



Revised July 2019

## **Northern New England Passenger Rail Authority (NNEPRA)**

### **Title VI Plan**

The Northern New England Passenger Rail Authority (NNEPRA) manages the Amtrak Downeaster which began operating daily service between Portland, ME and Boston, MA on December 15, 2001. Service was expanded to Brunswick, ME on November 1, 2012. The Downeaster now serves twelve stations in three states. This is a fixed route service with five round trips daily according to the schedule attached as Appendix A.

NNEPRA is based in Portland, Maine which became a large urbanized area (UZA) effective October 1, 2012 subsequent to the 2010 census data showing the area population to exceed 200,000. Train 680 and 682, and weekday mornings and Trains 686, 685, and 687 weekday evenings are considered to be peak service trains. Three train sets provide the daily service between Brunswick, ME and Boston, MA.

NNEPRA is committed to a policy of non-discrimination in the conduct of its business, including its Title VI responsibilities – the delivery of equitable and accessible transportation services. NNEPRA recognizes its responsibilities to the communities in which it operates and to the society it serves. It is NNEPRA's policy to utilize its best efforts to assure that no person shall, on the grounds of race, color or national origin be excluded from participation in, be denied the benefits of, or be subjected to discrimination under its program of transit service delivery and related benefits.

#### **General Reporting Requirements:**

The following statement is printed on the Downeaster Schedule, is posted on the NNEPRA website in addition to the complaint form in English, Spanish, French, Portuguese and Somali. The statement is posted in public areas of NNEPRA's main office as well as at all twelve train stations served by the Amtrak Downeaster.

#### **TITLE VI NOTICE TO THE PUBLIC**

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.

To file a complaint or to find out more about NNEPRA's non-discrimination procedures, please contact NNEPRA at 207-780-1000 x104.

## Title VI Complaint Procedure

### How to File a Complaint

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

1. Complete the Title VI Complaint Form that can be found at [www.nnepra.com](http://www.nnepra.com), or
2. Filing a separate written complaint which includes:
  - Name, address and telephone number of person filing.
  - How, why, and when the alleged discrimination occurred. As much specific, detailed information as possible about the alleged acts of discrimination, and any other relevant information should be included.
  - The names of any persons, if known, who the Title VI Reviewer could contact for clarity of the allegations.

The complaint must be signed and dated and may be submitted to the address listed below:

Northern New England Passenger Rail Authority  
Attn: Civil Rights Liaison  
75 West Commercial Street, Suite #104  
Portland, ME 04101

**Or, contact:**

Federal Transit Administration Office of Civil Rights  
East Building, 5<sup>th</sup> Floor – TCR  
1200 New Jersey Ave., SE  
Washington, DC 20590

### Internal Complaint Procedure and Appeal Process

NNEPRA is committed to a policy of non-discrimination in the conduct of its business, including its Title VI responsibilities – the delivery of equitable and accessible transportation services. NNEPRA recognizes its responsibilities to the communities in which it operates and to the society it serves. It is NNEPRA's policy to utilize its best efforts to assure that no person shall, on the grounds of race, color, or national origin be excluded from participation in, be denied the benefits of, or be subjected to discrimination under its program of transit service delivery and related benefits.

All complaints will be investigated promptly. Reasonable measures will be undertaken to preserve any information that is confidential. NNEPRA's Civil Rights Liaison (CRL) will review every complaint, and when necessary, assign a neutral party to investigate. At a minimum, the investigating officer will:

- Identify and review all relevant documents, practices and procedures;

- Identify and interview persons with knowledge of the Title VI violation, i.e., the person making the complaint; witnesses or anyone identified by the Complainant; anyone who may have been subject to similar activity, or anyone with relevant information.

Upon completion of the investigation, the CRL will complete a final report for the Executive Director. If a Title VI violation is found to exist, remedial steps as appropriate and necessary will be taken immediately. The Complainant will also receive a final report together with any remedial steps. The investigation process and final report should take no longer than twenty-five (25) business days. If no violation is found and the complainant wishes to appeal the decision, he or she may appeal directly to the Executive Director of NNEPRA, 75 West Commercial Street, Suite #104, Portland, Maine 04101.

The CRL shall maintain a log of Title VI complaints received from this process which log shall include the date the complaint was filed; a summary of the allegations; the status of the complaint; and actions taken by NNEPRA in response to the complaint. Should NNEPRA receive a Title VI complaint in the form of a formal charge or lawsuit, the General Counsel shall be responsible for the investigation and maintaining a log as described herein.

NNEPRA's Title VI Complaint Form is attached as Appendix B in all translated languages (Spanish, French, Portuguese, and Somali).

#### **Transit-related Title VI investigations, complaints and lawsuits**

NNEPRA has received no transit-related Title VI complaints, investigations, or lawsuits since the last Policy update.

### **Minority Representation on Planning and Advisory Bodies**

NNEPRA does not select boards or committees therefore this section does not apply. NNEPRA's Board of Directors is appointed by the State of Maine Governor.

