



Autoridad Ferroviaria de Pasajeros del Norte de Nueva Inglaterra
(NEPRA)

Plan Título VI

30 de septiembre de 2022

Efectivo: 1 de octubre de 2022 – 30 de septiembre de 2025
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Introducción

La Autoridad de Ferrocarriles de Pasajeros del Norte de Nueva Inglaterra (NNEPRA) administra el Amtrak Downeaster, que opera 5 viajes de ida y vuelta diarios entre Brunswick, ME y Boston North Station, MA y presta servicio a doce estaciones en tres estados. El horario para este servicio de ruta fija se adjunta como Apéndice A.

NNEPRA tiene su sede en Portland, ME, que se convirtió en una gran área urbanizada (UZA) a partir del 1 de octubre de 2012, luego de los datos del censo de 2010 que muestran que la población del área supera los 200,000.

NNEPRA está comprometida con una política de no discriminación en la realización de sus negocios, incluidas sus responsabilidades del Título VI: la prestación de servicios de transporte equitativos y accesibles. NNEPRA reconoce sus responsabilidades con las comunidades en las que opera y con la sociedad a la que sirve. Es política de NNEPRA utilizar sus mejores esfuerzos para garantizar que ninguna persona, por motivos de raza, color u origen nacional, sea excluida de la participación, se le nieguen los beneficios o sea objeto de discriminación en virtud de su programa de prestación de servicios de tránsito. y beneficios relacionados.

La Administración Federal de Tránsito (FTA, por sus siglas en inglés) requiere que todos los destinatarios directos y primarios documenten su cumplimiento con el Título VI y la Orden Ejecutiva 13166 mediante la presentación de un Programa del Título VI a su oficial regional de derechos civiles de FTA una vez cada tres años.

Requisitos generales de publicación del Título VI

El Aviso al público del Título VI está incluido en los horarios impresos de Downeaster. Este aviso, además del formulario de quejas, se publica en el sitio web de NNEPRA (*nnepra.com*) en inglés, español, francés y somalí. Se adjunta una captura de pantalla de este aviso del 7 de septiembre de 2022 como Apéndice B. El aviso se publica en las áreas públicas de la oficina de NNEPRA y en las doce estaciones de tren atendidas por Amtrak Downeaster.

TÍTULO VI AVISO AL PÚBLICO

Ninguna persona por motivos de raza, color, origen nacional o discapacidad de transporte será objeto de discriminación en el nivel y la calidad de los servicios de transporte y los beneficios relacionados con el tránsito. Cualquier persona o personas que crean que existe discriminación por motivos de raza, color, origen nacional o discapacidad de transporte en relación con la prestación de servicios de transporte y beneficios relacionados con el tránsito pueden presentar una queja ante la Administración Federal de Tránsito y/o el Departamento de Transporte de EE.UU.

Para presentar una queja o para obtener más información sobre los procedimientos de no discriminación de NNEPRA, comuníquese con NNEPRA al 207-780-1000.

Título VI Aviso al público Ubicaciones publicadas

El Aviso al público del Título VI de NNEPRA se publica en los siguientes lugares:

Nombre del lugar	DIRECCIÓN
Oficina NNEPRA	75 West Commercial Street Suite 104 Portland, ME 04101
Sitio web de NNEPRA	http://www.nnepra.com
Estación Brunswick	16 Estación Avenida, Brunswick, ME 04011
Estación de puerto libre	23 Depot Street, Freeport, ME 04032
Centro de transporte de Portland	100 Thompsons Point Road, Portland, ME 04102
Estación de playa Old Orchard	11 Primera Calle, Old Orchard Beach, ME 04064
Centro de Transporte de Saco	138 Calle Principal, Saco, ME 04072
Centro Regional de Transporte de Wells	696 Sanford Road, Wells, ME 04090
Estación de Dover	33 Chestnut Street, Dover, NH 03820
Estación Durham-UNH	3 Deporte Road, Durham, NH 03824
Estación de Exeter	60 Lincoln Street, Exeter, NH 03833
Estación Haverhill	Calle Washington en Railroad Square, Haverhill, MA 01832
Estación Woburn	100 Atlantic Avenue, Woburn, MA 01801
Estación del norte de Boston	TD Jardín 135 Calzada Calle, Boston, MA 02114

Procedimiento de queja del Título VI

Cómo presentar una queja

Cualquier persona que crea que ha sido excluida de la participación, negada los beneficios o sujeta a discriminación por motivos de raza, color y/u origen nacional en asociación con la prestación del servicio de transporte de Downeaster puede presentar una queja de la siguiente manera. a 180 días a partir de la fecha de la supuesta discriminación:

1. Complete el Formulario de quejas del Título VI de NNEPRA (adjunto como Apéndice B), que está disponible en *nnepra.com* en todos los idiomas traducidos (español, francés, portugués y somalí). o
2. Presentar una queja por escrito por separado que incluya:
 - Nombre, dirección y número de teléfono de la persona que presenta la solicitud.
 - Cómo, por qué y cuándo ocurrió la supuesta discriminación. Debe incluirse la mayor cantidad de información específica y detallada posible sobre los presuntos actos de discriminación y cualquier otra información relevante.
 - Los nombres de las personas, si se conocen, a quienes el revisor podría contactar para aclarar las alegaciones.

Las quejas firmadas y fechadas pueden enviarse a una o ambas de las direcciones que se indican a continuación:

Autoridad Ferroviaria de Pasajeros del Norte de Nueva Inglaterra

Atención: Enlace de Derechos Civiles

75 West Commercial Street, Suite #104

Portland, ME 04101

O puede enviarse a:

Oficina de Derechos Civiles de la Administración Federal de

Tránsito Edificio Este, 5to piso - TCR

1200 New Jersey Ave., SE

Washington, DC 20590

Si un denunciante no puede o no puede proporcionar una declaración por escrito, una persona designada por NNEPRA, si es necesario, entrevistará al denunciante y brindará asistencia para convertir las quejas verbales a un formato escrito.

Procedimiento Interno de Quejas y Proceso de Apelaciones

NNEPRA está comprometida con una política de no discriminación en la realización de sus negocios, incluidas sus responsabilidades del Título VI: la prestación de servicios de transporte equitativos y accesibles. NNEPRA reconoce sus responsabilidades con las comunidades en las que opera y con los

sociedad a la que sirve. Es política de NNEPPA utilizar sus mejores esfuerzos para garantizar que ninguna persona, por motivos de raza, color u origen nacional, sea excluida de la participación, se le nieguen los beneficios o sea objeto de discriminación en virtud de su programa de servicio de tránsito. entrega y beneficios relacionados.

