

City of Everett – Everett Transit

**Federal Transit Administration
Title VI Program**

10/1/2023 through 9/30/2026

**CITY OF EVERETT/EVERETT TRANSIT
OCT 1, 2023 – SEP 30, 2026 TITLE VI PROGRAM**

Annual Title VI Certification and Assurance:

Everett Transit will annually submit their Title VI assurance as part of their annual Certification and Assurance submission to the FTA.

Title VI Complaint Procedures:

Everett Transit has complaint procedures which comply with Title VI. The procedures include investigation and tracking and relate to any program or activity administered by the City of Everett, sub-recipients, consultants, and contractors. These procedures are made available on Everett Transit's website, upon request and are reflected in the Title VI plan.

These procedures do not prohibit a formal complaint to be filed with other state or federal agencies or to seek private counsel for alleged discrimination.

Title VI Investigations, Complaints, and Lawsuits:

As of the date of this report Everett Transit has no pending or active lawsuits which allege discrimination on the basis of national origin, as outlined in FTA C 4702.1B, dated, 10/1/12, Chapter 3, paragraph a.3:

A list of any active investigations, lawsuits, or complaints conducted by entities other than the FTA shall be maintained by Everett Transit.

Access to LEP Persons:

Everett Transit has developed the Language Assistance Plan (LAP) (Attachment A) to help identify reasonable steps to provide language assistance for LEP persons seeking meaningful access to Everett Transit services as required. A Limited English Proficiency person is identified as one who does not speak English as their primary language and who has a limited ability to read, speak, write, or understand English.

Notification to Beneficiaries of Protection Under Title VI:

Public dissemination of the Title VI statement may include postings, inclusion of Title VI language in contracts, City website, and Everett Transit's website. Ensure public service announcements or notices are posted of proposed projects, hearings, meetings, or formation of boards in media reaching affected community. Ensure full utilization of available minority publications or media;

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and, where appropriate, provide written or verbal information in languages other than English. The procedure to file a Title VI complaint is included in the Title VI plan and is also available on the website. The City of Everett’s Title VI plan is available within this document (Attachment B). Complaint forms are available in both English and Spanish (Attachment C).

Additional Information Upon request:

Everett Transit acknowledges that the FTA may request additional information assist them on an investigation of complaint of discrimination or to resolve concerns regarding noncompliance with Title VI.

Title VI Program Submission:

Everett Transit acknowledges that their Title VI submissions shall be supplied to the FTA Regional Office once every three (3) years, 60 days prior to the expiration date.

Analysis of Construction Projects:

The following transit construction projects are currently in process:

Current (in process) Construction Projects
Inductive Chargers at Operations Base
Bus Stop and Inductive Charger @ Eclipse Mill Park
Everett Station ADA Bathroom Renovation
Everett Station Elevator Rehabilitation

The following transit construction projects are in the planning stages, with construction set to begin 2024-2026:

Planned Construction Projects 2024-2026
Field Inductive Chargers at Seaway Station
Field Inductive Chargers at College Station
Additional Base Cabinet Chargers at Public Works
Additional Cabinet Charger at Operations Base
Bus Shelter Rehabilitation and Seat Installation
Everett Station HVAC Installation
Mall Station Relocation
Operations Base Generator Replacement

Everett Transit will integrate an environmental justice analysis into their National Environmental Policy Act (NEPA) documentation of construction projects which require NEPA. If a Categorical Exclusion is performed, Everett Transit will complete the FTA’s standard CE checklist which includes a section on community disruption and environmental justice.

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Inclusive Public Participation:

The City of Everett/Everett Transit invites public participation of varied populations across social, economic, and ethnic groups. This is achieved by disseminating written program information to minority media, ethnic organizations and public service announcements requesting diverse involvement on proposed transportation decisions. Outreach involvement events are conducted across city locales to provide meaningful access to our activities for all sections of the population. Since the last submission, approximately 265 hours were dedicated to multiple groups including, low-income, senior and minority-targeted outreach and involvement events.

2021

In 2021, a major outreach focus was on Phase II of the Rethink Transit consolidation study. As in-person outreach events were still on hold amid the pandemic, outreach was widely accessible through various virtual formats, such as Zoom, Facebook livestream, email, and more. Topics included post-pandemic ridership outlooks and the future of Everett Transit in a Community Transit merger scenario; route changes, frequencies, serviced areas, and more. A total of 25.75 hours were spent on this specific outreach. A total of 1,805 persons were reached during this period. Outreach materials were provided in Spanish and English, no other languages were requested. Specific data to each event can found in (Attachment D). In-depth information on this study is available upon request.

2022

With the approval of the “Move Ahead Washington” bill that was passed by Washington State Legislature early in the year, Free Youth Fare was made possible. Everett City Council approved Everett Transit’s proposal for a three-fare structure change: Free Youth Fare for 18 and under on all services, a Subsidized Annual Pass program, and reduction of the current ORCA LIFT fare. Outreach was conducted to promote this fare change on many circuits including Everett Transit’s website, flyers/pamphlets, and local events. In late 2022, Everett Transit provided outreach to address the upcoming March 2023 service change. In addition to expanding frequency and span of services across most routes, the proposed change included the restoration of bus service down Colby Avenue, as well as major changes to the route 18 on account of on-going local construction. Outreach was mainly conducted on the buses, where staff spoke to riders one-on-one. In all, 936 persons were reached during this period with a total of 137 hours of outreach. Outreach materials were provided in Spanish and English; no other languages were requested. Specific data is found in (Attachment D).

2023

Early 2023 focused on outreach for our March service change, which had been postponed to June 2023. As our bus fleet continues to grow its count of Battery-Electric Buses, the need for training and operators grows as well. It became apparent that Everett Transit needed to go through additional hiring processes, as well as properly (and extensively) train both current and new operators for all vehicle types: diesel, diesel-hybrid, Proterra electric buses, and now Gillig electric buses. As the new

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training is more time consuming from what was previous, this pushed our March 2023 Service change out by 3 additional months. Continued outreach for the June 2023 Service Change was a primary focus in the reported period, which included website updates and community engagement at events such as Boeing’s Earth Day event, and Snohomish PUD’s Energy block party. In this period, conducted 102.5 hours of outreach and reached 8126 persons. Outreach materials were provided in Spanish and English; no other languages were requested. Specific data is found in (Attachment D).

Events listed are fare and/or service change specific. Everett Transit engages in multiple community outreach events for other reasons, including community events, Commute Trip Reduction, and stakeholder outreach. A complete list of outreach events is retained and available for review.

Minority Representation on Planning and Advisory Bodies-

Everett Transit does not select the membership of any transit related, non-elected planning board, advisory council or committee or similar committee. Members of the Transportation Advisory Committee (TAC) are appointed by the Mayor. There are ten current members of the City of Everett Transportation Advisory Committee. The TAC is comprised of five females and five males, where all current members are Caucasian.

Representation of Service Area

The following two pages depict the most recent Census data in Everett Transit’s service area.

1. The 2017-2021 American Community Survey estimates are based on the 2020 survey, where a separate questionnaire and questions is used to obtain Hispanic origin data. Those persons of Hispanic origin are distinguished from Non-Hispanics in the following table.

<u>Group</u>	<u># of Persons</u>	<u>Percentage</u>
Hispanic/Latino	24,623	15.7%
Non-Hispanic	132,528	84.3%
TOTAL:	157,151	100.00

2. Census Tract Comparison

Census Tracts with Largest Hispanic Origin Population:

<u>Group</u>	Everett			
	<u>Overall</u>	<u>419.07</u>	<u>419.04</u>	<u>418.05</u>
Hispanic	15.7%	31.8%	31.0%	28.6%
Non-Hispanic	84.3%	68.2%	69.0%	71.4%

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Census Tracts with Largest Non-Hispanic Population:

	Everett			
<u>Group</u>	<u>Overall</u>	<u>408</u>	<u>403</u>	<u>413.01</u>
Non-Hispanic	15.7%	96.8%	95.5%	94.7%
Hispanic	84.3%	3.2%	4.5%	5.3%

3. Major Destinations

The main Everett destinations dominate all population groups. In general, Everett is physically laid out on a north/south orientation. Most bus routes follow along this geography. The major destinations include the downtown area in the north, the mall area in the south, and multiple land uses spread along the Evergreen Way corridor (north/south). The main destinations for Everett Transit riders reinforce this corridor service outline.

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Service Area Population and Race

Census Tract	Total Population	Caucasian		Black or African American		American Indian or Alaska Native		Asian		Native Hawaiian or Other Pacific Islander		Some other race		Two or more races	
		#	%	#	%	#	%	#	%	#	%	#	%	#	%
401	5,087	3,834	75.4%	319	6.3%	16	0.3%	396	7.8%	0	0.0%	67	1.3%	455	8.9%
402	6,058	4,241	70.0%	245	4.8%	63	1.0%	151	2.5%	301	5.0%	61	1.0%	996	16.4%
403	3,026	2,661	87.9%	10	0.3%	0	0.0%	160	5.3%	0	0.0%	28	0.9%	167	5.5%
404	4,818	3,815	79.2%	209	4.3%	17	0.4%	156	3.2%	205	4.3%	128	2.7%	288	6.0%
405	2,324	1,914	82.4%	22	0.9%	20	0.9%	17	0.7%	0	0.0%	45	1.9%	306	13.2%
407	4,971	3,477	69.9%	216	4.3%	164	3.3%	180	3.6%	14	0.3%	271	5.5%	649	13.1%
408	3,137	2,615	83.4%	97	3.1%	24	0.8%	63	2.0%	0	0.0%	117	3.7%	221	7.0%
409	2,963	2,325	78.5%	35	1.2%	5	0.2%	182	6.1%	0	0.0%	66	2.2%	350	11.8%
410	5,369	3,867	72.0%	476	8.9%	16	0.3%	307	5.7%	0	0.0%	133	2.5%	570	10.6%
411	4,968	3,683	74.1%	170	3.4%	50	1.0%	491	9.9%	42	0.8%	106	2.1%	426	8.6%
412.01	3,113	2,236	71.8%	273	8.8%	21	0.7%	344	11.1%	13	0.4%	28	0.9%	198	6.4%
412.02	6,303	3,526	55.9%	913	14.5%	3	0.0%	492	7.8%	0	0.0%	875	13.9%	494	7.8%
413.01	6,276	4,274	68.1%	75	1.2%	0	0.0%	1,216	19.4%	0	0.0%	207	3.3%	504	8.0%
413.03	4,893	3,743	76.5%	131	2.7%	0	0.0%	469	9.6%	0	0.0%	59	1.2%	491	10.0%
413.04	2,921	2,491	85.3%	43	1.5%	0	0.0%	202	6.9%	44	1.5%	16	0.5%	125	4.3%

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414	5,587	4,189	75.0%	227	4.1%	141	2.5%	333	6.0%	82	1.5%	84	1.5%	531	9.5%
415	1,775	1,214	68.4%	168	9.5%	17	1.0%	116	6.5%	2	0.1%	108	6.1%	150	8.5%
416.01	6,286	3,765	59.9%	307	4.9%	13	0.2%	1,187	18.9%	0	0.0%	318	5.1%	696	11.1%
416.05	6,068	4,490	74.0%	321	5.3%	13	0.2%	671	11.1%	0	0.0%	73	1.2%	500	8.2%
416.06	6,392	4,218	66.0%	333	5.2%	7	0.1%	971	15.2%	9	0.1%	227	3.6%	627	9.8%
417.01	5,960	3,173	53.2%	338	5.7%	0	0.0%	1,316	22.1%	0	0.0%	255	4.3%	878	14.7%
418.05	6,431	4,261	66.3%	221	3.4%	1	0.0%	943	14.7%	0	0.0%	560	8.7%	445	6.9%
418.08	4,681	2,855	61.0%	263	5.6%	127	2.7%	332	7.1%	0	0.0%	206	4.4%	898	19.2%
418.09	4,964	3,370	67.9%	449	9.0%	42	0.8%	510	10.3%	0	0.0%	134	2.7%	459	9.2%
418.1	5,624	2,962	52.7%	488	8.7%	76	1.4%	759	13.5%	111	2.0%	80	1.4%	1,148	20.4%
418.13	4,030	2,190	54.3%	116	2.9%	0	0.0%	430	10.7%	112	2.8%	730	18.1%	452	11.2%
418.14	4,776	2,271	47.6%	441	9.2%	51	1.1%	878	18.4%	0	0.0%	572	12.0%	563	11.8%
418.15	3,351	1,845	55.1%	280	8.4%	40	1.2%	670	20.0%	0	0.0%	216	6.4%	300	9.0%
419.01	6,275	3,008	47.9%	448	7.1%	10	0.2%	1,825	29.1%	0	0.0%	328	5.2%	656	10.5%
419.04	5,679	3,249	57.2%	602	10.6%	0	0.0%	773	13.6%	0	0.0%	900	15.8%	155	2.7%
419.05	6,261	3,317	53.0%	958	15.3%	31	0.5%	885	14.1%	0	0.0%	686	11.0%	384	6.1%
419.06	2,974	1,541	51.8%	279	9.4%	17	0.6%	141	4.7%	18	0.6%	362	12.2%	616	20.7%
419.07	3,810	2,069	54.3%	171	4.5%	84	2.2%	493	12.9%	0	0.0%	796	20.9%	197	5.2%
Totals	157,151	102,689	65.3%	9,644	6.1%	1069	0.7%	18,059	11.5%	953	0.6%	8,842	5.6%	15,895	10.1%

