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Autorité des chemins de fer voyageurs du nord de la Nouvelle-Angleterre
(NNEPRA)

Titre VI Plan

30 septembre 2022

En vigueur : du 1er octobre 2022 au 30 septembre 2025
Approuvé par le conseil d'administration de NNEPRA : 26 septembre 2022

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Introduction

La Northern New England Passenger Rail Authority (NNEPRA) gère l'Amtrak Downeaster qui effectue 5 allers-retours quotidiens entre Brunswick, ME et Boston North Station, MA, desservant douze gares dans trois États. L'horaire de ce service à itinéraire fixe est joint en annexe A.

NNEPRA est basée à Portland, ME, qui est devenue une grande zone urbanisée (UZA) à compter du 1er octobre 2012 à la suite des données du recensement de 2010 montrant que la population de la région dépassait 200 000 habitants.

NNEPRA s'engage à respecter une politique de non-discrimination dans la conduite de ses activités, y compris ses responsabilités au titre VI - la fourniture de services de transport équitables et accessibles. NNEPRA reconnaît ses responsabilités envers les communautés dans lesquelles elle opère et envers la société qu'elle sert. C'est la politique de NNEPRA d'utiliser ses meilleurs efforts pour s'assurer que personne, pour des raisons de race, de couleur ou d'origine nationale, ne sera exclu de la participation, se verra refuser les avantages ou fera l'objet de discrimination dans le cadre de son programme de prestation de services de transport en commun. et avantages connexes.

La Federal Transit Administration (FTA) exige que tous les destinataires directs et principaux documentent leur conformité au titre VI et au décret 13166 en soumettant un programme du titre VI à leur agent régional des droits civils de la FTA une fois tous les trois ans.

Conditions générales d'affichage du titre VI

L'avis au public du titre VI est inclus dans les horaires imprimés du Downeaster. Cet avis, en plus du formulaire de plainte, est affiché sur le site Web du NNEPRA (*nnepra.com*) en anglais, espagnol, français et somali. Une capture d'écran de cet avis du 7 septembre 2022 est jointe en annexe B. L'avis est affiché dans les espaces publics du bureau NNEPRA et dans les douze gares desservies par Amtrak Downeaster.

TITRE VI AVIS AU PUBLIC

Aucune personne sur la base de la race, de la couleur, de l'origine nationale ou d'un handicap de transport ne sera soumise à une discrimination dans le niveau et la qualité des services de transport et des avantages liés au transport en commun. Toute personne ou personnes qui estiment qu'il existe une discrimination fondée sur la race, la couleur, l'origine nationale ou un handicap lié au transport en ce qui concerne la fourniture de services de transport et d'avantages liés au transport en commun peut déposer une plainte auprès de la Federal Transit Administration et/ou le département américain des Transports.

Pour déposer une plainte ou pour en savoir plus sur les procédures de non-discrimination de NNEPRA, veuillez contacter NNEPRA au 207-780-1000.

Titre VI Avis au public Emplacements affichés

L'avis au public du titre VI du NNEPRA est affiché aux endroits suivants :

Nom de la localisation	Adresse
Bureau du NNEPRA	75 West Commercial Street Suite 104 Portland, ME 04101
Site Web du NNEPRA	http://www.nnepra.com
Gare de Brunswick	16 Station Avenue, Brunswick, ME 04011
Gare de Freeport	23 Depot Street, Freeport, ME 04032
Centre de transport de Portland	100, chemin Thompsons Point, Portland, ME 04102
Gare d'Old Orchard Beach	11 Première rue, Old Orchard Beach, ME 04064
Centre de transport de Saco	138, rue Main, Saco, ME 04072
Centre de transport régional de Wells	696, chemin Sanford, Wells, ME 04090
Gare de Douvres	33 Chestnut Street, Douvres, NH 03820
Gare de Durham-UNH	3 Deport Road, Durham, NH 03824
Gare d'Exeter	60 rue Lincoln, Exeter, NH 03833
Gare de Haverhill	Washington Street à Railroad Square, Haverhill, MA 01832
Gare de Woburn	100 Atlantic Avenue, Woburn, MA 01801
Gare de Boston Nord	TD Garden 135, rue Causeway, Boston, MA 02114

Titre VI Procédure de réclamation

Comment déposer une plainte

Toute personne qui estime avoir été exclue de la participation, privée des avantages ou soumise à une discrimination fondée sur la race, la couleur et / ou l'origine nationale en association avec la prestation du service de transport en commun Downeaster peut déposer une plainte comme suit à 180 jours à compter de la date de la discrimination alléguée :

1. Remplir le formulaire de plainte Titre VI du NNEPRA (joint en annexe B), qui est disponible sur *nnepra.com*dans toutes les langues traduites (espagnol, français, portugais et somali). ou
2. Déposer une plainte écrite distincte comprenant :
    - Nom, adresse et numéro de téléphone de la personne qui dépose.
    - Comment, pourquoi et quand la discrimination alléguée s'est produite. Il convient d'inclure autant d'informations spécifiques et détaillées que possible sur les actes de discrimination allégués, ainsi que toute autre information pertinente.
    - Les noms de toutes les personnes, si elles sont connues, que l'examinateur pourrait contacter pour clarifier les allégations.

Les plaintes signées et datées peuvent être soumises à l'une ou aux deux adresses indiquées ci-dessous :

Northern New England Passenger Rail Authority À l'attention de :
Agent de liaison pour les droits civils
75 West Commercial Street, Suite #104
Portland, ME 04101

Ou peut être soumis à :

Federal Transit Administration Office of Civil Rights
Building East, 5e étage - TCR
1200 New Jersey Avenue, SE
Washington, DC 20590

Si un plaignant est incapable ou incapable de fournir une déclaration écrite, une personne désignée par le NNEPRA interrogera, si nécessaire, le plaignant et fournira une assistance pour convertir les plaintes verbales en un format écrit.

Procédure de plainte interne et processus d'appel

NNEPRA s'engage à respecter une politique de non-discrimination dans la conduite de ses activités, y compris ses responsabilités au titre VI - la fourniture de services de transport équitables et accessibles. NNEPRA reconnaît ses responsabilités envers les communautés dans lesquelles il opère et envers les

société qu'il sert. C'est la politique de NNEPPA d'utiliser ses meilleurs efforts pour s'assurer que personne, pour des raisons de race, de couleur ou d'origine nationale, ne sera exclu de la participation, se verra refuser les avantages ou sera soumis à une discrimination dans le cadre de son programme de service de transport en commun. la livraison et les avantages associés.

Toutes les plaintes font l'objet d'une enquête rapide par le Civil Rights Liaison (CRL) du NNEPRA. Des mesures raisonnables seront prises pour préserver toute information confidentielle. Si nécessaire, le CRL désignera une partie neutre pour enquêter. Au minimum, l'enquêteur :

- Identifier et examiner tous les documents, pratiques et procédures pertinents ;
- Identifier et interroger les personnes ayant connaissance de la violation du Titre VI, c'est-à-dire la personne qui dépose la plainte ; témoins ou toute personne identifiée par le plaignant ; toute personne susceptible d'avoir fait l'objet d'une activité similaire ou toute personne disposant d'informations pertinentes.

À la fin de l'enquête, le CRL rédigera un rapport final à l'intention du directeur général. Si une violation du Titre VI est constatée, les mesures correctives appropriées et nécessaires seront prises immédiatement. Le plaignant recevra également un rapport final indiquant toute mesure corrective. Le processus d'enquête et le rapport final ne devraient pas prendre plus de vingt-cinq (25) jours ouvrables. Si aucune violation n'est constatée, le plaignant peut faire appel de la décision. Les recours contre la décision doivent être adressés à :

Directeur exécutif
Northern New England Passenger Rail Authority
75 West Commercial Street, Suite #104 Portland,
Maine 04101

Si le directeur exécutif conclut qu'il n'y a pas eu de discrimination, le plaignant sera informé de la décision et sera informé de son droit de soumettre sa plainte à l'AFC.

La CRL tient un registre des plaintes au titre VI reçues par le NNEPRA. Le journal comprend :

- la date à laquelle la plainte a été déposée;
- un résumé des allégations;
- le statut de la plainte; et
- mesures prises par NNEPRA en réponse à la plainte.

Si NNEPRA reçoit une plainte au titre VI sous la forme d'une accusation formelle ou d'une action en justice, l'avocat général de NNEPRA sera responsable de l'enquête et de sa documentation.

Enquêtes, plaintes et poursuites en vertu du titre VI liées au transport en commun

NNEPRA n'a reçu aucune plainte, enquête ou poursuite en vertu du titre VI liée au transport en commun depuis la dernière mise à jour de la politique.

Représentation des minorités au sein des organismes de planification et consultatifs

NNEPRA ne sélectionne pas les conseils ou les comités, donc cette section ne s'applique pas. Le conseil d'administration de NNEPRA est nommé par le gouverneur de l'État du Maine.

Plan de participation publique

NNEPRA s'engage à s'assurer qu'il sert le public en évaluant en permanence la qualité de son service, en engageant les usagers et les parties prenantes et en augmentant l'achalandage. NNEPRA participe et s'engage avec tous les membres du public, y compris les populations minoritaires et les populations à compétence limitée en anglais (LEP). En tant qu'agence de transport en commun participante, NNEPRA s'appuie également sur les efforts de PACTS par le biais de son plan de participation publique pour solliciter des commentaires sur divers projets et demandes de financement.

Processus de participation publique

Dans le cadre de son programme Titre VI, le NNEPRA dispose d'un processus de participation publique solide et recherche en permanence des opportunités pour améliorer les stratégies d'engagement des communautés mal desservies. Le processus de participation publique du NNEPRA garantit :

- Les opportunités de participation du public sont annoncées et affichées de manière appropriée. Tout membre du public peut demander de la documentation en formats substituts sur demande.
- Les commentaires et les préoccupations de toutes les personnes ou de tous les groupes sont pris en compte dans l'élaboration des plans, des projets, des tarifs ou des changements de service. Le personnel détermine quelles stratégies auront le plus grand potentiel pour encourager la participation du public, y compris ceux de la population LEP, sur une base de projet.
- Les membres du public peuvent soumettre des commentaires ou des préoccupations à NNEPRA à tout moment via o
    - Courriel àinfo@nnepra.com ;
    - Téléphone au 207-780-1000
    - Télécopiez au 207-780-1001

Stratégies de sensibilisation à la participation du public

Le NNEPRA utilise plusieurs stratégies proactives pour piloter les activités de participation du public. La liste de stratégies suivante donne un aperçu des techniques de routine :

- Réunions et événements publics
    - Les réunions publiques du conseil d'administration se tiennent dans des lieux publics ou pratiquement environ 10 fois par an. Les mesures de rendement, l'état du projet et les plans futurs ou les changements de tarifs/services liés à l'Amtrak Downeaster sont discutés à chaque réunion. Les informations sur les réunions sont publiées sur*nnepra.com*, annoncé dans les journaux locaux et remarqué par une sensibilisation ciblée via une liste de distribution d'intéressés

des soirées. Des dossiers d'information du conseil d'administration, qui comprennent le procès-verbal de chaque réunion, sont affichés sur *nnepra.com*.

- En plus des réunions du conseil prévues, NNEPRA organise des forums publics pour discuter des initiatives à venir et / ou des changements de service.

- NNEPRA participe au groupe de travail sur le transport en commun (TTF) du système de transport global de la région de Portland (PACTS), au comité consultatif régional sur les transports (RTAC), au conseil d'orientation et à d'autres sous-comités où les plans actuels et futurs des agences de transport régionales sont discutés. Les réunions du PACTS sont ouvertes au public et enregistrées. En tant qu'agence de transport en commun participante, NNEPRA utilise également les efforts de PACTS par le biais de son plan de transport public joint en annexe I.

- Les employés de NNEPRA continuent d'accepter et de solliciter des invitations pour présenter des informations sur les services et des mises à jour à divers groupes civiques, sociaux et commerciaux. Il s'agit notamment de présentations dans les bibliothèques locales, les complexes pour personnes âgées, les garderies, les réunions du Rotary, les événements du tourisme / de la Chambre de commerce, les réunions des scouts et des scouts.

- Planification et collecte d'informations

  - Le NNEPRA participe activement aux études et aux initiatives sur les transports qui sont promues publiquement et comprennent une sensibilisation considérable à tous les segments du public. Ils comprennent:
    - Transit Tomorrow, un effort de planification global mené par le Greater Portland Council of Governments ;
    - Transit Together, une étude visant à identifier les possibilités de coordination et d'intégration accrues entre les sept fournisseurs de transport en commun de la région de Portland ;
    - Biddeford Saco Transit Oriented Development Plan, a exploré comment les villes de Biddeford et de Saco, en collaboration avec d'autres parties prenantes telles que des promoteurs privés, des groupes communautaires, des agences de transport en commun et MaineDOT, peuvent développer une communauté de transport en commun à usage mixte ;
    - Connect 2045, le plan de transport à long terme de la Metropolitan Planning Organization pour la région ;
    - Maine Public Transit Advisory Council qui fournit des recommandations pour les investissements et les services de transport en commun à la législature du Maine ;
    - Étude d'évaluation économique pour le service de trains de banlieue et de voyageurs entre Portland et la région de Lewiston et Auburn, un effort dirigé par le MaineDOT pour favoriser le transport en commun dans la région en ce qui concerne l'évaluation des alternatives, la planification des gares et les impacts économiques ;
    - Gorham-Westbrook-Portland Rapid Transit Study, une étude visant à développer un système de transport en commun plus rapide reliant les zones à forte croissance de la grande région de Portland.

- Community Transportation Leaders Program, un programme visant à faire progresser l'inclusion des communautés sous-représentées - y compris les personnes âgées, les personnes handicapées et les personnes de couleur - dans le processus de planification et de prise de décision en matière de transport.
- Mise à jour du plan ferroviaire de l'État du Maine qui concentrera les investissements fédéraux, étatiques et locaux sur un système ferroviaire qui soutient la vision, les buts et les objectifs des parties prenantes et de l'État.

- La pratique du NNEPRA consistant à mener au moins une enquête à bord tous les deux ans pour évaluer la démographie des passagers du Downeaster a été interrompue en raison du COVID, mais a repris à l'automne 2022. Amtrak a étendu ses capacités d'enquête auprès des passagers, et le NNEPRA examine et surveille ces résultats. aussi. Le NNEPRA a l'intention de poursuivre une enquête à bord comme moyen alternatif sûr de collecte d'informations. NNEPRA examine et répond également à toutes les demandes par téléphone, courrier, médias sociaux et e-mail reçues des membres du public.

- Sensibilisation générale

  - Les activités supplémentaires qui aident à maintenir l'engagement du NNEPRA avec le public et à informer le public sur l'Amtrak Downeaster comprennent :
    - NNEPRA gère et maintient deux sites Web :
      - *nnepra.com*fournit des informations sur l'organisation, le projet et l'approvisionnement.
      - *AmtrakDowneaster.com*fournit des informations sur le service Downeaster, les tarifs, les gares et les promotions.
    - Des informations sur le Downeaster sont également disponibles sur le site Web national d'Amtrak,*Amtrak.com*.
    - Engagement actif dans les médias sociaux via Facebook et Twitter (et autres). Cela touche tous les groupes démographiques.
    - Visites régulières dans les gares du Downeaster pour interagir avec les passagers et recueillir les commentaires des ambassadeurs des gares.
    - Réunions bihebdomadaires avec Amtrak pour discuter des commentaires à bord reçus des membres de l'équipage à bord.
    - Réunions de coordination bimensuelles avec des représentants des communautés de Downeaster Station.
    - Promotion continue des voyages de groupe à tarifs réduits, principalement auprès des groupes scolaires, y compris des voyages organisés pour les enseignants afin de les familiariser avec les possibilités d'amener leurs classes en sorties éducatives. Cela permet à plus de personnes de découvrir le Downeaster qui ne seraient normalement pas en mesure de se permettre le voyage ou de connaître les options.
    - Adhésion active et participation à des événements publics parrainés par diverses organisations touristiques et commerciales, notamment : l'Office du tourisme de l'État du Maine ; Association touristique du Maine ; Visitez Portland;Biddeford-

Saco Chamber of Commerce, Brunswick Downtown Association, Dover, NH Chamber of Commerce; Visitez Freeport ;, Greater Boston Convention & Visitors Bureau ; Maine Development Foundation, Chambre de commerce de l'État du Maine,Chambre de commerce d'Old Orchard Beach, Chambre de commerce de la région d'Exeter, Chambre de commerce de Haverhill, Chambre de commerce de Penobscot Bay, Chambre de commerce de la région de Bath Brunswick, Chambre de commerce d'Ogunquit, Chambre de commerce de Kennebec Valleyet la chambre de commerce de Wells.

- Engagement actif et participation aux efforts de planification du PACTS qui comprennent diverses réunions d'information publiques.

Efforts de sensibilisation depuis la dernière soumission du programme Titre VI

Depuis la dernière soumission du programme Titre VI, la pandémie de COVID a modifié de nombreux efforts de sensibilisation que le NNEPRA utilisait généralement dans le passé. Malgré cela, les efforts de sensibilisation suivants ont été menés depuis la dernière soumission et un calendrier plus solide d'événements et d'activités est prévu pour l'avenir :

- Les réunions du conseil d'administration du NNEPRA se sont tenues virtuellement et dans divers lieux publics le long du corridor Downeaster, notamment le bureau du NNEPRA à Portland, les bureaux du Greater Portland Council of Governments (GPCOG) à Portland et Freeport Community Services. Toutes les réunions du Conseil sont annoncées en ligne, via une liste de diffusion par e-mail et un journal avec un service de traduction disponible sur demande. Les membres du personnel, le conseil d'administration et les membres du public ont assisté à chaque réunion en mettant l'accent sur la performance, les plans futurs et la participation du public.

- Une série de réunions publiques ont eu lieu au cours de l'hiver 2019 pour discuter des diverses initiatives stratégiques pour NNEPRA, notamment : la relocalisation de la gare de Portland ; ajout d'un arrêt de gare à Falmouth; possibilité d'un service saisonnier le week-end vers les communautés de Bath, Wiscasset, Newcastle et Rockland, Maine ; et les améliorations au Wells Transportation Center. Ces réunions ont fait l'objet d'une large publicité), ont attiré une forte participation, ont permis au public de commenter et ont été couvertes par les médias locaux. Lieux de rencontre inclus, Portland, Wells et Brunswick Maine.
- NNEPRA a participé à deux forums publics "Ride with Me".
- Les membres du personnel de NNEPRA ont effectué 14 présentations, qui comprenaient des informations financières, l'achalandage, les projets en cours, les changements d'horaire proposés, le nouveau service actuel et potentiel, lors des réunions publiques suivantes, notamment le Durham, NH Town Council, Exeter, NH Town Council, Mid-Maine Tourism Council, Kennebunk Town Council, plusieurs chambres de commerce et organisations touristiques ainsi que des groupes de scouts et d'éclaireuses et des clubs Rotary.
- Avant COVID, le personnel de NNEPRA a participé à divers salons professionnels (tourisme, senior, groupe, B2B) autour de la zone de service. La plupart d'entre eux ont été suspendus depuis 2020, mais la participation au NNEPRA reprendra au fur et à mesure que les événements sont programmés.

