



Program Title: TITLE VI PROGRAM	
Review Responsibility: Jim Fetzer, Operations Manager	Approved By: Kevin E. Gallacci, General Manager
Authorized By: Clallam Transit System Resolution No. R14:2018 and supersedes all previous resolutions.	Effective Date: June 1, 2021 through May 31, 2024

Purpose

The purpose of this program is to establish guidelines to effectively monitor and ensure that Clallam Transit System (CTS) is in compliance with all Federal Transit Administration (FTA) Title VI requirements and regulations in order to carry out the provisions of the Department of Transportation's (DOT) Title VI Regulations at 49 CFR Part 21.

Assurances

CTS assures that no person shall on the grounds of race, color, religion, national origin, sex, sexual orientation, gender, gender identity, pregnancy, genetic information, age, veterans' status, disability, or other protected class be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity conducted by CTS regardless of whether those programs and activities are federally funded or not.

To ensure accordance with 49 CFR Section 21, every application for financial assistance from FTA will be accompanied by an assurance that CTS will carry out the program in compliance with Title VI of the Civil Rights Act of 1964. This requirement shall be fulfilled when the applicant submits its annual certifications and assurances to FTA.

If CTS distributes federal aid funds to another governmental entity or other sub-recipient, Title VI language will be included in all written agreements and be monitored for compliance.

CTS shall insert the following notification in all solicitations for bids for work or material subject to the regulations and made in connection with all federally funded programs and, in all proposals for negotiated agreements.

CTS, in accordance with Title VI of the Civil Rights Act of 1964, 78 Stat. 252, 42 U.S.C. 2000d to 2000d-4 and Title 49, Code of Federal Regulations, Department of Transportation, Subtitle A, Office of the Secretary, Part 21, Nondiscrimination in Federally-assisted programs of the Department of Transportation issued pursuant to such Act, hereby notifies all bidders that it will affirmatively ensure that in any contract entered into pursuant to this advertisement, disadvantaged business enterprises as defined at 49 CFR Part 23 will be afforded full 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.

Members of the public are currently notified of their rights under this program through a posting at Transit Centers, CTS Buses, CTS Website, and CTS Administration Headquarters. (Attachment A), Additionally, passenger schedules detail complaint procedures.

Members of the public may contact Clallam Transit System to request additional information on its nondiscrimination assurances by calling 360-452-1315 or 800-858-3747.

Discrimination Complaint Procedure

1. Any person who believes that they individually or as a member of any specific class, have been subjected to discrimination prohibited by Title VI of the Civil Rights Act of 1964, the American with Disabilities Act of 1990, Section 504 of the Vocational Rehabilitation Act of 1973 and the Civil Rights Restoration Act of 1987, as amended, may file a complaint with CTS. A complaint may also be filed by a representative on behalf of such a person. All complaints will be referred to CTS's Operations Manager for review and action.
2. In order to have the complaint considered under this procedure, the complainant must file the complaint no later than 180 days after the date of alleged act of discrimination.
The CTS General Manager or his/her designee may extend the time for filing or waive the time limit in the interest of justice, specifying in writing the reason for so doing.
3. A verbal dictation of the events or complaint form (Attachment C) shall be in writing and shall be signed by the complainant and/or the complainant's representative. Complaints shall set forth as fully as possible the facts and circumstances surrounding the claimed discrimination. In the event that a person makes a verbal complaint of discrimination to an employee of CTS, the CTS Operations Manager shall document the allegation no later than the next business day by interviewing the complainant. If necessary, the CTS Operations Manager will assist the person in reducing the complaint to writing and provide a written version of the complaint to the person for signature. The complaint shall then be handled according to CTS's investigative procedures and placed into review.
4. Within 10 calendar days, the CTS Operations Manager will acknowledge receipt of the written allegation and having complete or incomplete information to proceed with an investigative review. He will inform the complainant of action taken or proposed action to process the allegation.
5. CTS will notify the FTA within 30 calendar days of receipt of the allegations. Generally, the following information will be included in every notification to the FTA:
 - a) Name, address, and phone number of the complainant.
 - b) Name(s) and address(es) of alleged discriminating official(s).
 - c) Basis of complaint (i.e., race, color, or national origin)
 - d) Date of alleged discriminatory act(s).
 - e) Date of complaint received by CTS.
 - f) A statement of the complaint.
 - g) Other agencies (state, local or Federal) where the complaint has been filed.
 - h) An explanation of the actions CTS has taken or proposed to resolve the issue raised in the complaint.
6. Within 60 calendar days, if action has not been taken and the complaint not resolved, the CTS General Manager will conduct an investigation of the allegation, and based on the information obtained, will render a recommendation for action. The complaint should be resolved by informal means whenever possible. Such informal attempts and their results will be summarized in the report of findings.
7. Within 90 calendar days of receipt of the complaint, the CTS General Manager will notify the complainant in writing of the final decision reached, including the proposed disposition of the matter. The notification will advise the complainant of their appeal rights if they are dissatisfied with the final decision rendered by CTS. The CTS General Manager will also provide the FTA with a copy of this decision and summary of findings upon completion.
8. CTS maintains a list of active investigations, lawsuits, and/or complaints naming CTS that allege discrimination on the basis of race, color, religion, national origin, sex, sexual orientation, gender, gender identity, pregnancy, genetic information, age, veterans' status, disability, or other protected class. This list includes the date of the investigation, or the date the lawsuit or complaint was filed; a summary of the allegation(s); the status of the investigation, lawsuit, or complaint; and actions taken by CTS in response to the investigation, lawsuit, or complaint.