System Wide Standards and Policies

The City of Everett/Everett Transit prohibits discrimination on the grounds of race, color, or national origin. The agency takes affirmative action to assure that “no person is excluded from participation or denied the benefits of the program activity on the grounds of race, color, or national origin (49 CFR Section 21.5 (b)(7). Additionally, it is the policy of Everett Transit that “no person or group is discriminated against with regard to routing, scheduling, or quality of service of transportation service furnished as part of the project on the basis of race, color, or national origin. Frequency of service, age and quality of vehicles assigned to routes, quality of stations serving different routes, and location of routes may not be determined on the basis of race, color, or national origin” (Appendix C to 49 CFR part 21, Section (3)(iii).

The following standards and policies set by the City of Everett/Everett Transit, address how service is distributed across the transit system to ensure that the manner of distribution allows users equitable access. System wide service policies ensure service design and operations practices do not result in discrimination on the basis of race, color, or national origin.

Vehicle Load:

Services that are consistently overcrowded are not optimal due to the uncomfortable and unattractive nature of overcrowded conditions. Overcrowding additionally burdens those who rely on seating to take advantage of public transportation. Typically, a route or scheduled service element is reviewed for alleviative action based on overcrowding whenever it meets or exceeds any of the following criteria:

- The route as a whole is consistently operated at more than 95% of rated seated capacity during a given time period, generally resulting in multiple and successive trips with standees.
- The route consistently operates with standees comprising more than 15% of total passengers on one or more trips.
- The route receives persistent complaints from riders concerning its overcrowded condition.
- The route is consistently in the top 15% of routes in its service class in terms of riders per hour or riders per mile and offers greater than 30-minute service headways. Given the high productivity of routes in this class, service levels of less than 2 trips per hour are inadequate.

Vehicle load standards are the same for peak and off peak.

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Vehicle Headway:

Frequent transit service is necessary to provide effective access to services and to ensure the convenience of the transit system to the public. Service frequency is measured by route headways (the span of time occurring between successive directional trips along the same route alignment) and is influenced by the time of day (service periods) and levels of ridership.

Minimum Service Frequency Standards

Type of Service	Maximum Headways
Weekday Local	
Peak	30 minutes
Midday	60 minutes
Evening	60 minutes
Weekday Express	
Peak	30 minutes
Other	60 minutes
Saturday/Sunday	
All	60 minutes

On-time Performance:

Service reliability is a major determinant of ridership and overall system effectiveness. Everett Transit seeks to maximize the reliability of transit service by minimizing the number of missed trips and by optimizing on-time service.

Minimum Schedule Adherence Standards

Operating Period	Headways	
	10 to 30 minutes	30 to 60 minutes
Peak	85%	95%
Off-Peak	95%	95%
Eve/Sat/Sun	95%	95%

The comprehensive plan incorporates on-time performance into its service reliability standards, evaluated by adherence to the published schedule. Our internal directives to

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operators are to leave no earlier than the scheduled time and no later than 5 minutes from the scheduled time in order to be considered “on-time”.

Service Availability:

Transit service must be reasonably accessible to existing and potential users within the public transit service area in order to provide mobility for the transit dependent as well as the by-choice rider. Access to Everett Transit’s fixed route system by the general population is defined by the distance from the place of residence to the closest (local route) transit line, as well as by the proximity of transit lines to major activity centers.

1. Minimum Standards for Accessibility to the Fixed Route System as Defined by Residential Density

Persons per Acre	Maximum Distance to Transit Route
More than 6.0	0.25 mile
3.0 to 6.0	0.50 mile
Less than 3.0	*1.00 mile

** Alternative service modes may be appropriate*

2. Minimum Standards for Accessibility to the Fixed Route System from Employment and Retain Activity Centers

Number of Employees	Maximum Distance to Transit Route
Over 100	0.25 mile
50 to 100	0.50 mile
25 to 49	*1.00 mile

** Alternative service modes may be appropriate*

Distribution of Transit Amenities:

It is the policy of Everett Transit to support the equitable distribution of transit amenities. The following guidelines illustrate the distribution of amenities:

- 60% of resources are allocated to primary routes with the highest ridership; 20% of resources are allocated to secondary routes; and 10 percent of resources are allocated to routes with the lowest ridership
- Simmie Seats are located at all stops with 15 or more daily boardings and by citizen or local business request
- Benches and shelters are located at all stops with 25 or more daily boardings, at main transfer points when possible , and by citizen or business request
- Garbage cans are located at all shelters, at citizen’s request and at stops in business areas where trash may be generated
- Printed signs, system maps, route maps and schedules are available at all Customer Service Centers. Schedules are also available at each operations base and are carried on all vehicles. Printed signs (signage) are located at all stops
- Elevators are located at the multi-modal center, Everett Station

Vehicle Assignment:

It is the policy of Everett Transit to allocate vehicles based on ridership of the service area. The following guidelines illustrate how vehicles are assigned:

- Vehicles with the highest capacity are assigned to the routes with the highest ridership
- Smaller vehicles are assigned to routes with lower ridership and routes traveling through neighborhood or requiring tight turns
- Buses are parked the night before in an order that accommodates the order of the start time of each run the next day. The buses are then assigned so that the bus exists from the yard on time without being impeded by another bus parked in front of it
- Saturday and Sunday runs are filled with low floor buses when available
- All buses are parked at the main base
- Everett Transit’s fleet is expected to be a 100% low-floor fleet by December 31, 2023

Attachment A – Language Assistance Plan

City of Everett/Everett Transit Limited English Proficiency (LEP) Plan

Submitted to:

Federal Transit Administration
Region X
Jackson Federal Building
915 Second Avenue, Suite 3142
Seattle, WA 98174

October 1, 2023

Attachment A – Language Assistance Plan

I INTRODUCTION

The purpose of this limited English proficiency policy guidance is to clarify the responsibilities of recipients of federal financial assistance from the U.S. Department of Transportation (DOT) and assist them in fulfilling their responsibilities to limited English proficient (LEP) persons, pursuant to Title VI of the Civil Rights Act of 1964 and implementing regulations. It was prepared in accordance with **Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d, et seq.**, and its implementing regulations provide that no person shall be subjected to discrimination on the basis of race, color, or national origin under any program or activity that receives federal financial assistance, and;

II EXECUTIVE ORDER 13166

Executive Order 13166 "Improving Access to Services for Persons With Limited English Proficiency," reprinted at 65 FR 50121 (August 16, 2000), directs each Federal agency that is subject to the requirements of Title VI to publish guidance for its respective recipients clarifying that obligation. Executive Order 13166 further directs that all such guidance documents be consistent with the compliance standards and framework detailed in the Department of Justice's (DOJ's) Policy Guidance entitled "Enforcement of Title VI of the Civil Rights Act of 1964--National Origin Discrimination Against Persons With Limited English Proficiency." (See 65 FR 50123, August 16, 2000 DOJ's General LEP Guidance). Different treatment based upon a person's inability to speak, read, write, or understand English may be a type of national origin discrimination.

Executive Order 13166 applies to all federal agencies and all programs and operations of entities that receive funding from the federal government, including state agencies, local agencies, such as the City of Everett, governments, private and non-profit entities, and subrecipients.

III PLAN SUMMARY

The City of Everett/Everett Transit has developed this Language Assistance Plan (LAP) to help identify reasonable steps to provide language assistance for LEP persons seeking meaningful access to the City of Everett's services as required by Executive Order 13166. A Limited English Proficiency person is one who does not speak English as their primary language and who has a limited ability to read, speak, write, or understand English.

This plan details procedures on how to identify a person who may need language assistance, the ways in which assistance may be provided, training staff, how to notify LEP persons that assistance is available, and information for future plan updates.

In developing the plan while determining the City of Everett's extent of obligation to provide LAP services, the City of Everett/Everett Transit undertook a U.S. Department of Transportation four factor LEP analysis which considers the following: 1) The number or proportion of LEP persons eligible in the City of Everett's service area who may be served or likely to encounter a City of Everett program, activity, or service; 2) the frequency with which LEP individuals come in contact with City of Everett services; 3) the nature and importance of the program, activity or service provided by the City of Everett to the LEP population; and 4) the resources available to the City of Everett and overall costs to provide LAP assistance. A brief description of these considerations is provided in the following section.

IV FOUR FACTOR ANALYSES

1. The number or proportion of LEP persons eligible within the City of Everett/Everett Transit service area who may be served or likely to encounter a City of Everett program, activity, or service

The City of Everett/Everett Transit examined the US Census Data (American Community Survey Estimates 2021) and was able to determine that approximately 29% or 43,209 people, age 5 and older, spoke a language other than English. Of the 43,209 people reporting they speak languages other than English, 18,574 or 43% of respondents speak English "less than very well." Overall, 12.5% of the total population speak English "less than very well." See the City of Everett Languages Spoken at Home Chart (Attachment A-1).

2. The frequency with which LEP individuals come in contact with a City of Everett/Everett Transit program, activity, or service

The City of Everett/Everett Transit assesses the frequency at which staff and drivers have or could possibly have contact with LEP persons. This includes documenting phone inquiries and surveying drivers. The City of Everett/Everett Transit has occasionally had a request for telephone interpretation and no requests for translated City of Everett/Everett Transit documents; ET translates all major documents in Spanish or in another language by request. The staff and drivers have had some contact with LEP individuals, who are primarily Spanish speaking.

3. The nature and importance of the program, activity, or service provided by the City of Everett/Everett Transit to the LEP community

There is no large geographic concentration of any one type of LEP individuals in the City of Everett/Everett Transit service area; 29.1% is comprised of multiple languages spoken in four categories of Spanish, Indo-European, Asian Pacific Islander, and Other Languages. Each grouping besides Spanish can have multiple dialects or completely different languages. This may provide a challenge when providing written materials; the Language Identification Card (Attachment A-2) helps to provide language interpretation specific to the need. From our experience and the citizens we see, people in the Indo-European and Asian Pacific Islander, we know that these groups are representative of many languages not conducive to written interpretation.

There are few social, service and leadership organizations within the service area that focus on outreach to LEP individuals. The City of Everett/Everett Transit does have access to the Everett Community College Translation Services and the Language Exchange on an as needed basis. These services can take up to two weeks to obtain a translated document but have provided a quick turnaround of documents when needed. We also have an existing contract with an individual who provides both interpretation and translation services; he has demonstrated great flexibility and turnaround times.

4. The resources available to the City of Everett/Everett Transit and overall costs

The City of Everett/Everett Transit assessed its available resources that could be used for providing LAP assistance. This included identifying how much a professional interpreter and translation service would cost on as needed basis, which documents would be the most valuable to be translated if and when the populations support taking an inventory of available organizations that we could partner with for outreach and translation efforts, and what level of staff training is needed.

After analyzing the four factors, we developed the plan outlined in the following section for assisting persons of limited English proficiency.