- Des réunions virtuelles et en personne ont été organisées avec des représentants de chaque communauté de station pour discuter des problèmes, des préoccupations et des améliorations de la station. Les participants comprenaient des représentants de chaque municipalité, du personnel du NNEPRA, d'Amtrak et de partenaires fédéraux tels que la Federal Railroad Administration et le Department of Homeland Security.
- NNEPRA a repensé le*nnepra.com*site Web pour fournir des informations améliorées d'une manière plus accessible. Le site Web met en évidence les possibilités d'approvisionnement, l'état des projets en cours, les coordonnées du personnel, les rapports, les statistiques et la participation communautaire. Les coordonnées du personnel sont présentées clairement et le membre du personnel approprié répond à chaque demande téléphonique, par courriel ou par courrier du public.
- NNEPRA a annoncé les promotions Amtrak Downeaster dans les journaux et sur les stations de radio et de télévision à Portland, Maine et Boston, Massachusetts, ainsi que sur les stations de radio et de télévision d'autres communautés desservies par Downeaster. Ces publicités atteignent toutes les populations des communautés de Downeaster Station.
- Le NNEPRA a imprimé et distribué des copies imprimées du programme Downeaster en espagnol et en français. Ces horaires sont également disponibles sur le site Web de Downeaster. Amtrak continue d'offrir des options en espagnol sur son numéro de téléphone sans frais d'information et de billetterie.
- Le*Amtrakdowneaster*.com et*nnepra.com*les sites web restent traduisibles en arabe, chinois, français, portugais, somali et espagnol via « Google Translate ».
- Des services de traduction en espagnol, français et chinois sont disponibles sur*Amtrak.com.*
- NNEPRA a également participé au PACTS Transit Tomorrow Plan, au Transit Together Plan et aux plans de transport à long terme Connect 2045 que vous trouverez ici :
    - https://www.gpcog.org/176/Transit-Tomorrow https://www.transittogether.org/
    - overview?locale=en#:~:text=Transit%20Together% 20is%20led%20by,consulting%20services% 20by%20Nelson%5CNygaard https://
    - www.connect2045.org/

Personnes ayant une maîtrise limitée de l'anglais

Le titre VI et ses règlements d'application exigent que les bénéficiaires de l'ALE prennent des mesures responsables pour assurer un accès significatif aux avantages, services, informations et autres parties importantes de leurs programmes et activités pour les personnes qui ont une maîtrise limitée de l'anglais (voir le programme LEP de NNEPRA joint à l'annexe G).

NNEPRA publiera l'horaire des trains Downeaster de l'automne 2022 en anglais, somali, français et espagnol et le distribuera à chaque gare. Les horaires des trains espagnols, somaliens et français sont disponibles sur*nnepra.com*et*amtrakdowneaster.com*. NNEPRA encourage la communauté à fournir des commentaires et des suggestions pour améliorer les services linguistiques fournis par le biais de discussions ouvertes et d'enquêtes à bord. NNEPRA a ajouté "Google Translate" à *amtrakdowneaster.com*et*nnepra.com*qui peut se traduire en arabe, chinois, français, portugais, somali et espagnol.

Des services de traduction en espagnol, français et chinois sont disponibles sur*Amtrak.com*.

Suivi des sous-récipiendaires

Le NNEPRA n'a pas de sous-bénéficiaires, il n'y a donc pas eu de soumissions de sous-bénéficiaires du programme Titre VI. Cependant, NNEPRA passe des contrats avec Amtrak pour exploiter le service de train Downeaster et supervise la conformité d'Amtrak avec le programme Title VI de NNEPRA.

Amtrak a accepté de se conformer à toutes les exigences applicables du titre VI, comme indiqué sur le contrat Amtrak ci-joint, annexe X, page 2, jointe en tant qu'annexe C.

Le processus et les procédures de NNEPRA pour s'assurer qu'Amtrak se conforme à cela comprennent une liste de contrôle de conformité annuelle qui est signée par le surintendant adjoint d'Amtrak de Downeaster. Une copie de la liste de contrôle de conformité est jointe en annexe D.

Réunions bihebdomadaires tenues avec le directeur exécutif du NNEPRA, le directeur adjoint et le directeur du service passagers et le surintendant adjoint et contremaître routier d'Amtrak. Parmi les points à l'ordre du jour figure la discussion de toutes les plaintes reçues par Amtrak concernant le service Downeaster, y compris les plaintes relatives aux droits civils. Un exemple d'ordre du jour est joint en annexe E. Dans le cadre de ces réunions, le NNEPRA a développé une matrice de suivi pour s'assurer que les points sont suivis et mis en œuvre.

Lorsqu'une plainte en vertu du Titre VI est déposée par l'intermédiaire de n'importe quelle source, courrier, médias sociaux, e-mail ou Amtrak, la plainte est dirigée vers la CRL pour répondre conformément à la politique NNEPRA.

NNEPRA conserve toutes les plaintes du Titre VI. Le CRL tient un registre des plaintes au titre VI reçues de tout plaignant, qui comprend la date à laquelle la plainte a été déposée ; un résumé des allégations; le statut de la plainte; et les mesures prises par NNEPRA en réponse à la plainte. Ces documents sont également conservés électroniquement.

Obligation d'effectuer une analyse de l'équité pour déterminer le site ou l'emplacement des installations

Le NNEPRA n'a pas été impliqué dans un projet qui nécessiterait une analyse de l'équité.

Exigences des fournisseurs de transport en commun

Normes de service quantitatives

L'ALE exige que tous les fournisseurs de transit à itinéraire fixe élaborent des normes quantitatives pour tous les modes d'exploitation à itinéraire fixe pour les indicateurs énumérés ci-dessous. Conformément aux directives énoncées dans la circulaire FTA 4702.1B, les normes suivantes ont été élaborées :

(1)Charges du véhicule

Le Downeaster est un service réservé et les situations de voyageurs debout ne se produisent généralement pas. Amtrak a mis en place le programme Ride Reserve dans le cadre duquel les passagers non réservés planifient leur voyage pour éliminer les conditions de passager qui se produisaient périodiquement sur les trains de pointe avant

2021. De plus, les sièges de table disponibles dans le Café ne sont pas inclus dans l'inventaire des sièges et sont utilisés pour le débordement. L'achalandage devrait revenir aux niveaux de 2019 pendant la durée de ce plan. Vous trouverez ci-dessous les charges projetées des véhicules exprimées en pourcentage de passagers par rapport au nombre total de sièges pour les passagers :

un. Charge moyenne des véhicules pour les trains Downeaster de pointe :	80%-100%
b. Charge moyenne des véhicules pour les trains Downeaster hors pointe :	20%-50%

(2)Normes d'espacement des véhicules

Le service Downeaster fonctionne selon un horaire fixe sans normes de progrès définies. L'établissement des horaires implique la prise en compte de plusieurs facteurs, notamment : les autres activités ferroviaires de banlieue, les activités de fret, la demande d'achalandage, l'infrastructure et la capacité du matériel roulant.

(3)Normes de performance ponctuelles

Les normes de ponctualité (OTP) sont fixées au début de chaque année et sont une mesure du nombre de trains qui atteignent leur destination finale dans les 10 minutes suivant le temps de trajet prévu. L'objectif du Bureau du Procureur pour 2023 est de 85 %. OTP est fixé annuellement par le conseil d'administration.

(4)Normes de disponibilité des services

Le Downeaster dessert douze communautés dans trois États répartis le long de son couloir de guidage fixe de 143 milles. Toutes les nouvelles gares proposées seront examinées pour évaluer la demande d'achalandage, la population de la région et l'emplacement de la gare par rapport aux arrêts des gares existantes.

Politiques de service – Qualitatif

Comme l'exige la circulaire 4702.1B de l'ALE, tous les fournisseurs de transit à itinéraire fixe sont tenus d'élaborer des politiques pour les indicateurs de service suivants :

(1)Politique d'attribution des véhicules

avec le Downeaster est exploité par Amtrak en utilisant du matériel roulant du parc national d'équipements. Conformément à l'accord avec Amtrak, les rames Downeaster se composent d'une locomotive P42, de quatre voitures Amfleet, d'un Split Club Café et d'une unité de commande non motorisée (NPCU). Des pièces spécifiques de matériel roulant sont tournées dans et hors du service Downeaster par Amtrak conformément aux normes de maintenance fournies par la Federal Railroad Administration (FRA). Du matériel roulant supplémentaire est parfois utilisé pendant les périodes de pointe.

(2)Politique sur les commodités de transport en commun

Les équipements à bord sont disponibles pour tous les passagers du Downeaster et comprennent le café Downeaster, le Wi-Fi, une bagagerie et des supports à vélos. Le NNEPRA n'a pas juridiction sur les installations des gares, qui appartiennent toutes de manière indépendante à des entités distinctes, y compris des municipalités et des développements privés. Toutes les plates-formes des stations sont couvertes, éclairées et conformes à la loi américaine sur les personnes handicapées, NNEPRA assure une surveillance régulière pour assurer un entretien approprié à chaque emplacement de la station.

SOUTHBOUND (S)

Train Number	680 | 690	682 | 692	684 | 694	686 | 696	688 | 698
Days of Operation	M-F | Sa-Su	M-F | Sa-Su	M-F | Sa-Su	M-F | Sa-Su	M-F | Sa-Su
Brunswick, ME	4:30 AM	7:10 AM	11:00 AM	12:55 PM	5:45 PM
Freeport, ME	(P) 4:43 AM	(P) 7:23 AM	(P) 11:13 AM	(P) 1:08 PM	(P) 5:58 PM
Portland, ME	5:18 AM	7:58 AM	11:48 AM	1:43 PM	6:33 PM
Old Orchard Beach, ME	—	8:13 AM	12:03 PM	1:58 PM	6:48 PM
Saco, ME	5:40 AM	8:20 AM	12:10 PM	2:05 PM	6:55 PM
Wells, ME	5:59 AM	8:39 AM	12:29 PM	2:24 PM	7:14 PM
Dover, NH	6:17 AM	8:57 AM	12:47 PM	2:42 PM	7:32 PM
Durham - UNH, NH	6:25 AM	9:05 AM	12:55 PM	2:50 PM	7:40 PM
Exeter, NH	6:39 AM	9:19 AM	1:09 PM	3:04 PM	7:54 PM
Haverhill, MA	7:00 AM	9:40 AM	1:30 PM	3:25 PM	8:15 PM
Woburn, MA	(D) 7:29 AM	(D) 10:09 AM	(D) 1:59 PM	(D) 3:54 PM	(D) 8:44 PM
Boston North Station, MA	7:50 AM	10:30 AM	2:20 PM	4:15 PM	9:05 PM

NORTHBOUND (N)

Train Number	681 | 691	683 | 693	685 | 695	687 | 697	689 | 699*	Event Nite Train 1689
Days of Operation	M-F | Sa-Su	M-F | Sa-Su	M-F | Sa-Su	M-F | Sa-Su	M-F | Sa-Su	
Boston North Station, MA	8:50 AM	11:50 AM	3:45 PM	5:20 PM	10:30 PM	11:25 PM
Woburn, MA	(D) 9:08 AM	(D) 12:08 PM	(D) 4:03 PM	(D) 5:38 PM	(D) 10:48 PM	(D) 11:43 PM
Haverhill, MA	9:38 AM	12:38 PM	4:33 PM	6:08 PM	11:18 PM	12:13 AM
Exeter, NH	9:59 AM	12:59 PM	4:54 PM	6:29 PM	11:39 PM	12:34 AM
Durham - UNH, NH	10:12 AM	1:12 PM	5:07 PM	6:42 PM	11:52 PM	12:47 AM
Dover, NH	10:20 AM	1:20 PM	5:15 PM	6:50 PM	11:59 PM	12:55 AM
Wells, ME	10:38 AM	1:38 PM	5:33 PM	7:08 PM	12:18 AM	1:13 AM
Saco, ME	10:55 AM	1:55 PM	5:50 PM	7:25 PM	12:35 AM	1:30 AM
Old Orchard Beach, ME	11:01 AM	2:01 PM	5:56 PM	7:31 PM	12:41 AM	1:36 AM
Portland, ME	11:25 AM	2:25 PM	6:20 PM	7:55 PM	1:00 AM	1:55 AM
Freeport, ME	(F) 11:55 AM	(P) 2:55 PM	(F) 6:50 PM	(F) 8:25 PM	(P) 1:30 AM	(F) 2:25 AM
Brunswick, ME	12:10 PM	3:10 PM	7:05 PM	8:40 PM	1:45 AM	2:40 AM

(D) Stops to discharge passengers only; Trains may leave before time shown.

(P) Stops to receive passengers only.

(F) Flag stop: Stops on advance notice only. A reservation serves as advance notice

Downeaster

SPECIAL TRAVEL NOTES

- **HOLIDAY SCHEDULE:** All trains will operate on the WEEKDEND schedule on the following holidays: Memorial Day: Monday, May 30; Independence Day: Monday, July 4; Labor Day: Monday, September 5, 2022.
- For up-to-date information, visit **AmtrakDowneaster.com**
- *Schedules subject to change without notice*

ABOUT THE EVENT NITE TRAIN

Train 689/699 will depart from Boston North Station at 11:25pm on evenings of Red Sox home games and major concerts at the TD Garden and Fenway Park. Please check schedule at **AmtrakDowneaster.com** for the date which interests you.

OUR STATIONS

BRUNSWICK
16 Station Avenue
Brunswick, ME 04011

FREEPORT
23 Depot Street
Freeport, ME 04032

PORTLAND
100 Thompson's Point Road
Portland, ME 04102

OLD ORCHARD BEACH (SEASONAL)
11 First Street
Old Orchard Beach, ME 04064

SACO
138 Main Street
Saco, ME 04072

WELLS
696 Sanford Road
Wells, ME 04090

DOVER
33 Chestnut Street
Dover, NH 03820

DURHAM
3 Depot Road
Durham, NH 03824

HAVERHILL
Washington Street
at Railroad Square
Haverhill, MA 01832

WOBURN
100 Atlantic Avenue
Woburn, MA 01801

BOSTON
TD Garden 135 Causeway Street
Boston, MA 02114

AND BEYOND!
Connect to Amtrak's National Network

AUTHORITY OVERVIEW

This schedule is published by the Northern New England Passenger Rail Authority (NNEPRA) which provides management, oversight and contract administration for the Downeaster. Amtrak operates the Downeaster under contract with NNEPRA as a service of the state of Maine. We're committed to continually improving the quality of our service.

To file a complaint or to find out more information about NNEPRA's non-discrimination procedures, please visit: www.NNEPRA.com or email: info@nnepra.com.

Statement of Non-Discrimination
"No person on the basis of race, color, national origin, or transportation disability will be subjected to discrimination in the level and quality of transportation services and transit related benefits. Any person or persons who believe that there is discrimination on the basis of race, color, national origin or transportation disability as it relates to the provision of transportation services and transit-related benefits may file a complaint with the Federal Transit Administration and/or the U.S. Department of Transportation."

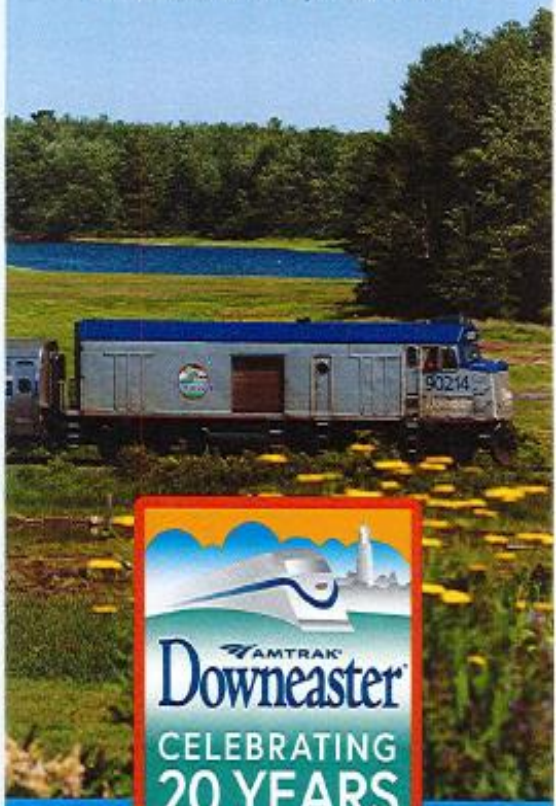
DEPARTMENT OF TRANSPORTATION
Federal Transit Administration
Office of Civil Rights, TCR
1200 New Jersey Ave., SE
Washington, DC 20590

NORTHERN NEW ENGLAND PASSENGER RAIL AUTHORITY
Attn: Grant & Policy Administration
75 W. Commercial St., #104
Portland, ME 04101

NORTHERN NEW ENGLAND PASSENGER RAIL AUTHORITY

SCHEDULE

Effective May 16, 2022

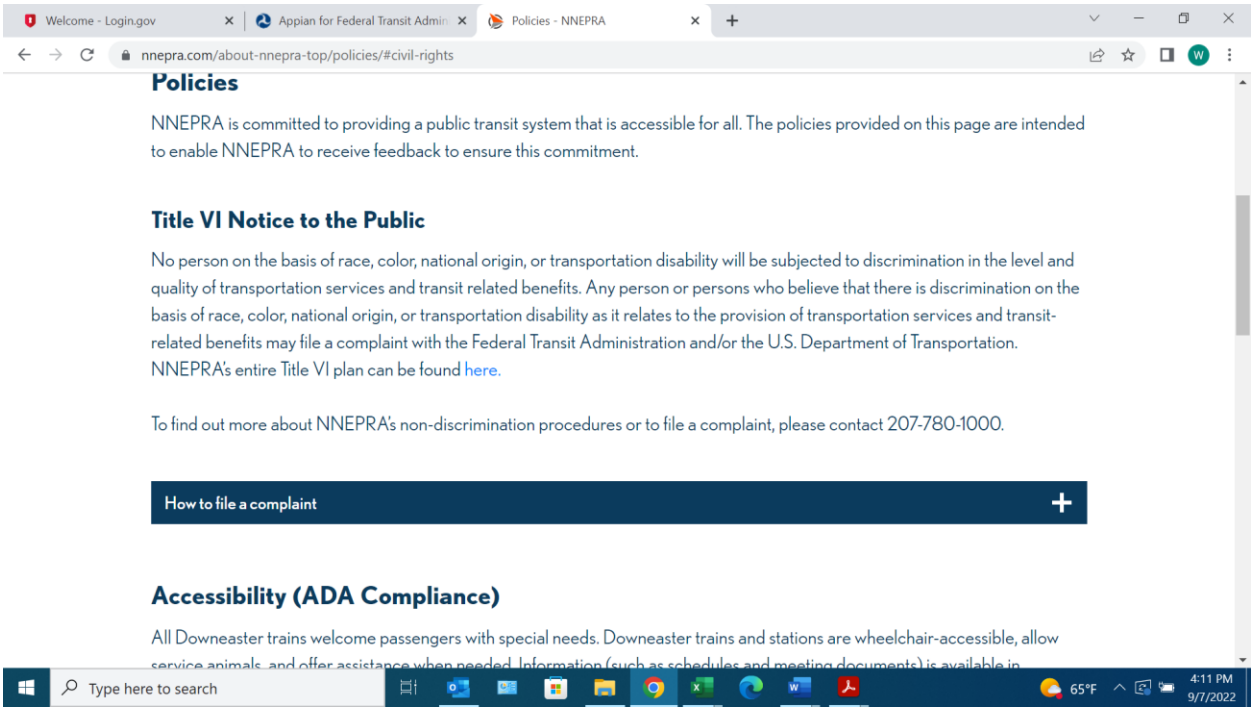


AMTRAK Downeaster
CELEBRATING 20 YEARS

AmtrakDowneaster.com
800.USA.RAIL

Annexe B : Formulaires de plainte Toutes les langues

*NNEPRA.com*capture d'écran du 7 septembre 2022 :



Annexe B : Formulaires de plainte Toutes les langues –*A continué*

Title VI Complaint Form
Northern New England Passenger Rail Authority
(NNEPRA)

NNEPRA is committed to ensuring that no person is excluded from participation in or denied the benefits of its services on the basis of race, color or national origin, as provided by Title VI of the Civil Rights Act of 1964, as amended. Title VI complaints must be filed within 180 days from the date of the alleged discrimination.