9. Contact for Title VI FTA administrative complaint process is as follows:

Federal Transit Administration
Office of Civil Rights
Attention: Complaint Team
East Building, 5th Floor – TCR1200
New Jersey Ave., SE Washington, DC 20590

For more information and the FTA complaint form: http://www.fta.dot.gov/12875_14816.html

Investigations, Complaints or Lawsuits

As of May 30, 2021, CTS has no active lawsuits, investigations, or complaints alleging discrimination on the basis of race, color, or national origin with respect to service or other transit benefits.

Compliance History (for the three years ending May 2021):

Title VI related complaints:

Received	Status	Description of Complaint	Actions Taken
		None	

Compliance Reviews

The Washington State DOT conducts periodic site visits during which WSDOT staff review compliance with applicable federal, state, and local laws and regulations. The most recent reviews and the findings related to Title VI and actions taken are:

On July 22, 2020, a recommendation from the Washington State DOT review team was to amend language in the CTS printed passenger schedules non-discrimination language. The recommendation was to change the word “citizens” to “persons” in the statement to be more inclusive. This recommendation was addressed in the recent reprinting of the CTS passenger schedules in January 2021.

Public Participation

The CTS Board, hereinafter referred to as the “Board,” is comprised of elected officials representing the eastern, central, and western areas of the county and each of the three major cities, in addition to one non-voting union representative. Annually, they approve a meeting schedule and set meeting times to ensure that the public has ample opportunity to comment and provide input. This schedule is posted on the CTS website.

CTS publishes notices of all public hearings and meetings on its website in advance of the legally mandated time period to allow the public to be involved in the identification of social, economic, and environmental impacts of proposed transportation decisions. When important issues are being considered (such as fare and service changes), multiple meetings may be scheduled across the county, often with meetings held in both the early afternoon and evening in order to ensure the broadest access for those wishing to participate.

Summary of public outreach and involvement activities undertaken in the last three years (June 2018 through February 2021):

Public hearings are held every year before the Board approves the annual budget in December, the annual transit development plan (TDP), all major service changes, any fare structure revisions, and for other required federal or state system business plans. There is a newsprint and radio broadcast marketing program (including traffic reports by CTS dispatchers) that encourages public outreach and involvement. Operations personnel travel to schools throughout the year to provide unfamiliarization and bus safety tips. In addition, the following public hearings and

public outreach was provided:

2018 – Public Hearings

The Board held a total of three public hearings which addressed the following: one for proposed service improvements, one for the adoption of the CTS Transit Development Plan, and one on the draft 2019 budget.

2019 – Public Hearings

The Board held a total of two public hearings which addressed the following: one on the CTS Transit Development Plan, and one on the draft 2020 budget.

2020 – Public Hearings

The Board held a total of two public hearings which addressed the following: one on the CTS Transit Development Plan; and one on the draft 2021 budget.