V LIMITED ENGLISH PROFICIENCY PLAN OUTLINE

a) **How to Identify an LEP Person who Needs Language Assistance-** The tools listed below will help identify persons who may need language assistance:

- Examine records requests for language assistance from past meetings and events to anticipate the possible need for assistance at upcoming meetings.
- When City of Everett/Everett Transit sponsored workshops or conferences are held, set up a sign-in sheet table and have a staff member greet and briefly speak to each attendee. This method will allow staff to informally gauge the attendee's ability to speak and understand English, while asking open ended questions that require full sentence replies.
- Have "Translation Line" language identifier cards available for workshops, information meeting or at Customer Services Offices (example of card and language list attached). While staff may not be able to provide translation assistance at this meeting, the cards are an excellent tool to identify language needs for future meetings.
- Staff may ascertain the language interpretation and/or translation services needed in advance at a specific location when setting up outreach locations where a significant number of individuals would benefit from assistance.
- Survey drivers and other first line staff of any direct or indirect contact with LEP individuals.

- b) **Language Assistance Measures** - The City of Everett/Everett Transit has or will implement the following LAP procedures. The creation of these steps is based on the very low percentage of persons speaking other languages or not speaking English at least “well:”
- “Translation Line” language identifier cards are to be located at Customer Service locations at all times.
 - The Title VI notification has been translated into Spanish and is included on the Everett Transit Website <http://www.everetttransit.org>, at Customer Service Centers, and in the schedule and service guide.
 - The computer(s) located at the City of Everett/Everett Transit Customer Service offices have access to the internet for assistance in translating blocks of text for customers. This will aid staff in the interpretation of services on a one-on-one basis for LEP individuals utilizing Everett Transit services.
 - When an interpreter is needed in person or on the telephone and staff has exhausted the above options, staff will first attempt to determine what language is required. Then will contact - Language Line Solutions at <http://www.language.com>. On the Language Line home page the staff will select the Need an Interpreter Now link and follow the directions to receive interpretation services.
- c) **City of Everett/Everett Transit Staff Training** - All City of Everett/Everett Transit staff will be provided with the LEP Plan and will be educated on the following:
- Understanding the Title VI policy and LEP responsibilities;
 - What language assistance services we can offer;
 - Use of language identifier cards;
 - How to use the Language Line interpretation and translation services;
 - Documentation of language assistance requests;
 - How to handle a Title VI and/or LAP complaint (this process is included in the City of Everett *Title VI Plan*)
- d) **Outreach Techniques** - The City of Everett – Everett Transit currently provides key printed material in Spanish. If a new population of LEP individuals is identified, Everett Transit will work with the population through interpreters to determine the most effective form of communication to that population.
- e) **Monitoring and Updating the LEP Plan** - This plan is designed to be flexible and is

one that can be easily updated. At a minimum we will follow the Title VI Program update schedule for the LAP Plan. This plan has been updated to include 2021 Estimated Census Data.

Each update should examine all plan components such as:

- How many LEP persons were encountered?
- Were their needs met?
- What is the current LEP population in the Everett Transit service area?
- Has there been a change in the types of languages where translation services are needed?
- Have Everett Transit's available resources, such as technology, staff, and financial costs changed?
- Has the City of Everett/Everett Transit fulfilled the goals of the LAP Plan? and
- Were any complaints received?

f) Dissemination of the CITY OF EVERETT/Everett Transit Language Assistance Plan -

The City of Everett/Everett Transit includes the LAP Plan with its Title IV Policy and Complaint Procedures. The Notice of Rights under Title VI to the public is posted in the office, on the Everett Transit Website and in selected printed materials.

Any person, including social service, non-profit, and law enforcement agencies and other community partners with internet access will be able to access the plan.

Copies of the LAP Plan will be provided, on request, to any person(s) requesting the document via phone, in person, by mail or email or other source. LEP persons may obtain copies/translations of the plan upon request.

Any questions or comments regarding this plan should be directed to the City of Everett/Everett Transit Title VI Specialist:

City of Everett/Everett Transit
Amanda Koerber, Title VI Specialist
3201 Smith Avenue, Suite 200
Everett, WA 98201
425-257-7728 (phone)
425-257-8945 (fax)
akoerber@everettwa.gov

**City of Everett Languages Spoken at Home
Based on 2021 American Community Survey 5 Year Estimate**

LANGUAGE SPOKEN AT HOME		
Population 5 years and over	148,343	100%
English only	105,134	70.9%
Language other than English	43,209	29.1%
Speak English less than "very well"	18,574	12.5%
Spanish	16,614	11.2%
Speak English less than "very well"	6,862	4.6%
Other Indo-European languages	8,014	5.4%
Speak English less than "very well"	3,007	2.0%
Asian and Pacific Island languages	13,314	9.0%
Speak English less than "very well"	6,927	4.7%
Other languages	5,267	3.5%
Speak English less than "very well"	1,778	1.2%
Final Findings on the City of Everett/Everett Transit "Non" or "Limited" Spanish/Other Speaking Persons: There is a population of potential riders or current riders who speak Spanish/Other Languages of which the majority speak English "very well" and "well."		

LanguageLine Language List

Languages available for audio interpreting

Acholl	Chaldean	Fukienese	Icelandic	Korean*	Mizo	Quechua	Tajik
Afar	Chamorro	Fulani	Igbo	Krahn	Mnong	Quichua	Tamil
Afrikaans	Chaochow	Fuzhou	Ilocano	Krio	Mongolian	Rade	Telugu
Akan	Chin Falam	Ga	Indonesian	Kunama	Moroccan Arabic	Rakhine	Thai*
Akateko	Chin Hakha	Gaddang	Inuktitut	Kurmanji	Mortlockese	Rohingya	Tibetan
Albanian*	Chin Mara	Gaelic-Irish	Italian*	Kyrgyz	Napoletano	Romanian*	Tigré
Amharic*	Chin Matu	Gaelic-Scottish	Jakartanese	Laotian*	Navajo	Rundi	Tigrigna*
Anuak	Chin Senthang	Garre	Jamaican Patois	Latvian	Nepali*	Russian*	Toishanese
Apache	Chin Tedim	Gen	Japanese*	Liberian Pidgin English	Ngambay	Samoan	Tongan
Arabic*	Chipewyan	Georgian	Jarai	Lingala	Nigerian Pidgin	Sango	Tooro
Armenian*	Chuukese	German*	Javanese	Lithuanian*	Norwegian	Seraiki	Trique
Assyrian	Cree	German Penn. Dutch	Jingpho	Luba-Kasai	Nuer	Serbian	Turkish*
Azerbaijani	Croatian	Gheg	Jinyu	Luganda	Nupe	Shanghaiese	Turkmen
Bahasa	Czech	Gokana	Juba Arabic	Luo	Nyanja	Shona	Tzotzil
Bahdini	Danish	Greek*	Jula	Maay	Nyoro	Sichuan Yi	Ukrainian
Bajuni	Dari	Gujarati	Kaba	Macedonian	Ojibway	Sicilian	Urdu
Bambara	Dewoin	Gulay	Kamba	Malay*	Oromo	Sinhala	Uyghur
Bantu	Dinka	Gurani	Kam Muang	Malayalam	Pampangan	Slovak	Uzbek
Barese	Duala	Haitian Creole*	Kanjobal	Maltese	Paplamento	Slovene	Vietnamese*
Basque	Dutch	Hakka China	Kannada	Mam	Pashto*	Soga	Visayan
Bassa	Dzongkha	Hakka Taiwan	Karen*	Mandarin*	Plautdietsch	Somali*	Welsh
Belorussian	Edo	Hassaniyya	Kashmiri	Mandinka	Pohnpeian	Soninke	Wodaabe
Bemba	Ekegusii	Hausa	Kayah	Maninka	Polish*	Sorani	Wolof
Benaadir	Estonian	Hawaiian	Kazakh	Manobo	Portuguese*	Spanish*	Wuzhou
Bengali*	Ewe	Hebrew*	Kham	Marathi	Portuguese Brazilian	Sudanese Arabic	Yemeni Arabic
Berber	Farsi*	Hiligaynon	Khana	Marka	Portuguese Cape Verdean*	Sunda	Yiddish
Bosnian*	Fijian	Hindi*	Khmer*	Marshallese	Pugliese	Susu	Yoruba
Bravanese	Fijian Hindi	Hindko	K'iche'	Masalit	Pulaar	Swahili*	Yunnanese
Bulgarian	Finnish	Hmong*	Kikuyu	Mbay	Punjabi*	Swedish	Zapoteco
Burmese*	Flemish	Hunanese	Kimliru	Mien	Putlan	Sylheti	Zarma
Cantonese*	French*	Hungarian	Kinyarwanda	Mirpuri		Tagalog*	Zo
Catalan	French Canadian*	Ibanag	Koho	Mixteco		Taiwanese	Zyphe

* Audio interpreting languages are available for DirectResponse, our end-to-end language solution for inbound calls.

Languages of lesser diffusion may require additional interpreter connect time.

Lists are subject to change with interpreter availability. If you have a question regarding language availability, please contact your Account Executive or Customer Care.

LanguageLine
Solutions®

Languages available for video interpreting

Albanian
American Sign Language*
 Amharic
Arabic*
 Armenian
 Bengali
 Bosnian
 British Sign Language

Burmese
Cantonese*
 Farsi
French*
 German
 Greek
 Haitian Creole
 Hebrew
 Hindi

Hmong
 Italian
 Japanese
 Karen
 Khmer
Korean*
 Laotian
 Lithuanian
 Malay

Mandarin*
 Nepali
Polish*
Portuguese*
 Punjabi
 Romanian
Russian*
 Somali
Spanish*

Swahili
 Tagalog
 Thai
 Tigrigna
 Turkish
 Urdu
Vietnamese*

*24/7 availability

For information on audio and video interpretation: **1-800-752-6096**

Translation and Localization top requested languages

More than 380 languages and dialects are available.

- Afrikaans
- Albanian
- Amharic
- Arabic
- Bahasa
- Bengali
- Bosnian
- Bulgarian
- Burmese
- Cape Verdean Creole
- Catalan
- Chinese (Simplified)
- Chinese (Trad-HK)
- Chinese (Traditional)
- Chuukese
- Croatian
- Czech
- Danish
- Dutch
- Estonian
- Farsi
- Finnish
- French (Canadian)
- French (Euro)
- Georgian
- German
- Greek
- Gujarati
- Haitian Creole
- Hebrew
- Hindi
- Hmong
- Hungarian
- Icelandic
- Indonesian
- Italian
- Japanese
- Karen
- Kazakh
- Khmer
- Korean
- Laotian
- Latvian
- Lithuanian
- Macedonian
- Malay
- Malayalam
- Mandinka
- Marathi
- Navajo
- Norwegian
- Oromo
- Polish
- Portuguese (Brazil)
- Portuguese (Euro)
- Punjabi
- Romanian
- Russian
- Serbian
- Sinhalese
- Slovak
- Slovenian
- Somali
- Spanish (Iberian)
- Spanish (Latin)
- Swedish
- Tagalog
- Tamil
- Telegu
- Thai
- Turkish
- Ukrainian
- Urdu
- Vietnamese
- Yiddish
- Zulu

For information on translation: **1-800-878-8523**

Learn more about the LanguageLine Solutions® difference at:

www.LanguageLine.com



Attachment B – City of Everett Title VI Plan



City of Everett

2023 Title VI Plan

City Council Members:

Mary Fosse
Paula Rhyne
Don Schwab
Liz Vogeli
Ben Zarlingo
Brenda Stonecipher
Judy Tuohy

Mayor:

Cassie Franklin

Prepared by:

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I. Title VI Policy Statement

It is the policy of City of Everett that no person shall on the grounds of race, color, and national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination in any operation of City of Everett provided by Title VI of the Civil Rights Act of 1964 and related statutes.

This policy applies to all operations of City of Everett, including its contractors and anyone who acts on behalf of City of Everett. This policy also applies to the operations of any department or agency to which City of Everett extends federal financial assistance. Federal financial assistance includes grants, training, equipment usage, donations of surplus property, and other assistance.

Prohibited discrimination may be intentional or unintentional. Seemingly, neutral acts that have disparate impacts on individuals of a protected group and lack a substantial legitimate justification are a form of prohibited discrimination. Harassment and retaliation are also prohibited forms of discrimination.