How to file a complaint:

You may file a signed, written complaint up to 180 days from the date of the alleged discrimination by one of two methods:

1. By using the Title VI Complaint Form that can be found on the next page;
2. Sending a separate piece of paper that should include:
    - Your name, address and telephone number.
    - How, why, and when you believe you were discriminated against. Include as much specific, detailed information as possible about the alleged acts of discrimination, and any other relevant information.
    - The names of any persons, if known, who the Title VI Reviewer could contact for clarity of your allegations.

Your complaint must be signed and dated.
Please submit your complaint to the address listed below:
Northern New England Passenger Rail Authority
Attn: Manager Budget and Administration
75 W. Commercial Street, Suite #104
Portland, ME 04101

Or, you may contact:
Department of Transportation
Federal Transit Administration
Office of Civil Rights, TCR-1
1201 New Jersey Avenue, SE
Washington, DC 20590

Annexe B : Formulaires de plainte Toutes les langues –*A continué*

Your Name:	Phone:
Street Address:	Alt Phone:
	City, State & Zip Code
Person(s) Discriminated against (if someone other than complainant): Name(s):	
Street Address, City, State & Zip Code:	

Which of the following best describes the reason for the alleged discrimination? (Check one)

☐ RACE
☐ COLOR
☐ NATIONAL ORIGIN (LIMITED ENGLISH PROFICIENCY)

Date of Incident: _____

Time of Incident: _____

Please describe the alleged discrimination incident. Provide the names and titles of all NNEPRA employees responsible. Explain what happened, whom you believe was responsible, and other specific relevant information Please use the next page of this form if additional space is required.

_____

_____

_____

_____

_____

_____

_____

(Complete next page of form)

Annexe B : Formulaires de plainte Toutes les langues –*A continué*

Title VI Complaint Form
Northern New England Passenger Rail Authority (NNEPRA)

Please describe the alleged discrimination incident (continued)

Have you filed a complaint with any other federal, state or local agencies? (Check one)

☐ YES ☐ NO

If so, list agency / agencies and contact information below

Agency: Contact Name:
Street Address, City, State & Zip Code: Phone:

Agency: Contact Name:
Street Address, City, State, & Zip Code: Phone:

I affirm that I have read the above charge and it is true to the best of my knowledge.

Complainant's Signature Date

Print or Type Name of Complaintant

Date Received:	
Received By:	

Annexe B : Formulaires de plainte Toutes les langues –*A continué*

Formulario de denuncia conforme al Título VI
Northern New England Passenger Rail Authority, NNEPRA
(Autoridad ferroviaria para los pasajeros de Nueva Inglaterra del Norte)

NNEPRA tiene el compromiso de garantizar que a ninguna persona se le niegue la posibilidad de beneficiarse de sus servicios o se la excluya a causa de su raza, color o nacionalidad, según se establece en el Título VI de la Ley de Derechos Civiles de 1964, incluidas sus enmiendas. Las denuncias conforme al Título VI se deben presentar dentro de los 180 días a partir de la fecha del supuesto acto discriminatorio.

Cómo presentar una denuncia:

Puede presentar una denuncia por escrito y firmada dentro de los 180 días a partir de la fecha del supuesto acto discriminatorio, para lo que debe utilizar uno de estos dos métodos:

1. Mediante el Formulario de denuncia conforme al Título VI, que encontrará en la página siguiente;
2. Mediante el envío de una hoja por separado en la que debe constar:
    - Su nombre, dirección y número de teléfono.
    - Cómo, por qué y cuándo considera que fue discriminado/a. Incluya toda la información que le sea posible, en detalle, sobre los supuestos actos discriminatorios y cualquier otra información que estime relevante.
    - Los nombres de las personas, si los conoce, a quienes podría contactar quien decide sobre los casos del Título VI, a fin de esclarecer lo que sea necesario con respecto a sus acusaciones.

Su denuncia debe incluir firma y fecha.
Envíe la denuncia a la siguiente dirección:
Northern New England Passenger Rail Authority
Attn: Manager Budget and Administration
75 W. Commercial Street, Suite #104
Portland, ME 04101

O bien, diríjase a la División de Derechos Civiles de la Administración de Transporte Público:
Department of Transportation
Federal Transit Administration
Office of Civil Rights, TCR-1 1201
New Jersey Avenue, SE
Washington, DC 20590

Annexe B : Formulaires de plainte Toutes les langues –*A continué*

Su nombre:	Teléfono:
Dirección:	Teléfono alternativo:
	Ciudad, Estado y Código Postal:
Persona(s) discriminada(s) (en caso de no ser quien presenta la denuncia): Nombre(s):	
Dirección, Ciudad, Estado y Código Postal:	

¿Cuál de las siguientes opciones describe mejor el motivo del supuesto acto discriminatorio? (Marque una opción)

☐ RAZA
☐ COLOR
☐ NACIONALIDAD
(CONOCIMIENTO LIMITADO DEL INGLÉS)

Fecha del incidente: _____

Hora del incidente: _____

Describa el supuesto incidente discriminatorio. Proporcione los nombres y funciones de todos los empleados de NNEPRA responsables. Explique lo que sucedió, a quién o quiénes considera responsable(s), y cualquier otra información específica que considere pertinente. Utilice la página siguiente de este formulario en caso de necesitar espacio adicional.

_____

_____

_____

_____

_____

_____

_____

(Complete la página siguiente del formulario)

Annexe B : Formulaires de plainte Toutes les langues –*A continué*

Formulario de denuncia conforme al Título VI
Northern New England Passenger Rail Authority, NNEPRA
(Autoridad ferroviaria para los pasajeros de Nueva Inglaterra del Norte)

Describa el supuesto incidente discriminatorio (continuación).

¿Ha presentado una denuncia ante cualquier otra agencia federal, estatal o local? (Marque una opción)
☐ SÍ ☐ NO

En caso afirmativo, enumere la(s) agencia(s) y la información de contacto a continuación

Agencia: Nombre de contacto:
Dirección, Ciudad, Estado y Código Postal: Teléfono:

Agencia: Nombre de contacto:
Dirección, Ciudad, Estado y Código Postal: Teléfono:

Declaro que he leído la anterior acusación y que, a mi leal saber y entender, es verdadera.

Firma denunciante Fecha

Escriba en imprenta o a máquina el nombre del/la denunciante

Recibido el:	
Recibido por:	

Annexe B : Formulaires de plainte Toutes les langues –*A continué*

Formulaire de plainte conformément au Titre VI
Services ferroviaires de transport de passagers du nord de la Nouvelle-Angleterre (NNEPRA)

NNEPRA s'engage à garantir qu'aucune personne ne soit empêchée de participer ou de bénéficier de ses services sur la base de la race, de la couleur ou de l'origine nationale, comme prévu par le Titre VI de la loi de 1964 sur les droits civils, comme modifiée. Les plaintes conformément au Titre VI doivent être déposées dans les 180 jours suivant la discrimination présumée.

Comment déposer une plainte :

Vous pouvez déposer une plainte écrite et dûment signée dans les 180 jours suivant la discrimination présumée, de l'une des deux façons suivantes :

1. En utilisant le Formulaire de plainte conformément au Titre VI que vous trouverez à la page suivante.
2. En envoyant une page séparée devant comprendre les renseignements suivants :
   - Votre nom, adresse et numéro de téléphone.
   - Comment, pourquoi et quand pensez-vous avoir fait l'objet d'une discrimination. Indiquez autant d'informations spécifiques que possible détaillant les faits présumés de discrimination et tout autre renseignement pertinent.
   - Le nom de toutes personnes, le cas échéant, que la personne examinant la plainte conformément au Titre VI pourra contacter pour clarifier toute question au sujet de l'allégation.

Votre plainte doit être datée et signée.
Veuillez déposer votre plainte à l'adresse ci-dessous indiquée :
Northern New England Passenger Rail Authority
Attn: Manager Budget and Administration
75 W. Commercial Street, Suite #104
Portland, ME 04101

Vous pouvez également contacter le service suivant:
Department of Transportation
Federal Transit Administration
Office of Civil Rights, TCR-1
1201 New Jersey Avenue, SE
Washington, DC 20590

Annexe B : Formulaires de plainte Toutes les langues –*A continué*

Votre nom :	Téléphone :
Adresse :	Autre n° de téléphone :
	Ville, État et code postal
Personne(s) faisant l'objet de la discrimination (si autre(s) que le plaignant) : Nom(s) :	
Adresse, ville, État et code postal :	

Laquelle des raisons suivantes décrit le mieux le type de discrimination présumée ? (Sélectionner une seule réponse)

☐ RACE
☐ COULEUR
☐ ORIGINE NATIONALE (CONNAISSANCE LIMITÉE DE L'ANGLAIS)

Date de l'incident : _____

Heure de l'incident : _____

Veuillez décrire l'incident de discrimination présumée. Indiquez le nom et la fonction de tous les employés de la NNEPRA responsables. Expliquez ce qui s'est passé ; qui, selon vous, est responsable ; et autres renseignements pertinents. Veuillez utiliser la page suivante si vous avez besoin de plus d'espace.

_____

_____

_____

_____

_____

_____

_____

(Remplissez la page suivante)

Annexe B : Formulaires de plainte Toutes les langues –*A continué*

Formulaire de plainte conformément au Titre VI
Services ferroviaires de transport de passagers du nord de la Nouvelle-Angleterre (NNEPRA)

Veuillez décrire l'incident de discrimination présumée (suite).

Avez-vous déposé une plainte auprès de toute autre agence fédérale, d'État ou locale ? (Sélectionner une seule réponse) ☐ OUI ☐ NON

Si la réponse est oui, veuillez indiquer le nom de la ou des agences et les coordonnées de la personne contactée :

Agence : Nom du contact :
Adresse, ville, État, code postal : Téléphone :

Agence : Nom du contact :
Adresse, ville, État, code postal : Téléphone :

J'affirme avoir lu les allégations qui précèdent et certifie que ce qui précède est correct pour autant que je le sache.

Signature du plaignant Date

Inscrire en caractères d'imprimerie ou taper le nom du plaignant

Date Received:	
Received by:	

Annexe B : Formulaires de plainte Toutes les langues –*A continué*

Formulário de Denúncia de Violação do Título VI
Autoridade de Passageiros Ferroviários do Norte da Nova Inglaterra
(NNEPRA, na sigla em inglês)

A NNEPRA se empenha em assegurar que nenhuma pessoa seja, por motivo de raça, cor ou origem nacional, excluída de participar, ou que benefícios de serviços lhe sejam negados, conforme especificado no Título VI da Lei dos Direitos Civis de 1964, conforme alteração. Denúncias do Título VI devem ser apresentadas dentro de 180 dias a partir da data da suposta discriminação.

Como fazer uma denúncia:

Você deverá apresentar uma denúncia por escrito e assinada dentro de 180 dias a partir da data da suposta discriminação em uma dessas maneiras:

1. Usando o Formulário de Denúncia de Violação de Título VI, que se encontra na próxima página;
2. Enviando uma folha separada, que deverá incluir:
   - Seu nome, endereço e número de telefone.
   - Como, por que e quando você acredita que foi alvo de discriminação. Inclua o máximo de informações específicas e detalhadas quanto for possível sobre os supostos atos de discriminação, assim como quaisquer outras informações relevantes.
   - Os nomes de todas as pessoas, se souber, com quem o Especialista em Título VI possa entrar em contato para clarificar suas alegações.

Sua denúncia deve ser assinada e datada.
Por favor, envie sua denúncia para o endereço abaixo:
Northern New England Passenger Rail Authority
Attn: Manager Budget and Administration
75 W. Commercial Street, Suite #104
Portland, ME 04101

Ou você pode contatar:
Department of Transportation
Federal Transit Administration
Office of Civil Rights, TCR-1
1201 New Jersey Avenue, SE
Washington, DC 20590

Annexe B : Formulaires de plainte Toutes les langues –*A continué*

Nome:	Telefone:
Endereço:	Telefone Alternativo:
	Cidade, Estado e Código Postal
Pessoa que foi alvo de discriminação (se for outra pessoa que não o reclamante): Nome(s):	
Endereço, Cidade, Estado e Código Postal:	

Qual das opções abaixo melhor descreve a razão da suposta discriminação? (Marque uma opção)

☐ RAÇA
☐ COR
☐ ORIGEM NACIONAL (PROFICIÊNCIA LIMITADA DE INGLÊS)

Data do incidente: _____

Hora do incidente: _____

Por favor, descreva o suposto incidente de discriminação. Informe os nomes e títulos de todos os funcionários da NNEPRA responsáveis. Explique o que aconteceu, quem você acredita que foi o responsável, e quaisquer outras informações específicas relevantes. Por favor, use a próxima página deste formulário caso precise de espaço adicional.

_____

_____

_____

_____

_____

_____

_____

(Complete a próxima página do formulário)

Annexe B : Formulaires de plainte Toutes les langues –*A continué*

Formulário de Denúncia de Violação do Título VI
Autoridade de Passageiros Ferroviários do Norte da Nova Inglaterra
(NNEPRA em suas siglas em Inglês)

Por favor, descreva o suposto incidente de discriminação (continuação)

_____

_____

_____

_____

_____

_____

_____

_____

Você apresentou uma denúncia a qualquer outra agência federal, estadual ou local? (Marque uma opção) ☐ SIM ☐ NÃO

Se sim, liste a agência e as informações de contato abaixo

Agência: Nome de Contato:
Endereço, Cidade, Estado e Código Postal: Telefone:

_____

Agência: Nome de Contato:
Endereço, Cidade, Estado e Código Postal: Telefone:

_____

Eu afirmo que li a acusação acima e que é verdade segundo meu conhecimento.

_____ _____
Assinatura do reclamante Data

_____
Nome do reclamante em letra de forma

Recebido em: _____

Recebido por: _____

Annexe B : Formulaires de plainte Toutes les langues –*A continué*

Qodobka lixaad ee Foomka Cabashada
Hay'ada Rakaabka Tareenada ee New England
(NNEPRA)

Hay'ada Rakaabka Tareenada ee New England (NNEPRA) waxaa ka go'an in ay hubiso inaan qofna lagu fogeynin ka qeybgalka ama loogu diidin ka faa'iideysiga adeegyadeeda sababo la xiriira isir, midab, ama asal qoomiyadeed, sida lagu qeexay Qodobka lixaad ee talaabo sharciyeedka Xuquuqda Madaniga ee la soo saaray sanadkii 1964. Qodobka lixaad cabashooyinka ku aadan waa in lagu soo buuxiyaa mudo 180 cisho gudohood ah laga bilaabo taariikhda eedeynta takoorida.

Sidee loo xereeyaa cabasho:

Waxaad xereyn karta cabasho qoraal ah oo saxiixan ilaa 180 cisho laga bilaabo taariikhda eedeynta falka takoorku dhacay adigoo raacaya laba hab midkood:

1. Adigoo isticmaalaya Foomka Cabashada ee la xiriira qodobka lixaad oo ku lifaafqan qoralkan (bogga xiga)
2. Inaad soo dirtid waraaq kaligeed ah oo ay ku xusanyihiin:
    - Magacaaga, ciwaankaaga, iyo taleefoonkaaga.
    - Qaabka, sababta, iyo xilliga aad aaminsantahay in lagu takooray. Sheeg macluumaad faahfaahsan intii awoodaada ah oo ku saabsan eedeynta takoorida, iyo wixii kale oo la xiriira.
    - Magacyada dadka, hadii la garanayo, oo dib u eegayaasha dacwdda Qodobka lixaad ay la xiriiri karaan si ay u cadeeyaan tuhunkaaga.

Cabashadaada waa in ay saxiix iyo tariikh leedahay.
Fadlan ku soo dir cabashadaada ciwaanka hoos ku xusan:
Northern New England Passenger Rail Authority
Attn: Manager Budget and Administration
75 W. Commercial Street, Suite #104
Portland, ME 04101

Ama waxaad la soo xiriiri karta:
Department of Transportation
Federal Transit Administration
Office of Civil Rights, TCR-1
1201 New Jersey Avenue, SE
Washington, DC 20590

Annexe B : Formulaires de plainte Toutes les langues –*A continué*

Magacaaga:	Taleefanka:
Ciwaanka:	Taleefan kale:
	Magaalada, Gobolka & Zip Koodka
Qofka ama Dadka la Takooray (hadii qof kale oo aan ahayn qofka cabashada soo gudbiyey) Magaca ama Magacyada:	
Ciwaanka Jidka, Magaalada, Gobolka, Zip Koodka:	

Waa tee sababta ugu weyn eeda takoorida? (Calaamad saar mid)

☐ ISIR Taariikhda dhacdada _____

☐ MIDAB

☐ QOOMIYADA AAD KA SOO JEEDO Waqtiga xadgudubka _____
(AQOONTA LUUQADA INGIRIISIGA OO XADIDAN)

Fadlan cadee eeda dhacdada xadgudubka. Sheeg magaca iyo jagada dhamaan shaqaalaha NNEPRA oo mas'uuliyada lahaa.Sharaxaad ka bixi wixii dhacay, cida aad rumeysantahay iney mas'uul ka ahayd, iyo warbixino kale oo gaara lana xiriira dhacdada. Fadlan adeegso bogga ku xiga ee foomkaan hadii aad u baahatid qoraal dheeraada ah.

_____

_____

_____

_____

_____

_____

_____

(Buuxi bogga xiga ee foomka)

Annexe B : Formulaires de plainte Toutes les langues –*A continué*

Qodobka lixaad ee Foomka Cabashada
Hay'ada Rakaabka Tareenada ee New England (NNEPRA)

Fadlan cadee eeda dhacdada xadgudubka (dhameestir).