Public Outreach

Clallam Transit System participates in numerous community events to promote public transportation. These events include the Voices for Veterans Standdown, an event that is targeted for veterans. These are held annually in Forks, Port Angeles and Sequim, Washington. CTS attends the events and provides free bus passes, reduced fare permits, and general public transit education. Clallam Transit also sponsors an event annually to promote transit education in middle schools. With this program, CTS attends all middle schools in Clallam County and provides a transit education program to middle school students. At each event, a bus and an operator are provided to demonstrate to students, and perspective future riders, how to ride the system. Youth passes, called *Explorer Passes*, are provided to all students to encourage them to try riding CTS. CTS staff also attend job fairs throughout the community. These include the Makah Tribe College and Career Fair, regular meetings of the Olympic Workforce Development Council, Reverse Job Fair, plus other hiring and resource events. Staff also attend the Elwha Tribe Planning session meetings and the Quileute Tribe Health Fairs. Each year, CTS participates in Veterans' Stand Down events in Forks and Port Angeles, which are events that promote resources for local veterans. CTS also participated in the Sequim School McKinney – Vento Open House, a program focused on student success that includes student transportation needs. CTS also participates in the Clallam County Homeless Connect Program held in Port Angeles, an event in which CTS provides information, bus passes, and coupons to persons in need. CTS staff also participates in Tourism Commission Meetings, Kiwanis Club Meetings and Chamber of Commerce meetings in Forks, Port Angeles, and Sequim.

Other outreach activities include participation in local parades, advertising of services in the region's newspaper, the Peninsula Daily News, a local radio station, as well as social media including internet ads, Facebook, and Twitter. CTS also promotes services on buses, in bus shelters, and at the Forks, Port Angeles and Sequim Transit Centers. CTS also promotes regional services in the Washington State Visitors guide and on the Washington State Ferries.

In 2020, CTS implemented a GPS bus location application called UniteGPS that allows individuals with internet access the ability to see their bus in real time. This application was especially useful for the more remote areas, such as tribal communities, to enable residents to locate their bus and eliminate lengthy times at bus stops waiting until their bus arrived.

CTS is currently undertaking a Comprehensive Service Analysis (COA) to determine what, if any, public transportation services can be improved in the region. As part of the COA, a community survey is also underway with extensive outreach of both users of Clallam Transit as well as residents of Clallam County. Social service agencies, tribal communities, health providers and others were targeted to reach the maximum number of persons throughout the region. The surveys were provided in both English and Spanish versions. Of the over 800 surveys completed, only one survey completed in Spanish was returned.

Outreach Plan for Limited English Proficient (LEP) Persons Background

In 2012, Clallam Transit performed an initial Four Factor Analysis, took some actions to address LEP persons, worked with Washington State DOT staff to refine its assessment of LEP issues, and evaluated the impact of its LEP outreach before incurring further costs. This process has been continued for the LEP program.

Factor (1) The number and proportion of LEP persons served or encountered in the eligible population: Clallam County has a total population of 77,331 based on census estimates of 2019. The total population in Clallam County over 5 years old totals 69,926 based on 2017 American Community Survey, US Census Data. 97.78 percent of the people in Clallam County indicated they speak and understand English “very well”, CTS has expanded its LEP outreach for Spanish, spoken by 1,775 of the county’s population, with 1,079 native Spanish speakers with English language skills rated as less than “very well.” Although no specific LEP group using public transportation warrants specific outreach efforts, Clallam Transit continues to outreach this population through making all printed public materials available in Spanish. In addition, CTS utilizes Google Translate on its website, which will translate in over 100 languages. Additionally, Clallam Transit has identification cards that allow persons with limited English proficiency to identify which language they are fluent in. CTS has also installed Google Translator communication software on all tablets installed in the fleet of buses. This system allows operators to communicate with LEP persons as they are encountered while in revenue service. This program allows both participants of a conversation to speak in their language and then translate to another language allowing for easy communication. Road Supervisors have also installed this software on their company issued phones to also allow them to easily communicate with LEP individuals.

