

***Federal Transit Administration
Title VI Program***

Town of Great Barrington, Massachusetts

Adopted September 18, 2023

(Plan expires 3 years from date approved by the board)

Title VI Plan Table of Contents

The **Town of Great Barrington** Title VI plan includes the following elements:

1. Plan Approval, Annual Certifications and Assurances, Revision Log
2. Policy Statement
3. Notice to the Public
4. Complaint Procedure
5. Complaint Form
6. List of transit related Title VI Investigations, Complaints and Lawsuits
7. Public Participation Plan
8. Language Assistance Plan
9. Minority Representation Table and Description
10. Providing Assistance to and Monitoring Subrecipients
11. Title VI Equity Analysis for Facility Acquisition
12. Fixed Route Transit Provider Requirements

Section 1: Title VI Plan Approval & Compliance Requirements

Title VI Plan
Adopted on: September 18, 2023

Adopted by: Selectboard

Signature(s):

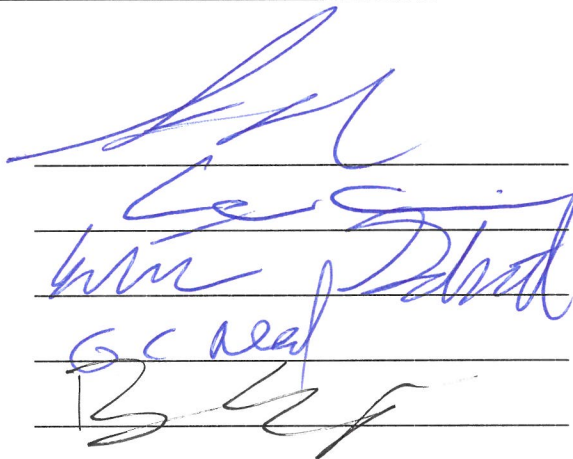
Stephen Bannon

Leigh S. Davis

Eric Gabriel

Garfield C. Reed

Benjamin Elliott



Documentation of the plan approval including the meeting minutes is attached to this Plan in Appendix A.

Annual Certifications and Assurances

In accordance with 49 CFR Section 21.7(a), every application for financial assistance from FTA must be accompanied by an assurance that the applicant will carry out the program in compliance with Title VI regulations. This requirement shall be fulfilled when the applicant/recipient submits its annual certifications and assurances. Primary recipients will collect Title VI assurances from sub-recipients prior to passing through FTA funds.

Town of Great Barrington will remain in compliance with this requirement by annual submission of certifications and assurances as required by MassDOT.

The date of last submission of these certifications and assurances (at the time of this Plan's approval) is:
(not applicable / first year)

Title VI Plan Revision Log

Date Month/day/year	Section Revised	Summary of Revisions
9/18/2023	Entire Plan	Entire Plan Adopted for First Time

Section 2: Title VI Policy Statement

Policy Statement

The Town of Great Barrington, operating transit provider, as a recipient of Federal Transit Administration (FTA) grant dollars either directly from FTA or through the Massachusetts Department of Transportation (MassDOT), will comply with the Title VI of the Civil Rights Act of 1964 (42 U.S.C. 2000d), the U.S. Department of Transportation implementing regulations, FTA Circular 4702.1B, and MassDOT Public Transportation requirements as specified in Master Grant Agreement, and State Management Plan. The Town of Great Barrington operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act.

Section 3: Notice to the Public

Title VI Notice to the Public

The Town of Great Barrington's Notice to the Public is as follows:

Notifying the Public of Rights Under Title VI

Town of Great Barrington, Massachusetts

- The Town of Great Barrington (the "Town") operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the Town.
- For more information on the Town's civil rights program, the procedures to file a complaint, or to file a complaint, please contact Christopher Rembold, Assistant Town Manager at 413-528-1619, x.2401; email crembold@townofgb.org; or visit our administrative office at 334 Main Street, Great Barrington, MA 01230. For more information, visit www.townofgb.org
- For transportation-related Title VI matters, a complaint may also be filed directly with the:

Massachusetts Department of Transportation, Office of Diversity and Civil Rights, Attn: Title VI Specialist, 10 Park Plaza, Suite 3800, Boston, MA 02116; (857) 368-8580; TTY: 711; MassDOT.CivilRights@dot.state.ma.us

Federal Transit Administration, Office of Civil Rights, Attention: Complaint Team, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE Washington, DC, 20590.

