvement**

ARTS encourages participation from a broad range of individuals and organizations within its service area in order to support the development and improvement of public transportation services. Outreach efforts aim to involve both riders and members of the community who may benefit from transportation services.

Public involvement may include participation from:

- Current passengers and potential riders
- Individuals who do not currently use ARTS services but may benefit from transportation options
- Business and community organizations
- Local and state government officials
- Social service agencies and workforce development organizations
- Educational institutions
- Medical facilities, healthcare providers, and long-term care centers
- Senior centers and community organizations
- Faith-based organizations and community groups

Through outreach activities, community events, passenger surveys, and coordination with partner organizations, ARTS seeks to gather input from these groups to help inform transportation planning and service improvements.

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## **7. Public Feedback and Documentation**

ARTS provides opportunities for public comment when considering service changes or transportation initiatives. In addition to feedback received during outreach activities, ARTS welcomes comments and suggestions from riders and members of the public regarding transportation services.

ARTS will document outreach activities, public comments received, and any resulting service decisions. These records are maintained as part of ARTS Title VI documentation and may be provided to MaineDOT or the Federal Transit Administration upon request.

ARTS will continue to ensure compliance with Title VI public participation requirements and maintain documentation of outreach efforts related to federally funded transportation programs.

**The United States Department of Transportation (USDOT)**

**Standard Title VI/Non-Discrimination Assurances**

**DOT Order No. 1050.2A**

The ***Aroostook Regional Transportation System, Inc.*** (herein referred to as the "Recipient"), **HEREBY AGREES THAT**, as a condition to receiving any Federal financial assistance from the U.S. Department of Transportation (DOT), through the **Federal Transit Administration (FTA)** is subject to and will comply with the following:

**Statutory/Regulatory 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);
- 49 C.F.R. Part 21 (entitled *Non-discrimination In Federally-Assisted Programs Of The Department of Transportation-Effectuation of Title VI of The Civil Rights Act of 1964*);
- 28 C.F.R. section 50.3 (U.S. Department of Justice Guidelines for Enforcement of Title VI of the Civil Rights Act of 1964);

***Federal Transit Administration (FTA) may include additional Statutory/Regulatory Authorities here.***

The preceding statutory and regulatory cites hereinafter are referred to as the "Acts" and "Regulations," respectively.

**General Assurances**

In accordance with the Acts, the Regulations, and other pertinent directives, circulars, policy, memoranda, and/or guidance, the Recipient hereby gives assurance that it will promptly take any measures necessary to ensure 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 the Recipient receives Federal financial assistance from DOT, including the **Federal Transit Administration (FTA)**."*

***FTA may include additional General Assurances in this section, or reference an addendum here.***

The Civil Rights Restoration Act of 1987 clarified the original intent of Congress, with

respect to Title VI and other Non-discrimination requirements (The Age Discrimination Act of 1975, and Section 504 of the Rehabilitation Act of 1973), by restoring the broad, institutional-wide scope and coverage of these non-discrimination statutes and requirements to include all programs and activities of the Recipient, so long as any portion of the program is Federally assisted.

### **Specific Assurances**

More specifically, and without limiting the above general Assurance, the Recipient agrees with and gives the following Assurances with respect to its Federally assisted **FTA**.

1. The Recipient agrees that each "activity," "facility," or "program," as defined in §§ 21.23(b) and 21.2(e) of 49 C.F.R. § 21 will be (with regard to an "activity") facilitated, or will be (with regard to a "facility") operated, or will be (with regard to a "program") conducted in compliance with all requirements imposed by, or pursuant to the Acts and the Regulations.
2. The Recipient will insert the following notification in all solicitations for bids, Requests For Proposals for work, or material subject to the Acts and the Regulations made in connection with all ***Federal Transit Administration (FTA) programs*** and, in adapted form, in all proposals for negotiated agreements regardless of funding source:

*"The **Aroostook Regional Transportation System, Inc.**, in accordance with the provisions of Title VI of the Civil Rights Act of 1964 (78 Stat. 252, 42 US.C. §§ 2000d to 2000d-4) and the Regulations, hereby notifies all bidders that it will affirmatively ensure that any contract entered into pursuant to this advertisement, disadvantaged business enterprises will be afforded full and fair opportunity to submit bids in response to this invitation and will not be discriminated against on the grounds of race, color, or national origin in consideration for an award."*

3. The Recipient will insert the clauses of Appendix A and E of this Assurance in every contract or agreement subject to the Acts and the Regulations.
4. The Recipient will insert the clauses of Appendix B of this Assurance, as a covenant running with the land, in any deed from the United States affecting or recording a transfer of real property, structures, use, or improvements thereon or interest therein to a Recipient.
5. That where the Recipient receives Federal financial assistance to construct a facility, or part of a facility, the Assurance will extend to the entire facility and facilities operated in connection therewith.

6. That where the Recipient receives Federal financial assistance in the form, or for the acquisition of real property or an interest in real property, the Assurance will extend to rights to space on, over, or under such property.
7. That the Recipient will include the clauses set forth in Appendix C and Appendix D of this Assurance, as a covenant running with the land, in any future deeds, leases, licenses, permits, or similar instruments entered into by the Recipient with other parties:
  - a. for the subsequent transfer of real property acquired or improved under the applicable activity, project, or program; and
  - b. for the construction or use of, or access to, space on, over, or under real property acquired or improved under the applicable activity, project, or program.
8. That this Assurance obligates the Recipient for the period during which Federal financial assistance is extended to the program, except where the Federal financial assistance is to provide, or is in the form of, personal property, or real property, or interest therein, or structures or improvements thereon, in which case the Assurance obligates the Recipient, or any transferee for the longer of the following periods:
  - A. the period during which the property is used for a purpose for which the Federal financial assistance is extended, or for another purpose involving the provision of similar services or benefits; or
  - b. the period during which the Recipient retains ownership or possession of the property.
9. The Recipient will provide for such methods of administration for the program as are found by the Secretary of Transportation or the official to whom he/she delegates specific authority to give reasonable guarantee that it, other recipients, sub-recipients, sub-grantees, contractors, subcontractors, consultants, transferees, successors in interest, and other participants of Federal financial assistance under such program will comply with all requirements imposed or pursuant to the Acts, the Regulations, and this Assurance.
10. The Recipient agrees that the United States has a right to seek judicial enforcement with regard to any matter arising under the Acts, the Regulations, and this Assurance.

***The Federal Transit Administration (FTA) may include additional Specific Assurances in this section.***

By signing this ASSURANCE, **Aroostook Regional Transportation System, Inc.** also

agrees to comply (and require any sub-recipients, sub-grantees, contractors, successors, transferees, and/or assignees to comply) with all applicable provisions governing the **FTA** access to records, accounts, documents, information, facilities, and staff. You also recognize that you must comply with any program or compliance reviews, and/or complaint investigations conducted by the **FTA**. You must keep records, reports, and submit the material for review upon request to **FTA** or its designee in a timely, complete, and accurate way. Additionally, you must comply with all other reporting, data collection, and evaluation requirements, as prescribed by law or detailed in program guidance.

**Aroostook Regional Transportation System, Inc.** gives this ASSURANCE in consideration of and for obtaining any Federal grants, loans, contracts, agreements, property, and/or discounts, or other Federal-aid and Federal financial assistance extended after the date hereof to the recipients by the U.S. Department of Transportation under the **FTA Programs**. This ASSURANCE is binding on the State of Maine, other recipients, sub-recipients, sub-grantees, contractors, subcontractors and their subcontractors, transferees, successors in interest, and any other participants in the **FTA Programs**. The person(s) signing below is authorized to sign this ASSURANCE on behalf of the Recipient.