Todas las quejas son investigadas con prontitud por el Enlace de Derechos Civiles (CRL) de NNEPRA. Se tomarán medidas razonables para preservar cualquier información que sea confidencial. Cuando sea necesario, la CRL asignará una parte neutral para investigar. Como mínimo, el oficial investigador:

- Identificar y revisar todos los documentos, prácticas y procedimientos relevantes;
- Identificar y entrevistar a personas con conocimiento de la violación del Título VI, es decir, la persona que presenta la denuncia; testigos o cualquier persona identificada por el Demandante; cualquier persona que haya estado sujeta a una actividad similar, o cualquier persona con información relevante.

Al finalizar la investigación, el CRL completará un informe final para el Director Ejecutivo. Si se determina que existe una violación del Título VI, se tomarán inmediatamente las medidas correctivas apropiadas y necesarias. El Demandante también recibirá un informe final indicando los pasos correctivos. El proceso de investigación e informe final no deberá demorar más de veinticinco (25) días hábiles. Si no se encuentra ninguna violación y el denunciante puede apelar la decisión. Las apelaciones de la decisión deben dirigirse a:

Director ejecutivo

*Autoridad Ferroviaria de Pasajeros del Norte de Nueva
Inglaterra 75 West Commercial Street, Suite #104
Portland, Maine 04101*

Si el Director Ejecutivo determina que no hubo discriminación, se notificará al denunciante sobre la disposición y se le informará sobre su derecho a presentar su denuncia ante la FTA.

La CRL mantiene un registro de las quejas del Título VI recibidas por NNEPRA. El registro incluye:

- la fecha en que se presentó la denuncia;
- un resumen de las alegaciones;
- el estado de la denuncia; y
- acciones tomadas por NNEPRA en respuesta a la queja.

Si NNEPRA recibe una queja del Título VI en forma de acusación o demanda formal, el Asesor Jurídico de NNEPRA será responsable de la investigación y su documentación.

Investigaciones, Quejas y Demandas del Título VI Relacionadas con el Tránsito

NNEPRA no ha recibido ninguna queja, investigación o demanda del Título VI relacionada con el tránsito desde la última actualización de la Política.

Representación de minorías en órganos de planificación y asesoramiento

NNEPRA no selecciona juntas o comités, por lo tanto, esta sección no se aplica. La Junta Directiva de NNEPRA es nombrada por el Gobernador del Estado de Maine.

Plan de Participación Pública

NNEPRA se compromete a garantizar que sirva al público evaluando continuamente la calidad de su servicio, involucrando a los pasajeros y las partes interesadas, y aumentando el número de pasajeros. NNEPRA participa y se relaciona con todos los miembros del público, incluidas las poblaciones minoritarias y con dominio limitado del inglés (LEP). Como agencia de tránsito participante, NNEPRA también depende de los esfuerzos de PACTS a través de su Plan de participación pública para solicitar comentarios sobre varios proyectos y solicitudes de financiamiento.

Proceso de participación pública

Como parte de su Programa Título VI, NNEPRA tiene un sólido proceso de participación pública y busca continuamente oportunidades para mejorar las estrategias para involucrar a las comunidades desatendidas. El proceso de participación pública de NNEPRA asegura:

- Las oportunidades de participación pública se anuncian y publican de manera adecuada. Cualquier miembro del público puede solicitar documentación en formatos alternativos previa solicitud.
- Los comentarios e inquietudes de todas las personas o grupos se consideran en el desarrollo de planes, proyectos, tarifas o cambios de servicio. El personal determina qué estrategias tendrán el mayor potencial para fomentar la participación pública, incluidos los de la población LEP, según el proyecto.
- Los miembros del público pueden enviar comentarios o inquietudes a NNEPRA en cualquier momento a través de o
 - Correo electrónico a info@nnepra.com
 - ; Teléfono al 207-780-1000
 - Fax al 207-780-1001

Estrategias de divulgación de participación pública

NNEPRA utiliza varias estrategias proactivas para impulsar las actividades de participación pública. La siguiente lista de estrategias proporciona una descripción general de las técnicas de rutina:

- Reuniones y eventos públicos
 - Las reuniones públicas de la Junta se llevan a cabo en lugares públicos o virtualmente aproximadamente 10 veces al año. En cada reunión se analizan las medidas de rendimiento, el estado del proyecto y los planes futuros o los cambios de tarifas/servicios relacionados con el Amtrak Downeaster. La información de la reunión está publicada en *nnepra.com*, anunciado en los periódicos locales y notado por alcance útil a través de una lista de distribución de interesados

fiestas. Los paquetes informativos de la junta, que incluyen actas de cada reunión, se publican en *nnepra.com*.

- Además de las reuniones programadas de la Junta, NNEPRA organiza foros públicos para discutir las próximas iniciativas y/o cambios en el servicio.
 - NNEPRA participa en el Grupo de trabajo de tránsito (TTF) del Sistema integral de transporte del área de Portland (PACTS), el Comité asesor de transporte regional (RTAC), la Junta de políticas y otros subcomités donde se analizan los planes actuales y futuros de las agencias regionales de tránsito. Las reuniones de PACTS están abiertas al público y se graban. Como agencia de tránsito participante, NNEPRA también utiliza los esfuerzos de PACTS a través de su Plan de Transporte Público adjunto como Apéndice I.
 - Los empleados de NNEPRA continúan aceptando y solicitando invitaciones para presentar información de servicio y actualizaciones a una variedad de grupos cívicos, sociales y comerciales. Estos incluyen presentaciones en bibliotecas locales, complejos para personas de la tercera edad, guarderías, reuniones rotarias, eventos de turismo/Cámara de Comercio, reuniones de Girl Scouts y Boy Scouts.
- Planificación y recopilación de información
 - NNEPRA es un participante activo en estudios e iniciativas de transporte que se promueven públicamente e incluyen un alcance considerable a todos los segmentos del público. Incluyen:
 - Transit Tomorrow, un esfuerzo de planificación integral que lleva a cabo el Consejo de Gobiernos del Gran Portland;
 - Transit Together, un estudio para identificar oportunidades para una mayor coordinación e integración entre los siete proveedores de transporte público en la región de Portland;
 - El Plan de Desarrollo Orientado al Tránsito de Biddeford Saco exploró cómo las Ciudades de Biddeford y Saco, trabajando junto con otras partes interesadas, como desarrolladores privados, grupos comunitarios, agencias de tránsito y MaineDOT, pueden desarrollar una comunidad de tránsito de uso mixto;
 - Connect 2045, el plan de transporte a largo plazo de la Organización de Planificación Metropolitana para la región;
 - Consejo Asesor de Tránsito Público de Maine, que brinda recomendaciones para inversiones y servicios de tránsito a la Legislatura de Maine;
 - Estudio de evaluación económica para el servicio de trenes de cercanías y pasajeros entre Portland y el área de Lewiston y Auburn, un esfuerzo liderado por MaineDOT para promover el tránsito en la región con respecto a la evaluación de alternativas, la planificación de estaciones y los impactos económicos;
 - Estudio de tránsito rápido de Gorham-Westbrook-Portland, un estudio para desarrollar un sistema de transporte público más rápido que conecte áreas de alto crecimiento en la región metropolitana de Portland.