- If information is needed in another language, contact 413-528-1619 x.2401.

The Town's Notice to the Public is posted in the public areas of these following places, and inside the transit vehicles.

1. Town Hall, 334 Main Street, Planning Department, Great Barrington, MA 01230
2. Mason Public Library, 231 Main Street, Great Barrington, MA 01230
3. Ramsdell Public Library, 1087 Main Street, Housatonic, MA 01236

Sample Title VI Notice to the Public in Spanish

Note: The translation of vital documents must be verified for accuracy. You cannot assume that what is written in this template accurately conveys the rights included in your Title VI notice. You also cannot rely on Google Translate without additional verification such as a language translator.

Note: Follow this template below for any additional languages required by your Language Assistance Plan.

Notificación al público de derechos bajo el Título VI

- El Pueblo de Great Barrington opera sus programas y servicios sin distinción de raza, color y origen nacional, según el Título VI de la Ley de Derechos Civiles. Cualquier persona que cree o que ha sido perjudicada por una práctica discriminatoria ilegal bajo el Título VI puede presentar una queja con el Pueblo de Great Barrington.
- Para obtener más información sobre el programa de derechos civiles de Great Barrington, o para obtener más información sobre los procedimientos para presentar una queja, por favor llame a Carmen Morales, 413-528-1619; cmorales@townofgb.org. o visite nuestra oficina administrativa en 334 Main Street, Great Barrington, MA 01230.
- Un demandante puede presentar una queja directamente a la el Departamento de Transporte del estado de Massachusetts Department of Transportation, Office of Diversity and Civil Rights, Attn: Title VI Specialist, 10 Park Plaza, Suite 3800, Boston, MA 02116; (857) 368-8580; TTY: 711; MassDOT.CivilRights@dot.state.ma.us
- Un demandante puede presentar una queja directamente a la Administración Federal de tránsito, Office of Civil Rights, Atención: Complaint Team, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE Washington, DC, 20590.
- Si se necesita información en otro idioma, comuníquese con 413-528-1619 x.2501

Section 4: Title VI Complaint Procedure

The Town's Title VI Complaint Procedure is made available in the following locations:

- ☒ Agency website, if available: www.townofgb.org
 - ☒ Hard copy in the central office
 - ☒ Agency Title VI Plan
-

Any individual, group of individuals or entity that believes they have been discriminated against on the basis of race, color, or national origin by the Town may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form.

Any individual having filed a complaint or participated in the investigation of a complaint shall not be subjected to any form of intimidation or retaliation. Individuals who have cause to think that they have been subjected to intimidation or retaliation can file a complaint of retaliation following the same procedure for filing a discrimination complaint.

A complaint must be filed with the Town no later than 180 days after the following:

1. The date of the alleged act of discrimination; or
2. The date when the person(s) became aware of the alleged discrimination; or
3. Where there has been a continuing course of conduct, the date on which that conduct was discontinued of the latest instance of the conduct.

Once the complaint is received, the Town will review it to determine if our office has jurisdiction. A copy of each Title VI complaint received will be forwarded to the Massachusetts Department of Transportation within ten (10) calendar days of receipt. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by our office.

The Town has 45 days to investigate the complaint. If more information is needed to resolve the case, the Town may contact the complainant requesting further information. The complainant has # 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 # business days, the Town can administratively close the case.

After the investigator reviews the complaint, the agency will issue one of two (2) letters to the complainant: a closure letter or a letter of finding (LOF).