Examples of prohibited types of discrimination based on race, color, or national origin include: Denial to an individual any service, financial aid, or other benefit; Distinctions in the quality, quantity, or manner in which a benefit is provided; Segregation or separate treatment; Restriction in the enjoyment of any advantages, privileges, or other benefits provided; Discrimination in any activities related to highway and infrastructure or facility built or repaired; and Discrimination in employment.

Title VI compliance is a condition of receipt of federal funds. The Title VI Coordinator is authorized to ensure compliance with this policy, Title VI of the Civil Rights Act of 1964, 42 USC § 2000d and related statutes, 42 USC 4601 to 4655; 23 USC 109(h); 23 USC 324; DOT Order 1050.2; EO 12250; EO 12898; 28 CFR 50.3 and 49 CFR part 21.

A handwritten signature in black ink, appearing to be 'Cassie Franklin'.

Cassie Franklin, Mayor

09/27/2023

Date

II. Organization, Staffing and Structure

City Mayor

The City of Everett Mayor is ultimately responsible for assuring full compliance with the provisions of Title VI of the Civil Rights Act of 1964 and related statutes and has directed that non-discrimination is required of all LPA employees, contractors, and agents pursuant to 49 CFR Part 21.

Title VI Coordinator

City of Everett has created the position of Equity Manager to perform the duties of the Title VI Coordinator (Coordinator) and ensure implementation of their Title VI program. The position of Equity Manager is located within the Engagement and Communications department. The Equity Manager reports directly to and has access to the Mayor.

The Coordinator is responsible for:

- Submitting a Title VI plan and annual reports on the agency's behalf;
- Developing procedures for the prompt processing and disposition of complaints;
- Investigating complaints, compiling a complaint log, and reporting to WSDOT;
- Developing procedures for the collection and analysis of statistical data;
- Developing a program to conduct Title VI reviews of program areas;
- Conducting annual Title VI assessments of pertinent program areas;
- Developing Title VI information for dissemination; and
- Establishing procedures for resolving deficiency status and reducing to writing the remedial action agreed to be necessary.

Title VI Specialists

City of Everett has designated Title VI Specialists (Specialists) in departmental special emphasis program areas. The Specialists will work with the Coordinator. The following programs or department areas are subject to receiving federal assistance through grants or other types of federal funding, or are responsible for implementing Agency directives and policies to ensure civil rights compliance and equal opportunity:

- Planning & Community Development Department (Housing)
- Parks Department
- Transit Department
- Public Works Department (Engineering, Streets, Construction Management)
- City Council
- Finance/Budget Department (Purchasing)
- Fire Department
- Police Department
- Human Resources Department (assists with implementation & compliance)
- Legal Department (assists with advice, implementation & compliance)
- Facilities/Real Property
- Library

The Specialists will work with the Coordinator to ensure their respective departments and programs comply with Title VI regulations and assurances, meet the objectives of the Title VI Plan, meet federal and state reporting requirements, and provide adequate training opportunities for applicable staff.

Specialists will do the following relative to their respective program area(s) or department:



- Ascertain Title VI compliance by contractors, subcontractors, consultants, suppliers and other sub-recipients under federally funded projects or programs.
- Ensure applicable Title VI provisions and requirements are included in contractual agreements to prime contractors and sub-recipients.
- Obtain and maintain statistical data on race, color, national origin, handicap/disability, and age of participants in, and beneficiaries of federally funded projects or programs.
- Prepare an annual summary of the respective departments' Title VI accomplishments for the City Annual Title VI Report.

City of Everett 2023 Title VI Organizational Chart		
Title	Position	Department
Title VI Administrator	City Mayor	Administration
Title VI Coordinator	Equity Manager	Engagement & Communications
Title VI Specialist	Capital Program Funding Manager	Public Works
Title VI Specialist	Maintenance/Operations Supervisor - Streets	Public Works
Title VI Specialist	Construction Manager	Public Works
Title VI Specialist	Executive Assistant	City Council
Title VI Specialist	Human Resources Manager	Human Resources
Title VI Specialist	Purchasing Manager	Finance/Budget
Title VI Specialist	Assistant Parks & Recreation Director	Parks
Title VI Specialist	Economics Development Manager	Planning & Community Development
Title VI Specialist	Transportation Program Manager	Transit
Title VI Specialist	Assistant Chief	Fire
Title VI Specialist	Deputy Chief	Police
Title VI Specialist	Assistant City Attorney	Legal
Title VI Specialist	Real Property Manager	Facilities
Title VI Specialist	Assistant Library Director	Library

III. Primary Program Area Descriptions & Review Procedures

Title VI Coordinator's Responsibilities and Program Administration

As authorized by the Agency Administrator, the Title VI Coordinator is responsible for initiating, monitoring, and ensuring the City of Everett's compliance with Title VI requirements as follows:

- A. Program Administration. Administer and coordinate Title VI plan. Ensure compliance. Perform reviews to assess procedures, staffing and resources; provide recommendations to the Mayor.
- B. Review Complaints. Review and investigate written Title VI complaints that may be received by the City while following the Complaint Procedures described in Section V. Ensure every effort is made to resolve complaints informally at the local level.
- C. Data Collection. Review statistical data gathering process used by Specialists periodically to ensure sufficiency of data collected.
- D. Environmental Impact Reviews and Statements. Ensure that available census data are included as a part of all Environmental Impact reviews/statements/assessments conducted by City departments for projects receiving Federal Highway Administration or other federal assistance.
- E. Training Programs. Conduct or facilitate training programs on Title VI issues in conjunction with Specialists for appropriate staff, contractors, and sub-recipients. Include summary of training conducted in annual accomplishment report.
- F. Title VI Plan Update. Update Plan as needed; submit amended plan to appropriate oversight agencies, e.g., WSDOT.
- G. Annual Accomplishment Report. Prepare report of accomplishments, identify goals for upcoming year and submit by deadline required by appropriate oversight agency.
- H. Public Dissemination. Work with Specialists and other City staff to develop and disseminate information about Title VI to employees, sub-recipients, including contractors, subcontractors, consultants, sub-consultants, beneficiaries, and general public. Public dissemination may include postings, inclusion of Title VI language in contracts, City website, and annual publication of Title VI Policy Statement in a newspaper having a general circulation. Ensure public service announcements or notices are posted of proposed projects, hearings, meetings or formation of boards in media reaching affected community. Ensure full utilization of available minority publications or media; and, where appropriate, provide written or verbal information in languages other than English.
- I. Elimination of Discrimination. Work with Specialists to establish procedures for promptly resolving deficiencies, if any.
- J. Maintain legislative and procedural information. Maintain federal laws, rules, regulations, guidelines from relevant oversight agencies, current Title VI Plan, Annual Accomplishment Reports, and other information relevant to implementation and administration of Title VI Program.

Special Emphasis Program Areas

The City of Everett has designated key sections as Special Emphasis Program Areas. These sections are subject to receiving federal assistance through grants or other types of transportation-related funding or are responsible for implementing City of Everett directives and policies to ensure civil rights compliance and equal opportunity. The Emphasis Program Areas are as follows:

A. Planning & Location Activities

1. **Planning Process.** The City of Everett has responsibility for providing long-range planning, program development, and capital programming necessary to provide efficient services to its citizens. The City periodically updates these plans according to the dictates of applicable local codes and state and federal statutes, and coordinates these planning activities with internal departments, City boards and committees, and other applicable agencies and jurisdictions. In the process of these planning activities, the Everett City Council also seeks public input on the content of its plans and plan updates before they are officially adopted.
2. **Public Involvement.** In the conduct of its various planning activities, where appropriate, the City will:
 - a) Invite participation of a cross section of the populace from social, economic, and ethnic groups in the planning process by disseminating written program information to minority media and ethnic organizations, where available, and providing public service announcements for all local media and requesting diverse involvement when forming citizen advisory committees or planning boards;
 - b) Obtain demographic statistics at applicable community meetings and public hearings (data will be gathered through use of a voluntary self-reporting form that includes race, gender, and national origin, which forms will be collected and filed and annually summarized by the Specialists Title VI Coordinator);
 - c) Include evening meetings, when appropriate, at which to discuss planning activities, in a variety of community buildings, especially in areas predominantly impacted by those activities;
 - d) Develop a GIS-based map of the City that identifies census tracts that include predominately minority residents.

B. Consultant Contracts Activities

1. **Consultant Contracts Administration.** The City of Everett maintains a fair and impartial process that guides the selection, negotiation, and award of its consultant contracts, in accordance with applicable local, state, and federal laws and regulations.
2. **Title VI Assurances and Provisions.** All of the City's federally funded consultant contracts will include the following:
 - a) Any applicable Disadvantaged Business Enterprise (DBE) goal(s) in designated projects, which the City will seek to proactively achieve; and
 - b) Title VI assurance and provision language (documents and language will be periodically reviewed to ensure compliance with current laws and regulations; a copy of the form of the contract will be submitted to the Coordinator, along with any amendments or updates that may occur over time). Specialists will maintain updated demographic data on the utilization of women- and minority-owned consulting firms. As the use of these forms occurs, a copy of the award letter will be provided to the Coordinator for use in preparing the Annual Update Accomplishment Report.
3. **Design /Environmental Review Process.** Depending on the scope, complexity, and impacts of a project, plan, or program, a National Environmental Policy Act (NEPA) and/or State Environmental Policy Act (SEPA) review may be completed prior to its implementation. The City of Everett will monitor compliance with Title VI requirements in all aspects of conducting these environmental reviews. The Coordinator or designee will be afforded the opportunity to review and comment on any draft design and environmental determinations issued by the City to ensure adequate

consideration and mitigation of any prospective federal civil rights impacts. The Coordinator's or designee's review of these determinations will ensure the following:

- a) Adequate public notices were provided in applicable general and minority media, accessible locations and times for public hearings or meetings were selected, translation services were used as needed-particularly for projects impacting predominantly minority communities, and the public was provided information pertaining to their rights to call or write the department to view design plans and discuss environmental problems;
- b) Demographic data of meeting and hearing attendees was gathered through use of a voluntary public involvement form that included questions regarding race, color, and national origin (copies of the public involvement forms will have been previously provided to the Coordinator after each meeting or hearing);
- c) Adequate consideration was given to neighborhoods populated by predominately minority residents on prospective impacts of design and environmental concerns.

C. Right-of way Activities

1. **Real Property Services.** The Real Property Services Division of the City of Everett's Facilities Department manages and coordinates the appraisal and acquisition of real property and relocation assistance services for the City. The right-of-way acquisition process entails appraisal of property, negotiation of terms and conditions for acquisition, and assistance in the relocation of displaced individuals, businesses, farm operations, nonprofit organizations, and property management.

2. **Right-of-way Activities.** The Coordinator and the Real Property Division's Specialist will:

- a) Ensure equal opportunity in all aspects of procuring real estate service contracting and appraisal agreements, and will follow the City's adopted vendor procurement policies in the acquisition of contracted services;
- b) Utilize current OMWBE directories identifying fee appraiser organizations and the Washington State Department of Transportation's list of certified fee appraisers when seeking appraisal services for right of way, and maintain data on awards to minority and female appraisers to be provided to the Title VI Coordinator on a quarterly basis;
- c) Follow the guidelines in the state's Right of Way Manual for property acquisition as well as applicable laws and regulations, including Title VI and Section 504;
- d) Adhere to departmental policy of appraising affected property owners, tenants, and others involved in right-of-way acquisition of their rights and options regarding negotiation, relocation, condemnation and other aspects of the acquisition process;
- e) Provide copies of relocation assistance literature produced by WSDOT and a copy of Everett's Title VI policy to all affected parties;
- f) Incorporate Title VI language and assurance statements in any surveys of property owners and tenants after the conclusion of all business;
- g) Coordinate the preparation of deeds, permits and leases to ensure the inclusion of the appropriate clauses for federally aided acquisitions and leases, including Title VI Assurances and Clauses (see Exhibits 2B and 2C attached);
- h) Ensure that appraised values and communications associated with the appraisal and negotiation operations result in equitable treatment;
- i) Ensure comparable replacement dwellings are available and assistance is given to all displaced persons and entities by the property acquisition process;
- j) Maintain statistical data including race, color, and national origin on all relocatees affected by Federally funded projects and provide this data quarterly to the Title VI Coordinator.