_____

_____

_____

_____

_____

_____

_____

_____

Waligaa ma ka gudbisay cabasho hay'ad kale heer federal, gobol, ama degmo? (Calaamad saar mid)
☐ HAA ☐ MAYA

Hadii ay sidaa tahay, hoos ku xus hay'dda ama hay'adaha iyo halka lagala xiriiri karo:

Hay'adda: _____ Magaca qofka lala xiriiri karo: _____
Ciwaanka Jidka, Magaalada, Gobolka, Zip Koodka: Taleefanka:

Hay'adda: _____ Magaca qofka lala xiriiri karo: _____
Ciwaanka Jidka, Magaalada, Gobolka, Zip Koodka: Taleefanka:

Waxaan xaqiijinayaa inaan akhriyay qoraalka kor ku xusan waana run sida uga wanaagsan ogaanteeda.

_____ _____
Dacwoodaha saxiixiisa Taariikhda

_____
Qor ama Daabac Magaca Dacwoodaha

Date Received: _____

Received By: _____

Annexe C : Annexe X du contrat d'Amtrak

APPENDIX 10

Federal Transit Administration Provisions

Federal Grant Compliance Requirements

Amtrak (referred to in this Appendix as the "Contractor") and NNEPRA (referred to in this Appendix as the "Authority") further agree that the Contractor will comply with the following Federal Transit Administration ("FTA") requirements. Except as otherwise provided in the Federal Changes provision below, these are the only FTA requirements with which the Contractor is obligated to comply.

No Government Obligation to Third Parties. The Contractor acknowledges and agrees that, notwithstanding any concurrence by the Federal Government in or approval of the solicitation or award of the underlying Contract, absent the express written consent by the Federal Government, the Federal Government is not a party to this Contract and shall not be subject to any obligations or liabilities to the Recipient, the Contractor or any other party (whether or not a party to that contract) pertaining to any matter resulting from the underlying Contract. The Contractor agrees to include the above clause in each subcontract financed in whole or in part with Federal assistance provided by the FTA. It is further agreed that the clause shall not be modified, except to identify the subcontractor who will be subject to its provisions.

Program Fraud. The Contractor recognizes that the requirements of the Program Fraud Civil Remedies Act of 1986, as amended, 31 U.S.C. §§ 3801 et seq., and U.S. DOT Regulations, "Program Fraud Civil Remedies," 49 C.F.R. Part 31, apply to its actions hereunder. Accordingly, by signing the Agreement, the Contractor certifies and affirms the truthfulness and accuracy of any statement it has made, it makes, or may make pertaining to the activities covered hereunder. In addition to other penalties that may be applicable, the Contractor also acknowledges that if it makes false, fictitious or fraudulent claims, statements, submissions, assurances, or certifications, the Federal Government reserves the right to impose the penalties of the Program Fraud Civil Remedies Act of 1986, as amended, on the Contractor to the extent the Federal Government deems appropriate.

The Contractor recognizes that if the Contractor makes a false, fictitious, or fraudulent claim, statement, submission, certification, assurance, or representation to the Federal Government or includes a false, fictitious, or fraudulent statement or representation in any agreement with the Federal Government in connection with a project authorized under 49 U.S.C. chapter 53 or any other federal law, the Federal Government reserves the right to impose on the Contractor the penalties of 49 U.S.C. § 5323(1), 18 U.S.C. § 1001 or other applicable federal law to the extent the Federal Government deems appropriate.

The Contractor agrees to include the above two clauses in each subcontract financed in whole or in part with Federal assistance provided by FTA. It is further agreed that the clauses shall not be modified, except to identify the subcontractor who will be subject to the provisions.

Annexe C : Annexe X du contrat d'Amtrak -*A continué*

Access to Records and Reports.

Record Retention. The Contractor will retain, and will require its subcontractors of all tiers to retain, complete and readily accessible records related in whole or in part to the contract, including, but not limited to, data, documents, reports, statistics, sub-agreements, leases, subcontracts, arrangements, other third-party agreements of any type, and supporting materials related to those records.

Retention Period. The Contractor agrees to comply with the record retention requirements in accordance with 2 C.F.R. § 200.333. The Contractor shall maintain all books, records, accounts and reports required under this Contract for a period of not less than three (3) years after the date of termination or expiration of this Contract, except in the event of litigation or settlement of claims arising from the performance of this Contract, in which case records shall be maintained until the disposition of all such litigation, appeals, claims or exceptions related thereto.

Access to Records. The Contractor agrees to provide sufficient access to FTA and its contractors to inspect and audit records and information related to performance of this contract as reasonably may be required.

Access to the Sites of Performance. The Contractor agrees to permit FTA and its contractors access to the sites of performance under this contract as reasonably may be required.

Federal Changes. Future changes to federal law or FTA's regulations may result in changes to the FTA requirements that are contained in this Appendix. The Contractor agrees to abide by any such changed requirements.

Civil Rights and Equal Opportunity. The Contractor agrees to comply with all applicable Federal civil rights laws and implementing regulations. Apart from inconsistent requirements imposed by Federal laws or regulations, the Contractor agrees to comply with the requirements of 49 U.S.C. § 5323(h) (3) by not using any Federal assistance awarded by FTA to support procurements using exclusionary or discriminatory specifications.

Under this Agreement, the Contractor shall at all times comply with the following requirements and shall include these requirements in each subcontract entered into as part thereof.

Nondiscrimination. In accordance with Federal transit law at 49 U.S.C. § 5332, the Contractor agrees that it will not discriminate against any employee or applicant for employment because of race, color, religion, national origin, sex, disability, or age. In addition, the Contractor agrees to comply with applicable Federal implementing regulations and other implementing requirements FTA may issue.

Race, Color, Religion, National Origin, Sex. In accordance with Title VII of the Civil Rights Act, as amended, 42 U.S.C. § 2000e et seq., and Federal transit laws at 49 U.S.C. § 5332, the

Annexe C : Annexe X du contrat d'Amtrak -*A continué*

Contractor agrees to comply with all applicable equal employment opportunity requirements of U.S. Department of Labor (U.S. DOL) regulations, "Office of Federal Contract Compliance Programs, Equal Employment Opportunity, Department of Labor," 41 C.F.R. chapter 60, and Executive Order No. 11246, "Equal Employment Opportunity in Federal Employment," September 24, 1965, 42 U.S.C. § 2000e note, as amended by any later Executive Order that amends or supersedes it, referenced in 42 U.S.C. § 2000e note. The Contractor agrees to take affirmative action to ensure that applicants are employed, and that employees are treated during employment, without regard to their race, color, religion, national origin, or sex (including sexual orientation and gender identity). Such action shall include, but not be limited to, the following: employment, promotion, demotion or transfer, recruitment or recruitment advertising, layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship. In addition, the Contractor agrees to comply with any implementing requirements FTA may issue.

Age. In accordance with the Age Discrimination in Employment Act, 29 U.S.C. §§ 621-634, U.S. Equal Employment Opportunity Commission (U.S. EEOC) regulations, "Age Discrimination in Employment Act," 29 C.F.R. part 1625, the Age Discrimination Act of 1975, as amended, 42 U.S.C. § 6101 et seq., U.S. Health and Human Services regulations, "Nondiscrimination on the Basis of Age in Programs or Activities Receiving Federal Financial Assistance," 45 C.F.R. part 90, and Federal transit law at 49 U.S.C. § 5332, the Contractor agrees to refrain from discrimination against present and prospective employees for reason of age. In addition, the Contractor agrees to comply with any implementing requirements FTA may issue.

Disabilities. In accordance with section 504 of the Rehabilitation Act of 1973, as amended, 29 U.S.C. § 794, the Americans with Disabilities Act of 1990, as amended, 42 U.S.C. § 12101 et seq., the Architectural Barriers Act of 1968, as amended, 42 U.S.C. § 4151 et seq., and Federal transit law at 49 U.S.C. § 5332, the Contractor agrees that it will not discriminate against individuals on the basis of disability. In addition, the Contractor agrees to comply with any implementing requirements FTA may issue.

Incorporation of Federal Transit Administration (FTA) Terms. The Contractor and the Authority agree that the Contractor will comply with the FTA requirements contained in this Appendix. Except as otherwise provided in the Federal Changes provision above, these are the only FTA requirements with which the Contractor is obligated to comply.

Energy Conservation. To the extent applicable to the services to be performed by the Contractor hereunder, the Contractor shall comply with the mandatory energy efficiency standards and policies within the applicable state energy conservation plans issued in compliance with the Energy Policy and Conservation Act.

ADA Access. To the extent applicable to the services to be performed by the Contractor hereunder, the Contractor agrees to comply with all applicable employment and accessibility requirements of the American with Disabilities Act of 1990 ("ADA"), 42 U.S.C. §§ 12101 et

Annexe C : Annexe X du contrat d'Amtrak -*A continué*

seq., Section 504 Rehabilitation Act of 1973, as amended, 29 U.S.C. § 794; 49 U.S.C. § 5301(d), 42 U.S.C. §§ 4151 et seq., and the following applicable regulations:

U.S. DOT regulations, "Transportation Services for Individuals with Disabilities (ADA)," 49 C.F.R. Part 37;
U.S. DOT regulations, "Nondiscrimination on the Basis of Handicap in Programs and Activities Receiving or Benefiting from Federal Financial Assistance," 49 C.F.R. Part 27;
Joint U.S. Architectural and Transportation Barriers Compliance Board (U.S. ATBCB)/U.S. DOT regulations, "Americans With Disabilities (ADA) Accessibility Specifications for Transportation Vehicles," 36 C.F.R. Part 1192 and 49 C.F.R. Part 38;
U.S. DOJ regulations, "Nondiscrimination on the Basis of Disability in State and Local Government Services," 28 C.F.R. Part 35;
U.S. DOJ regulations, "Nondiscrimination on the Basis of Disability by Public Accommodations and in Commercial Facilities," 28 C.F.R. Part 36;
U.S. GSA regulations, "Accommodations for the Physically Handicapped," 41 C.F.R. Subpart 101-19;
U.S. Equal Employment Opportunity Commission, "Regulations to Implement the Equal Employment Provisions of the Americans with Disabilities Act," 29 C.F.R. Part 1630;
U.S. Federal Communications Commission regulations, "Telecommunications Relay Services and Related Customer Premises Equipment for the Hearing and Speech Disabled," 47 C.F.R. Part 64, Subpart F;
U.S. ATBCB regulations, "Electronic and Information Technology Accessibility Standards," 36 C.F.R. Part 1194;
FTA regulations, "Transportation for Elderly and Handicapped Persons," 49 C.F.R. Part 609; and
Any implementing requirements FTA may issue.

Safe Operation of Motor Vehicles.

Seat Belt Use. The Contractor is encouraged to adopt and promote on-the-job seat belt use policies and programs for its employees and other personnel that operate company-owned vehicles, company rented vehicles, or personally operated vehicles. The terms "company-owned" and "company-leased" refer to vehicles either owned or leased by the Contractor.

Distracted Driving. The Contractor agrees to adopt and enforce workplace safety policies to decrease crashes caused by distracted drivers, including policies to ban text messaging while using an electronic device supplied by an employer, and driving a vehicle the driver owns or rents, a vehicle Contactor owns, leases, or rents, or a privately-owned vehicle when on official business in connection with the work performed under this agreement.

Termination Provisions. The Authority and the Contractor have entered into an operating agreement that includes termination provisions. Included in the agreement is a dispute resolution mechanism to address matters of non-compliance.

Annexe C : Annexe X du contrat d'Amtrak -*A continué*

Suspension and Debarment. The Contractor shall comply and facilitate compliance with U.S. DOT regulations, "Nonprocurement Suspension and Debarment," 2 C.F.R. part 1200, which adopts and supplements the U.S. Office of Management and Budget (U.S. OMB) "Guidelines to Agencies on Governmentwide Debarment and Suspension (Nonprocurement)," 2 C.F.R. part 180. These provisions apply to each contract at any tier of $25,000 or more, and to each contract at any tier for a federally required audit (irrespective of the contract amount), and to each contract at any tier that must be approved by an FTA official irrespective of the contract amount. As such, the Contractor shall verify that its principals, affiliates, and subcontractors are eligible to participate in this federally funded contract and are not presently declared by any Federal department or agency to be:

a) Debarred from participation in any federally assisted Award;

b) Suspended from participation in any federally assisted Award;

c) Proposed for debarment from participation in any federally assisted Award;

d) Declared ineligible to participate in any federally assisted Award;

e) Voluntarily excluded from participation in any federally assisted Award; or

f) Disqualified from participation in any federally assisted Award.

By signing and submitting its bid or proposal, the bidder or proposer certifies as follows:

The certification in this clause is a material representation of fact relied upon by the Authority. If it is later determined by the Authority that the bidder or proposer knowingly rendered an erroneous certification, in addition to remedies available to the Authority, the Federal Government may pursue available remedies, including but not limited to suspension and/or debarment. The bidder or proposer agrees to comply with the requirements of 2 C.F.R. part 180, subpart C, as supplemented by 2 C.F.R. part 1200, while this offer is valid and throughout the period of any contract that may arise from this offer. The bidder or proposer further agrees to include a provision requiring such compliance in its lower tier covered transactions.

Resolution of Dispute, Breach or Other Litigation. FTA and the Authority have a vested interest in the settlement of any dispute, default, breach, or litigation involving any federally-assisted third-party contract. The Contractor agrees to pursue all legal rights available under any third-party subcontract. FTA and the Authority reserve the right to concur in any compromise or settlement of any third-party subcontract claim involving the Contractor. The Contractor agrees to notify FTA and the Authority of any current or prospective major dispute, breach, default, or litigation pertaining to any third-party subcontract. If the Contractor seeks to name the Federal Government or the Authority as a party to litigation for any reason, in any forum, the Contractor agrees to inform the FTA and/or the Authority, as applicable, before doing so. The Federal Government retains the right to a proportionate share, based on the percentage of the Federal

share committed to the Project, of any proceeds derived from any third-party recovery. If the third-party subcontract at issue contains a liquidated damages provision, the Contractor agrees to credit any liquidated damages recovery to the Project unless the Federal Government permits otherwise.

In the event of any failure on the part of the Contractor or the Authority to comply with any of its obligations contained in the Agreement and the continuation of such failure for a period of thirty (30) days after receipt of notice thereof from the other party, the other party shall have the right, at its option, to declare a default. Upon giving the party in default an additional notice of thirty (30) days and an opportunity to cure the default, the party not in default may terminate the Agreement. The rights to terminate shall be in addition to the other rights and remedies provided hereunder as well as those available, at law or in equity, including claims for money damages and specific performance, which remedies will be cumulative.

Lobbying. The Contractor agrees that it will not use Federal assistance funds received from the Authority to support lobbying or to pay any person or organization to influence or attempt to influence an officer or employee of any federal department or agency, a member of Congress, a member of a State legislature, an officer or employee of Congress, or an employee of a member of Congress in connection with obtaining any Federal grant, cooperative agreement, or any other Federal award used for the Project ("Lobbying"), and it will comply with applicable requirements of U.S. DOT regulations "New Restrictions on Lobbying," 49 C.F.R. Part 20, modified as necessary by 31 U.S.C. § 1352. Prior to execution of this Agreement the Contractor has provided, and hereafter upon notice from the Authority's Contractor will provide, to the Authority (i) a certification that the Contractor has not used Federal assistance funds for Lobbying and (ii) if applicable, the Contractor's statement disclosing any Lobbying that it has undertaken with funds other than Federal appropriated funds. The Contractor shall include the requirements of this paragraph in any third-party agreement with a Contractor or any subrecipient and require such Contractors or subrecipients to extend applicable requirements to all Subcontractors at any tier in connection with the Project. The Contractor agrees to maintain a file with all such certifications as part of the records required to be maintained.

Clean Air and Clean Water. The Contractor agrees:

1) It will not use any violating facilities;

2) It will report the use of facilities placed on or likely to be placed on the U.S. EPA "List of Violating Facilities;"

3) It will report violations of use of prohibited facilities to FTA; and

4) It will comply with the inspection and other requirements of the Clean Air Act, as amended, (42 U.S.C. §§ 7401 – 7671q); and the Federal Water Pollution Control Act as amended, (33 U.S.C. §§ 1251-1387).

Annexe C : Annexe X du contrat d'Amtrak -*A continué*

Contract Work Hours & Safety Standards Act. The Contractor shall comply with all federal laws, regulations, and requirements providing wage and hour protections for non-construction employees, in accordance with 40 U.S.C. § 3702, Contract Work Hours and Safety Standards Act, and other relevant parts of that Act, 40 U.S.C. § 3701 et seq., and U.S. DOL regulations, "Labor Standards Provisions Applicable to Contracts Covering Federally Financed and Assisted Construction (also Labor Standards Provisions Applicable to Non-construction Contracts Subject to the Contract Work Hours and Safety Standards Act)," 29 C.F.R. part 5.

The Contractor shall maintain payrolls and basic payroll records during the course of the work and shall preserve them for a period of three (3) years from the completion of the contract for all laborers and mechanics, including guards and watchmen, working on the contract. Such records shall contain the name and address of each such employee, social security number, correct classifications, hourly rates of wages paid, daily and weekly number of hours worked, deductions made, and actual wages paid.

Such records maintained under this paragraph shall be made available by the Contractor for inspection, copying, or transcription by authorized representatives of the FTA and the Department of Labor, and the Contractor will permit such representatives to interview employees during working hours on the job.

The Contractor shall require the inclusion of the language of this clause within subcontracts of all tiers.

Transit Employee Protective Arrangements. The Contractor agrees that it will continue the collective bargaining rights of its employees affected by the Project, if any, and will preserve any existing collective bargaining agreements of such employees or any revisions or renewals thereof, pursuant to the Transit Employee Protection Arrangements entered into between the Authority and various unions and the requirements of 49 U.S.C. § 5333(b) and 29 C.F.R. Part 215 and any amendments thereto.

Drug Use and Testing. The Contractor performing safety-sensitive functions agrees to establish and implement a drug and alcohol testing program that complies with 49 CFR Parts 653 and 654, produce any documentation necessary to establish its compliance with Parts 653 and 654, and permit any authorized representative of the United States Department of Transportation or its operating administrations, the State Oversight Agency of Maine, or the Authority, to inspect the facilities and records associated with the implementation of the drug and alcohol testing program as required under 49 CFR Parts 653 and 654 and review the testing process. The Contractor agrees further to certify annually its compliance with Parts 653 and 654 before January 1 to the Grant and Policy Administrator, Northern New England Passenger Rail Authority, 75 West Commercial Street, Suite 104, Portland, ME 04101.

Annexe D : Liste de contrôle de conformité

CONTRACTOR COMPLIANCE CHECKLIST

Contracted Agency: _____ Date:_____

	Description	Comments
TITLE VI		
	Is a Title VI Program/Environmental Justice Assessment compliance program in place?	
	Have any Title VI complaints been received?	
	Have corrective actions been implemented?	
	Have any Title VI violations been noted?	
ADA		
	Are announcements made for all stops?	
	Are service animals permitted in vehicles and facilities?	
	Are trains accessible to mobility impaired individuals?	
	Are ADA requirements communicated to employees?	
	Are any deficiencies with ADA requirements for maintenance of accessibility features apparent?	
	Have any ADA related complaints been received?	
	How were those issues addressed?	
SAFETY and SECURITY		
	Is a written safety policy available?	
	Have any key safety issues been identified this past year?	
	Has safety training taken place in the past year?	
	Is an emergency management plan in place?	
	Is a security plan in place?	
	Are there ongoing training programs on security and emergency procedures?	
DRUG FREE WORKPLACE		
	Has a drug-free workplace been established according to the requirements of DFWA?	
	Has a written drug and alcohol policy been distributed to employees?	
	Have any violations been noted?	
	How were violations addressed?	
EQUAL OPPORTUNITY EMPLOYMENT		
	Is a non-discrimination policy in effect?	
	Is there a contact person to report EEO matters?	
	Have any EEO complaints been received?	
	Have those issues been addressed?	