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

If the complainant wishes to appeal the decision it must direct the appeal to the agency initially. The complainant has 10 days after the date of the closure letter or the letter of finding to do so. If there is outstanding concern, the appeal may be directed to the state DOT or FTA. The appeal process information will be included in the letter.

A person may also file a complaint directly with the: Massachusetts Department of Transportation, Office of Diversity and Civil Rights, Attn: Title VI Specialist, 10 Park Plaza, Suite 3800, Boston, MA 02116; (857) 368-8580; TTY: 711; MassDOT.CivilRights@dot.state.ma.us;

Or

Federal Transit Administration, Office of Civil Rights, Attention: Complaint Team, East Building,
5th Floor-TCR, 1200 New Jersey Ave., SE Washington, DC, 20590.

If information is needed in another language, then contact 413-528-1619.

Section 5: Title VI Complaint Form

The Town's Title VI Complaint Procedure is made available in the following locations:

- ☒ Agency website, if available: www.townofgb.org
- ☒ Hard copy in the central office
- ☒ Agency Title VI Plan

Section I:				
Name:				
Address:				
Telephone (Home):			Telephone (Work):	
Email Address:				
Accessible Requirements?	Format	Large Print		Audio Tape
		TDD		Other
Section II:				
Are you filing this complaint on your own behalf?			Yes*	No
*If you answered "yes" to this question, go to Section III.				
If not, please supply the name and relationship of the person for whom you are complaining:				
Please explain why you have filed for a third party:				
Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party.			Yes	No
Section III:				
I believe the discrimination I experienced was based on (check all that apply):				
[] Race [] Color [] National Origin				
Date of Alleged Discrimination (Month Day, Year) _____				
Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, please use the back of this form.				

Section IV				
Have you previously filed a Title VI complaint with this agency?			Yes	No
Section V				
Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court?				
[] Yes [] No				
If yes, check all that apply:				
[] Federal Agency: _____				
[] Federal Court _____ [] State Agency _____				

<input type="checkbox"/> State Court _____	<input type="checkbox"/> Local Agency _____
Please provide information about a contact person at the agency/court where the complaint was filed.	
Name:	
Title:	
Agency:	
Address:	
Telephone:	
Section VI	
Name of agency complaint is against:	
Contact person:	
Title:	
Telephone number:	

You may attach any written materials or other information that you think is relevant to your complaint.

Signature and date required below

Signature

Date

If information is needed in another language, contact 413-528-1619.

Please submit this form to:

Town of Great Barrington
Assistant Town Manager
334 Main Street
Great Barrington, MA 01230

Section 6: List of Transit Related Title VI Investigations, Complaints and Lawsuits

The Town maintains a list or log of all Title VI investigations, complaints and lawsuits, pertaining to its transit-related activities.

Check One:

 x There have been no investigations, complaint and/or lawsuits filed against us since the last plan submission.

 There have been investigations, complaints and/or lawsuits filed against us. *See list below.*
Attach additional information as needed.

	Date (Month, Day, Year)	Summary (include basis of complaint: race, color, or national origin)	Status	Action(s) Taken
Investigations				
1.				
2.				
Lawsuits				
1.				
2.				
Complaints				
1.				
2.				

Section 7: Public Participation Plan

Strategies and Desired Outcomes

To promote inclusive public participation, the Town will employ the following strategies, as appropriate (make these determinations based on a demographic analysis of the population(s) affected, type of plan, program and/or service under consideration, and the resources available):

- ✓ Provide for early, frequent and continuous engagement by the public
- ✓ Select accessible and varied meeting locations and times
- ✓ Employ different meeting sizes and formats
- ✓ Use social media in addition to other resources as a way to gain public involvement
- ✓ Use radio, television or newspaper ads on stations and in publications that serve LEP populations.
- ✓ Expand traditional outreach methods by visiting minority-owned or oriented stores/markets and restaurants, community centers, libraries, faith-based institutions, local festivals, etc.

Public Outreach Activities

The public outreach and involvement activities conducted by the Town since the last Title VI Program submission are summarized in the table below.