Table 1 **Clallam County, Washington**

Primary Language Spoken at Home	Estimate of persons	Margin of Error	Percent	Percent Margin of Error
Population 5 years and over	69,956	+/-104	100%	(X)
English only	66,404	+/-484	95%	+/-0.7
Language other than English	3,522	+/-463	5%	+/-0.7
Speak English less than “very well”	1,550	+/-375	44%	+/-7.3
Spanish	1,775	+/-387	2.5%	+/-0.6
Speak English less than “very well”	1,079	+/-356	60.8%	+/-10.5
Other Indo-European languages	794	+/-208	1.1%	+/-0.3
Speak English less than “very well”	158	+/-80	19.9%	+/-7.9
Asian and Pacific Islander languages	688	+/-172	1.0%	+/-0.2
Speak English less than “very well”	255	+/-172	37.1%	+/-19.4
Other Languages	265	+/-96	0.4%	+/-0.1
Speak English less than “very well”	58	+/-50	21.9%	+/-016.5

Source: U.S. Census Bureau, 2017 American Community Survey 5 Year Estimates

Factor (2) The frequency with which LEP individuals come in contact with a Clallam Transit program, activity, or service: The 2017 US Census Data – American Community Survey indicates that of the population in Clallam County, age 5 or older is 69,926. The percentage of this population that speaks English less than very well is 2.2% or 1,550. The total workforce population in Clallam County is 42,171. Of the current commuting working population in Clallam County, 28,466, the data indicates that 307 of this demographic use public transportation to get to work. Of these 307, a total of 279 speak only English. The remaining demographic indicates that no Spanish speaking workers using public transit speak English less than well, and 22 of those speaking other languages, speak English less than well.

While no LEP group warrant special outreach, the statistics indicate that the low number of Spanish speaking persons, the largest group of LEP in Clallam County, may benefit from having vital public transportation documents in their native language. CTS's drivers and field supervisors report that rarely they interact with non-English speaking individuals. If a non-English speaking person is encountered, they can utilize the language line for translation services, or often times, they are accompanied by an English-speaking person who can communicate for them. CTS has an account with the Language Line, a translation service that is available to customers who have limited English proficiency. The service allows CTS to contact an interpreter who can translate in more than 240 languages between the customer and CTS staff. To date, CTS has not needed to utilize the service, but we maintain an active account with the service. CTS also offers Google Translate on CTS's website. The Google Translate service allows persons who access the website to translate all information into more than 100 languages. Additionally, CTS offers Google Translator on all tablets installed in CTS buses.

Factor (3) The nature and importance of the program, activity, or service provided by Clallam Transit to the LEP Community: Public transit is an important element for LEP persons to access jobs, housing, and other services. CTS provides transit services throughout the community. Clallam County has unique geography being that there is a major mountain range on the southern part of the county and the Strait of Juan de Fuca to the north. This leaves a somewhat restricted area, or corridor, for housing and development. The county has one major arterial that travels east to west, and development is concentrated along this corridor. This constricted area available for housing and development allows CTS to effectively provide service public transit service throughout the area.

Factor (4) The resources available to Clallam Transit and overall costs: Individuals at Peninsula College and staff at social service agencies in Forks have provided translation services and counseling at little or no cost in the past. C T S will invest some time and resources to assess the need and benefit of expanding its current LEP outreach efforts. CTS has an active ongoing account with the Language Line, a translation service that is available to customers who have limited English proficiency. The service allows CTS to contact an interpreter who can translate in more than 240 languages between the customer and CTS staff.

The cost for the Language Line service is \$3.95 per minute. To date, CTS has not had any requests for the service and therefore, no record of usage, but CTS maintains the service in case it may be required in the future. CTS also offers Google Translate on the CTS website. The Google Translate service allows persons who access the website to translate all information into more than 100 languages. Google Translate is a free service. CTS also utilizes Google Translator in CTS buses and has it installed on the Operations Supervisors' phones, enabling them to communicate with LEP persons as needed.

Plan for Assisting Persons of Limited English Proficiency

Language Assistance Measures: To address readers of Spanish as well as 100 other languages, CTS has added "Google Translate"© to its website, which generates a generic translation of the words found on the web page. The website is already ADA compliant, so that limited sight persons can use standard software to have the web pages "read" to them.