Annexe D : Liste de contrôle de conformité –*A continué*

Additional Comments or Required Actions:

Contractor representative participating in review:

Name: _____

Title: _____

Phone #:_____

Signature: _____ Date: _____

NNEPRA representative conducting review:

Name: _____

Title: _____

Phone #:_____

Signature: _____ Date: _____

Annexe E : Exemple d'ordre du jour d'une réunion d'exploitation bihebdomadaire NNEPRA/Amtrak

Réunion d'exploitation bihebdomadaire NNEPRA / Amtrak

31 août 2022

10:00 du matin

1. Chemin de fer général

un. OTP

b. Travail CSX

c. Travail MBTA

2. Équipages

3. Équipement

4. Politique/administration

un. Rapports d'incidents

b. Plate-forme de Portland

5. Commentaires des clients

un. ADA/Titre VI

b.Observations générales

6. Sécurité

un. Blessures de passagers ou d'employés

b. Les préoccupations de sécurité

c. Formulaires de défauts mécaniques de Café

7. Autre

Annexe F : Questionnaire du sondage

Répondez à ce sondage et vous serez inscrit pour gagner un billet aller-retour sur le Downeaster.

Adresse e-mail: _____

1. Quel est le code postal à 5 chiffres de votre lieu de résidence ?

2. Comment avez-vous acheté le billet pour votre voyage d'aujourd'hui sur le Downeaster ?

un. Amtrak.com
b. À la gare ou au kiosque Quik-Trak
c. 1-800-USA-RAIL
d. A bord du train
e. AmtrakDowneaster.com
F. Application mobile Amtrak
g. D'une autre manière (notez dans l'encadré ci-dessous):

3. Lequel des énoncés suivants décrit le mieux le but général de votre voyage d'aujourd'hui sur le Downeaster ? Veuillez choisir une seule réponse.

un. Aller ou revenir du travail
b. Autre objectif commercial (c'est-à-dire une réunion, une conférence, etc.)
c. Faire du shopping, faire du tourisme ou participer à une autre activité de loisirs/récréation
d. Événement sportif, culturel ou de divertissement
e. Rendez-vous médical
F. Visiter des amis ou des parents
g. Vacances ou autres voyages d'agrément
h. Voyager vers ou depuis l'école ou le collège
je. Voyager vers ou depuis l'aéroport ou tout autre moyen de transport

4. Quelle est la langue principalement parlée dans votre ménage ?

un. Anglais
b. Espagnol
c. Français
d. Autre

5. Lequel des énoncés suivants décrit le mieux votre origine ethnique ?

un. Blanc/Caucasien
b. Asiatique/Asiatique-Américaine
c. Noir/Afro-américain
d. Américain de naissance
e. Latino/hispanique
F. Autre

Annexe G : Plan d'accès aux compétences limitées en anglais (LEP)

Appendix G
Northern New England Passenger Rail Authority
Limited English Proficiency (LEP) Access Plan

August 2022

NNEPRA is committed to providing assistance to all individuals including those with limited English language skills. We have prepared below an LEP Access Plan to specifically address the needs of the LEP population.

Introduction
This Limited English Proficiency (LEP) Plan has been prepared to address the responsibilities of the Northern New England Passenger Rail Authority (NNEPRA) as a recipient of federal financial assistance as they relate to the needs of individuals with limited English language skills. The plan has been prepared in accordance with Title VI of the Civil Rights Act of 1964, Federal Transit Administration Circular 4702.1B dated October 1, 2012, which state that no person shall be subjected to discrimination on the basis of race, color or national origin.

Executive Order 13166, titled Improving Access to Services for Persons with Limited English Proficiency, indicates that differing treatment based upon a person's inability to speak, read, write or to understand English is a type of national origin discrimination. It directs each federal agency to publish guidance for its respective recipients clarifying their obligation to ensure that such discrimination does not take place. This order applies to all state and local agencies which receive federal funds.

Plan Summary
NNEPRA manages the Amtrak Downeaster and has developed this LEP Plan to help identify reasonable steps for providing language assistance to persons with limited English proficiency who wish to access services provided by NNEPRA. As defined in Executive Order 13166, LEP persons are those who do not speak English as their primary language and have limited ability to read, speak, write or understand English.

This plan outlines how to identify a person who may need language assistance, the ways in which assistance may be provided, staff training that may be required, and how to notify LEP persons that assistance is available.

In order to prepare this plan, NNEPRA undertook the U.S. Department of Transportation (USDOT) four-factor LEP analysis which considers the following factors:

1. The number or proportion of LEP persons in the service area who may be served or are likely to encounter a NNEPRA program, activity or service.
2. The frequency with which LEP persons come in contact with NNEPRA programs, activities or services.
3. The nature and importance of programs, activities or services provided by NNEPRA to the LEP population.
4. The resources available to NNEPRA and overall cost to provide LEP assistance.

Annexe G : Plan d'accès aux compétences limitées en anglais (LEP) -*A continué*

A summary of the results of the NNEPRA current four-factor analysis is in the following section.

Four- Factor Analysis

1. The number or proportion of LEP persons in the service area who may be served or are likely to encounter a NNEPRA program, activity or service.

For this analysis, NNEPRA used the American Community Survey for 5 Year Estimates for Maine, New Hampshire and the Boston-Cambridge-Newton Metro Area of Massachusetts (Boston Metro Area). Those are attached for reference as Appendix I. Maine and New Hampshire includes information of an entire state as customers travel from all over each state to ride the Downeaster. In Maine, customers come from as far North as Houlton, Maine on the Canadian border – over a three-hour drive to the nearest Downeaster station. In New Hampshire customers come from as far North as Chocurua, New Hampshire on the border of the White Mountain National Forest – an hour and half drive to the nearest station. The Boston Metro Area estimates are used because more people ride the Downeaster to or from the Metro area than from outside that area.

The percentages per total estimated population for all non-English speaking individuals who either do not speak English well or at all for Maine, New Hampshire and the Boston Metro Area are in Table 1 below.

Table 1:

Language	Total	Percent	Language	Total	Percent
English	5,401,701	92.29%	Khmer	4,861	0.08%
Spanish	168,695	2.88%	Tamil	3,127	0.05%
Telugu	55,972	0.96%	Punjabi	2,959	0.05%
Portuguese	47,471	0.81%	Ukrainian	2,721	0.05%
Haitian	29,103	0.50%	Thai, Lao, or other Tai-Kadai languages	1,056	0.02%
Vietnamese	20,263	0.35%	Urdu	1,056	0.02%
French	17,009	0.29%	Arabic	2,121	0.04%
Chinese	14,709	0.25%	Korean	2,114	0.04%
Serbian-Croatian	13,129	0.22%	German	2,110	0.04%
Hebrew	11,072	0.19%	Swahili or other languages of Central, Eastern, and Southern Africa:	1,661	0.03%
Italian	8,351	0.14%	Amharic, Somali, or other Afro-Asiatic languages:	1,975	0.03%

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Annexe G : Plan d'accès aux compétences limitées en anglais (LEP) -*A continué*

Nepali	7,747	0.13%	Gujarati	2,624	0.04%
Yoruba, Twi, Igbo, or other languages of Western Africa:	7,553	0.13%	Hindi	2,110	0.04%
Malayalam, Kannada, or other Dravidian languages:	6,551	0.11%	Persian	1,332	0.02%
Indo Europ	5,299	0.09%	Hmong	1,056	0.02%
Polish	5,211	0.09%	**Total:**	5,852,719	100.00%

According to these estimates there are many languages spoken that would normally require translation of important documents (5% or 1,000 whichever is lower).

NNEPRA has surveyed passengers on-board our trains regularly over the last fifteen years and has performed this survey as recently as 2022. These surveys include demographic information. A copy of the most recent survey questionnaire is attached as Appendix G.

These surveys have shown that the ridership of the Downeaster is made up of these LEP Person's language spoken at home.

Table 2:

Downeaster Ridership LEP Persons					
	Riders Surveyed	English	Spanish	French	Other
	248	97%	1%	0%	2%

All survey data is kept electronically.

As shown, the ridership of the Downeaster is made up mostly of English speaking persons as their primary language. In addition, Spanish, French, Chinese and German also are represented and will be addressed below. Therefore, NNEPRA has decided that the cost of translation in other languages is not cost effective at this time and would not have a negative impact to the LEP population in the service area.

NNEPRA has other avenues of accommodation to LEP persons. NNEPRA contracts for a language line that is described in item #2 below and provides for Google Translate on both websites: *www.amtrakdowneaster.com* and *www.nnepra.com*. NNEPRA also provides translation upon request.

Based on the census data, there has been a significant change in the immigrant population to Maine, particularly in Portland and Lewiston since the last plan. Immigrants from African countries,

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particularly Somalia have begun to make Maine their home. There has been an increase in Somali and Arabic spoken at the Portland Maine high school, and the local bus system has also noted an increase in these languages spoken among their ridership. In response to these figures, NNEPRA has included Somali in its list of languages for schedule translation. Additionally, NNEPRA has added Somali and Arabic to the "Google Translate" button on both of its websites: *www.amtrakdowneaster.com* and *www.nnepra.com*.

2. The frequency with which LEP persons come in contact with NNEPRA programs, activities or services.

NNEPRA has assessed the frequency with which staff and Amtrak employees have, or could have, contact with LEP persons. This includes tracking phone, e-mail or in person inquiries. NNEPRA uses Certified Languages International as a language line translation service for NNEPRA employees and Amtrak Staff. To date there has been one request made to this language line for a Spanish translation by a passenger on the Downeaster.

Spanish LEP persons are roughly 3% of the entire service area and make up almost 2% of the Downeaster ridership. NNEPRA has provided Spanish schedules and will continue to do so. Spanish translation is available from Google translate on both NNEPRA/Downeaster websites.

French LEP persons make up less than 1% of the entire Downeaster service area and less than one half of 1% of the Downeaster ridership. During the summer, the Amtrak Downeaster stops in Old Orchard Beach. Many French Canadian tourists frequent that area. NNEPRA has provided French schedules and will continue to do so. French translation is available from Google translate on both NNEPRA/Downeaster websites. The feedback from French speaking tourists has been very appreciative of NNEPRA's efforts. Additionally anecdotally a growing immigrant population in the Greater Portland Metro region includes a number of French speaking people.

Based on the results of the Census Bureau data and the increasing population of Somali speaking people, NNEPRA has provided schedules printed in Somali in addition to the Spanish and French translations. Among the three state service area (Maine, New Hampshire, and Boston Metro Area) used in the analysis, Maine had the largest population of Somali, Amharic, or other Afro-Asiatic languages that spoke English less than "very well". With the results of the updated data and the population trends in the Portland, Maine metro area the addition of Somali to the languages the schedule is printed in has occurred. Previously, only the Title VI Complaint form was printed in Somali.

Previously, NNEPRA had calculated that documents would need to be translated into Portuguese and the summer 2016 schedule was translated. However, Portuguese is no longer a high percentage of the LEP persons of the entire Downeaster service area or the Downeaster ridership therefore, the current schedule will not be translated at this time because of the cost. Portuguese translation is an option on both the *www.nnepra.com* and *www.downeaster.com* websites.

NNEPRA will continue to monitor ridership surveys and census estimates to analyze whether changes to the translated documents or website Google Translate languages is necessary.

Amtrak provides reservation and information services for the Downeaster as part of its operating agreement with NNEPRA. Amtrak's call center (1-800-USA-RAIL) provides information and reservation

Annexe G : Plan d'accès aux compétences limitées en anglais (LEP) -*A continué*

services in both English and Spanish. Amtrak does not offer French translation on the phone as an option at this time. The Downeaster's percentage of French speaking individuals in the service area of the three service areas are less than 1%. If this percentage should increase, modifications to translated services will be considered.

Amtrak's website offers translations of the content to Spanish, Dutch, French and Chinese. Both of NNERPA's hosted websites, www.amtrakdowneaster.com and www.nnepra.com offer translations of the content to 81 languages including Arabic, Chinese, French, German, Portuguese, Somali and Spanish by the Google Translator Application.

NNEPRA currently publishes the Amtrak Downeaster schedule in both French and Spanish in addition to English.

3. The nature and importance of programs, activities or services provided by NNEPRA to the LEP population.

NNEPRA understands how important it is for LEP persons to be able to utilize public transportation to meet basic needs such as work, education and health care or to just enjoy the transportation experience for leisure. Further, NNEPRA must ensure all passengers understand and follow certain safety rules and instructions, such as stop announcements given by Amtrak Conductors. For that purpose, NNEPRA continuously monitors the ridership trends to ensure that all passengers have the capacity to understand the requirements.

4. The resources available to NNEPRA and overall cost to provide LEP assistance.

NNEPRA assessed its available resources to determine if LEP assistance could be enhanced. The costs associated with providing a professional interpreter and translation service on an as needed basis were explored as well as the costs of translating specific documents if the need should arise. An inventory of available organizations that NNEPRA could partner with for outreach and translation efforts was taken, and the amount of staff training that might be needed to support these efforts was also considered. NNEPRA will contract with a translation service or engage a professional interpreter to provide the translation or interpretation upon request with sufficient notice.

Based on the four-factor analysis, NNEPRA developed its LEP Plan as outlined in the following sections.

Actively seek to identify LEP person(s) who may need language assistance:

1. Examine records to see if requests for language assistance have been received in the past, either at meetings or over the phone, to determine whether language assistance might be needed at future events or meetings.
2. Personally greet participants as they arrive to NNEPRA sponsored events. By informally engaging participants in conversation it is possible to gauge each attendee's ability to speak and understand English.
3. Continue to monitor survey data for any change in LEP populations.

Continue to improve Language Assistance Measures:

Numerous language assistance measures, in addition to the existing ones, were made available to LEP persons since the last Plan, including the addition of both oral and written language services, and new measures are in the process of being implemented.

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Annexe G : Plan d'accès aux compétences limitées en anglais (LEP) -*A continué*

1. Notification of by-request interpreter services was placed on the www.nnepra.com website and can be found here: http://www.nnepra.com/about.
2. The NNEPRA Title VI Policy and LEP Plan is posted on the agency website, www.nnepra.com in English, French, Portuguese, Somali and Spanish.
3. NNEPRA's complaint form is available in English, French, Portuguese, Somali and Spanish.
4. NNEPRA contracts with a telephone translation service to be available at all times.
5. Staff Title VI training took place on January 28, 2022 and is also provided to new hires and includes:
   a. Information on the NNEPRA Title VI Procedures and LEP responsibilities;
   b. Description of language assistance services offered to the public;
   c. Documentation of language assistance requests;
   d. Process for handling potential Title VI/LEP complaint.
6. NNEPRA has completed a signage project to standardize and enhance directional signage at each of the stations.
7. Printing the Downeaster Schedule in Somali in addition to Spanish and French.

Outreach Techniques
When staff prepares a document, or schedules a meeting, for which the target audience is expected to include LEP individuals, those documents, meeting notices, flyers and agendas will be printed in an alternative language based on the known LEP population.

NNEPRA continually coordinates with GPCOG, Catholic Charities (which works with the immigrant populations in Portland), and the other Greater Portland transit providers to identify any new growing population of LEP persons and their language.

"I Speak" cards are made available to all NNEPRA employees, Downeaster Café Employees and Amtrak Downeaster Employees. The reporting from staff and train crew of the frequency that the "I Speak" cards will help to determine if NNEPRA needs to add other languages besides French, Spanish, Chinese, Arabic, Somali and Portuguese. Interpreters will be made available as requested. To date, there have been no requests for translation of any documents.

Safe Harbor Provision
NNEPRA have provided written translation of Downeaster schedules in Somali, French and Spanish, which includes the Statement of Non-discrimination and the process/form to file a complaint as described above.

Monitoring and Updating the LEP Plan
NNEPRA will update the LEP Plan as required by USDOT. At a minimum, the plan will be reviewed and updated when data from the next U.S. Census is available, or when it is clear that higher concentrations of LEP individuals are present in the NNEPRA service area. The benchmark for determining higher concentrations of LEP individuals would be when an incident or request has been submitted to NNEPRA or the census determines that any LEP population has exceeded previous Four-Factor Analysis. Monitoring and documentation is handled by NNEPRA's Director of Policy and Administration (DPA), the contact for the LEP Plan. All inquiries, comments or complaints by phone, e-mail or mail are forwarded to the DPA. Records of any inquiries, comments or complaints are kept separately. From those records required updates will include the following:

1. The number of documented LEP person contacts encountered annually;

Annexe G : Plan d'accès aux compétences limitées en anglais (LEP) -*A continué*

2. How the needs of LEP persons have been addressed;
3. Determination of the current LEP population in the service area;
4. Determination as to whether the need for translation services has changed;
5. Determination as to whether local language assistance programs have been effective and sufficient to meet the need;
6. Determination as to whether NNEPRA's financial resources are sufficient to fund language assistance resources needed;
7. Determination as to whether NNEPRA has fully complied with the goals of this LEP Plan;
8. Determination as to whether complaints have been received concerning NNEPRA's failure to meet the needs of NNEPRA individuals.

Dissemination of the NNEPRA LEP Plan

The Current NNEPRA LEP Plan and the Title VI Plan are available on the NNEPRA website at http://www.nnepra.com/about.

Any person or agency with internet access will be able to access and download the plan from the NNEPRA website. Alternatively, any person or agency may request a copy of the plan via telephone, fax, mail, or in person and shall be provided a copy of the plan at no cost. LEP individuals may request copies of the plan in translation which NNEPRA will provide, if feasible.