Specific Public Participation activities are listed in the table below:

Event Date	Insert Agency Name Staffer(s) or Department	Activity	Communication Method (Public notice, posters, social media)	Notes
9/5/23-9/15/23	Planning Dept	Comments received by email or in person at Open office hours at Town Hall weekdays 8:30am-4pm	Public notice in newspaper.	Spanish speaking staff also available in Town Hall if needed. Draft plan available online and in town hall and 2 public libraries.
9/11/2023	Planning Dept	Two input/meeting opportunities in person and via zoom	Public notice in newspaper. Posted on town website calendar.	Zoom option available for both meetings also. Draft plan available online and in town hall and 2 public libraries.
9/18/23	Selectboard	Board Meeting to approve plan	Posted to Town website. Advertisement in local newspaper.	Meeting held in-person and via zoom.

Section 8: Language Assistance Plan

Plan Components

As a recipient of federal US DOT funding, the Town is required to take reasonable steps to ensure meaningful access to our programs and activities by limited-English proficient (LEP) persons.

Limited English Proficient (LEP) refers to persons for whom English is not their primary language and who have a limited ability to read, write, speak, or understand English. This includes those who have reported to the U.S. Census that they speak English less than very well, not well, or not at all.

The Town's Language Assistance Plan includes the following elements:

- Item #1: The results of the *Four Factor Analysis*, including a description of the LEP population(s), served.
- Item #2: A description of how language assistance services are provided by language
- Item #3: A description of how LEP persons are informed of the availability of language assistance service
- Item #4: A description of how the language assistance plan is monitored and updated
- Item #5: A description of how employees are trained to provide language assistance to LEP persons

Four Factor Analysis Methodology

To determine if an individual is entitled to language assistance and what specific services are appropriate, the Town has conducted a *Four Factor Analysis* of the following areas: 1) Limited-English Proficient (LEP) Speaker Demography, 2) Contact Frequency, 3) Importance of Service, and 4) Resources and Costs.

Factor 1: The number or proportion of LEP persons eligible to be served or likely to be encountered by the program or recipient. In addition to the number or proportion of LEP persons served, the Town will identify:

- (a) How LEP persons interact with the recipient's agency;
- (b) Identification of LEP communities, and assessing the number or proportion of LEP persons from each language group to determine the appropriate language services for each language;
- (c) The literacy skills of LEP populations in their native languages, in order to determine whether translation of documents will be an effective practice; and
- (d) Whether LEP persons are underserved by the recipient due to language barriers.

Factor 2: The frequency with which LEP persons come into contact with the program: Identifies and assesses the frequency Town's staff comes into contact with LEP persons. Examples of contact could include:

- (a) Use of bus and rail service;
- (b) Purchase of tickets through vending machines, outlets, websites, and over the phone;
- (c) Participation in public meetings;
- (d) Customer service interactions;
- (e) Ridership surveys;
- (f) Operator surveys.

Factor 3: The nature and importance of the program, activity, or service provided by the program to people's lives. Generally speaking, the more important the program, the more frequent the contact and the likelihood that language services will be needed.

Factor 4: The resources available to the recipient for LEP outreach, as well as the costs associated with that outreach. Resource and cost issues can often be reduced by technological advances, reasonable business practices, and the sharing of language assistance materials and services among and between recipients, advocacy groups, LEP populations and Federal agencies. Large entities and those entities serving a significant number of LEP persons should ensure that their resource limitations are well substantiated before using this factor as a reason to limit language assistance.

Item #1 – Results of the Four Factor Analysis <i>(including a description of the LEP population(s) served)</i>
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Factor 1: The number or proportion of LEP persons eligible to be served or likely to be encountered.

Of the 6,806 residents age 5 and over in the Town of Great Barrington service area, 94 residents describe themselves as speaking English less than “very well”. For the Town service area, the latest U.S. Census Bureau data shows that among the area’s population 1.4% speak English “less than very well.” **For these groups** who speak English “less than very well”, 52% speak Spanish.