Google Translator has been installed in CTS fixed-route buses and has been installed on the Operations Supervisors' phones enabling them to communicate with LEP persons as required. CTS strives to reach the entire community, including LEP populations, when conducting public outreach and involvement activities. LEP individuals who request information verbally can be referred to a translator for assistance.

As an initial step to increase its outreach efforts, CTS has translated into Spanish, its customer comment cards and bus posters describing the process (see Attachment “A” and “B”). As a secondary effort to ensure basic ADA services to the disabled community, CTS translated the Paratransit Eligibility form into Spanish.

Monitoring and Updating the LEP Plan: The public response to the Spanish customer comment process and Paratransit form will continue to be evaluated for what further actions should be taken. CTS has not received any requests for translation services nor any complaints regarding its LEP outreach or available resources.

Providing Notice of Available Language Service to LEP Persons: CTS publishes notices of all public hearings with the offer to obtain (with advance notice) foreign language interpreters, interpreters for people with hearing impairments, and taped information for people with visual impairments. Because the website is accessible by both sight impaired and limited English proficiency individuals, CTS’s public outreach efforts can be understood by an even larger percentage of the population.

The Limited English Proficiency Plan will be posted on CTS’s website as part of the Title VI document at www.clallamtransit.com. By using “Google Translate”©, anyone can download or print the document in their preferred language.

Notifying Beneficiaries of their Rights under Title VI

Clallam Transit System Title VI Notice to the Public is:

- 1) Uploaded to the CTS website at www.clallamtransit.com in a prominent location,
- 2) Posted on display cards in all the revenue vehicles and translated into Spanish, Attachment B,
- 3) Printed in the CTS bus schedules and distributed throughout the community.

Analysis of Construction Projects - Prior Three-year Period

CTS had no significant construction projects over the last three years.

Membership of Non-elected Committees

CTS values the viewpoints of minority, Limited English Proficiency (LEP), and low-income participants in the community. CTS strives to select committee members for each committee that are representative of the job classification, agency, and community. Most committees have by-laws to structure the composition of committees.

- The Safety Committee meets on a monthly basis to provide input on the agency’s safety program. The committee is made up of both elected members and appointed members.
- The Accident Review Board (ARB) meets on an as-needed basis to determine preventability of vehicle collisions. The committee is made up of appointed members and selected members based on union seniority.
- The Service Review Committee (SRC) meets on an as-needed basis to recommend current and future service requirements. The committee consists of standing appointed members and members selected from a volunteer pool.

Committee	Caucasian	Latino	African American	Asian American	Native American
Safety Committee (7) Four elected members Three appointed members	86%	0%	0%	0%	14%
Accident Review Board (7) Three standing members Four selected members	100%	0%	0%	0%	0%
Service Review Committee (6)One standing member Five appointed volunteer members	100%	0%	0%	0%	0%

Non-Elected Committees – Percentage of Minorities in the Group

Fixed-Route Service Standards

CTS measures performance of the fixed-route system on a daily basis. Any routes that are overloaded are reported and logged to dispatch immediately. This information is forwarded to the CTS Operations Manager and service adjustments are made, if required. Route performance is reported monthly to the Clallam Transit Board. Routes are monitored for ridership, ridership changes and cost recovery.

Routes are placed into one of three categories: Intercity, Urban, or Rural; to track routes by similar service type. The Intercity routes are longer and serve as connectors between the three cities within the county; the Urban routes provide service to the communities in each city within the county; and the Rural routes connect sparsely populated areas with the three cities in the county. See the weekday and Saturday route tables below for category breakdowns.

Route performance statistics are provided and reviewed by the Clallam Transit Board at each monthly board meeting. Route issues are discussed, and appropriate action can be taken if needed. Board members are provided with a chart that outlines the current performance of each route for the latest month as well as the preceding four years. The data is shown in graph form, allowing for a review of how each route is trending. While performance of each route is important, CTS also focuses on transit route coverage to ensure all areas of the county are provided with lifeline transit services. The nature of the service area is diverse with some remote areas, with mountainous and heavily forested regions with pockets of developments and several tribal communities. These developments, smaller communities and tribal centers are isolated and while not densely developed, transit service is necessary to ensure that all persons have access to services and jobs. CTS ensures that public transportation services are provided to all the communities.