- Programa de líderes de transporte comunitario, un programa para promover la inclusión de comunidades subrepresentadas, incluidos adultos mayores, personas con discapacidades y personas de color, en el proceso de planificación y toma de decisiones de transporte.
 - Actualización del Plan Ferroviario del Estado de Maine que centrará las inversiones federales, estatales y locales en un sistema ferroviario que apoye la visión, las metas y los objetivos de las partes interesadas y del estado.
 - La práctica de NNEPRA de realizar al menos una encuesta a bordo dos veces al año para evaluar la demografía de los pasajeros de Downeaster se interrumpió debido a COVID, pero se reanudó en el otoño de 2022. Amtrak ha ampliado sus capacidades de encuesta de pasajeros y NNEPRA revisa y supervisa esos resultados también. Es la intención de NNEPRA continuar con una encuesta a bordo como un medio alternativo seguro de recopilación de información. NNEPRA también revisa y responde a todas las consultas por teléfono, correo, redes sociales y correo electrónico recibidas de los miembros del público.
- Alcance General
 - Las actividades adicionales que ayudan a mantener a NNEPRA comprometida con el público y ayudan a informar al público sobre el Amtrak Downeaster incluyen:
 - NNEPRA administra y mantiene dos sitios web:
 - *nnepra.com* proporciona información sobre la organización, los proyectos y las adquisiciones.
 - *AmtrakDowneaster.com* proporciona información sobre el servicio de Downeaster, tarifas, estaciones y promociones.
 - La información sobre el Downeaster también está disponible en el sitio web nacional de Amtrak, *Amtrak.com*.
 - Participación activa en las redes sociales a través de Facebook y Twitter (y otros). Esto llega a todos los grupos demográficos.
 - Visitas regulares a las estaciones de Downeaster para interactuar con los pasajeros y recopilar comentarios de los embajadores de la estación.
 - Reuniones quincenales con Amtrak para analizar los comentarios a bordo recibidos de los miembros de la tripulación a bordo.
 - Reuniones de coordinación bimestrales con representantes de las comunidades de Downeaster Station.
 - Promoción continua de viajes en grupo a precios reducidos, principalmente para grupos escolares, incluidos viajes organizados para que los maestros se familiaricen con las oportunidades de llevar a sus clases a excursiones. Esto permite que más personas experimenten el Downeaster que normalmente no podrían pagar el viaje o conocer las opciones.
 - Membresía activa y participación en eventos públicos patrocinados por una variedad de organizaciones de turismo y comercio que incluyen: Oficina de Turismo del Estado de Maine; Asociación de Turismo de Maine; Visite Portland; Biddeford-

la Cámara de Comercio de Saco, la Asociación del Centro de Brunswick, la Cámara de Comercio de Dover, NH; Visite Freeport; Oficina de Convenciones y Visitantes del Gran Boston; Fundación para el Desarrollo de Maine, Cámara de Comercio del Estado de Maine, Cámara de Comercio de Old Orchard Beach, Cámara de Comercio del Área de Exeter, Cámara de Comercio de Haverhill, Cámara de Comercio de Penobscot Bay, Cámara de Comercio del Área de Bath Brunswick, Cámara de Comercio de Ogunquit, Cámara de Comercio de Kennebec Valley y la Cámara de Comercio de Wells.

- Compromiso activo y participación en los esfuerzos de planificación de PACTS que incluyen varias reuniones de información pública.

Esfuerzos de divulgación desde la última presentación del programa Título VI

Desde la última presentación del Programa del Título VI, la pandemia de COVID ha alterado muchos de los esfuerzos de divulgación que NNEPRA solía utilizar en el pasado. A pesar de esto, se llevaron a cabo los siguientes esfuerzos de divulgación desde la última presentación y se prevé un calendario más sólido de eventos y actividades para el futuro:

- Las reuniones de la junta de NNEPRA se llevaron a cabo virtualmente y en varios lugares públicos a lo largo del corredor Downeaster, incluida la oficina de NNEPRA en Portland, las oficinas del Consejo de Gobiernos de Greater Portland (GPCOG) en Portland y Freeport Community Services. Todas las reuniones de la Junta se anuncian en línea, a través de una lista de distribución de correo electrónico y un periódico con servicio de traducción disponible a pedido. Los miembros del personal, la Junta Directiva y miembros del público asistieron a cada reunión con un enfoque en el desempeño, los planes futuros y la participación pública.
- Se llevó a cabo una serie de reuniones públicas durante el invierno de 2019 para discutir las diversas iniciativas estratégicas para NNEPRA, que incluyen: reubicación de la estación de tren de Portland; adición de una parada de estación en Falmouth; potencial para el servicio de fin de semana estacional a las comunidades de Bath, Wiscasset, Newcastle y Rockland, Maine; y las mejoras en el Centro de Transporte de Wells. Estas reuniones fueron ampliamente publicitadas, tuvieron una gran asistencia, brindaron la oportunidad de recibir comentarios del público y fueron cubiertas por los medios locales. Los lugares de reunión incluyeron Portland, Wells y Brunswick Maine.
- NNEPRA participó en dos foros públicos "Ride with Me".
- Los miembros del personal de NNEPRA realizaron 14 presentaciones, que incluyeron información financiera, cantidad de pasajeros, proyectos en curso, cambios de horario propuestos, servicio nuevo actual y potencial, en las siguientes reuniones públicas, incluido Durham, NH Town Council, Exeter, NH Town Council, Mid-Maine Consejo de Turismo, Ayuntamiento de Kennebunk, varias cámaras de comercio y organizaciones de turismo, así como grupos de Boy Scouts y Girl Scouts y clubes rotarios.
- Antes de COVID, el personal de NNEPRA participó en varias ferias comerciales (turismo, personas mayores, grupos, B2B) en el área de servicio. La mayoría de estos se han suspendido desde 2020, pero la participación de NNEPRA se reanudará a medida que se programen los eventos.