Town of Great Barrington – Languages Spoke at Home

	Total Number	Percent of Population	Total Population of County
Speak Language other than English	453	6%	
Speak English Less than Very Well	94	1%	
Spanish	49	52%	

Factor 2: The frequency with which LEP persons come into contact with the program.

The Town assessed the frequency with which staff and drivers have, or could have, contact with LEP persons. The Town provides approximately 600 passenger trips per year. If an individual has speech limitations, the dispatcher or driver will work with the Massachusetts Department of Transportation, if needed, to ensure the individual receives access to the transit services.

Factor 3: The nature and importance of the program, activity, or service provided by the program to people's lives.

All of the Town’s programs are important; however, those related to safety, public transit, nondiscrimination and public involvement are among the most important. The Town is committed to providing meaningful access and will provide written translation for any of its documents, when reasonable, effective and with the available resources. In other cases, the Town will strive to provide alternative but meaningfully accessibility. Moreover, the Town continually evaluates its programs, services, and activities to ensure that persons who may be LEP are always provided with meaningful access. The Title VI policy, complaint form, and LEP policy are available in Spanish upon request.

Factor 4: The resources available for LEP outreach, as well as the costs associated with that outreach.

The Town makes every effort to make its programs, services, and activities, accessible to LEP individuals. The Town will use available resources, both internal and external to accommodate reasonable requests for translations.

Item # 2 – Description of how Language Assistance Services are Provided, by Language

The Town of Great Barrington has identified, developed, and uses the following:

- a) The Town has staff that are available to assist with LEP responsibilities.
- b) Web-based translations are available and customers can use Tablets for translation – these are available in the Town Hall for interactions with Town Staff.

Item # 3 – Description of how LEP Persons are Informed of the Availability of Language Assistance Service

In order to ensure that LEP individuals are aware of the Town's language assistance measures, the Town provides the following:

- Title VI Program including the Language Assistance Plan is made available on website, if applicable, and hard copy in central office.

Item # 4 – Description of how the Language Assistance Plan is Monitored and Updated

The Town will continue to update the LEP plan as required by U.S. DOT. At a minimum, the Title VI Plan will continue to be reviewed and updated every three (3) years in conjunction with the Title VI submission and use data from the U.S. Decennial Census or the American Community Survey as available, or when it is clear that the concentrations of LEP individuals are present in the Insert Agency Name service area.

Updates will continue to include the following:

- The number of documented LEP person contacts encountered annually.
- How the needs of LEP persons have been addressed.
- Determination of the current LEP population in the service area.
- Determination as to whether the need for translation services has changed.
- Determine whether local language assistance programs have been effective and sufficient to meet the need.
- Determine whether the Town's financial resources are sufficient to fund language assistance resources needed.
- Determine whether the Town has fully complied with the goals of this LEP Plan.
- Determine whether complaints have been received concerning the Town's failure to meet the needs of LEP individuals

Item # 5 - Description of how Employees are Trained to Provide Language Assistance to LEP Persons

The following training will continue to be provided to Town staff:

- Information on the Town's Title VI Procedures and LEP responsibilities.
- Description of language assistance services offered to the public.
- Use of "I Speak" language cards (used to identify language preference) will be investigated and implemented if feasible.
- Documentation of language assistance requests.
- Use of web-based interpreter services (over the phone interpretation provider).
- How to handle a potential Title VI / LEP complaint.

Limited English Proficient (LEP) Resource Materials:

LEP Policy

Town of Great Barrington shall provide for communication for limited English proficient riders to ensure them equal opportunity to benefit from services. Family members or friends of limited English proficient riders will not be used as translators unless specifically requested by that individual. Arrangements have been made to use Town staff as translators for Spanish speakers. The Town will also utilize web-based translator programs if available.