Questions or comments regarding the LEP Plan may be submitted to:

Northern New England Passenger Rail Authority
Attn: Civil Rights Liaison
75 West Commercial Street, Suite #104
Portland, Maine 04101
Phone: 207-780-1000 ext. 104
E-mail: william@nnepra.com

Annexe H : Estimations ME-MA-NH sur 5 ans Langue parlée

Table: ACSDT5Y2020.B16001

	Maine		New Hampshire		Massachusetts (part); Boston-Cambridge-Newton, MA-NH Metro Area	
Label	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error
Total:	1,276,837	±281	1,291,567	±290	4,031,556	±216
Speak only English	1,200,656	±2,288	1,187,279	±2,772	3,013,766	±7,048
Spanish:	11,811	±984	30,856	±1,539	359,973	±2,773
Speak English "very well"	9,172	±800	20,157	±1,314	204,616	±2,942
Speak English less than "very well"	2,639	±495	10,699	±855	155,357	±2,762
French (incl. Cajun):	33,632	±1,565	17,619	±1,424	38,973	±1,850
Speak English "very well"	27,377	±1,482	14,235	±1,159	31,603	±1,461
Speak English less than "very well"	6,255	±541	3,384	±640	7,370	±979
Haitian:	220	±136	258	±102	64,530	±3,282
Speak English "very well"	147	±114	164	±69	35,594	±2,240
Speak English less than "very well"	73	±52	94	±76	28,936	±1,836
Italian:	856	±316	1,464	±371	29,731	±1,552
Speak English "very well"	771	±277	1,330	±363	21,599	±1,134
Speak English less than "very well"	85	±75	134	±72	8,132	±757
Portuguese:	1,555	±421	4,937	±1,024	99,405	±3,625
Speak English "very well"	1,079	±370	3,508	±861	53,839	±2,087
Speak English less than "very well"	476	±191	1,429	±322	45,566	±2,342
German:	2,890	±426	3,600	±586	13,144	±693
Speak English "very well"	2,416	±380	3,121	±554	11,987	±663
Speak English less than "very well"	474	±203	479	±184	1,157	±219
Yiddish, Pennsylvania Dutch or other West Germanic languages:	1,096	±493	475	±216	615	±159
Speak English "very well"	1,024	±486	464	±216	552	±149
Speak English less than "very well"	72	±81	11	±16	63	±54
Greek:	736	±317	2,695	±922	2,363	±407
Speak English "very well"	608	±286	2,195	±837	2,110	±331
Speak English less than "very well"	128	±145	500	±199	253	±132
Russian:	804	±255	1,998	±466	3,254	±511
Speak English "very well"	629	±224	1,380	±371	3,057	±483
Speak English less than "very well"	175	±87	618	±287	197	±92
Polish:	825	±268	900	±203	18,642	±1,340
Speak English "very well"	645	±234	716	±162	13,795	±1,122
Speak English less than "very well"	180	±107	184	±88	4,847	±467
Serbo-Croatian:	220	±123	1,392	±424	29,427	±1,820
Speak English "very well"	152	±96	807	±270	16,951	±1,404

Annexe H : Estimations sur 5 ans ME-MA-NH Langue parlée –*A continué*

Table: ACSDT5Y2020.B16001

	Maine		New Hampshire		Massachusetts (part); Boston-Cambridge-Newton, MA-NH Metro Area	
Label	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error
Speak English less than "very well"	68	±63	585	±222	12,476	±964
Ukrainian or other Slavic languages:	775	±395	837	±313	7,536	±745
Speak English "very well"	569	±300	639	±258	5,219	±546
Speak English less than "very well"	206	±161	198	±129	2,317	±397
Armenian:	46	±40	117	±89	3,266	±549
Speak English "very well"	16	±14	105	±86	2,395	±471
Speak English less than "very well"	30	±39	12	±20	871	±292
Persian (incl. Farsi, Dari):	867	±324	297	±160	4,444	±718
Speak English "very well"	501	±265	194	±122	3,581	±622
Speak English less than "very well"	366	±184	103	±82	863	±243
Gujarati:	107	±86	810	±354	6,848	±985
Speak English "very well"	88	±81	629	±287	5,387	±781
Speak English less than "very well"	19	±26	181	±94	1,461	±355
Hindi:	342	±204	1,732	±378	4,640	±861
Speak English "very well"	317	±190	1,504	±366	3,365	±658
Speak English less than "very well"	25	±25	228	±100	1,275	±303
Urdu:	173	±136	453	±191	7,261	±1,024
Speak English "very well"	136	±112	434	±192	4,693	±642
Speak English less than "very well"	37	±44	19	±19	2,568	±571
Punjabi:	8	±17	258	±308	16,177	±1,359
Speak English "very well"	8	±17	115	±180	13,361	±1,012
Speak English less than "very well"	0	±26	143	±151	2,816	±672
Bengali:	187	±170	112	±78	3,931	±604
Speak English "very well"	120	±105	103	±76	3,281	±546
Speak English less than "very well"	67	±82	9	±14	650	±231
Nepali, Marathi, or other Indic languages:	108	±132	4,187	±729	16,018	±1,340
Speak English "very well"	51	±74	2,222	±518	10,293	±971
Speak English less than "very well"	57	±87	1,965	±481	5,725	±823
Other Indo-European languages:	921	±219	1,974	±493	14,717	±1,511
Speak English "very well"	874	±220	1,630	±392	9,809	±986
Speak English less than "very well"	47	±24	344	±192	4,908	±745
Telugu:	206	±165	2,115	±579	107,577	±3,044
Speak English "very well"	172	±140	1,407	±411	52,347	±2,097

Annexe H : Estimations sur 5 ans ME-MA-NH Langue parlée –*A continué*

Table: ACSDT5Y2020.B16001

	Maine		New Hampshire		Massachusetts (part); Boston-Cambridge-Newton, MA-NH Metro Area	
Label	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error
Speak English less than "very well"	34	±62	708	±331	55,230	±1,750
Tamil:	104	±96	954	±363	7,319	±751
Speak English "very well"	99	±94	850	±344	4,301	±497
Speak English less than "very well"	5	±9	104	±77	3,018	±511
Malayalam, Kannada, or other Dravidian languages:	65	±69	698	±287	14,774	±1,030
Speak English "very well"	26	±30	654	±279	8,306	±809
Speak English less than "very well"	39	±43	44	±27	6,468	±711
Chinese (incl. Mandarin, Cantonese):	3,304	±482	5,793	±910	20,600	±1,643
Speak English "very well"	1,635	±277	3,195	±519	10,158	±1,136
Speak English less than "very well"	1,669	±388	2,598	±593	10,442	±1,094
Japanese:	681	±222	868	±236	199	±132
Speak English "very well"	558	±204	642	±218	116	±86
Speak English less than "very well"	123	±52	226	±94	83	±93
Korean:	510	±185	1,602	±417	2,140	±437
Speak English "very well"	343	±139	851	±243	944	±218
Speak English less than "very well"	167	±111	751	±281	1,196	±380
Hmong:	0	±26	12	±17	1,944	±511
Speak English "very well"	0	±26	12	±17	888	±294
Speak English less than "very well"	0	±26	0	±28	1,056	±297
Vietnamese:	838	±241	2,192	±541	30,438	±1,889
Speak English "very well"	440	±145	837	±265	11,928	±1,166
Speak English less than "very well"	398	±162	1,355	±403	18,510	±1,315
Khmer:	1,040	±364	279	±158	20,156	±1,402
Speak English "very well"	388	±198	148	±96	16,078	±1,150
Speak English less than "very well"	652	±231	131	±114	4,078	±572
Thai, Lao, or other Tai-Kadai languages:	649	±287	1,541	±534	6,012	±711
Speak English "very well"	310	±125	775	±261	4,446	±576
Speak English less than "very well"	339	±207	766	±374	1,566	±322
Other languages of Asia:	282	±204	571	±262	1,721	±360
Speak English "very well"	241	±196	338	±168	1,193	±299
Speak English less than "very well"	41	±42	233	±163	528	±159
Tagalog (incl. Filipino):	1,290	±269	1,762	±382	10	±18

Annexe H : Estimations sur 5 ans ME-MA-NH Langue parlée –*A continué*

Table: ACSDT5Y2020.B16001

	Maine		New Hampshire		Massachusetts (part); Boston-Cambridge-Newton, MA-NH Metro Area	
Label	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error
Speak English "very well"	815	±190	1,371	±369	10	±18
Speak English less than "very well"	475	±173	391	±122	0	±28
Ilocano, Samoan, Hawaiian, or other Austronesian languages:	372	±191	955	±360	986	±523
Speak English "very well"	206	±101	565	±249	661	±273
Speak English less than "very well"	166	±148	390	±239	325	±368
Arabic:	1,542	±486	3,051	±728	1,160	±357
Speak English "very well"	947	±358	1,807	±457	878	±292
Speak English less than "very well"	595	±269	1,244	±466	282	±123
Hebrew:	251	±205	366	±203	26,245	±1,737
Speak English "very well"	229	±179	338	±201	15,223	±1,395
Speak English less than "very well"	22	±34	28	±33	11,022	±934
Amharic, Somali, or other Afro-Asiatic languages:	2,399	±529	382	±221	6,087	±720
Speak English "very well"	1,350	±386	276	±176	5,267	±637
Speak English less than "very well"	1,049	±261	106	±101	820	±249
Yoruba, Twi, Igbo, or other languages of Western Africa:	271	±182	951	±432	24,334	±1,911
Speak English "very well"	186	±137	657	±269	17,160	±1,516
Speak English less than "very well"	85	±77	294	±228	7,174	±781
Swahili or other languages of Central, Eastern, and Southern Africa:	2,169	±586	2,167	±462	1,193	±282
Speak English "very well"	1,339	±439	1,138	±322	983	±267
Speak English less than "very well"	830	±259	1,029	±375	210	±101

Annexe I : Politiques et pratiques de participation publique de PACTS

Annexe I : Politiques et pratiques de participation publique de PACTS –*A continué*

Public Involvement Plan
2019 Update

PACTS
PORTLAND AREA COMPREHENSIVE TRANSPORTATION SYSTEM

This Plan was prepared for PACTS by the Greater Portland Council of Governments:
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This document is available online at www.pactsplan.org. To request translations, print copies or in large print, please contact GPCOG.

Photography courtesy of Tom Bell.

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Annexe I : Politiques et pratiques de participation publique de PACTS –*A continué*

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Annexe I : Politiques et pratiques de participation publique de PACTS –*A continué*

I. EXECUTIVE SUMMARY

PACTS – the Portland Area Comprehensive Transportation System – created this updated and expanded Public Involvement Plan to drive its effort to better engage the public in the transportation decision-making process. PACTS believes that broad and robust public involvement will result in transportation investments that better address the transportation needs of all those using the system. This plan provides guidance and tools for member municipalities, staff, and consultants on policies, requirements, and best practices. While the previous plan laid out the requirements and basic policy, this new plan outlines a pathway and offers practical tools for achieving robust and equitable public engagement.

HISTORY, STRUCTURE & GOVERNANCE

PACTS was designated in 1975 as the federally mandated Metropolitan Planning Organization (MPO) for the Greater Portland region. PACTS is governed by five standing committees: Policy, Executive, Planning, Technical, and Transit. GPCOG is the organizational home for PACTS, providing staffing for its committees as well as project management and technical assistance for its planning and studies.

PUBLIC PARTICIPATION REQUIREMENTS

This plan is required by the Federal Transit Administration and the Federal Highway Administration and is approved by the Maine Department of Transportation. The plan will be updated every two years to align with the Unified Planning Work Program. The next update is scheduled for 2021.

GOALS & STRATEGIES
Public Involvement Plan

PUBLIC INVOLVEMENT POLICIES & PRACTICES

PACTS provides numerous ways for stakeholders and the public to be informed, engaged, and involved. During the development and adoption of its federally mandated plans and programs, PACTS has specific timelines and requirements for public noticing and comment, which are outlined in this plan.

EVALUATION

With this update and expansion of the PACTS Public Involvement Plan, PACTS is introducing tools for tracking and assessing the effectiveness of public involvement policies and practices. PACTS will develop and maintain an implementation matrix to be updated annually. PACTS will also develop and adopt performance measures and draft a Measures of Effectiveness report every two years.

PACTS encourages public comment. This plan is available on the PACTS website at PACTSPlan.org or by contacting info@gpcog.org or 207-774-9891.

Annexe I : Politiques et pratiques de participation publique de PACTS –*A continué*

II. INTRODUCTION

PACTS believes that transportation decisions are best made when informed by broad public engagement. The more robust and diverse public involvement PACTS has when making important transportation investments, the better PACTS can address the transportation needs of the people using the system. Additionally, as a federally-designated Metropolitan Planning Organization (MPO), PACTS is required to engage in a regional planning process that creates opportunities for public participation in its plans, studies, and projects.

PACTS is committed to ensuring its transportation plans and future investments comply with Title VI of the Civil Rights Act and that its planning process and its decisions on funding transportation projects strive for equitable distribution of services, facilities, and resources within the PACTS planning area.

PURPOSE

This plan serves as a resource and handbook for transportation planning and investments within the PACTS region, outlining policies, requirements, and best practices for informing, engaging, and involving the public.

This plan is also an aspirational document, laying out a set of goals and strategies for improving PACTS' public involvement practices and adopting an ongoing evaluation.

WHO SHOULD USE THIS PLAN

This plan is intended for use by all parties involved with transportation planning in the PACTS region, including planning professionals, the public, and everyone in between:

- Greater Portland Council of Governments (GPCOG) – the organizational home of PACTS, which provides staffing for all PACTS work
- Southern Maine Planning and Development Commission
- Consulting firms
- Member municipalities
- Transit agency staff and governance
- Elected leaders
- Stakeholder organizations
- People who live, work, and play in the region

ABOUT THIS UPDATE

In 2019, PACTS undertook a reforms process to chart the course for improving operations and becoming a stronger leader in the region. The reforms process concluded that PACTS "should make a more concerted effort to better engage the public in the decision-making process". Updating the Public Involvement Plan was a key recommendation of the PACTS Reforms (Appendix A). The previous document (last updated in April 2018 – Appendix B) was more confined in scope, focusing on the policies, practices, and requirements. To advance the capacity and quality of PACTS' public involvement, staff worked with PACTS committees, stakeholders, and the public to create this updated and expanded plan.

Annexe I : Politiques et pratiques de participation publique de PACTS –*A continué*

INTRODUCTION

PACTS 2020-2021 PRIORITIES

COORDINATION AND ADMINISTRATION

Set Regional Direction for Whole Network

The PACTS Policy Committee will set the direction for funding in the MPO for the entire transportation system (roads, bike/ped, transit, land-use), prioritizing and implementing recommendations from planning and civic engagement efforts that align with PACTS goals.

Focus on Customers

Addressing the needs of the region's people is at the core of our investment decisions. This demands a systems approach to building a transportation network. PACTS will prioritize investments of regional significance, enhancing mobility across different modes, individual agencies and municipal borders.

Communicate with and Engage the Region's Residents

Engaging the public in the PACTS decision-making process strengthens projects and increases the effectiveness of PACTS investments. PACTS will enhance its efforts to inform and engage a broad range of stakeholders and the public on transportation issues and investments.

Stay Current

Transportation is changing at a rapid rate. PACTS will stay current on autonomous and shared mobility technologies, the electrification of transportation, mobility approaches, and demographic and climate trends. By staying informed, PACTS will be more successful in ensuring our planning and investments take into account future needs and opportunities.

Drive System Efficiency

To use taxpayer dollars wisely and efficiently, PACTS will aggressively pursue opportunities to enhance efficiency and encourage collaboration across all modes, municipalities, and agencies.

Plan with a Purpose

PACTS' Unified Planning Work Program activities will be scoped to leverage discretionary funding.

Prepare for Growth

Transportation and land use planning needs to be done together, in both our near and long-range planning. PACTS will prepare for future jobs and housing growth by using high quality data, modeling and scenario planning to demonstrate the expected results of different land use and transportation decisions.

Expand Mobility for All

To better meet the diverse transportation needs of people with mobility challenges, PACTS will integrate mobility management solutions into our public transportation and capital improvements planning.

Annexe I : Politiques et pratiques de participation publique de PACTS –*A continué*

III. PACTS – HISTORY, STRUCTURE, & GOVERNANCE

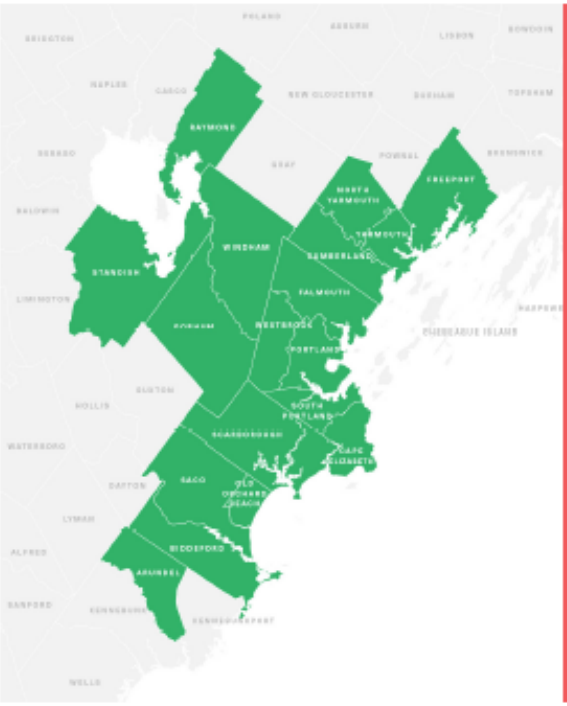
PACTS plays a critical role in people's daily lives and the regional economy through its planning and programming decisions. PACTS was designated in 1975 as the federally mandated MPO for the Greater Portland region. The federal government established MPOs in all urbanized areas of the country in order to improve the coordination of transportation planning and investment decisions by states, municipalities, and public transportation providers. PACTS oversees transportation studies, identifies needs, and sets priorities for federal transportation funds available to the area as well as state and local contributions.

THE PACTS REGION

The PACTS region encompasses 18 municipalities with a total population of approximately 280,000 people. The region spans two counties and includes rural, suburban, and urban municipalities. It is the largest urbanized area in Maine and home to the State's largest public transit network. While many rural areas of the State are losing population, the PACTS region has grown steadily over the past several decades.

GOVERNANCE AND ORGANIZATION

PACTS' highest level of governance is its Policy Committee. In addition to the Policy Committee, PACTS has an Executive Committee, a Planning Committee, a Technical Committee, and a Transit Committee. The membership and roles of these committees are described in detail in the next section "PACTS Governance". GPCOG is the organizational home for PACTS, providing staffing for its committees as well as project management and technical assistance for its planning and studies.