- Se llevaron a cabo reuniones virtuales y en persona con representantes de cada comunidad de estación para discutir problemas, inquietudes y mejoras de la estación. Los asistentes incluyeron representantes de cada municipio, personal de NNEPRA, Amtrak y socios federales como la Administración Federal de Ferrocarriles y el Departamento de Seguridad Nacional.
- NNEPRA rediseñó el *nnepra.com* sitio web para proporcionar información mejorada de una manera más accesible. El sitio web destaca las oportunidades de adquisición, el estado del proyecto en curso, la información de contacto del personal, los informes, las estadísticas y la participación de la comunidad. La información de contacto del personal se presenta claramente y el miembro del personal correspondiente responde a cada teléfono, correo electrónico o consulta por correo del público.
- NNEPRA anunció las promociones de Amtrak Downeaster en periódicos y en estaciones de radio y televisión en Portland, Maine y Boston, Massachusetts, así como en estaciones de radio y televisión en otras comunidades a las que sirve Downeaster. Estos anuncios llegan a todas las poblaciones de las comunidades de Downeaster Station.
- NNEPRA imprimió y distribuyó copias impresas del horario de Downeaster en español y francés. Estos horarios también están disponibles en el sitio web de Downeaster. Amtrak continúa ofreciendo opciones en español en su número de teléfono gratuito de información y emisión de boletos.
- El *amtrakdowneaster.com* y *nnepra.com* Los sitios web siguen siendo traducibles al árabe, chino, francés, portugués, somalí y español a través de "Google Translate".
- Los servicios de traducción al español, francés y chino están disponibles en *Amtrak.com*.
- NNEPRA también participó en los planes de transporte a largo plazo PACTS Transit Tomorrow Plan, Transit Together Plan y Connect 2045 que se encuentran aquí:
 - <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>
 - www.connect2045.org/

Personas con dominio limitado del inglés

El Título VI y sus reglamentaciones de implementación requieren que los beneficiarios de FTA tomen medidas responsables para garantizar un acceso significativo a los beneficios, servicios, información y otras partes importantes de sus programas y actividades para personas con dominio limitado del inglés (consulte el Programa LEP de NNEPRA adjunto como Apéndice G).

NNEPRA publicará el horario de trenes Downeaster de otoño de 2022 en inglés, somalí, francés y español y lo distribuirá a cada estación. Los horarios de trenes españoles, somalíes y franceses están disponibles en *nnepra.com* y *amtrakdowneaster.com*. NNEPRA alienta a la comunidad a brindar comentarios y sugerencias para mejorar los servicios lingüísticos proporcionados a través de reuniones abiertas y encuestas a bordo. NNEPRA ha agregado "Google Translate" a *amtrakdowneaster.com* y *nnepra.com* que se puede traducir al árabe, chino, francés, portugués, somalí y español.

Los servicios de traducción al español, francés y chino están disponibles en *Amtrak.com*.

Supervisión de subreceptores

NNEPRA no tiene subbeneficiarios, por lo tanto, no hubo presentaciones del Programa del Título VI de subbeneficiarios. Sin embargo, NNEPRA contrata a Amtrak para operar el servicio de trenes Downeaster y supervisa el cumplimiento de Amtrak con el programa del Título VI de NNEPRA.

Amtrak ha acordado cumplir con todos los requisitos aplicables del Título VI, como se muestra en la página 2 del Apéndice X del contrato de Amtrak adjunto, adjunto como Apéndice C.

El proceso y los procedimientos de NNEPRA para garantizar que Amtrak cumpla con esto incluyen una lista de verificación de cumplimiento anual firmada por el superintendente adjunto de Amtrak de Downeaster. Se adjunta una copia de la lista de verificación de cumplimiento como Apéndice D.

Reuniones quincenales que se llevan a cabo con el Director Ejecutivo de NNEPRA, el Subdirector y Gerente de Servicio de Pasajeros y el Superintendente Asistente y Capataz de Carreteras de Amtrak. Entre los puntos de la agenda se encuentra la discusión de cualquier queja recibida por Amtrak con respecto al servicio de Downeaster, incluidas las quejas de derechos civiles. Se adjunta una agenda de muestra como Apéndice E. Como parte de estas reuniones, NNEPRA ha desarrollado una matriz de seguimiento para garantizar que se haga un seguimiento de los elementos y se tomen medidas al respecto.

Cuando se presenta una queja del Título VI a través de cualquier fuente, correo, redes sociales, correo electrónico o Amtrak, la queja se dirige a CRL para responder de acuerdo con la política de NNEPRA.

NNEPRA mantiene todas las quejas del Título VI. La CRL mantiene un registro de las denuncias del Título VI recibidas de cualquier denunciante que incluye la fecha en que se presentó la denuncia; un resumen de las alegaciones; el estado de la denuncia; y acciones tomadas por NNEPRA en respuesta a la queja. Estos documentos también se conservan electrónicamente.

Requisito de realizar un análisis de equidad para determinar el sitio o la ubicación de las instalaciones

NNEPRA no ha estado involucrada en un proyecto que requiera un Análisis de Equidad.