CTS is currently undertaking a Comprehensive Operation Analysis (COA) to ensure transit services are provided fairly and equitably throughout Clallam County. The study is currently in progress and is expected to be completed in mid-summer of 2021. The COA has a strong public outreach component to gather as much public input as possible. Changes that are recommended will be considered, and a robust public input and information program will be undertaken.

Clallam Transit System Route Details

CTS routes are designed to connect the region to employers, medical facilities, schools, shopping areas, and tribal communities. CTS routes do not differentiate by minority or income status within the areas or passengers served. Each route design and frequency is determined by regional connectivity, population density, traffic congestion, ridership, development activities, and funding. The CTS Service Review Committee is comprised of voluntary staff members that are Fixed-route Operators, Dispatchers, Operations Supervisors, and management. The committee considers and recommends service improvements to CTS management.

Clallam Transit System Weekday Headways

Route No.	Route Name	Type of Service	Hours of Service	Number of Trips		
				5 am – 9 am	9:01 am – 4 pm	4:01 pm – 10 pm
10	Joyce	Rural	6:13 am – 8:58 pm	1	3	2
14	Forks	Intercity	5:50 am – 8:30 pm	2	4	2
15	La Push	Rural	7:20 am – 4:30 pm	1	1	1
16	Neah Bay	Rural	6:45 am – 8:35 pm	1	2	1
17	Forks Shuttle	Urban	6:53 am – 5:19 pm	2	5	1
20	College/Medical Center	Urban	6:55 am – 6:50 pm	6	13	6
22	Lincoln/Peabody	Urban	6:55 am – 6:55 pm	5	13	6
24	Cherry Hill	Urban	5:13 am – 10:13 pm	8	13	10
26	West Side Elwha Tribal Center	Urban	6:35 am – 8:22 pm	5	9	6
30	Highway 101 Commuter	Intercity	5:30 am – 10:05 pm	7	13	7
40	Sequim Shuttle	Urban	8:35 am – 4:40 pm	1	7	1
50	Jamestown Campus	Rural	7:40 am – 5:20 pm	1	2	1
52	Diamond Point	Rural	6:40 am – 6:20 pm	1	1	1
123	The Strait Shot	Intercity	7:25 am – 10:05 pm	1	0	1

Clallam Transit System Saturday Headways

Route No.	Route Name	Type of Service	Hours of Service	Number of Trips		
				5am – 9am	9:01am – 4pm	4:01pm – 10pm
10	Joyce	Rural	8:34 am – 7:43 pm	1	2	1
14	Forks	Intercity	7:00 am – 8:05 pm	2	1	1
15	La Push	Rural	9:20 am – 5:45 pm	0	2	1
16	Neah Bay	Rural	8:30 am – 8:35 pm	1	0	1
17	Forks Shuttle	Urban	8:53 am – 4:49 pm	1	5	1
20	College/Medical Center	Urban	7:55 am – 6:25 pm	2	6	3
22	Lincoln/Peabody	Urban	8:25 am – 6:55 pm	1	7	3
24	Cherry Hill	Urban	7:08 am – 8:43 pm	3	7	5
26	West Side Elwha Tribal Center	Urban	7:55 am – 7:49 pm	2	6	4
30	Highway 101 Commuter	Intercity	7:25 am – 8:30 pm	2	7	4
40	Sequim Shuttle	Urban	NO SERVICE			
50	Jamestown Campus	Rural	NO SERVICE			
52	Diamond Point	Rural	NO SERVICE			
123	The Strait Shot	Intercity	7:25 am – 8:59 pm	1	0	1

Clallam Transit System Sunday Headways

Route No.	Route Name	Type of Service	Hours of Service	Number of Trips		
				5am – 9am	9:01am – 4pm	4:01pm – 10pm
10	Joyce	Rural	NO SERVICE			
14	Forks	Intercity	NO SERVICE			
15	La Push	Rural	NO SERVICE			
16	Clallam/Neah Bay	Rural	NO SERVICE			
17	Forks Shuttle	Urban	NO SERVICE			
20	College/Medical Center	Urban	NO SERVICE			
22	Lincoln/Peabody	Urban	NO SERVICE			
24	Cherry Hill	Urban	NO SERVICE			
26	West Side	Urban	NO SERVICE			
30	Highway 101 Commuter	Intercity	NO SERVICE			
40	Sequim Shuttle	Urban	NO SERVICE			
50	Jamestown Campus	Rural	NO SERVICE			
52	Diamond Point	Rural	NO SERVICE			
123	The Strait Shot	Intercity	3:15 pm – 8:10 pm	0	0	1