D. Construction Activities

1. Construction Management Division. This division is located in the City of Everett's Utilities Department, and is responsible for the administration of the City's civil construction contracts. The City's Engineering Department and Utilities Department are responsible for the design engineering for the City's civil construction contracts.
2. Construction Activities. The Engineering and Utilities Departments will, in cooperation with Title VI Specialists and the Title VI Coordinator:
 - a) ensure the proper inclusion of appropriate DBE goals in all federally funded projects;
 - b) include Title VI language in bid announcements and applicable construction documents for federally funded projects, as stipulated in the City's Title VI Policy Statement and Assurances;
 - c) recommend to the City Council the award of construction contracts on the basis of lowest responsive bidder, as well as the fulfillment of applicable DBE requirements; and;
 - d) include Title VI language in prime contract award letters to encourage utilization of DBE subcontracts and vendors.
3. The Construction Management Division will, in cooperation with the City's Title VI Coordinator:
 - a) review all Federally funded projects for the proper application of DBE goals, and, as appropriate, enforce the DBE provisions in those projects with designated goals;
 - b) ensure that prime contractors with DBE requirements award contracted work to qualified DBEs to perform commercially useful functions;
 - c) monitor all construction activities to ensure non-discrimination; and
 - d) gather data regarding DBE participation in the City's civil construction contracts, and provide this information to the City's Title VI Coordinator for inclusion in the Annual Title VI Report.



IV. Review Procedures

Specialists and the Coordinator will assist federal agencies and pass-through agencies (e.g., WSDOT on federal highway funds) to periodically conduct any required Title VI compliance reviews. Specialists and the Coordinator will periodically confirm operational guidelines provided to consultants, contractors, and sub-recipients, including Title VI language, provisions, and related requirements, as applicable.

The Coordinator will collaborate with Specialists to conduct any required periodic post- grant reviews to ensure adherence to Title VI requirements. Appropriate staff will periodically confirm that operational guidelines provided to consultants, contractors and sub-recipients include Title VI language and provisions and related requirements, where applicable.

If, upon review, the Coordinator and Specialists find irregularities in the administration of projects, programs, and activities at either the Agency or sub-recipient levels, corrective action will be taken to resolve any identified Title VI issues. The City will seek the cooperation of the consultant, contractor or other sub-recipient in correcting deficiencies found during periodic reviews. The City will also provide technical assistance and guidance, upon request, to support voluntarily compliance by the sub-recipient. When conducting Title VI compliance reviews, the Coordinator will reduce to writing any recommended remedial action agreed upon by the applicable federal agency and sub- recipient, and provide a copy of the letter within a period not to exceed 45 days.

Sub-recipients placed in a deficiency status will be given a reasonable time, not to exceed 90 days after receipt of the deficiency letter, to voluntarily correct deficiencies. When a sub-recipient fails or refuses to voluntarily comply with requirements within the allotted time frame, the Coordinator will submit to the applicable federal agency copies of the case file and a recommendation that the sub-recipient be found in noncompliance.

A follow-up review will be conducted within 180 days of the initial review to ascertain if the sub-recipient has complied with the Title VI Program requirements in correcting deficiencies previously identified. If the sub-recipient refuses to comply, the City may, with federal agency concurrence, initiate sanctions per 49 CFR 21.

V. Data Collection/Reporting/Analysis

The City of Everett collects data on the race, color, or national origin of participants and beneficiaries of our programs and activities by collecting the latest U.S Census and/or other demographic data on populations impacted by projects in the City.

Title VI Specialists will also attempt to gather statistical data on the by collecting information on race, color, national origin, and gender of the attendees of City sponsored functions and activities, such as through public meetings, meetings, hearings, open houses, programs, classes etc... Participants voluntarily disclose this information when signing in/out for these programs and activities by completing a "Title VI Public Involvement" form. The City will track and analyze the race/ethnicity of members of the public participating in City sponsored functions and activities.

VI. Title VI Training

In keeping with adopted City of Everett's policy of nondiscrimination, departmental procedures will be established or followed for Public Works employees to have equal access to applicable educational and training opportunities. Public Works staff will maintain program administration documentation and data necessary for preparation of annual Title VI reports, and will routinely supply the necessary data to the Title VI Coordinator.

The Title VI Coordinator is responsible for overall Title VI related training and staff development for Title VI Specialists and other employees. The Coordinator will organize or conduct a minimum of one internal Title VI training session annually. The Coordinator will work with the Department Directors and Managers to inform employees of any new Title VI training opportunities as they become available.

The Coordinator also will organize and facilitate the provision of Title VI training sessions for consultants, contractors, and subcontractors periodically. WSDOT's Office of Equity and Civil Rights may be asked to provide applicable training.

VII. Title VI Complaint Procedures

Discrimination Complaint Procedure for City of Everett

Federal law prohibits discrimination on the basis of race, color, or national origin in any City of Everett program, service, or activity. This prohibition applies to all branches of City of Everett, its contractors, consultants, and anyone else who acts on behalf of City of Everett.

Complaints related to the Federal-aid programs may be filed with City of Everett and will be forwarded to Washington State Department of Transportation – Office of Equity and Civil Rights. If you need assistance to file your complaint or need interpretation services, please contact City of Everett’s Title VI Coordinator.

Who is eligible to file a complaint?

Anyone who believes they have been excluded from participation in, denied the benefits of, or otherwise subjected to discrimination under any City of Everett program, service, or activity because of their race, color, or national origin may file a complaint.

Discrimination includes lack of access, harassment, retaliation and disparate impacts from a program or activity. Harassment includes a wide range of abusive and humiliating verbal or physical behaviors. Retaliation includes intimidating, threatening, coercing, or engaging in other discriminatory conduct against anyone because they filed a complaint or otherwise participated a discrimination investigation.

How do you file a complaint?

Complaints must be filed no later than 180 days from the last date of the alleged discrimination. Contact City of Everett’s Title VI Coordinator if you believe your complaint may fall outside this deadline.

Reasonable efforts will be made to assist persons with disabilities, non-English speakers, and others unable to file a written complaint. For assistance in filing a complaint, please contact City of Everett’s Title VI Coordinator.

Complaints should be in writing, signed, and may be filed by mail, fax, in person, or e-mail. If a complainant phones the City of Everett with allegations, the allegations of the complaint will be transcribed as provided by phone and then the written complaint will be sent to the complainant for correction and signature.

A complaint should contain the following information:

- The complainant’s contact information, including, if available: full name, mailing address, phone number (and best time to call), and email address (if available);
- The basis of the complaint (e.g., race, color, national origin);
- The names of specific person(s) and/or agencies/organizations alleged to have discriminated;
- A description of the alleged discriminatory actions, meaning sufficient information to understand the facts that led the complainant to believe that discrimination occurred in a program or activity that receives Federal financial assistance; and
- The date(s) of the alleged discriminatory act(s) and whether the alleged discrimination is ongoing.

All Title VI complaints are logged. The Complaint log must contain the following information for each complaint filed:

- The name and address of the person filing the complaint.



- The date of the complaint.
- The basis of the complaint.
- The disposition of the complaint.
- The status of the complaint.

The Complaint Log and documentation are destroyed four years after the end of the fiscal year in which the case is closed.

The City of Everett then forwards complaints to WSDOT- Office of Equity and Civil Rights for processing by FHWA. [WSDOT investigates complaints only if delegated by FHWA after acceptance of a complaint.] FHWA is responsible for all determinations regarding whether to accept, dismiss, or transfer the complaint and finding no violation or failure to comply.

Complainants have the right to file a complaint directly with the federal funding agency. The following address is where Title VI complaints may be filed directly with FHWA:

Federal Highway Administration
U.S. Department of Transportation Office of Civil Rights
8th Floor E81-105
1200 New Jersey Avenue, SE
Washington, DC 20590
CivilRights.FHWA@dot.gov

What happens after a complaint is filed?

If your complaint is forwarded to another agency, you will be provided the name and contact information of the employee handling your complaint.

Federal law prohibits retaliation against individuals because they have filed a discrimination complaint or otherwise participated in a discrimination investigation. Any alleged retaliation should be reported in writing to the investigator.

FHWA will render final decisions in all cases including those investigation by WSDOT. There are no administrative appeal forums in Title VI complaints. Once FHWA issues its final agency decision, a complaint is closed.

There is no prohibition against a complainant filing a Title VI complaint simultaneously with the City of Everett, WSDOT, and FHWA.



What remedy are you seeking for the alleged discrimination? Please note that this process will not result in the payment of punitive damages or financial compensation.

List any other persons that we should contact for additional information in support of your complaint. Please list their names, phone numbers, address, email address below.

Have you filed your complaint, grievance, or lawsuit with any other agency or court?

Who _____ When _____

Status (pending, resolved, etc.) _____ Result, if known _____

Complaint number, if known _____

Do you have an attorney in this matter? _____

Name (print) _____

Phone _____ Address _____

City _____ Zip _____

Signed _____ Date _____

IX. Public Participation

The City of Everett strives to ensure diverse and inclusive participation in City activities and programs, and invites public participation of varied populations across social, economic, and ethnic groups. This is achieved by disseminating written program information to minority media, ethnic organizations and public service announcements requesting diverse involvement on proposed decisions. Outreach involvement events are conducted across city locales to provide meaningful access to our activities for all sections of the population.

To identify the intended audiences for outreach, the City utilizes the latest U.S. Census data available. Efforts to communicate with this group are done through multiple outlets and project announcements requesting diverse involvement on proposed decisions, including:

- Website (with Google Translate as option);
- Public meetings (virtual and in-person);
- Written material (such as a monthly newsletter, with translations as applicable);
- Social media (including translated posts);
- Paid media advertisement (including non-English language publications and stations);
- Bus advertisements (including non-English language versions);
- Signage;
- Direct mail (with translated language directing reads to the website for more information);
- Online opinion surveys (with translated page navigation);
- Engage resident advisory committees; and
- Community Open Houses

Public engagement is highly encouraged by responding to the communication put out by the City, such as telephone, mail, email, responding to social posts, and/or completing a Title VI Public Involvement” form. Any feedback obtained from public outreach efforts are taken into account when making decisions. The City is committed to ensuring clear communication and demonstration on how their input was incorporated into final decisions.

X. Limited English Proficiency

The City of Everett is required to fulfill responsibilities to limited English Proficient (LEP) persons, pursuant to Title VI of the Civil Rights Act of 1964. A Limited English Proficiency person is one who does not speak English as their primary language and who has a limited ability to read, speak, write, or understand English.

To implement these requirements, the City of Everett/Everett Transit has developed a Language Assistance Plan (LAP) to help identify reasonable steps to provide language assistance for LEP persons seeking meaningful access to City services. The plan details procedures on how to identify a person who may need language assistance, the ways in which assistance may be provided, training staff, how to notify LEP persons that assistance is available, and information for future plan updates.

In developing the plan while determining the City of Everett's extent of obligation to provide LAP services, the City of Everett/Everett Transit undertook a U.S. Department of Transportation four factor LEP analysis which considers the following:

- 1) The number or proportion of LEP persons eligible in the City of Everett/Everett Transit's service area who may be served or likely to encounter a City of Everett program, activity, or service;
- 2) the frequency with which LEP individuals come in contact with City of Everett/Everett Transit services;
- 3) the nature and importance of the program, activity or service provided by the City of Everett/Everett Transit to the LEP population; and
- 4) the resources available to the City of Everett/Everett Transit and overall costs to provide LAP assistance.

Four Factor LEP Analysis:

1. The number or proportion of LEP persons eligible within the City of Everett/Everett Transit service area who may be served or likely to encounter a City of Everett program, activity or service.

The City of Everett/Everett Transit examines the US Census Data and was able to determine that approximately 27% or 27,335 people, age 5 and older, spoke a language other than English (per American Community Survey Estimates 2019). Of the 27,335 people reporting they speak languages other than English, 11,473 or 11% of respondents speak English "less than very well."

2. The frequency with which LEP individuals come in contact with a City of Everett/Everett Transit program, activity, or service.

The City of Everett/Everett Transit assesses the frequency at which staff and drivers have or could possibly have contact with LEP persons. This includes documenting phone inquiries and surveying drivers. The City of Everett/Everett Transit has occasionally had a request for telephone interpretation and no requests for translated City of Everett/Everett Transit documents; ET translates all major documents in Spanish or in another language by request. The staff and drivers have had some contact with LEP individuals with the majority of those contacts being Spanish speaking.