Requisitos de los proveedores de tránsito

Estándares de servicio cuantitativos

El FTA requiere que todos los proveedores de tránsito de rutas fijas desarrollen estándares cuantitativos para todos los modos de operación de rutas fijas para los indicadores enumerados a continuación. Según la guía establecida en la Circular FTA 4702.1B, se han desarrollado los siguientes estándares:

(1)Cargas de vehículos

El Downeaster es un servicio reservado y, por lo general, no se dan situaciones de standee. Amtrak ha implementado el programa Ride Reserve en el que los pasajeros con pases no reservados programan su viaje para eliminar las condiciones de espera que ocurrían periódicamente en los trenes pico antes de

2021. Además, los asientos de mesa disponibles en el Café no están incluidos en el inventario de asientos y se utilizan para desbordamiento. Se proyecta que el número de pasajeros se recupere a los niveles de 2019 durante la vigencia de este Plan. A continuación se muestran las cargas vehiculares proyectadas expresadas como porcentaje de pasajeros respecto al número total de asientos por pasajero:

a. Carga promedio del vehículo para los trenes Downeaster pico:	80%-100%
b. Carga promedio de vehículos para trenes Downeaster fuera de las horas pico:	20%-50%

(2) Estándares de avance de vehículos

El servicio de Downeaster opera en un horario fijo sin estándares de avance establecidos. La programación implica la consideración de varios factores, entre ellos: otra actividad de trenes de cercanías, actividad de carga, demanda de pasajeros, infraestructura y capacidad de material rodante.

(3) Estándares de desempeño a tiempo

Los estándares de rendimiento a tiempo (OTP) se establecen al comienzo de cada año y es una medida de la cantidad de trenes que llegan a su destino final dentro de los 10 minutos del tiempo de viaje programado. La meta de la OTP para 2023 es del 85 por ciento. La OTP es fijada anualmente por la Junta Directiva.

(4) Estándares de disponibilidad del servicio

El Downeaster presta servicio a doce comunidades en tres estados distribuidas a lo largo de su corredor de vía fija de 143 millas. Cualquier nueva estación propuesta se revisará para evaluar la demanda de pasajeros, la población del área y la ubicación de la estación en relación con las paradas de estación existentes.

Políticas de Servicio – Cualitativo

Según lo exige la Circular 4702.1B de FTA, todos los proveedores de tránsito de ruta fija deben desarrollar políticas para los siguientes indicadores de servicio:

(1) Política de Cesión de Vehículos

con el Downeaster es operado por Amtrak utilizando material rodante del grupo de equipos nacionales. Según el acuerdo con Amtrak, los conjuntos de trenes de Downeaster constan de una locomotora P42, cuatro vagones de Amfleet, un Split Club Café y una unidad de control sin motor (NPCU). Amtrak rota piezas específicas de material rodante dentro y fuera del servicio de Downeaster de acuerdo con los estándares de mantenimiento proporcionados por la Administración Federal de Ferrocarriles (FRA). Ocasionalmente se utiliza material rodante adicional durante los períodos de máxima demanda.

(2) Política de Servicios de Tránsito

Los servicios a bordo están disponibles para todos los pasajeros de Downeaster e incluyen Downeaster Café, Wi-Fi, almacenamiento de equipaje y portabicicletas. NNEPRA no tiene jurisdicción sobre las instalaciones de la estación, que son propiedad independiente de entidades separadas, incluidos municipios y urbanizaciones privadas. Todas las plataformas de las estaciones están cubiertas, iluminadas y de conformidad con la Ley de Estadounidenses con Discapacidades, NNEPRA brinda supervisión regular para garantizar el mantenimiento adecuado en cada ubicación de la estación.

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	Ⓟ 4:43 AM	Ⓟ 7:23 AM	Ⓟ 11:13 AM	Ⓟ 1:08 PM	Ⓟ 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	Ⓟ 7:29 AM	Ⓟ 10:09 AM	Ⓟ 1:59 PM	Ⓟ 3:54 PM	Ⓟ 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*
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
Woburn, MA	Ⓟ 9:08 AM	Ⓟ 12:08 PM	Ⓟ 4:03 PM	Ⓟ 5:38 PM	Ⓟ 10:48 PM
Haverhill, MA	9:38 AM	12:38 PM	4:33 PM	6:08 PM	11:18 PM
Exeter, NH	9:59 AM	12:59 PM	4:54 PM	6:29 PM	11:39 PM
Durham - UNH, NH	10:12 AM	1:12 PM	5:07 PM	6:42 PM	11:52 PM
Dover, NH	10:20 AM	1:20 PM	5:15 PM	6:50 PM	11:59 PM
Wells, ME	10:38 AM	1:38 PM	5:33 PM	7:08 PM	12:18 AM
Saco, ME	10:55 AM	1:55 PM	5:50 PM	7:25 PM	12:35 AM
Old Orchard Beach, ME	11:01 AM	2:01 PM	5:56 PM	7:31 PM	12:41 AM
Portland, ME	11:25 AM	2:25 PM	6:20 PM	7:55 PM	1:00 AM
Freeport, ME	Ⓟ 11:55 AM	Ⓟ 2:55 PM	Ⓟ 6:50 PM	Ⓟ 8:25 PM	Ⓟ 1:30 AM
Brunswick, ME	12:10 PM	3:10 PM	7:05 PM	8:40 PM	1:45 AM

Ⓟ Stops to discharge passengers only. Ⓟ Stops to receive passengers only. Ⓟ Flag stop: Stops on advance notice only. A reservation serves as advance notice. Trains may leave before time shown.



SPECIAL TRAVEL NOTES

- HOLIDAY SCHEDULE: All trains will operate on the WEEKEND 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