**Aroostook Regional Transportation System, Inc.**

**Lisa Smith, Interim Executive Director**

\_\_\_\_\_  
(Name of Recipient)

By: Lisa Smith  
(Signature of Authorized Official)

Dated: 3-23-2026

## 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 B

### CLAUSES FOR DEEDS TRANSFERRING UNITED STATES PROPERTY

The following clauses will be included in deeds effecting or recording the transfer of real property, structures, or improvements thereon, or granting interest therein from the United States pursuant to the provisions of Assurance 4:

**NOW, THEREFORE**, the U.S. Department of Transportation as authorized by law and upon the condition that the *Aroostook Regional Transportation System, Inc.* will accept title to the lands and maintain the project constructed thereon in accordance with all requirements imposed by Title 49, Code of Federal Regulations, Department of Transportation, subtitle A, Office of the Secretary, part 21, Non-discrimination in Federally-assisted Programs of the Department of Transportation pertaining to and effectuating the provisions of Title VI of the Civil Rights Act of 1964 (78 Stat. 252; 42 U.S.C. § 2000d to 2000d-4), the Regulations for the Administration of **Federal Transit Administration (FTA) Programs**, and the policies and procedures prescribed by the FTA of the U.S. Department of Transportation in accordance and in compliance with all requirements imposed by Title 49, Code of Federal Regulations, U.S. Department of Transportation, Subtitle A, Office of the Secretary, Part 21, Non-discrimination in Federally-assisted programs of the U.S. Department of Transportation pertaining to and effectuating the provisions of Title VI of the Civil Rights Act of 1964 (78 Stat. 252; 42 U.S.C. § 2000d to 2000d-4), does hereby remise, release, quitclaim and convey unto the *Aroostook Regional Transportation System, Inc.* all the right, title and interest of the U.S. Department of Transportation in and to said lands described in Exhibit A attached hereto and made a part hereof.

#### (HABENDUM CLAUSE)

**TO HAVE AND TO HOLD** said lands and interests therein unto *Aroostook Regional Transportation System, Inc.* and its successors forever, subject, however, to the covenants, conditions, restrictions and reservations herein contained as follows, which will remain in effect for the period during which the real property or structures are used for a purpose for which Federal financial assistance is extended or for another purpose involving the provision of similar services or benefits and will be binding on the *Aroostook Regional Transportation System, Inc.* its successors and assigns.

The *Aroostook Regional Transportation System, Inc.* in consideration of the conveyance of said lands and interests in lands, does hereby covenant and agree as a covenant running with the land for itself, its successors and assigns, that (1) no person will 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 with regard to any facility located wholly or in part on, over, or under such lands hereby conveyed [,] [and]\* (2) that the *Aroostook Regional Transportation System, Inc.* will use the lands and interests in lands and interests in lands so conveyed, in compliance with all requirements imposed by or pursuant to Title 49, Code of Federal Regulations, U.S. Department of Transportation, Subtitle A, Office of the Secretary, Part 21, Non-discrimination in Federally-assisted programs of the U.S. Department of Transportation, Effectuation of Title VI of the Civil Rights Act of 1964, and as said Regulations and Acts may be amended[, and (3) that in the event of breach of any of the above-mentioned non-discrimination conditions, the Department will have a right to enter or re-enter said lands and facilities on said land, and that above described land and facilities will thereon revert to and vest in and become the absolute property of the U.S.

and its assigns as such interest existed prior to this instruction].\*

(\*Reverter clause and related language to be used only when it is determined that such a clause is necessary in order to make clear the purpose of Title VI.)