THE 3-Cs PLANNING PROCESS

MPOs carry out a continuing, cooperative, and comprehensive (3-C) planning process in partnership with MaineDOT, public transit operators, and other agencies that undertake transportation planning and project selection in urban areas. The 3-C process is:

1. *Continuous: The process is ongoing and cyclical.*
2. *Cooperative: Transportation stakeholders work together to develop the best strategies for a metropolitan area.*
3. *Comprehensive: Programs and strategies address all modes of transportation, all options, and the benefits and drawbacks of all alternatives.*

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Annexe I : Politiques et pratiques de participation publique de PACTS –*A continué*

CORE PLANS AND PROGRAMS

PACTS provides a continuing, coordinated, and comprehensive planning process for the Greater Portland urbanized area and serves as a forum for collaborative decision-making among members. PACTS approves the use of FHWA and FTA funds for transportation investments in the PACTS area, and produces the following federally required plans and documents:

- ***LONG RANGE TRANSPORTATION PLAN:*** Long Range Transportation Plans, or LRTPs, are required of each MPO through an Act of Congress. Every five years PACTS is required to adopt a new or updated LRTP looking forward at least 20 years. The LRTP describes a long-term regional vision for transportation investments and identifies the policies, goals, and strategies needed to meet the region's demand for transportation services. In 2018, PACTS adopted Destination 2040, its most recent LRTP.
- ***TRANSPORTATION IMPROVEMENT PROGRAM (TIP):*** The TIP is a four-year, fiscally constrained programming of FHWA and FTA funded investments that are scheduled within each MPO. The TIP lists all projects to be completed with available federal funds in the PACTS area, including those programmed by MaineDOT. The PACTS TIP is updated annually and is included in the State Transportation Improvement Program (STIP).
- ***UNIFIED PLANNING WORK PROGRAMS (UPWP):*** The UPWP describes transportation studies and other planning tasks that PACTS intends to undertake in its region with federal, state and local planning funds. PACTS updates its UPWP every two years, during odd-numbered calendar years.
- ***PUBLIC INVOLVEMENT PLAN:*** Public involvement is a key component of the transportation planning process. PACTS is required to have an approved Public Involvement Plan that provides citizens with complete information, timely public notice, and opportunities for early and continuing involvement in the transportation planning process. PACTS must update its plan as needed to stay current with relevant federal regulations. This plan serves as PACTS' Public Involvement Plan.
- ***CIVIL RIGHTS PLAN:*** PACTS must also have a plan for complying with federal civil rights protections including Title VI of the Civil Rights Act of 1964, the Rehabilitation Act of 1973, the Americans with Disabilities Act of 1990, Executive Order 12898, "Federal Actions to Address Environmental Justice in Minority Populations and Low-income Populations," issued in 1994, and Executive Order 13166, "Improving Access to Services for Persons with Limited English Proficiency (LEP)" issued in 2000.
- ***MOBILITY FOR ALL PROGRAM:*** This program involves a broad range of community members and organizations in improving transportation access for people with barriers. Mobility For All initiatives use inclusive practices to engage older adults, people with disabilities, people of color, and other underserved communities in transportation planning and decision-making. See appendix I.

Annexe I : Politiques et pratiques de participation publique de PACTS –*A continué*

COMMITTEE STRUCTURE

PACTS has five standing committees to inform its decision-making, and the general public has several ways to participate in the meetings of these committees. The five committees are explained in more detail below. All meetings of PACTS committees are open to the public, and the agendas include an opportunity for public comment.

The Technical, Planning, and Transit Committees each have two general public voting members who are appointed by the Executive Committee. Appointees serve for three-year terms and may serve for successive terms at the discretion of the Executive Committee. The PACTS Bylaws, available on the PACTS website (www.pactsplan.org), include other procedures and protocols for PACTS committee meetings.

- ***POLICY COMMITTEE:*** The Policy Committee is the primary decision-making body of PACTS. Among other responsibilities, it oversees the strategic direction of PACTS, endorses or adopts all projects, plans, policies, and procedures, and ratifies budget recommendations. The Policy Committee is comprised of voting representatives from all PACTS member municipalities (the number of representatives is determined by total population), as well as one representative each from the MaineDOT, the Maine Turnpike Authority, and the Planning, Technical, and Transit Committees.
- ***EXECUTIVE COMMITTEE:*** The Executive Committee was established in 2009 to help make the work of the Policy Committee more efficient and manageable. The primary functions of the Executive Committee are to oversee the development of several project-based work plans, and to appoint representatives to the Planning, Transit, and Technical Committees.

WHAT IS AN MPO?

Metropolitan Planning Organizations, or MPOs, provide a critical link in the chain of planning and decision-making that serve to build our nation's transportation system.

Over the last century, regional economies have emerged that span local government boundaries and often state lines. The fragmented political authority in most metropolitan areas makes it difficult to address regional transportation impacts and needs. The Federal-Aid Highway Act of 1962, which originated largely in response to the construction of the Interstate Highway System, sought to address this shortcoming by requiring states to establish MPOs for any urbanized area with a population greater than 50,000. Composed of local elected officials and state agency representatives, MPOs review and approve transportation investments in metropolitan areas.

The Act required, as a condition attached to federal financial assistance, that transportation projects in urban areas be based on a continuing, comprehensive, urban transportation planning process undertaken cooperatively by the states and local governments. (Also known as the 3-C, "continuing, comprehensive, and cooperative" Process).

While state Departments of Transportation build and manage our Interstate Highway System, and cities and counties represent local priorities and needs, the nation's MPOs provide the regional perspective that enables surface transportation projects to be planned and delivered at the right scale.

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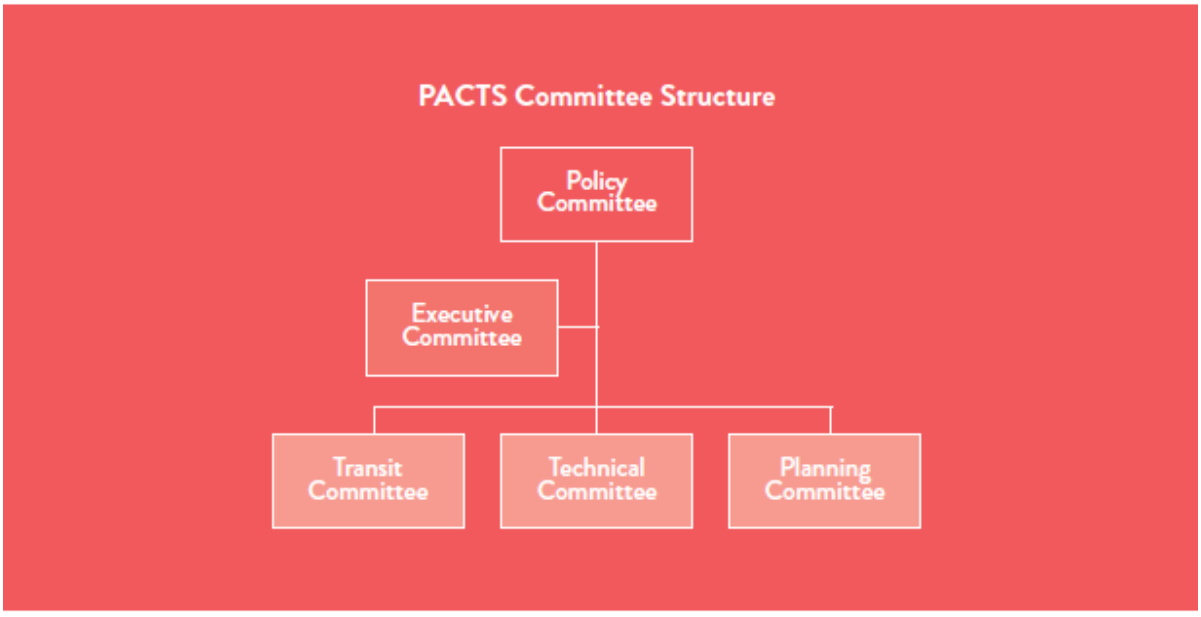
Annexe I : Politiques et pratiques de participation publique de PACTS –*A continué*

PACTS – HISTORY, STRUCTURE, & GOVERNANCE

- **TECHNICAL COMMITTEE:** The Technical Committee focuses on technical project and program review issues which relate to a broad scope of transportation issues (including, but not limited to, road and highway preservation and construction, traffic control, and performance measures). The Technical Committee is comprised mainly of municipal public works and engineering staff from member municipalities and advises all other committees.
- **PLANNING COMMITTEE:** The Planning Committee is comprised largely of municipal planning staff from PACTS member municipalities and advises all other committees and staff on strategic transportation planning issues. The Committee focuses on long-range planning issues and relationships with other public planning issues, such as land use, economic development, environmental protection, resource conservation and community well-being.
- **TRANSIT COMMITTEE:** The Transit Committee is comprised of representatives of the region's seven transit agencies (including two demand response providers, three fixed-route bus agencies, a ferry operator, and passenger rail service), and one representative each from MaineDOT and MTA, two Executive Committee appointees, a Planning Committee appointee, and a private transit operator. The Transit Committee advises all other committees on public transit issues and provides recommendations regarding the allocation of FTA formula funds.



Annexe I : Politiques et pratiques de participation publique de PACTS –*A continué*

IV. PUBLIC PARTICIPATION REQUIREMENTS

As an MPO, PACTS is required to follow certain federal and state rules and regulations. Also, Maine's Sensible Transportation Policy Act (STPA) requires the state's four MPOs to establish and follow public participation processes that are effective, timely, and efficient.

The federal rules for public participation in transportation planning are found in Title 23 of the United States Code of Federal Regulations (CFR) Section 450. They require all MPOs to develop a Public Involvement Process for the development and update of Transportation Plans and TIPs. CFR Section 450.316 (b) requires public involvement programs to allow for multiple, accessible participation formats, including electronic and in person.

These plans also must include a proactive public involvement process that provides complete information, timely public notice, and full public access to key decisions, and supports early and continuing involvement of the public in developing plans and TIPs and meets the requirements and criteria specified below:

(i) Require a minimum public comment period of 45 days before the public involvement process is initially adopted or revised;

(ii) Provide timely information about transportation issues and processes to citizens, affected public agencies, representatives of transportation agency employees, other interested parties and segments of the community affected by transportation plans, programs, and projects (including but not limited to local jurisdictions);

(iii) Provide reasonable public access to technical and policy information used in the development of plans and TIPs and open public meetings where matters related to the Federal-aid highway and transit programs are being considered;

(iv) Require adequate notice of public involvement activities and time for public review and comment at key decision points including, but not limited to, approval of plans and TIPs;

(v) Demonstrate explicit consideration of and response to public input received during the planning and program development processes;

(vi) Seek out and consider the needs of those traditionally underserved by existing transportation systems including, but not limited to, low-income and minority households in an effort to ensure that the requirements of Title VI and Environmental Justice have been met during the planning and project process;

(vii) When significant written and oral comments are received on a draft transportation plan or TIP (including the financial plan) as a result of the public involvement process or the interagency consultation process required under the U.S. EPA's conformity regulations, a summary, analysis, and report on the disposition of comments shall be made part of the final plan and TIP;

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Annexe I : Politiques et pratiques de participation publique de PACTS –*A continué*

PUBLIC PARTICIPATION REQUIREMENTS

(viii) If the final transportation plan or TIP differs significantly from the one which was made available for public comment by the MPO and raises new material issues which interested parties could not reasonably have foreseen from the public involvement efforts, an additional opportunity for public comment on the revised plan or TIP shall be made available;

(ix) Public involvement processes shall be periodically reviewed by the MPO in terms of their effectiveness in assuring that the process provides full and open access to all;

(x) These procedures will be reviewed by the Federal Highway Administration and the Federal Transit Administration during certification reviews for transportation management areas, and as otherwise necessary for all MPOs, to assure that full and open access is provided to the MPO decision-making processes;

(xi) Metropolitan public involvement processes shall be coordinated with statewide public involvement processes wherever possible to enhance public consideration of the issues, plans, and programs and reduce redundancies and costs.

PACTS considers the requirements and criteria above when periodically reviewing our public involvement process to determine the effectiveness in providing transportation stakeholders and other interested parties with full and open access to the work of PACTS staff and committees.

The Federal Fixing America's Surface Transportation (FAST) Act and federal Metropolitan Planning Regulations list the following transportation stakeholders (referred to in this document as the general public) which must have an opportunity to participate in the MPO public involvement process:

- Citizens
- Affected public agencies
- Representatives of users of public transportation
- Representatives of public transportation employees
- Freight shippers
- Providers of freight transportation
- Privately owned passenger transportation providers
- Representatives of pedestrians and bicyclists
- Representatives of people with disabilities
- Public ports and certain private providers of transportation, including intercity bus operators and employer-based commuting programs (such as carpool program, vanpool program, transit benefit program, parking cash-out program, shuttle program, or telework program).

Maine's STPA requires MaineDOT and MPOs to establish and follow a public participation process that is effective, timely, and efficient. MaineDOT partners with Regional Planning Organizations (RPOs) and the State's MPOs to develop public outreach strategies that:

- are tailored specifically to their region,
- are consistent with the requirements of the STPA,
- encourage stronger regional partnerships,
- increase grassroots and local government involvement, and
- develop a more consistent statewide approach.

PACTS works with MaineDOT, the Maine Turnpike Authority and the RPOs in the development and execution of the PACTS public involvement process. Where a project has yet to be classified and where the project affects PACTS and the RPO, findings of Significant Highway Projects (defined in Subchapter 1, Section 3(k) and Substantial Public Interest Projects described in Subchapter 1, Section 7 of the STPA rule) will be determined cooperatively with the RPO and MaineDOT. The PACTS public involvement process incorporates all STPA public participation requirements.

Annexe I : Politiques et pratiques de participation publique de PACTS –*A continué*

V. GOALS & STRATEGIES

BACKGROUND

The PACTS Reforms, adopted in July 2018, identified "Engage the Public" as a key recommendation for how PACTS can better lead the region. Within that recommendation, a first step was to update the Public Involvement Policies and Practices, which was last updated in April 2018. As PACTS embarked on the update process, staff determined that a more robust update was warranted. Thus, the plan has been expanded to include a set of goals and strategies, along with an implementation plan.

INPUT COLLECTED

Scan of Public Involvement Plans

Through outreach to the Association of Metropolitan Planning Organizations and the American Planning Association, staff identified and reviewed exemplary public involvement plans from planning organizations across the United States. Plans from the Broward County (Florida) MPO and the Atlanta Regional Commission were especially informative for the design and composition of this plan update.

Inclusive Transportation Planning Project

With funding from the Transit Planning 4 All initiative, GPCOG and PACTS have been engaging older adults, people with disabilities, and people of color to assist with improving the inclusiveness of regional transportation planning. Led by a Steering Committee with strong participation by older adults, people with disabilities, and people from other underrepresented communities, the Inclusive Transportation Planning Project seeks to ensure that PACTS decision-making involves people who experience barriers to transportation. The Steering Committee worked in Fall 2018 to develop recommendations to inform the update of the PACTS Public Involvement Plan. In January 2019, the PACTS Policy Committee voted unanimously to approve using these recommendations to inform the update. The Inclusive Planning Toolkit (Appendix E) is one result of the recommendations.

PACTS Committee Outreach and Member Survey

In April 2019, GPCOG staff provided an overview of the update process and held discussions with the Executive, Transit, Planning, and Technical Committees. Staff followed up with a survey of PACTS members requesting their input on the plan update. The survey received 40 responses, including 15 out of the 18 municipalities and members of all PACTS committees. A summary of the survey responses is included as Appendix E.

MPO Outreach

As part of updating this plan, staff surveyed several other MPOs about their public involvement processes, reviewed their plans, and, conducted interviews to learn more about how their processes work, what works well, and what could be improved. Of interest were the ways the various MPOs sought and incorporated input from traditionally underrepresented populations in their planning processes. The MPOs interviewed were:

Annexe I : Politiques et pratiques de participation publique de PACTS –*A continué*

GOALS & STRATEGIES

- Boston Region MPO – Boston, Massachusetts www.bostonmpo.org
- Broward MPO – Broward County, Florida www.browardmpo.org
- Indian Nations COG – Tulsa, Oklahoma www.incog.org
- Plan Hillsborough – Hillsborough County, Florida www.planhillsborough.org
- Twin Cities Metropolitan Council – Minneapolis, Minnesota www.metrocouncil.org

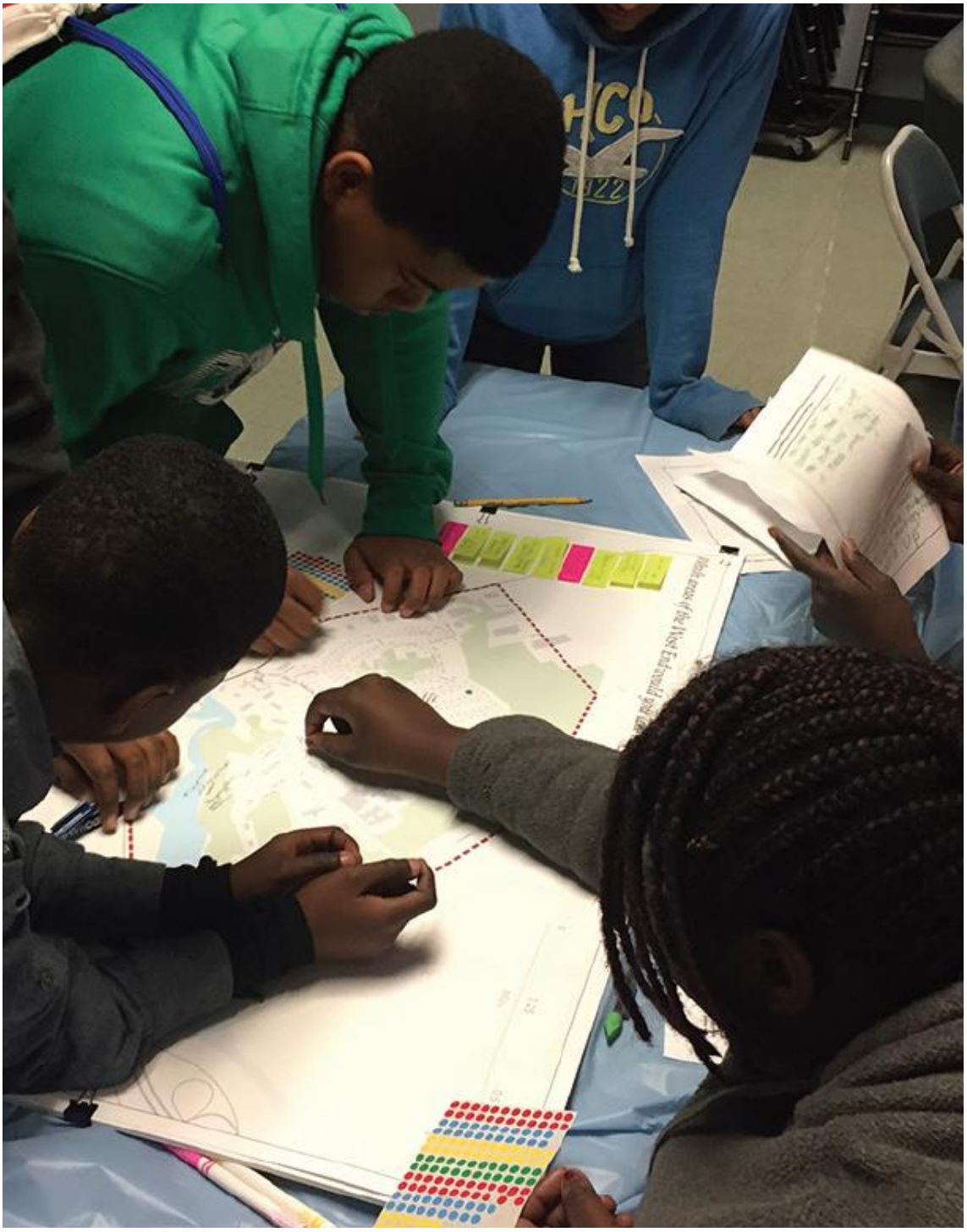
All five of the MPOs use some form of advisory committee to comment on plans and proposals that went to the MPO board. The committees go by different names – Regional Transportation Advisory Committee, Citizens Advisory Committee (2), Regional Council for Coordinated Transportation, and Transportation Advisory Board. These are typically made up of municipal officials from member communities, representatives from a wide range of community organizations and advocacy groups, especially for underrepresented populations, other regional, state, and federal agencies, and citizens not specifically affiliated with a group or organization.