HAVERRHILL

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 BEYONDI

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



SCHEDULE

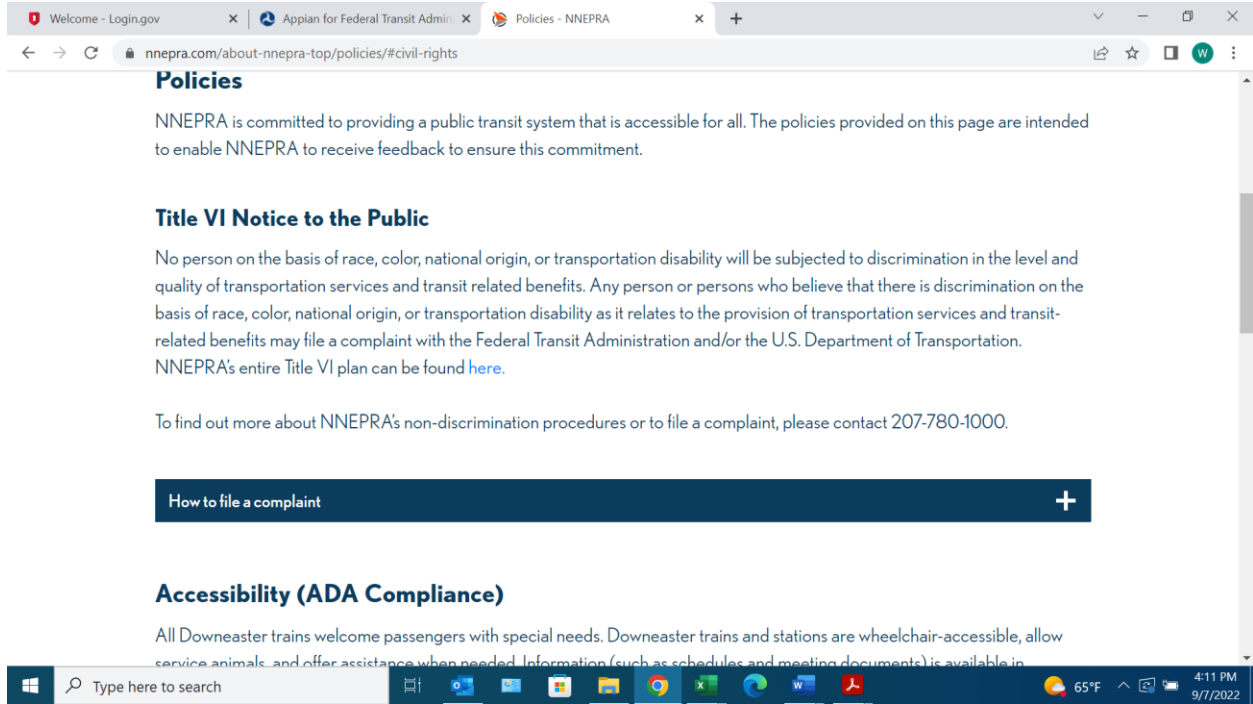
Effective May 16, 2022



AmtrakDowneaster.com
800.USA.RAIL

Apéndice B: Formularios de queja Todos los idiomas

NNEPRA.com captura de pantalla del 7 de septiembre de 2022:



Apéndice B: Formularios de queja Todos los idiomas –Continuado

**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

Apéndice B: Formularios de queja Todos los idiomas - *Continuado*

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)

Apéndice B: Formularios de queja Todos los idiomas - *Continuado*

**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 Complainant _____

Date Received:	_____
Received By:	_____

Apéndice B: Formularios de queja Todos los idiomas – *Continuado*

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

Apéndice B: Formularios de queja Todos los idiomas – *Continuado*

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)

Apéndice B: Formularios de queja Todos los idiomas - *Continuado*

**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:	_____

Apéndice B: Formularios de queja Todos los idiomas – *Continuado*

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.

Veillez 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

Apéndice B: Formularios de queja Todos los idiomas – *Continuado*

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 : _____

Veillez 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. Veillez utiliser la page suivante si vous avez besoin de plus d'espace.

(Remplissez la page suivante)

Apéndice B: Formularios de queja Todos los idiomas – *Continuado*

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

Veillez 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:	_____

Apêndice B: Formulários de queixa Todos los idiomas – *Continuado*

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

Apéndice B: Formularios de queja Todos los idiomas - *Continuado*

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)

Apêndice B: Formulários de queja Todos los idiomas – *Continuado*

**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: _____

Apéndice B: Formularios de queja Todos los idiomas – *Continuado*

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 fageynin 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 takooru 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

Apéndice B: Formularios de queja Todos los idiomas - *Continuado*

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)

- | | |
|---|----------------------------|
| <input type="checkbox"/> ISIR | <u>Taariikhda dhacdada</u> |
| <input type="checkbox"/> MIDAB | |
| <input type="checkbox"/> QOOMIYADA AAD KA SOO JEEDO
(AQOONTA LUUQADA INGIRIISIGA OO XADIDAN) | <u>Waqtiga xadgudubka</u> |

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)

Apéndice B: Formularios de queja Todos los idiomas - *Continuado*

**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:	_____

Apéndice C: Contrato de Amtrak Apéndice X

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.

Apéndice C: Contrato de Amtrak Apéndice X – *Continuado*

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

Apéndice C: Contrato de Amtrak Apéndice X – *Continuado*

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

Apéndice C: Contrato de Amtrak Apéndice X – *Continuado*

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 Contractor 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.

Amtrak-NNEPRA Service Agreement

Appendix 10

Page 4

Apéndice C: Contrato de Amtrak Apéndice X – *Continuado*

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

Apéndice C: Contrato de Amtrak Apéndice X – *Continuado*

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).

Apéndice C: Contrato de Amtrak Apéndice X – *Continuado*

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.

Apéndice D: Lista de verificación de cumplimiento



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?	

Apéndice D: Lista de Verificación de Cumplimiento – *Continuado*



Additional Comments or Required Actions:

Contractor representative participating in review:

Name: _____

Title: _____

Phone #: _____

Signature: _____ Date: _____

NNEPRA representative conducting review:

Name: _____

Title: _____

Phone #: _____

Signature: _____ Date: _____

Apéndice E: Ejemplo de agenda de reunión de operación quincenal de NNEPRA/Amtrak

Reunión quincenal de operaciones de NNEPRA/Amtrak

31 de agosto de 2022

10:00 a.m

1. Ferrocarril General

- a. Fiscalía
- b. trabajo CSX
- C. trabajo MBTA

2. Tripulaciones

3. Equipo

4. Política/Administración

- a. Informe de incidentes
- b. Plataforma de Pórtland

5. Comentarios de los clientes

- a. ADA/Título VI
- b. Comentarios generales

6. Seguridad

- a. Lesiones de pasajeros o empleados
- b. Preocupaciones de seguridad
- C. Formularios de defectos mecánicos de café

7. Otro

Apéndice F: Cuestionario de la encuesta

Complete esta encuesta y participará para ganar un boleto de ida y vuelta en el Downeaster.

Dirección de correo electrónico: _____

1. ¿Cuál es el código postal de 5 dígitos donde vive?

2. ¿Cómo compró el boleto para su viaje hoy en el Downeaster?

- a. Amtrak.com
- b. En la estación o en el quiosco Quik-Trak
- C. 1-800-USA-RAIL
- d. a bordo del tren
- mi. AmtrakDowneaster.com
- F. Aplicación móvil de Amtrak
- gramo. De alguna otra manera (nota en el cuadro a continuación):

3. ¿Cuál de los siguientes describe mejor el propósito general de su viaje de hoy en el Downeaster? Por favor elija solo una respuesta.