3. The nature and importance of the program, activity, or service provided by the City of Everett/Everett Transit to the LEP community

There is no large geographic concentration of any one type of LEP individuals in the City of Everett/Everett Transit service area; 27% is comprised of multiple languages spoken in three categories of Spanish, Indo-European and Asian Pacific Islander. Each grouping besides Spanish can have multiple dialects or completely different languages. This may provide a challenge when providing written materials. Therefore, a Language Identification Card helps to provide language interpretation specific to the need. From our experience and the citizens we see, people in the Indo-European and Asian

Pacific Islander, we know that these groups are representative of many languages not conducive to written interpretation.

There are few social, service and leadership organizations within the service area that focus on outreach to LEP individuals. The City of Everett/Everett Transit does have access to the Everett Community College Translation Services and the Language Exchange on an as needed basis. These services can take up to two weeks to obtain a translated document but have provided a quick turnaround of documents when needed. We also have an existing contract with an individual who provides both interpretation and translation services; he has demonstrated great flexibility and turnaround times.

4. The resources available to the City of Everett/Everett Transit and overall costs

The City of Everett/Everett Transit assessed its available resources that could be used for providing LAP assistance. This included identifying how much a professional interpreter and translation service would cost on an as needed basis, which documents would be the most valuable to be translated if and when the populations supports taking an inventory of available organizations that we could partner with for outreach and translation efforts, and what level of staff training is needed.

After analyzing the four factors, we developed the plan outlined in the following section for assisting persons of limited English proficiency.

Limited English Proficiency Plan Outline

a) How to Identify an LEP Person who Needs Language Assistance. - The tools listed below will help identify persons who may need language assistance:

- Examine records requests for language assistance from past meetings and events to anticipate the possible need for assistance at upcoming meetings;
- When City of Everett/Everett Transit sponsored workshops or conferences are held, set up a sign-in sheet table and have a staff member greet and briefly speak to each attendee. This method will allow staff to informally gauge the attendee's ability to speak and understand English, while asking open ended questions that require full sentence replies;
- Have "Translation Line" language identifier cards available for workshops, information meeting or at Customer Services Offices. While staff may not be able to provide translation assistance at this meeting, the cards are an excellent tool to identify language needs for future meetings.
- Staff may ascertain the language interpretation and/or translation services needed in advance at a specific location when setting up outreach locations where a significant number of individuals would benefit from assistance.
- Survey drivers and other first line staff of any direct or indirect contact with LEP individuals.

b) Language Assistance Measures. - The City of Everett/Everett Transit has or will implement the following LAP procedures. The creation of these steps is based on the very low percentage of persons speaking other languages or not speaking English at least "well:"

- "Translation Line" language identifier cards are to be located at Customer Service locations at all times.
- The Title VI notification has been translated into Spanish and is included on the City's Website at <http://www.everettwa.org>, at Customer Service Centers and in the schedule and service guide.
- The computer(s) located at the City of Everett/Everett Transit Customer Service offices have access to the internet for assistance in translating blocks of text for customers.
- When an interpreter is needed in person or on the telephone and staff has exhausted the above options, staff will first attempt to determine what language is required. Then will contact -



Language Line Solutions at <http://www.language.com>. On the Language Line home page the staff will select the Need an Interpreter Now link and follow the directions to receive interpretation services.

c) City of Everett/Everett Transit Staff Training. - All City of Everett/Everett Transit staff will be provided with the LEP Plan and will be educated on the following:

- Understanding the Title VI policy and LEP responsibilities;
- What language assistance services we can offer;
- Use of language identifier cards;
- How to use the Language Line interpretation and translation services;
- Documentation of language assistance requests;
- How to handle a Title VI and/or LAP complaint

d) Outreach Techniques. - The City of Everett – Everett Transit currently provides key printed material in Spanish. If a new population of LEP individuals is identified, Everett Transit will work with the population through interpreters to determine the most effective form of communication to that population. Examples of vital documents include translated open house public involvement notices and survey questions, and project overview details.

e) Monitoring and Updating the LEP Plan. - This plan is designed to be flexible and is one that can be easily updated. At a minimum we will follow the Title VI Program update schedule for the LAP Plan. This plan has been updated to include 2019 Estimated Census Data. Each update should examine all plan components such as:

- How many LEP persons were encountered?
- Were their needs met?
- What is the current LEP population in the Everett Transit service area?
- Has there been a change in the types of languages where translation services are needed?
- Have Everett Transit's available resources, such as technology, staff, and financial costs changed?
- Has the City of Everett/Everett Transit fulfilled the goals of the LAP Plan? And
- Were any complaints received?

f) Dissemination of the City of Everett/Everett Transit Language Assistance Plan - The City of Everett/Everett Transit includes the LAP Plan with its Title IV Policy and Complaint Procedures. The Notice of Rights under Title VI to the public is posted in the office, on the Everett Transit Website and in selected printed materials. Any person, including social service, non-profit, and law enforcement agencies and other community partners with internet access will be able to access the plan. Copies of the LAP Plan will be provided, on request, to any person(s) requesting the document via phone, in person, by mail or email or other source. LEP persons may obtain copies/translations of the plan upon request.

Any questions or comments regarding this plan should be directed to the City of Everett/Everett Transit Title VI Specialist:

City of Everett/Everett Transit
Melinda Adams, Title VI Specialist
3201 Smith Avenue, Suite 212
Everett, WA 98201
425-257-8915 (phone)
425-257-8945 (fax)
madams@everettwa.gov

XI. Environmental Justice

The City will incorporate environmental justice (EJ) principles in all phases of transportation projects and program activities, including reviews for projects which require documentation for the National Environmental Policy Act (NEPA) and State Environmental Policy Act (SEPA), as applicable.

To prevent, mitigate, and correct the possible high and adverse disproportionate burdens or environmental effects on programs, policies, and activities on minority and/or low-income populations, the City of Everett will utilize the following data:

1. The Environmental Protection Agency (EPA) developed a new EJ mapping and screening tool called “*EJScreen*” that provides demographic socioeconomic and environmental information on selected geographic areas. The tool helps identify areas with minority and/or low-income populations and ensures stakeholders are making informed decisions on EJ.
2. Information obtained from prior engagement with minority and/or low-income populations, and community organizations and/or associations such as Everett School District, Everett Community College, Snohomish County, and local businesses and non-profits is considered in decision making.

Project sites are visited to help identify potential sensitive receptors to minimize potential impacts. Physical environments are reviewed/documentated by environmental professional staff to identify critical/sensitive areas, potential project impacts, and future mitigation.



XII. Notice of Title VI Rights

The City of Everett hereby gives public notice that it is the City's policy to assure full compliance with Title VI of the Civil Rights Act of 1964, the Civil Rights Restoration Act of 1987, and related statutes and regulations in all programs and activities. Title VI requires that no person shall, on the grounds of race, color, or national origin be excluded from the participation in, be denied the benefits of, or be otherwise subjected to discrimination under any Federal Aid Highway program or other activity for which the City receives Federal financial assistance.

Any person who believes they have been aggrieved by an unlawful discriminatory practice under Title VI has a right to file a formal complaint with the City of Everett. Any such complaint must be in writing and filed with the City's Title VI Coordinator within one hundred eighty (180) days following the date of the alleged discriminatory occurrence. Title VI Discrimination Complaint Forms may be obtained from the Human Resources office at no cost to the complainant by calling (425) 257-8767.

To file a Title VI discrimination complaint, contact:

City of Everett
Attn.: Title VI Coordinator
2930 Wetmore Ave.
Everett, WA 98201
KBartlett@everettwa.gov
Phone: (425) 257- 8706

Washington State Department of Transportation
Office of Equity and Civil Rights – Title VI
Box 47314
Olympia, WA 98504-7314
TitleVI@wsdot.wa.gov
Phone: (360) 705-7090



ATTACHMENT:

The United States Department of Transportation (USDOT) Standard Title VI/Non-Discrimination

Assurances

DOT Order No. 1050.2A

The City of Everett (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 Washington State Department of Transportation, 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);

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 Washington State Department of Transportation."

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 Federal-Aid Highway Program:

1. The Recipient agrees that each "activity," "facility," or "program," as defined in §§ 21.23(b) and 21.23(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-Aid Highway Program and, in adapted form, in all proposals for negotiated agreements regardless of funding source:

"The City of Everett, in accordance with the provisions of Title VI of the Civil Rights Act of 1964 (78 Stat. 252, 42 U.S.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 effecting 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.

By signing this ASSURANCE, City of Everett 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 Washington State Department of Transportation 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 Washington State Department of Transportation. You must keep records, reports, and submit the material for review upon request to the D 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.

City of Everett 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 Federal-Aid Highway Program. This ASSURANCE is binding on Washington state, other recipients, sub-recipients, sub-grantees, contractors, subcontractors and their subcontractors', transferees, successors in interest, and any other participants in the Federal-Aid Highway Program. The person(s) signing below is authorized to sign this ASSURANCE on behalf of the Recipient.

City of Everett

(Name of Recipient)

by 

(Signature of Authorized Official)
 Cassie Franklin

DATED 09/27/2023

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, Washington State Department of Transportation, 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 Washington State Department of Transportation 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 Washington State Department of Transportation, 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 Washington State Department of Transportation 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 Washington State Department of Transportation 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 City of Everett will accept title to the lands and maintain the project constructed thereon in accordance with Title 23 – Code of Federal Regulations, the Regulations for the Administration of Federal-Aid Highway Program, and the policies and procedures prescribed by the Washington State Department of Transportation 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 City of Everett 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 City of Everett 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 City of Everett, its successors and assigns.

The City of Everett, 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 City of Everett 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. Department of Transportation 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 City of Everett 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, City of Everett 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 City of Everett 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 City of Everett 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 City of Everett 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, City of Everett 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, City of Everett will there upon revert to and vest in and become the absolute property of City of Everett 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 Non-discrimination against minority populations by discouraging programs, policies, and activities with disproportionately high and adverse human health or environmental effects on minority and low-income populations;
- Executive Order 13166, Improving Access to Services for Persons with Limited English Proficiency, and resulting agency guidance, national origin discrimination includes discrimination because of Limited English proficiency (LEP). To ensure compliance with Title VI, you must take reasonable steps to ensure that LEP persons have meaningful access to your programs (70 Fed. Reg. at 74087 to 74100);
- Title IX of the Education Amendments of 1972, as amended, which prohibits you from discriminating because of sex in education programs or activities (20 U.S.C. 1681 et seq).

Title VI 2023 - Final (9.26.23)

Final Audit Report

2023-09-27

Created:	2023-09-27
By:	Marista Jorve (mjorve@everettwa.gov)
Status:	Signed
Transaction ID:	CBJCHBCAABAABV-I3jy7eITm_H6B6oo5mVnltzLu72JZY

"Title VI 2023 - Final (9.26.23)" History

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Attachment C: Complaint Procedures and Forms

Title VI Complaint Procedures

A. Overview

These procedures cover all complaints filed under Title VI of the Civil Rights Act of 1964 as amended, Civil Rights Restoration Act of 1987, Section 504 of the Rehabilitation Act of 1973, and Title II of the Americans with Disabilities Act, relating to any program or activity administered by the City of Everett, as well as to sub-recipients, consultants, and contractors. Intimidation of or retaliation against a complainant for bringing a complaint is prohibited by law.

The procedures do not deny the right of the complainant to file formal complaints with other state or federal agencies or to seek private counsel for complaints alleging discrimination. Every effort will be made to resolve complaints informally at the City and/or level of a sub-recipient under contract with the City. The option of informal mediation meeting(s) between the affected parties and a designated mediator may be utilized for resolution.