Staff from all the MPOs emphasized the need to develop and nurture relationships with community groups and organizations, to be present at meetings and events on a regular basis, and not just when we need something from them. Other common themes were:

- Using a variety of interactive modes to gather input, including meetings, surveys, tables at events, informal pop-ups, and social media
- Being sensitive to the design of these opportunities (time, location, accessibility, making it welcoming) as well as the visuals and other materials used.

None of the advisory committees are part of the governance structure per se, but all are charged with commenting on and/or recommending plans, plan amendments, programs, and other items going to the MPO board for approval. The committees ranged in size from 20 to 45. Some are required by state law; others are creatures of the MPO's governing body. Though not advisory committees in the same sense, Florida state law requires its MPOs to have Transportation Disadvantaged Local Coordinating Boards. These boards are set up specifically to gather input from agencies and other representatives of underrepresented populations, particularly when it comes to transit planning and services.

Annexe I : Politiques et pratiques de participation publique de PACTS –*A continué*



Annexe I : Politiques et pratiques de participation publique de PACTS –*A continué*

GOALS & STRATEGIES

GOAL A: Increase the Public's Awareness of PACTS' Role and Priorities

Strategy 1: Develop high-level messaging about transportation planning and investments in the PACTS region.

- Work with PACTS Committees, stakeholders, and staff to develop messaging that is easily understood by the average person

Strategy 2: Produce communications and materials that the public can easily understand.

- Develop a PACTS brochure and poster
- Develop a transportation data dashboard as part of GPCOG's community profiles
- Develop a "Resident's Guide to Regional Planning"

Strategy 3: Adopt contemporary communications strategies and tools.

- Roll out project and committee portals using the new PACTS website
- Develop a social media policy and cultivate a social media presence on Facebook, Twitter, and Snapchat or Instagram
- Maintain ongoing media relations about the MPO process and transportation issues in the region

GOAL B: Build Relationships with Key Stakeholders

Strategy 4: Increase communication and engagement with key regional leaders and organizations.

- Identify the best approaches for engaging thought leaders, anchor institutions, and organizations from sectors outside of transportation – including business, education, healthcare, environment, and human services
- Offer meaningful channels for ongoing communication with key leaders and organizations

Strategy 5: Maintain a visible and engaging presence in the community.

- Attend civic and community events that reach stakeholders from a wide variety of sectors and interests
- Develop a traveling booth that provides an engaging and visual way to engage with the work of PACTS

Annexe I : Politiques et pratiques de participation publique de PACTS –*A continué*

GOAL C: Advance the Inclusion of Underrepresented Communities

Strategy 6: Expand use of best practice tools and techniques for inclusive engagement in PACTS plans and studies.

- Require use of the Inclusive Transportation Planning Toolkit by staff and consultants
- Engage PACTS members in opportunities to learn more about the transportation needs and experiences of underrepresented communities

Strategy 7: Strengthen partnerships with local organizations and champions to better inform and engage underrepresented communities.

- Pursue formal arrangements with key organizations to provide engagement support to staff and consultants during the implementation of the two-year Unified Planning Work Program
- Explore adopting the Community Transportation Leaders Training (see appendix J) as an ongoing opportunity for community members to gain the knowledge and tools for meaningful participation in transportation planning and decision-making

Strategy 8: Pilot approaches for supporting meaningful involvement by underrepresented communities on PACTS Governance Committees.

- Adopt changes to the PACTS Committee structure that allow for membership by individuals from underrepresented communities

GOAL D: Make Public Involvement More Accessible and Engaging

Strategy 9: Make use of technology to engage different audiences.

- Use new and innovative tools for engagement and outreach, such as instant polling and gamified survey platforms
- Support participation of people with disabilities, and those who experience other barriers to access, using approaches such as simultaneous translation, audio support, and virtual meetings

Strategy 10: Meet people where they are.

- Conduct quarterly listening sessions in which PACTS staff and members visit other agencies, groups, and organizations to solicit input and involvement

Strategy 11: Partner to reach out in fun, creative, and interesting ways.

- Enlist stakeholders and members of the public to become hands-on partners in community engagement efforts
- Use games, art, and new partnerships to attract more participation

GOAL E: Assess the Effectiveness of PACTS Public Involvement

Strategy 12: Adopt measures of effectiveness to help track progress.

- Draw on best practices of innovative MPOs to develop performance measures

Strategy 13: Map and Evaluate Public Involvement Efforts

- Develop a Measures of Effectiveness report to assess and communicate progress made on goals and objectives

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Annexe I : Politiques et pratiques de participation publique de PACTS –*A continué*

VI. PUBLIC INVOLVEMENT POLICIES & PRACTICES

PACTS provides numerous ways for stakeholders and the public to be informed, engaged, and involved. During the development and adoption of its federally mandated plans and programs, PACTS has specific timelines and requirements for public noticing and comment. The policies and practices for both of these are outlined below.

GENERAL INFORMATION AND UPDATES

General Interested Parties Email Distribution List

PACTS maintains a list of stakeholder email addresses and sends emails to:

- Solicit input into substantial changes in the PACTS Public Involvement Plan
- Solicit input into the development every other year of the 2-year Unified Planning Work Program
- Invite people to PACTS forums and events
- Provide notice of the start of the TIP project selection process
- Solicit input into the endorsement of the Transportation Improvement Program

To be added to the PACTS Interested Parties Email Distribution List, contact: info@gpcog.org

Website

The PACTS website, www.pactsplan.org, provides public access to all committee documents, plans, and studies. The website is being updated in 2019 to upgrade the look and feel, provide better navigation, and to offer a more user-friendly experience.

- Postings for Public Comment – PACTS posts on its website all documents that are available for public comment, including pending MPO actions and draft plans
- Meeting Calendar – PACTS maintains a calendar of all upcoming PACTS committee meetings, including agendas and other relevant information, on its website.

Social Media

During 2020, PACTS will launch and maintain a social media presence on Facebook, Twitter, and other relevant platforms.

COMMITTEE INVOLVEMENT

There are three ways for members of the public to be involved with PACTS committee activities:

Public Comment at Committee Meetings

All meetings of PACTS committees are open to the public. Each agenda includes time devoted to receiving public comment.

Committee Interested Parties List

Each of PACTS' five standing committees maintains an email distribution list. Meeting packets and agendas, as well as correspondence regarding other committee business, are delivered via email. Agencies and individuals wishing to be added to one or more of these email distribution lists should contact info@gpcog.org

Committee Membership

PACTS Technical, Planning and Transit Committees each have two general public voting members who are appointed by the Executive Committee. Appointees serve for three-year terms and may serve for successive terms at the discretion of the Executive Committee.

MEDIA RELATIONS

PACTS keeps the media informed about the MPO process and transportation issues in the region through press events, media advisories, and development and submission of opinion pieces to local news outlets of record.

Annexe I : Politiques et pratiques de participation publique de PACTS –*A continué*

COMMUNICATIONS AND MARKETING MATERIALS

PACTS creates and disseminates brochures, fact sheets, and reports to educate stakeholders and the public on programs, plans, and projects. These materials are distributed online through the PACTS website, the GPCOG website, and through social media. Print copies are distributed to relevant locations including municipal offices, libraries, and community centers. PACTS makes efforts to ensure that digital files are screen reader compliant, and offers translations by request.

WORKSHOPS, FORUMS AND PRESENTATIONS

PACTS makes presentations to civic, community, and professional groups to raise awareness about the work of PACTS and to hear about stakeholders' transportation interests. PACTS also convenes workshops and forums to engage the public in plans, programs, and studies.

PUBLIC OPINION SURVEYS

PACTS completes a statistically valid regional public opinion telephone survey every three to five years. The survey enables PACTS staff to poll residents of the PACTS region about their travel behavior and attitudes regarding transportation. Results of the survey are used to inform PACTS plans and programs. The last survey was completed in 2018.

MAPPING AND DATA

PACTS provides maps, charts, and other data visualizations to support public understanding of plans and programs. In 2020, PACTS will launch an online transportation dashboard.

PUBLIC INVOLVEMENT POLICIES & PRACTICES

PUBLIC NOTICES

PACTS has required public comment periods and notification processes for each of its policy, plan, and program areas (Table 1, below). In all cases, the public comment periods in Table 1 are calendar days and are the minimum that PACTS will use. In some cases, PACTS will offer additional time and make extra efforts to collect public feedback.

Public Notices

Public notices are sent by email to committee members, the media, and the interested parties lists. PACTS also posts these notices on the PACTS website. Periodically, PACTS also displays ads in local newspapers.

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[TABLE 1] PACTS PUBLIC INPUT PERIODS AND NOTIFICATION PROCESSES

Plan or Process	Public Comment Period	Notification Processes
Start of Long-Range Plan Update Process	30 calendar days from receipt of notice	Email to Interested parties, and post on website
Draft Long-Range Plan Update	30 calendar days from receipt of notice	Email to Interested parties, and post on website
Draft Update of Public Involvement Plan	45 calendar days from receipt of notice	Email to Interested parties, and post on website
Solicit public input into development of Unified Planning Work Program every odd-numbered year	30 calendar days from receipt of notice	Email to Interested parties, and post on website
Start of biennial review of PACTS process for development and administration of Transportation Improvement Projects	30 calendar days from receipt of notice	Email to Interested parties, and post on website
Draft PACTS Transportation Improvement program every year	10 calendar days from receipt of notice	Email to Interested parties, and post on website
Proposed TIP amendments	10 calendar days from receipt of notice	Post on website

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UNIFIED PLANNING WORK PROGRAM

Every two years, PACTS updates the UPWP, which outlines all planning work over a two-year period. The public has several opportunities to participate in the development of the plan and the performance of the planning work itself.

Public Input to the Development of the UPWP

PACTS staff and committees develop the two-year UPWP during the summer and fall of each odd-numbered year. Copies of the draft final UPWP and approved UPWP can be accessed on the PACTS website, or in hard copy by request. Members of the public can:

- Serve on or provide input to standing municipal boards involved in transportation planning, or otherwise provide input to such a board. Municipal boards submit study proposals for funding in the UPWP.
- Provide comments on the draft UPWP during public comment period.
- Serve on PACTS standing committees.
- Attend and provide comment at PACTS committee meetings during the standing public comment agenda item.

Public Input to PACTS-Funded Studies

During the two-year implementation of the UPWP, members of the public have opportunities to be involved with the funded studies and other planning efforts. Members of the public can:

- Serve on or provide input to municipal-level committees convened to advise PACTS-funded studies.
- Serve on or provide input to municipal boards involved in transportation planning.
- Attend public forums or workshops hosted by PACTS
- Serve on PACTS standing committees.
- Attend and provide comment at PACTS committee meetings during the standing public comment agenda item.

LONG RANGE TRANSPORTATION PLAN

Every four years, PACTS updates the LRTP. The last update – Destination 2040 – was adopted in 2016. This section outlines opportunities for members of the public to participate in the development of updates to the LRTP.

Public Notification of Transportation Plan Update Development

Every four years, PACTS provides notice to the public of the intent to update the LRTP. This notice is posted on the PACTS website and sent to the Interested Parties email list. PACTS will also attempt to reach additional persons interested in the Plan's development by using various public outreach strategies including but not limited to: newsletters, news releases, newspaper inserts, bulletin boards, and public service advertisements.

The public notice shall include at least the following information:

- A brief description of the planning process tied to a schedule of decisions to be made,
- How the Plan may affect the region,
- Opportunities that exist for public participation, and
- PACTS contact information for obtaining further information.

Public Forums/Workshops for Update Development

PACTS will hold public forums to discuss the various components of the current LRTP at the beginning of the quadrennial LRTP update and then again after the completion of a Draft Plan Update (as noted below).

Public notices for these meetings will be posted on the PACTS website and sent to the Interested Parties email list at least ten days prior to the meeting. PACTS shall endeavor to identify neighborhoods affected by system deficiencies and attempt to involve them as an "interested party."

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Upon request, PACTS provides access to technical and policy information and assumptions underlying the planning and emissions models used in transportation decision-making and air quality conformity determinations.

To the extent possible, PACTS will hold the workshops, forums and open houses at convenient and accessible locations, dates, and times.

Public Forums on Draft Update

Upon completion of the Draft Plan Update, PACTS will hold a public forum to present the Update and collect comments. The Update will be available for review at the time of the forum notice, with copies made available at the PACTS office, website, and the municipal offices of PACTS communities. Individuals and organizations identified on the Interested Parties email list shall be notified and offered the opportunity to participate in the forum and/or offer comment on the Update.

PACTS will post on its website a public notice encouraging the submission of written comments by those unable to attend the forum. A comment period of 30 days from the hearing notice, and at least 10 days from the forum, will be provided. Comments will be considered by the PACTS

All substantive comments received during the proceedings will be documented.

Preparation of Final Transportation Plan Update

PACTS considers all comments and input received from the public process in preparing the final Transportation Plan Update, and relevant comments are included in the final Plan. If the final Plan includes significant substantive changes from the draft version, PACTS will provide an additional comment period of at least ten days on the revised draft Plan. The final Plan will include responses to all substantive comments on the draft Plan and the final Plan. Copies of the final Plan will be provided to each municipal office and municipal library in the PACTS area. Updated copies will be provided as revisions are made to the Plan.

The Transportation Plan is updated every four years and, per the USDOT's Metropolitan Planning Regulations, may be amended between updates. Should the Plan be amended, PACTS will:

- Publish the proposed amendment(s) and a brief summary of each
- Make available all technical analysis related to the amendment, including any air quality/ conformity analysis, for a 30-day public comment period beginning from the date of the public notice

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An exemption from the public involvement process may be granted only where proposed projects are determined to be exempt from air quality conformity determination under the provisions of the Clean Air Act Amendments (CAAA) of 1990 and 40 CFR 93.134. For purposes of the Transportation Plan or TIP, these exempt projects would be considered minor in nature. PACTS will consult FHWA and EPA in determining if an amendment requires public involvement.

TRANSPORTATION IMPROVEMENT PROGRAM

Each January, the PACTS Policy Committee endorses a list of federally funded transportation projects for the PACTS Federal Urbanized Area for submission to FHWA, FTA and MaineDOT. This list, and the report in which it is located, is the PACTS Transportation Improvement Program (TIP).

The PACTS TIP includes federally funded projects that the PACTS participants have selected for funding and other federally funded projects selected by MaineDOT. Adoption of the TIP constitutes a formal statement of support by the Policy Committee for the projects in the document initiated by MaineDOT. The process of selecting projects is complex due to the many federal programs, state requirements and PACTS rules and guidelines.

For the most up-to-date TIP, interested parties should refer to the PACTS Transportation Improvement Program section of the website www.gpcog.org/178/transportation-improvement-program. PACTS encourages the general public to identify problems, propose possible solutions, and participate in municipal and transit provider decision-making processes during the development of projects to be funded via PACTS and MaineDOT.

The PACTS Public Involvement Process for TIP project priority-setting involves a combination of contacts with member organizations and the general public,

- All feasibility studies funded by PACTS (which often produces funding proposals for capital improvement projects from MaineDOT and/or PACTS) include a public outreach component. The Enhanced Project Scoping process also includes a public input component. Together, these feasibility studies and project scoping efforts are designed to provide meaningful opportunities for public involvement in regional transportation planning and funding.
- PACTS maintains an up-to-date TIP section on its website, www.pactsplan.org. Comments may be made via the info@pactsplan.org at any time.
- At the beginning of the project selection process, PACTS staff advises municipal, state, transit, other regional organizations, and Interested Parties email list participants of the deadlines for submitting MPO Allocation proposals.
- PACTS requests that city and town councils, municipal officers, and transit system boards submit written endorsements of the TIP proposals submitted to PACTS. PACTS also requests written endorsement for the projects from their municipality that the Policy Committee votes to include in each biennial MPO Allocation list.

Any substantive change in the PACTS TIP project selection criteria or formula is subject to public review and comment. Amendments shall be completed before the initiation of the biennial TIP development process. PACTS will notify the public of its intent to update the TIP selection criteria and/or formula and make the relevant material available to the public for comment.

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Program of Projects

The FTA requires each recipient of a Section 5307 grant to develop, publish, afford an opportunity for a public hearing on, and submit for approval, a Program of Projects (POP). FTA allows a grantee to rely on the locally adopted public participation requirements for the PACTS TIP in lieu of the process required in the development of the POP if the grantee has coordinated with the MPO, and ensured that the public is aware that the TIP development process is being used to satisfy the POP Public Participation requirements.

The PACTS public participation process satisfies the POP participation process requirements for the following FTA Direct Recipients in the PACTS region:

- Biddeford-Saco-Old Orchard Beach Transit Committee
- Casco Bay Island Transit District
- Greater Portland Transit District
- Maine Department of Transportation
- Northern New England Passenger Rail Authority
- South Portland Bus Service

PACTS' public notices for the TIP contain a statement that notice of public involvement activities, and time established for public review of any comments on the TIP, will satisfy the POP requirements.

Amendments to the TIP

The PACTS Policy Committee periodically needs to amend the TIP. An amendment is either the addition or deletion of a project, a major change in a funded project's budget, or a major change in the design or scope of a project that alters the intent of a project. Before the Policy Committee makes an amendment, PACTS staff posts to the website for public comment the proposed amendment to the TIP. All technical analysis in support of the amendment, including any air quality/conformity analysis, will be made available to the public for review and comment. A comment period of 10 days beginning from the date of the posting will be provided during which comments may be submitted to PACTS for consideration.

This PACTS TIP amendment process satisfies the POP participation process requirements for all these FTA Direct Recipients in the PACTS region:

- Biddeford-Saco-Old Orchard Beach Transit Committee
- Casco Bay Island Transit District
- Greater Portland Transit District
- Maine Department of Transportation
- Northern New England Passenger Rail Authority
- South Portland Bus Service

An exemption from the public involvement process may be granted only where proposed projects are determined to be exempt from air quality conformity determination under the provisions of the Clean Air Act Amendments (CAAA) of 1990 and 40 CFR 93.134. For purposes of the TIP, these exempt projects would be considered minor in nature. PACTS will consult the FHWA and Environmental Protection Agency in determining if an amendment requires public involvement.

PACTS and MaineDOT make administrative modifications for relatively minor changes that do not require a public comment period, including:

- A moderate change in the total cost of a project
- Combining or separating projects that are part of an approved TIP
- Combining or separating phases of a project that are part of an approved TIP
- Adding a new phase to an existing project that does not have a substantial cost associated with it
- Creating a lineage PIN that does not have a substantial cost associated with it
- Making a minor change in the scope of a project, including an insignificant change in the termini
- Making a change to the project termini with no change in overall project cost.

VII. EVALUATION

With this update and expansion of the PACTS Public Involvement Plan, PACTS is introducing tools for tracking and assessing the effectiveness of public involvement policies and practices.

TRACKING IMPLEMENTATION

To support implementation of the goals and strategies outlined in Chapter 4, PACTS will develop and maintain an implementation matrix (see Appendix G for the draft matrix) to be updated annually.

ASSESSING EFFECTIVENESS

During the 2020-2021 UPWP, PACTS will develop and adopt performance measures drawn from the best practices of innovative MPOs. PACTS will then begin to map and evaluate its public involvement policies and practices and produce a Measures of Effectiveness report every two years.

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