- a. Ir o regresar del trabajo
- b. Otro propósito comercial (es decir, una reunión, conferencia, etc.)
- C. Ir de compras, hacer turismo o participar en otra actividad de ocio/recreación
- d. Evento deportivo, cultural o de entretenimiento.
- mi. Cita medica
- F. Visitar amigos o parientes
- gramo. Vacaciones u otros viajes de placer
- H. Viajar hacia o desde la escuela o la universidad
- i. Viajar hacia o desde el aeropuerto o alguna otra forma de transporte

4. ¿Cuál es el idioma que se habla principalmente en su hogar?

- a. Inglés
- b. Español
- C. Francés
- d. Otro

5. ¿Cuál de los siguientes describe mejor su origen étnico?

- a. Blanco/Caucásico
- b. Asiático/Asiático-Americano
- C. Negro/afroamericano
- d. Nativo americano
- mi. Latino / Hispano
- F. Otro

Apéndice G: Plan de Acceso para Dominio Limitado del Inglés (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.

Apéndice G: Plan de Acceso para Dominio Limitado del Inglés (LEP) – *Continuado*

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%

Apéndice G: Plan de Acceso para Dominio Limitado del Inglés (LEP) – *Continuado*

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,

Apéndice G: Plan de Acceso para Dominio Limitado del Inglés (LEP) – *Continuado*

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

4

Apéndice G: Plan de Acceso para Dominio Limitado del Inglés (LEP) – *Continuado*

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 NNEPRA'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.

Apéndice G: Plan de Acceso para Dominio Limitado del Inglés (LEP) – *Continuado*

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;

Apéndice G: Plan de Acceso para Dominio Limitado del Inglés (LEP) – *Continuado*

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

Apéndice H: ME-MA-NH Estimaciones de 5 años Idioma hablado

Table: ACSDT5Y2020.B16001

Label	Maine		New Hampshire		Massachusetts (part); Boston-Cambridge-Newton, MA-NH Metro Area	
	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

Apéndice H: ME-MA-NH Estimaciones de 5 años Idioma hablado – *Continuado*

Table: ACSDT5Y2020.B16001

Label	Maine		New Hampshire		Massachusetts (part); Boston-Cambridge-Newton, MA-NH Metro Area	
	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

Apéndice H: ME-MA-NH Estimaciones de 5 años Idioma hablado – *Continuado*

Table: ACSDT5Y2020.B16001

Label	Maine		New Hampshire		Massachusetts (part); Boston-Cambridge-Newton, MA-NH Metro Area	
	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

Apéndice H: ME-MA-NH Estimaciones de 5 años Idioma hablado – *Continuado*

Table: ACSDT5Y2020.B16001

Label	Maine		New Hampshire		Massachusetts (part); Boston-Cambridge-Newton, MA-NH Metro Area	
	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

Apéndice I: Políticas y prácticas de participación pública de PACTS



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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Apéndice I: Políticas y prácticas de participación pública de PACTS – *Continuado*

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- F. PACTS Member Survey
- G. Implementation Matrix
- H. Inclusive Transportation Planning Recommendations
- I. Mobility For All Program
- J. Community Transportation Leaders Training Program

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.

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.

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.



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.

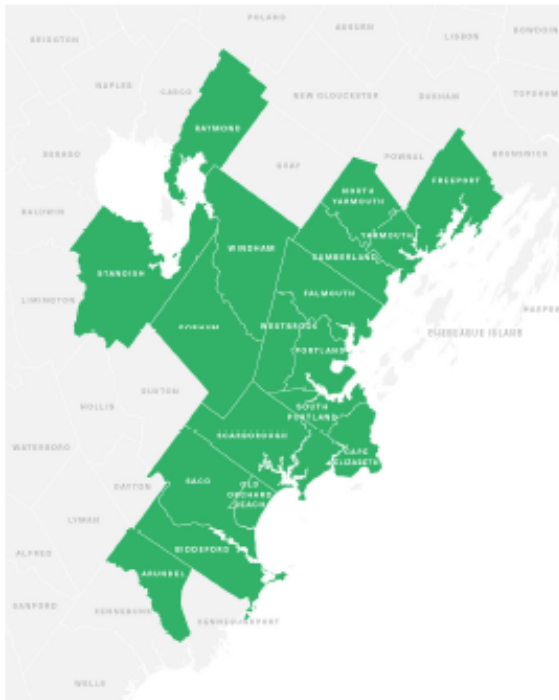
THE PACTS REGION

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-C_s 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.*

Apéndice I: Políticas y prácticas de participación pública de PACTS – *Continuado*

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.



Apéndice I: Políticas y prácticas de participación pública de PACTS – *Continuado*

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.

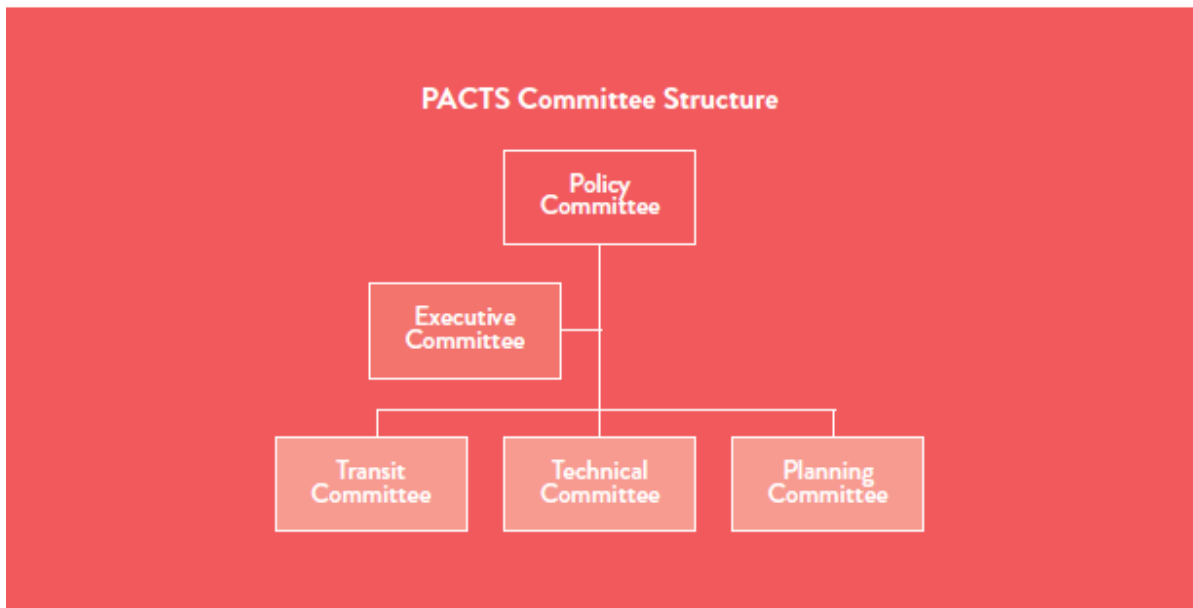
The Act required, as a condition attached to federal financial assistance, that transportation projects in urban areas be based on a continuing, comprehensive, urban transportation planning process undertaken cooperatively by the states and local governments. (Also known as the 3-C, "continuing, comprehensive,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