## APPENDIX C

### CLAUSES FOR TRANSFER OF REAL PROPERTY ACQUIRED OR IMPROVED UNDER THE ACTIVITY, FACILITY, OR PROGRAM

The following clauses will be included in deeds, licenses, leases, permits, or similar instruments entered into by the *Aroostook Regional Transportation System, Inc.* pursuant to the provisions of Assurance 7(a):

- A. The (grantee, lessee, permittee, etc. as appropriate) for himself/herself, his/her heirs, personal representatives, successors in interest, and assigns, as a part of the consideration hereof, does hereby covenant and agree [in the case of deeds and leases add "as a covenant running with the land"] that:
  1. In the event facilities are constructed, maintained, or otherwise operated on the property described in this (deed, license, lease, permit, etc.) for a purpose for which a U.S. Department of Transportation activity, facility, or program is extended or for another purpose involving the provision of similar services or benefits, the (grantee, licensee, lessee, permittee, etc.) will maintain and operate such facilities and services in compliance with all requirements imposed by the Acts and Regulations (as may be amended) such that no person on the grounds of race, color, or national origin, will be excluded from participation in, denied the benefits of, or be otherwise subjected to discrimination in the use of said facilities.
- B. With respect to licenses, leases, permits, etc., in the event of breach of any of the above Non-discrimination covenants, *Aroostook Regional Transportation System, Inc.* will have the right to terminate the (lease, license, permit, etc.) and to enter, re-enter, and repossess said lands and facilities thereon, and hold the same as if the (lease, license, permit, etc.) had never been made or issued.\*
- C. With respect to a deed, in the event of breach of any of the above Non-discrimination covenants, the **Aroostook Regional Transportation System, Inc.** will have the right to enter or re-enter the lands and facilities thereon, and the above described lands and facilities will there upon revert to and vest in and become the absolute property of the *Aroostook Regional Transportation System, Inc.* and its assigns.\*

(\*Reverter clause and related language to be used only when it is determined that such a clause is necessary to make clear the purpose of Title VI.)

## APPENDIX D

### CLAUSES FOR CONSTRUCTION/USE/ACCESS TO REAL PROPERTY ACQUIRED UNDER THE ACTIVITY, FACILITY OR PROGRAM

The following clauses will be included in deeds, licenses, permits, or similar instruments/agreements entered into by *Aroostook Regional Transportation System, Inc.* pursuant to the provisions of Assurance 7(b):

- A. The (grantee, licensee, permittee, etc., as appropriate) for himself/herself, his/her heirs, personal representatives, successors in interest, and assigns, as a part of the consideration hereof, does hereby covenant and agree (in the case of deeds and leases add, "as a covenant running with the land") that (1) no person on the ground of race, color, or national origin, will be excluded from participation in, denied the benefits of, or be otherwise subjected to discrimination in the use of said facilities, (2) that in the construction of any improvements on, over, or under such land, and the furnishing of services thereon, no person on the ground of race, color, or national origin, will be excluded from participation in, denied the benefits of, or otherwise be subjected to discrimination, (3) that the (grantee, licensee, lessee, permittee, etc.) will use the premises in compliance with all other requirements imposed by or pursuant to the Acts and Regulations, as amended, set forth in this Assurance.
- B. With respect to (licenses, leases, permits, etc.), in the event of breach of any of the above Non-discrimination covenants, *Aroostook Regional Transportation System, Inc.* will have the right to terminate the (license, permit, etc., as appropriate) and to enter or re-enter and repossess said land and the facilities thereon, and hold the same as if said (license, permit, etc., as appropriate) had never been made or issued.\*
- C. With respect to deeds, in the event of breach of any of the above Non-discrimination covenants, *Aroostook Regional Transportation System, Inc.* will there upon revert to and vest in and become the absolute property of *Aroostook Regional Transportation System, Inc.* and its assigns.\*

(\*Reverter clause and related language to be used only when it is determined that such a clause is necessary to make clear the purpose of Title VI.)