If you need help with English, please call 413-528-1619, x. 2501

Si usted necesita ayuda con el inglés, por favor llame 413-528-1619, x. 2501

"I Speak" Language Identification Card

Note: For additional languages visit the US Census Bureau website <http://www.lep.gov/ISpeakCards2004.pdf>

Mark this Box if you speak...	Language Identification Chart	Language
	Mark this box if you read or speak English	English
	Marque esta casilla si lee o habla español	Spanish
	Kos lub voj no yog koj paub twm thiab hais lus Hmoob	Hmong
	如果说中国在方框内打勾	Chinese
	Xin ñaùnh daáu vaøo oâ naøy neáu quyù vò bieát ñoïc vaø noùi ñöôïc Vieät Ngöô.	Vietnamese
	당신이한국어말할경우이 상자를표시	Korean
	Markahan itong kuwadrado kung kayo ay marunong magbasa o magsalita ng Tagalog.	Tagalog
	Kreuzen Sie dieses Kästchen an, wenn Sie Deutsch lesen oder sprechen	German
	Отметить этот флажок, если вы говорите по-русски	Russian
	Означите ову кућицу ако говорите српски	Serbian
	आप हिंदी बोलते हैं तो इस बक्से को चिह्नित करें	Hindi
	پر نشان لگائیں تو اس باکس بولتے ہیں اردو اگر آپ	Urdu

Log of LEP Encounters

Date	Time	Language Spoken By Individual (if available)	Name and Phone Number of Individual (if available)	Service Requested	Follow Up Required	Staff Member Providing Assistance	Notes

Section 9: Minority Representation Information

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

***Guidance:** Elected transit-related boards, committees, or councils, do not need to complete the table below, and write in section B that there are no non-elected transit-related boards, committees, or councils.

A. Minority Representation Table

Table Depicting Membership of Board, Committees, Councils, Broken Down by Race

Body	Caucasian	Hispanic	African American	Asian American	Native American	Two or More Races
Regional Transportation Advisory Committee	10 100%	0 0%	0 0%	0 0%	0 0%	0 0%

Note: insert the number of people and % of total board membership

B. Efforts to Encourage Minority Participation

To encourage participation on its boards, committees, and councils, the Town of Great Barrington places public notices on its website and social media pages.

Section 10: Providing Assistance to and Monitoring Subrecipients

1. Does agency provide funding to subrecipients?

☒ No, the agency does not have subrecipients.

☐ Yes. If yes, list the subrecipient names: (list other agency names here)

Insert Agency Name monitors subrecipients using the following process:

1. Insert Agency Name uses the following process for ensuring all subrecipients are complying with the general reporting requirements of FTA Circular 4702.1B: (document the process here)
2. Insert Agency Name collects Title VI programs from the subrecipients listed above and reviews programs for compliance by (list the process here)

Section 11: Title VI Equity Analysis for Facility Acquisition

Title 49 CFR, Appendix C, Section (3)(iv) requires “the location of projects requiring land acquisition and the displacement of persons from their residences and business may not be determined on the basis of race, color, or national origin.” For purposes of this requirement, “facilities” does not include bus shelters, as they are considered transit amenities. It also does not include transit stations, power substations, or any other project evaluated by the National Environmental Policy Act (NEPA) process. Facilities included in the provision include, but are not limited to, storage facilities, maintenance facilities, operations centers, etc. Has the agency built a facility? (check a response below)

☒ No, the agency has not built a facility.

☐ Yes, the agency has built a facility and completed a Title VI equity analysis to compare the equity impacts of various siting alternatives, and the analysis must occur before the selection of the preferred site. (Include at the end of the Title VI plan a copy of the Title VI equity analysis.)

Section 12: Fixed Route Transit Providers Service Standards and Policies

FTA Circular 4702.1B, Chapter III, Paragraph 10: All fixed route transit providers shall set service standards and policies for each specific fixed route mode of service they provide.

Town of Great Barrington:

☐ is a fixed route transit provider

☒ is **not** a fixed route transit provider

APPENDIX A

Meeting minutes and meeting materials from 9/18/2023 Selectboard meeting to adopt plan