Apéndice I: Políticas y prácticas de participación pública de PACTS – *Continuado*

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.



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;



Apéndice I: Políticas y prácticas de participación pública de PACTS – *Continuado*

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.

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:

Apéndice I: Políticas y prácticas de participación pública de PACTS – *Continuado*

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

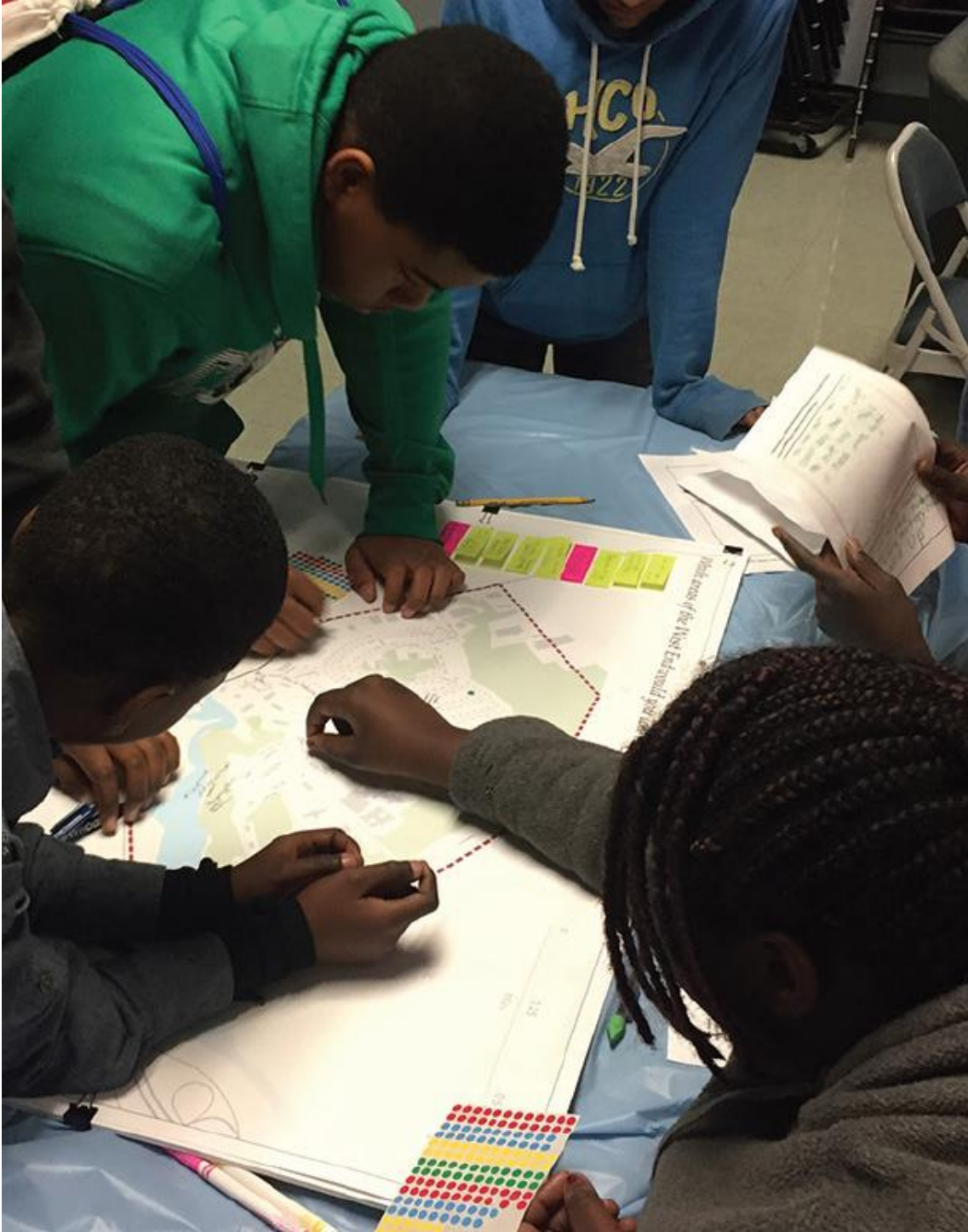
All five of the MPOs use some form of advisory committee to comment on plans and proposals that went to the MPO board. The committees go by different names – Regional Transportation Advisory Committee, Citizens Advisory Committee (2), Regional Council for Coordinated Transportation, and Transportation 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.

Apéndice I: Políticas y prácticas de participación pública de PACTS - *Continuado*



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

Apéndice I: Políticas y prácticas de participación pública de PACTS – *Continuado*

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

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.

Apéndice I: Políticas y prácticas de participación pública de PACTS – *Continuado*

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 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.

PUBLIC INVOLVEMENT POLICIES & PRACTICES



Apéndice I: Políticas y prácticas de participación pública de PACTS –Continuado



[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

Apéndice I: Políticas y prácticas de participación pública de PACTS – *Continuado*

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."

Apéndice I: Políticas y prácticas de participación pública de PACTS – *Continuado*



PUBLIC INVOLVEMENT POLICIES & PRACTICES

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

Apéndice I: Políticas y prácticas de participación pública de PACTS – *Continuado*

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.

Apéndice I: Políticas y prácticas de participación pública de PACTS – *Continuado*

PUBLIC INVOLVEMENT POLICIES & PRACTICES

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.



Apéndice I: Políticas y prácticas de participación pública de PACTS – *Continuado*

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.

Apéndice I: Políticas y prácticas de participación pública de PACTS – *Continuado*