## 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:

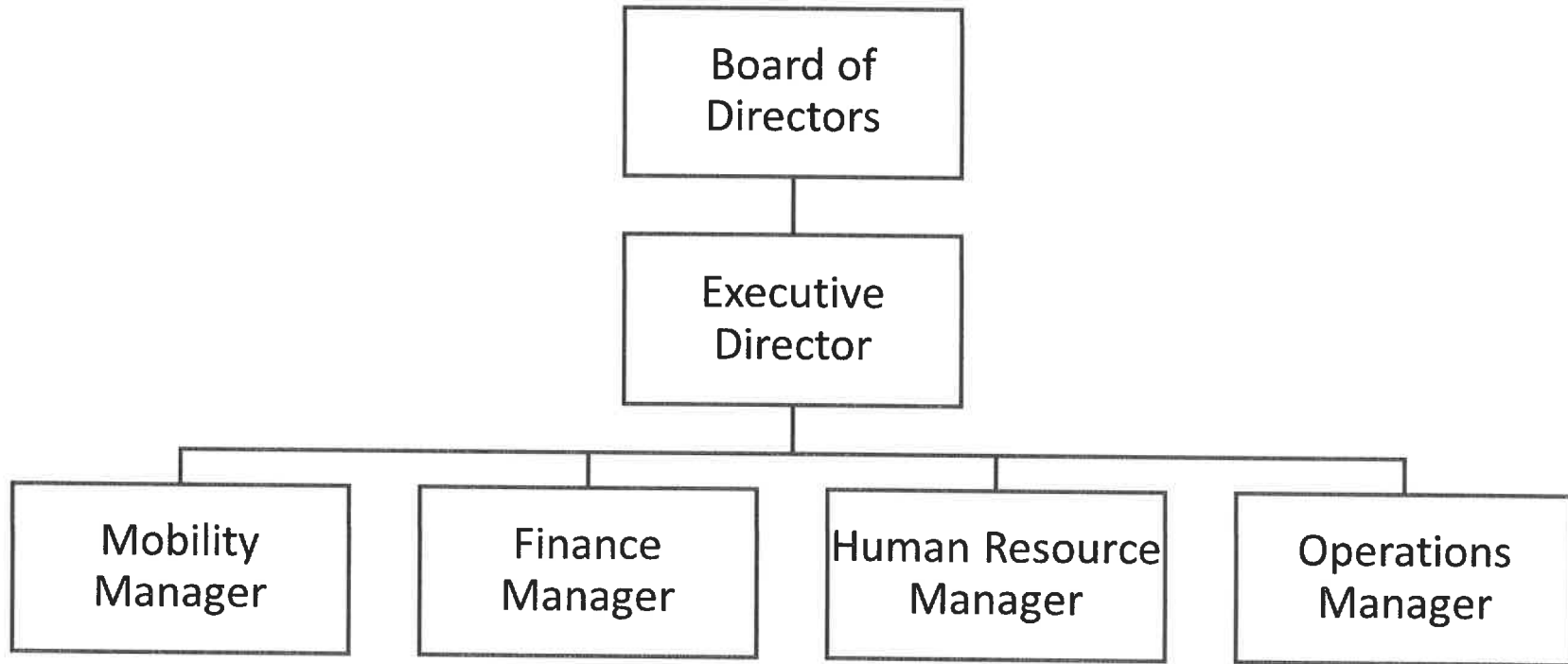
### **Pertinent Non-Discrimination Authorities:**

- 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 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);