B. Procedures

1. Any individual, group of individuals, or entity that believes they have been subjected to discrimination prohibited by nondiscrimination requirements may file a written complaint with the City of Everett, Attn: Title VI Coordinator, 2930 Wetmore Ave., Everett, WA 98201. A formal complaint must be filed within 180 calendar days of the alleged occurrence. The City will not officially act or respond to complaints made verbally.
2. Upon receiving the written complaint the City will determine its jurisdiction, the need for additional information, and the investigative merit of the complaint. Complaints naming the City as a respondent shall be forwarded by the City to the appropriate oversight agency. In such cases, the City will request that the appropriate oversight agency conduct the investigation. For example, the City may submit the complaint to and request investigation by the Washington State Department of Transportation (WSDOT) Office of Equal Opportunity. In the event WSDOT handles the investigation, they will follow their adopted procedures for investigating discrimination complaints, per their current State Title VI Plan.
3. If the City undertakes an investigation against a sub-recipient, consultant or contractor, under contract with the City, the City will notify the appropriate state and/or federal agency within fifteen (15) calendar days.
4. Once the City decides its course of action, the complainant and the respondent will be notified in writing of the City's determination within five (5) calendar days. The complaint will be logged into the records of the Title VI Coordinator identifying the basis of the allegation, e.g. race, color, national origin, sex or handicap/disability.
5. In cases where the City assumes investigation of the complaint, the City will use a qualified, well-trained investigator and provide the respondent with the opportunity to respond to the allegations in writing. The respondent will have ten (10) calendar days upon receipt to furnish the City with his/her response to the allegations.

6. Within 60 days of receipt of the complaint, the Coordinator, the Coordinator's designee, or investigator will prepare a written investigative report for the Mayor. The report shall include a narrative description of the incident, identification of persons interviewed, findings and recommendations for disposition.

7. The recommendation will be reviewed by the City's Legal Department. The Legal Department may discuss the report and recommendations with the Coordinator and other appropriate departmental staff. The report will be modified as needed and made final for its release to the parties.

8. Once the investigative report becomes final, briefings will be scheduled with each party within fifteen (15) days. Both the complainant and the respondent shall receive a copy of the investigative report during the briefings and will be notified of their respective appeal rights.

9. A copy of the complaint and the City's investigative report will be issued to the appropriate oversight agency (e.g., WSDOT's External Civil Rights branch) within 60 calendar days of the receipt of the complaint.

10. If the complainant or respondent is not satisfied with the results of the investigation of the alleged discriminatory practice(s), he or she shall be advised of their rights to appeal the City's decision to the appropriate oversight agency, e.g., WSDOT, U.S. Department of Transportation, or U.S. Department of Justice. The complainant has 180 calendar days after the City's decision to file the appeal with the appropriate oversight agency. Unless new facts not previously considered come to light, reconsideration of the final determination by the investigating agency will not be available.

11. An annual Log of Complaints must be maintained by each agency. The Log of Complaints must contain the following information for each complaint filed:

- The name and address of the person filing the complaint
- The date of the complaint
- The basis of the complaint
- The disposition of the complaint
- The status of the complaint

**Title VI of the Civil Rights Act of 1964
Civil Rights Restoration Act of 1987
City of Everett Discrimination Complaint Form**

The purpose of this form is to assist you in filing a complaint with the City of Everett’s Title VI Coordinator. You are not required to use this form; a letter with the same information is sufficient. However, the information requested in the items marked with a star (*) must be provided, whether or not the form is used.

Instructions: Please fill out this form completely, in black ink or type. Sign and return to the address on page 4.

Race Color National Origin Other

1. * State your name and address.

Name of Complainant: _____

Address: _____

City, State, Zip Code: _____

Telephone No: Home:() Work:()

2. * Person(s) discriminated against, if you are complaining about discrimination that happened to someone other than yourself as named above:

Name(s): _____

Address: _____

City, State, Zip Code: _____

Telephone No: Home:() Work:()

Please explain your relationship to this person(s).

3. * City department or program that discriminated:

Name of department or program: _____

Title VI Civil Rights Act – Discrimination Complaint Form

Name(s) of individual(s) within the department or program involved in the discrimination, if known:

4A.* For complaints not related to employment: Does your complaint concern discrimination in the delivery of services or in other discriminatory actions of the department or agency in its treatment of you or others? If so, please indicate below the base(s) of your belief that these discriminatory actions were taken (e.g., "Race: African American" or "Sex: Female").

Race/Color: _____

National origin: _____

Sex: _____

Other: _____

4B.* For complaints related to employment: Does your complaint concern discrimination in employment by a City department? If so, please indicate below the base(s) for your belief that these discriminatory actions were taken (e.g., "Race: African American" or "Sex: Female").

Race/Color: _____

National origin: _____

Sex: _____

Other: _____

5. Please state a convenient time and place for us to contact you about this complaint.

7. If you have an attorney representing you concerning the matters in this complaint, please provide the following:

Name of attorney: _____

Address: _____

City, State, Zip Code: _____

Title VI Civil Rights Act – Discrimination Complaint Form

Tel. # and/or email: _____

8.* To your best recollection, on what date(s) did the alleged discrimination take place?

Earliest date of discrimination: _____

Most recent date of discrimination: _____

9.* Please explain as clearly as possible what happened, why you believe the discrimination happened, and how a City department or employee(s) discriminated against you (or if you are submitting this complaint on behalf of someone else, how a City department or employee discriminated against that someone else). Please attach additional sheets as necessary.

10. Please list below any persons, if known, whom we may contact for additional information to support or clarify your complaint.

a) Name, address, telephone number:

b) Name, address, telephone number:

c) Name, address, telephone number:

11. What do you want to have happen to address your complaint?

Title VI Civil Rights Act – Discrimination Complaint Form

12. Have you (or the person discriminated against) filed the same or any other complaints with state or federal agencies or courts?

Yes _____ No _____

If yes, please state the date on which it was filed, to whom the complaint was sent, name and address of the contact person at the agency or court:

Date filed: _____

Name of agency or court to which complaint was submitted/filed:

File or cause #: _____

Status of previously filed complaint or case:

13.* We cannot accept a complaint if it has not been signed. Please sign and date this complaint form below.

Signature: _____

Date: _____

Return to:

**City of Everett
Attention: Title VI Coordinator
2930 Wetmore Avenue, Suite 5-A
Everett, WA 98201**

**Titulo VI de la Ley de Derechos Civiles de 1964
Ley de Restauración de Derechos Civiles de 1987
Formulario de Queja por Discriminación de la Ciudad de Everett**

El propósito de este formulario es de ayudarle a presentar una queja al Coordinador Titulo VI de la Ciudad de Everett. Usted no está obligado a usar este formulario, es suficiente presentar una carta con la misma información. Sin embargo, la información solicitada en los puntos marcados con un asterisco (*) deben ser provistos, si no se utiliza este formulario.

Instrucciones: Favor de llenar este formulario en su totalidad, en tinta de color negro o impreso. Firmar y devolver a la dirección en la página 4.

La Raza El Colorido Origen Nacional Otro

1. * Nombre y su dirección.

Nombre del Denunciante: _____

Dirección: _____

Ciudad, Estado, Código Postal:

Teléfono: Casa:() Trabajo:()

2. * Persona (s) que fueron discriminadas, si usted está quejándose sobre discriminación que sucedió a alguien que no sea usted nombrado arriba:

Nombre del Denunciante (s):

Dirección: _____

Ciudad, Estado, Código Postal:

Teléfono: Casa:() Trabajo:()

Favor de explicar su relación con esta persona (s).

3. * Departamento de la Ciudad o Programa que discrimino:

Title VI Civil Rights Act – Discrimination Complaint Form

Nombre del departamento o programa: _____

Nombre o nombres de los individuos dentro del departamento o programa envueltos en la discriminación, si se conocen:

4A.* En caso de reclamos que no se relacionan con empleo: ¿Se refiere su queja a la discriminación en la prestación de servicios o en otras acciones discriminatorias del departamento o de la agencia en su trato o en el trato de otros? Si es así, favor de indicar abajo la base de por qué cree usted que sucedió la discriminación (ej., "Raza: Afroamericano" o "Sexo: Femenino").

Raza/Color: _____

Origen Nacional: _____

Sexo: _____

Otra: _____

4B.* Para las quejas relacionadas con el empleo: ¿Se refiere su queja a la discriminación en el empleo por parte de un departamento de la Ciudad? Si es así, favor de indicar a continuación por qué cree usted que se tomar estas acciones discriminatorias (ej., "Raza: Afroamericano" o "Sexo: Femenino").

Raza/Color: _____

Origen Nacional: _____

Sexo: _____

Otras: _____

5. Por favor indique la hora y el lugar conveniente para poder comunicarnos con usted sobre esta queja.

7. Si usted tiene un abogado que lo representa para los asuntos de esta queja, favor de proporcionar lo siguiente:

Nombre del abogado: _____

Title VI Civil Rights Act – Discrimination Complaint Form

Dirección: _____

Ciudad, Estado, Código Postal:

Tel. # y/o email: _____

8.* ¿En qué fecha ocurrió la supuesta discriminación, si se recuerda?

Primera fecha de discriminación: _____

Fecha más reciente de discriminación: _____

9.* Por favor explique lo más claramente posible, por qué cree que ocurrió la discriminación, y cómo fue que un departamento de la Ciudad o un empleado lo discrimino a usted (o si usted está presentando esta queja en nombre de otra persona, como un departamento de la Ciudad o empleado discrimino en contra de alguien más). Por favor use hojas adicionales si es necesario.

10. Favor de enlistar abajo cualquier persona, si lo hay, que podamos contactar para recibir información adicional o para aclarar su queja.

a) Nombre, dirección, número telefónico:

b) Nombre, dirección, número telefónico:

c) Nombre, dirección, número telefónico:

11. ¿Qué quiere usted que suceda en cuanto a su queja?

12. ¿Ha presentado usted (o la persona discriminada) la misma o cualquier otra queja con las agencias federales o tribunales?

Sí _____ No _____

Si es así, favor de indicar la fecha en las que las presento, a quien las envió, nombre y dirección de la persona de contacto en la agencia o tribunal:

Fecha de presentación:

Nombre de la agencia o tribunal donde presento la queja:

Expediente o caso #:

Estado de la queja presentada anteriormente o casos:

13.* No podemos aceptar una queja si no ha firmado. Por favor firme y ponga la fecha de este formulario de queja abajo.

Firma: _____

Fecha: _____

Devolver a:

**City of Everett
Attention: Title VI
Coordinator 2930
Wetmore Avenue, Suite
5-A Everett, WA 98201**

Attachment D: Outreach Tracking

Outreach Tracking 2021-2023

	Total staff hours	Total attendance
2021	25.75	1,805
2022	137	936
2023	102.5	8,126
Total:	265.25	10,867

Date	Day	Start Time	End Time	Total Time	Event	Location	# ET Staff	Total Staff Hours	# Attended	Categories						Notes & Comments
										Service Planning	Seniors	Minority Populations	Low-Income	LE P	Other (Describe)	
3/8/2021	Mon	3:00 PM	4:00 PM	1:00	Email List	Outlook	1	1:00	2	●	●	●	●	●	●	
3/8/2021	Mon	5:00 PM	5:15 PM	0:15	Rethink Transit	Rider Alert	1	0:15	166							
3/8/2021	Mon	4:30 PM	5:00 PM	0:30	Rethink Transit	Facebook	1	0:30	461							
3/9/2021	Tue	6:30 PM	8:00 PM	1:30	Westmont & Holly Neighborhoods	Zoom	1	1:30	15	●	●	●	●	●	●	Questions: What can you do about sidewalks along 75th, where there are none? When does this need to be completed by?
3/10/2021	Wed	3:00 PM	3:15 PM	0:15	Rethink Transit	Facebook Stories	1	0:15	600							
3/10/2021	Wed	7:00 AM	8:00 AM	1:00	Everett Naval Station	Social Media/Internal Comms	1	1:00		●	●	●	●	●	●	
3/12/2021	Fri	3:00 PM	3:15 PM	0:15	Rethink Transit	Facebook Stories	1	0:15	150							
3/15/2021	Mon	6:30 PM	7:30 PM	1:00	Cascade View & Twin Creeks Neighborhoods	Google Meet	1	1:00	10	●	●	●	●	●	●	Questions: Why can Everett Transit just move to 1.2%?
3/15/2021	Mon	7:00 AM	7:30 AM	0:30	Cocoon House	Teams	1	0:30	2							
3/16/2021	Tue	6:30 PM	9:00 PM	2:30	Delta Neighborhood	Zoom	1	2:30	15	●	●	●	●	●	●	Questions: None, they forgot about me and I didn't get to present.
3/16/2021	Tue	1:00 PM	1:15 PM	0:15	Rethink Transit	Rider Alert	1	0:15	166							
3/16/2021	Tue	3:30 PM	4:00 PM	0:30	Rethink Transit	Facebook	1	0:30	171							
3/17/2021	Wed	6:00 PM	8:00 PM	2:00	Snohomish County Latino Coalition		1	2:00		●	●	●	●	●	●	
3/18/2021	Thurs	7:00 AM	8:00 AM	1:00	Economic Alliance of Snohomish County	Social Media/Internal Comms	1	1:00								
3/18/2021	Thurs	8:00 AM	9:00 AM	1:00	City of Everett	Social Media/Internal Comms	1	1:00								
3/18/2021	Thurs	6:30 PM	8:00 PM	1:30	Northwest Neighborhood	Zoom	1	1:30	25	●	●	●	●	●	●	Questions: What does ridership look like after the pandemic and how quickly do we expect it to increase? Why was Route 17 taken away? It feels like it makes more sense to have a single system service the county, what good comes from Everett not merging? How are you using the survey data (demographic, income, zip code) in the future; will you use it for planning or...?
3/18/2021	Thurs	1:15 PM	1:30 PM	0:15	Rethink Transit	Facebook Stories	1	0:15								
3/23/2021	Tue	7:00 PM	7:45 PM	0:45	Glacier View Neighborhood	Zoom	1	0:45	5	●	●	●	●	●	●	Questions: All the routes seem to go North, will you offer more East/West routes with the growth option? With any of the options, what will service look like for our neighborhood--specifically getting hiring frequency transit outside of the 7? If CT takes over what will routes look like for them, will they be the same routes just with a new name?
3/30/2021	Tue	1:00 PM	2:00 PM	1:00	Q13 News Interview	Q13 Television	1	1:00								Aired on all casts from 4 PM on April 30, to 8 AM on April 31.