Deviated Service and Dial-A-Ride

Route No. 52 Diamond Point will deviate off the designed fixed route by up to $\frac{3}{4}$ of a mile. The deviated service is only available east of Blyn on Route No. 52 Diamond Point. There are no eligibility requirements. Anyone within the designed area can request a deviated trip. The request must be made by 4pm the day before the day of travel and up to seven days in advance of the desired trip.

CTS provides Dial-A Ride (DAR) demand response service in and around the City of Sequim that is not served by regular fixed-route service. There are no eligibility requirements. Pre-scheduled rides can be made at least one day before and up to seven days in advance of the desired trip. On Saturday, the DAR service area is expanded to include the area served by the Route No. 40 Sequim Shuttle.

On-Time Performance

Fixed-route Operators do their best to meet the established time schedule for every route. Except in rare cases, no vehicle should depart more than five minutes after the published scheduled time. Every effort is made to run the route according to the schedule. Fixed-route Operators may make a request through Dispatch to hold another bus for a connection. At no time is a Fixed-route Operator permitted to leave a time point before the scheduled departure time. CTS has a 22 percent recovery time standard built into the fixed-route bus system to ensure routes start their route on time and to give ample time for delayed routes to get back on schedule. Drivers are required to report to dispatch anytime that they are running more than 10 minutes behind their published schedule. Dispatch then takes steps to ensure the route is back on schedule. Incidents of buses running late are rare and occur only when a traffic accident occurs, road construction, or inclement weather hits the region. In addition, CTS installed a real time bus arrival and tracking system in early 2020. The system enables operations to track all vehicles to ensure they are running on schedule. Additionally, the public can

access real time bus location on the CTS UniteGPS app on their computer or smartphone.

At the time of this program update, and mentioned earlier in the document, CTS is undertaking a Comprehensive Operational Analysis (COA) of the system. This in-depth review of the services provided looks at customer satisfaction and recommendations and, based on data collected and survey results, makes recommendations for improvements to the system. A part of this review is a 100% ride check of the system as well as a review of the on-time performance of the routes. The COA is expected to be completed in the summer of 2021.

Transit Amenities

CTS amenities include transit centers, bus stops, bus shelters, and informational provisions.

- CTS has three transit centers which are main transit hubs in the cities of Forks, Port Angeles, and Sequim. Each transit center provides public restrooms, shelters, and waste receptacles.
- Bus Shelters/Bus Stops: CTS currently has approximately 120 bus stops and 83 bus shelters located throughout the service area. The shelters are located at or near schools, retail shops, businesses, transit centers, and high traffic areas. Because CTS is a rural agency, the majority of the bus stops are flag stops.
- When CTS receives requests for a new bus shelter, the requested location is placed on a waiting list. Requests are given priority based on several factors: ridership in the area; space available for placement; safety of the location; cost; pedestrian access; ADA compliance; and approval from the governmental permitting authority.
- Informational Provisions: Printed schedules, route maps, and system maps are placed in all transit centers and bus shelters. Schedule information is also available on CTS's website and Google Maps.

ATTACHMENT A – WEBSITE POSTING

830 West Lauridsen Boulevard
Port Angeles, Washington 98363



www.clallamtransit.com
360-452-4511

TITLE VI NOTICE TO THE PUBLIC

(Posted on the CTS website, CTS Buses, and at Gateway Transit Center, Sequim Transit Center, Forks Transit Center and CTS Administration Office)

Non-discrimination Policy: It is the policy of Clallam Transit System 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 the benefits of, or otherwise be discriminated against under any of its federally funded programs and activities. Any person who believes his or her Title VI protection has been violated may file a complaint with Clallam Transit System's Operations Manager. For Title VI complaints and additional Information, please call 360-417-1370.