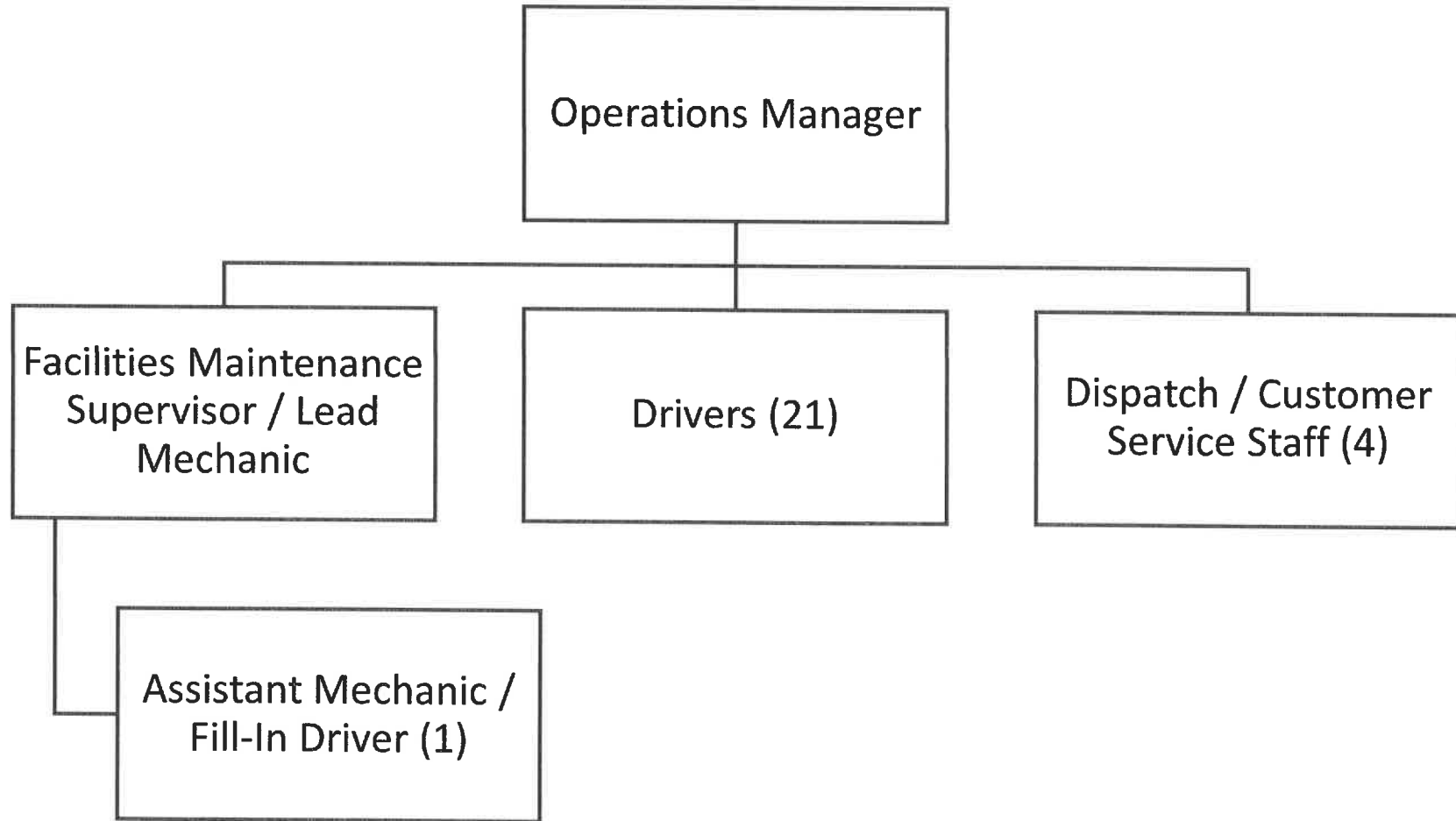
- Title IX of the Education Amendments of 1972, as amended, which prohibits you from discriminating because of sex in education programs or activities (20 U.S.C. 1681 et seq).

## Organizational Chart – Leadership & Governance



*This organizational chart illustrates the agency's governance structure and chain of command. The Board of Directors provides oversight to the Executive Director, who supervises management staff. The Operations Manager oversees transportation operations, including drivers, dispatch/customer service staff, and maintenance personnel.*

## Organizational Chart – Operations Department



*This organizational chart illustrates the agency's governance structure and chain of command. The Board of Directors provides oversight to the Executive Director, who supervises management staff. The Operations Manager oversees transportation operations, including drivers, dispatch/customer service staff, and maintenance personnel.*