4/20/2021	Tue	5:00 PM	6:00 PM	1:00	Harborview, Seahurst & Glenhave Neighborhood	Zoom	1	1:00	10	●	●	●	●	●	●	Will inform the neighborhood on next steps, rethink transit overview, results and answer questions they may have.
4/6/2021	Tue	12:00 PM	2:00 PM	2:00	Rider Education	Route 4 & 7	1	2:00	1						●	Rider Education Session
5/11/2021	Tue	11:30 AM	1:30 PM	2:00	Rider Education	Route 4 & 7	1	2:00	1						●	Rider Education Session
5/25/2021	Tue	10:15 AM	1:00 PM	2:45	Rider Education	Route 7 & 29	1	2:45	2						●	Rider Education Session
7/14/2021	Wed	10:30 AM	11:00 AM	0:30	Amazon Introduction	AWS Video Conference	2	1:00	3	●						Introduction of Amazon and ET. Discussion of Route 4 needs and how we can best serve the Riverside Business Park.

Date	Day	Start Time	End Time	Total Time	Event	Location	# ET Staff	Total Staff Hours	# Attended	Categories						Notes & Comments
										Service Planning	Seniors	Minority Populations	Low-Income	LEP	Other (Describe)	
17-Mar-22	Thurs	8:00 AM	11:30 AM	3:30	Rider Education	Route 8 & 12	1	3:30	1	●						
29-Mar-22	Tue	9:30 AM	1:00 PM	3:30	Rider Education	Route 8 & 12	1	3:30	1	●						
2-May-22	Mon	8:30 AM	12:30 PM	4:00	ORCA Next Generation Press Conference	INIT Offices, Seattle	1	4:00	15							
20-May-22	Fri	5:30 AM	1:00 PM	7:30	Bike Everywhere Day	Everett Station	2	15:00	168		●	●	●			
2-Aug-22	Tues	3:00 PM	7:30 PM	4:30	National Night Out [Westmont-Holly]	Walter E. Hall Park	5	22:30	150		●	●	●		●	
6-Aug-22	Sat	10:00 AM	3:00 PM	5:00	Casino Road Community Celebration [Multi-cultural Fair]	14 W Casino Rd	2	10:00	100		●	●	●		●	
9-Nov-22	Wed	4:00 PM	7:00 PM	3:00	March 2023 Proposal Outreach	In-person event	1	3:00	12	●	●	●	●			
14-Nov-22	Mon	9:00 AM	11:00 AM	2:00	March 2023 Proposal Outreach	On-bus	1	2:00	20	●	●	●	●			On buses to answer questions and spread the word about the upcoming March 2023 Service Change
14-Nov-22	Mon	4:00 PM	5:00 PM	1:00	March 2023 Proposal Outreach	On-bus	1	1:00	5	●	●	●	●			On buses to answer questions and spread the word about the upcoming March 2023 Service Change
15-Nov-22	Tues	7:00 AM	10:00 AM	3:00	March 2023 Proposal Outreach	On-bus	1	3:00	20	●	●	●	●			On buses to answer questions and spread the word about the upcoming March 2023 Service Change
15-Nov-22	Tues	4:00 PM	5:00 PM	1:00	March 2023 Proposal Outreach	On-bus	1	1:00	10	●	●	●	●			On buses to answer questions and spread the word about the upcoming March 2023 Service Change
17-Nov-22	Thurs	7:00 AM	9:00 AM	2:00	March 2023 Proposal Outreach	On-bus	1	2:00	6	●	●	●	●			On buses to answer questions and spread the word about the upcoming March 2023 Service Change
17-Nov-22	Thurs	3:00 PM	5:00 PM	2:00	March 2023 Proposal Outreach	On-bus	2	4:00	30	●	●	●	●			On buses to answer questions and spread the word about the upcoming March 2023 Service Change
17-Nov-22	Thurs	6:00 PM	8:30 PM	2:30	March 2023 Proposal Outreach	On-bus	1	2:30	15	●	●	●	●			On buses to answer questions and spread the word about the upcoming March 2023 Service Change
18-Nov-22	Fri	7:00 AM	8:30 AM	1:30	March 2023 Proposal Outreach	On-bus	1	1:30	10	●	●	●	●			On buses to answer questions and spread the word about the upcoming March 2023 Service Change
18-Nov-22	Fri	11:00 AM	1:00 PM	2:00	March 2023 Proposal Outreach	On-bus	1	2:00	10	●	●	●	●			On buses to answer questions and spread the word about the upcoming March 2023 Service Change

21-Nov-22	Mon	9:00 AM	10:00 AM	1:00	March 2023 Proposal Outreach	On-bus	1	1:00	5	●	●	●	●		On buses to answer questions and spread the word about the upcoming March 2023 Service Change
21-Nov-22	Mon	11:30 AM	3:15 PM	3:45	March 2023 Proposal Outreach	In-person event	1	3:45	25	●	●	●	●		On buses to answer questions and spread the word about the upcoming March 2023 Service Change
21-Nov-22	Mon	5:00 PM	8:30 PM	3:30	March 2023 Proposal Outreach	On-bus	1	3:30	15	●	●	●	●		On buses to answer questions and spread the word about the upcoming March 2023 Service Change
22-Nov-22	Tues	4:00 PM	8:30 PM	4:30	March 2023 Proposal Outreach	On-bus	1	4:30	8	●	●	●	●		On buses to answer questions and spread the word about the upcoming March 2023 Service Change
23-Nov-22	Wed	12:00 PM	2:00 PM	2:00	March 2023 Proposal Outreach	On-bus	1	2:00	10	●	●	●	●		On buses to answer questions and spread the word about the upcoming March 2023 Service Change
28-Nov-22	Mon	9:00 AM	5:00 PM	8:00	March 2023 Proposal Outreach	On-bus	1	8:00	50	●	●	●	●		On buses to answer questions and spread the word about the upcoming March 2023 Service Change
29-Nov-22	Tues	8:00 AM	9:00 AM	1:00	March 2023 Proposal Outreach	On-bus	1	1:00	10	●	●	●	●		On buses to answer questions and spread the word about the upcoming March 2023 Service Change
29-Nov-22	Tues	3:45 PM	5:00 PM	1:15	March 2023 Proposal Outreach	On-bus	1	1:15	10	●	●	●	●		On buses to answer questions and spread the word about the upcoming March 2023 Service Change
30-Nov-22	Wed	8:00 AM	9:00 AM	1:00	March 2023 Proposal Outreach	On-bus	1	1:00	10	●	●	●	●		On buses to answer questions and spread the word about the upcoming March 2023 Service Change
30-Nov-22	Wed	3:45 PM	5:00 PM	1:15	March 2023 Proposal Outreach	On-bus	1	1:15	10	●	●	●	●		On buses to answer questions and spread the word about the upcoming March 2023 Service Change
1-Dec-22	Thurs	8:00 AM	9:00 AM	1:00	March 2023 Proposal Outreach	On-bus	1	1:00	10	●	●	●	●		On buses to answer questions and spread the word about the upcoming March 2023 Service Change
1-Dec-22	Thurs	3:30 PM	4:30 PM	1:00	March 2023 Proposal Outreach	On-bus	1	1:00	10	●	●	●	●		On buses to answer questions and spread the word about the upcoming March 2023 Service Change
5-Dec-22	Mon	8:00 AM	9:00 AM	1:00	March 2023 Proposal Outreach	On-bus	1	1:00	5	●	●	●	●		On buses to answer questions and spread the word about the upcoming March 2023 Service Change
6-Dec-22	Tues	8:00 AM	9:00 AM	1:00	March 2023 Proposal Outreach	On-bus	1	1:00	5	●	●	●	●		On buses to answer questions and spread the word about the upcoming March 2023 Service Change
6-Dec-22	Tues	3:45 PM	5:00 PM	1:15	March 2023 Proposal Outreach	On-bus	1	1:15	5	●	●	●	●		On buses to answer questions and spread the word about the upcoming March 2023 Service Change
7-Dec-22	Wed	9:30 AM	11:30 AM	2:00	March 2023 Proposal Outreach	On-bus	1	2:00	25	●	●	●	●		On buses to answer questions and spread the word about the upcoming March 2023 Service Change
7-Dec-22	Wed	4:00 PM	5:00 PM	1:00	March 2023 Proposal Outreach	On-bus	1	1:00	10	●	●	●	●		On buses to answer questions and spread the word about the upcoming March 2023 Service Change

2022

13-Dec-22	Tues	9:00 AM	12:00 PM	3:00	March 2023 Proposal Outreach	On-bus	2	6:00	25	●	●	●	●			On buses to answer questions and spread the word about the upcoming March 2023 Service Change
13-Dec-22	Tues	9:30 AM	11:30 AM	2:00	March 2023 Proposal Outreach	Business outreach	1	2:00	15	●	●	●				
13-Dec-22	Tues	9:00 AM	5:00 PM	8:00	March 2023 Proposal Outreach	On-bus	1	8:00	50	●	●	●	●			On buses to answer questions and spread the word about the upcoming March 2023 Service Change
14-Dec-22	Wed	12:00 PM	5:00 PM	5:00	March 2023 Proposal Outreach	On-bus	1	5:00	50	●	●	●	●			On buses to answer questions and spread the word about the upcoming March 2023 Service Change

Total Time	Event	Location	# ET Staff	Total Staff Hours	# Attended	Categories										Notes & Comments	
						New Rider Training	CT R	EvCC/WSU	Ev Public Schools	Job Fair	Other (Describe)	Service Planning	Seniors	Minority Populations	Low-Income		LE P
4:30	Sound Transit, Light Rail Open House	Cascade High School	2	9:00	1800						●						
2:00	Westmonth Holly Neighborhood	Everett Public Library	1	2:00	6	●					●		●	●			
7:00	Snohomish PUD, Energy Block Party	Snohomish PUD	3	21:00	5000	●	●				●		●				
8:00	Boeing Eath Day Event	Boeing - Everett Factory	2	16:00	900		●										
1:00	Snohomish PUD, Bike Month Talk	Teams	2	2:00	15		●				●						Vince and Ryan chatted with SnoPUD folks about Bike Month and how to begin using bikes and buses.
6:30	Bike Everywhere Day	Everett Station	7	21:30	160		●					●	●	●			
1:00	Lowell Elementary Community Breakfast	Lowell Elementary	2	2:00	200				●								
5:00	Danger Busters, Imagine Children's Museum	Everett Station	1	5:00	45	●					●		●	●			