On the website hyperlinks to:

CTS [Title VI Complaint Form](#)

CTS [Title VI Program](#)

Civil Rights Act of 1964, [CFR Title 45 Part 80](#)

ATTACHMENT A – TITLE VI NOTICE TO THE PUBLIC

830 West Lauridsen Boulevard
Port Angeles, Washington 98363



www.clallamtransit.com
360-452-4511

Title VI Rights

It is the policy of Clallam Transit System 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 the benefits of, or otherwise be discriminated against under any of its programs and activities. Any person who believes his or her Title VI protection has been violated may file a complaint with Clallam Transit System's Operations Manager. For Title VI complaints and additional Information, please call 360-417-1370.

Derechos del Título VI

Es política de Clallam Tránsito System asegurar que ninguna persona, por motivos de raza, color u origen nacional, según dispuesto por el Título VI de la Ley de Derechos Civiles de 1964, sea excluida de participar en, ni se le nieguen los beneficios de, o de otra manera ser discriminado bajo cualquiera de sus programas y actividades. Cualquier persona que crea que se ha violado su protección del Título VI puede presentar una queja ante el Gerente de Operaciones del Sistema de Transito de Clallam. Para quejas del Título VI e información adicional, llame al 360-417-1370.

ATTACHMENT B – CUSTOMER COMMENT FORM

830 West Lauridsen Boulevard
Port Angeles, Washington 98363



www.clallamtransit.com
360-452-4511

We want to hear from you.

Tell us about your experience, share your ideas and give us your feedback.

Customers can contact Clallam Transit in the following ways:

Telephone: 360-452-4511 or 800-858-3747

Customer contact hours: 5:00 a.m. – 9:30 p.m. Monday – Saturday

E-mail: info@clallamtransit.com

Fax: 360-417-1380

Mail: 830 West Lauridsen Boulevard, Port Angeles, WA 98363

Customer concerns, complaints and commendations will be forwarded to the appropriate supervisor.

For more information visit our website at www.clallamtransit.com

ATTACHMENT B – CUSTOMER COMMENT FORM

830 West Lauridsen Boulevard
Port Angeles, Washington 98363



www.clallamtransit.com
360-452-4511

¡Queremos Escuchar de Usted!

Cuéntenos su experiencia, comparte sus ideas y denos sus comentarios.

Pueden contactar a Clallam Tránsito de las siguientes maneras:

Teléfono: 360-452-4511 o por el 800-858-3747

Horario de atención al cliente: 5:00 a.m. – 9:30 p.m. de Lunes a Sábado

Fax: 360-417-1380

Correo electrónico: info@clallamtransit.com

Dirección: 830 West Lauridsen Boulevard, Port Angeles, WA 98363

Pueden remitir sus elogios, quejas, inconveniencias, y preocupaciones a cualquier supervisor.

Para obtener más información, visite nuestro sitio Web: www.clallamtransit.com

ATTACHMENT C – COMPLAINT FORM

830 West Lauridsen Boulevard
Port Angeles, Washington 98363



www.clallamtransit.com
360-452-4511

TITLE VI COMPLAINT FORM

Title VI of the 1964 Civil Rights Act requires that “No person in the United States shall, on the ground 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.” If you feel you have been discriminated against in transit services, please provide the following information in order to assist us in processing your complaint and send it to:

Clallam Transit System
Title VI Officer
Operations Manager
830 West Lauridsen Boulevard
Port Angeles, Washington 98363
360-417-1370

Please print clearly or type your response. Thank you.

You may file a signed, written complaint up to one hundred and eighty (180) days from the date of alleged discrimination.

Name: _____

Address, City, State, Zip Code: _____

Contact Number (including area code): _____

Person discriminated against: _____

Address of person discriminated against: _____

City, State, Zip Code: _____

Please indicate why you believe the discrimination occurred:

_____ Race

_____ Color

_____ National origin

What was the date of the alleged discrimination? _____

Where did the alleged discrimination take place? _____

Please describe the circumstances as you saw it:

Please list any and all witnesses' names and phone numbers:

Witness First and Last Name	Contact Phone Number (including area code)

What type of corrective action would you like to see taken?

Please attach any documents you have which support the allegation. Then date and sign this form and send to the Title VI Officer at the address listed on page 1 of this document.

Print your last name

Your signature

Date