### **Public Participation Plan**

NNEPRA participates in and engages with all members of the public, including minority and limited English proficient (LEP) populations.

#### **Public Meetings and Events:**

- Board meetings are open to the public to discuss past performance and future plans or fare/service changes related to the Amtrak Downeaster. Meetings are held in various public locations approximately 10 times annually, including an Annual Meeting held in the evening. The meetings are advertised on the NNEPRA website, NNEPRA's Facebook page, local newspapers, and by purposeful outreach to low income and minority groups. Board briefing packets, which include minutes from each meeting, are posted and archived online on [www.nnepra.com](http://www.nnepra.com).
- In addition to scheduled Board meetings, NNEPRA organizes public forums to discuss upcoming initiatives and/or service changes.

- NNEPRA participates in the Portland Area Comprehensive Transportation System (PACTS) Transit Committee and Transit Operations Committee. The meetings are open to the public and current and future plans of the regional transit agencies are discussed and recorded. As a participating transit agency, NNEPRA also relies on the efforts of PACTS through their Public Transportation Plan attached as Appendix I.
- NNEPRA employees continue to accept and solicit invitations to present service information and updates to a variety of civic, social, and business groups. These include presentations at local libraries, senior citizen complexes, day care centers, Rotary meetings, tourism/Chamber of Commerce events, Girl Scout and Boy Scout meetings.

### **Planning and Information Gathering**

NNEPRA is an active participant in transportation studies and initiatives which are publicly promoted and include considerable outreach to all segments of the public. They include:

- Transit Tomorrow, a comprehensive planning effort being conducted by the Greater Portland Council of Governments.
- Maine Public Transit Advisory Council which provides recommendations for transit investments and services to the Maine Legislature.
- The Portland METRO Reboot Circulator Bus study.

NNEPRA conducts at least one on-board survey bi-annually to evaluate the demographics of Downeaster passengers. The most recent survey was conducted winter of 2018. NNEPRA also communicates and responds to all telephone, mail, social media and email inquiries received from members of the public.

### **General Outreach**

Additional activities which help keep NNEPRA engaged with the public and help to inform the public about the Amtrak Downeaster include:

- A ticket donation program which provides Downeaster tickets to non-profit organizations to raise money for their community efforts.
- Active engagement in social media via Facebook and Twitter. This reaches all demographics.
- Continued promotion of group travel at discounted rates, primarily to school groups, including hosted trips for teachers to familiarize them with the opportunities to bring their classes on field trips. This enables more people to experience the Downeaster that wouldn't normally be able to afford the travel or know about the options.
- Distribution of a bi-weekly email newsletter to approximately 12,000 subscribers.
- Active membership and participation in State of Maine Office of Tourism marketing campaigns; Maine Tourism Association; Portland Convention and Visitors Bureau, Biddeford-Saco Chamber of Commerce, the Brunswick Downtown Association, Dover, NH Chamber of Commerce, Freeport USA, Greater Boston Convention & Visitors Bureau, Maine Development Foundation, Maine State Chamber of Commerce, and the Wells Chamber of Commerce.

### **Outreach efforts since the last Title VI Program submission:**

- NNEPRA Board Meetings were held at various public locations along the Downeaster corridor, including the NNEPRA Office in Portland, Saco Transportation Center, University of Southern Maine (USM), and the Wells

Town Hall to provide additional opportunity and access to the public. Annual Meetings were held in the evenings at the Greater Portland Council of Governments (GPCOG) on October 23, 2017 and at USM on November 5, 2018. NNEPRA staff members, Board of Directors, and members of the public attended each meeting whose agenda included discussions on past performance, upcoming plans, and public participation.

- A series of public meetings were held during the winter of 2018 to discuss the potential for seasonal weekend service to the communities of Bath, Wiscasset, Newcastle and Rockland, Maine. These meetings were widely publicized, (some broadcast on local access television), had robust attendance, provided opportunity for public comment, and were covered by local media.
- NNEPRA participated in two public forums to discuss the potential for rail service to Lewiston/Auburn as part of a planning effort funded by those communities in cooperation with the Maine Department of Transportation. These meetings were also widely publicized, had robust attendance, provided opportunity for public comment, and were covered by local media.
- NNEPRA Staff Members conducted more than 20 presentations, which included financial information, ridership, ongoing projects, proposed schedule changes, current and potential new service, at the following publicly attended meetings including the Durham, NH Town Council, Exeter, NH Town Council, Mid-Maine Tourism Council, Kennebunk Town Council, several Chamber of Commerce and Tourism organizations as well as Boy Scout and Girl Scout groups and Rotary Clubs.
- NNEPRA Staff participated in more than 17 Trade Shows (tourism, senior, group, B2B).
- Meetings were held with representatives from each of the 12 station communities to discuss station issues, concerns, and areas for improvements. The meetings take place every other month at a different station community.
- An on-board survey was conducted in February 2018 to collect demographic, travel pattern, and preference data from passengers.
- An Ambassador Handbook was developed to provide a comprehensive collection of NNEPRA/Downeaster policies and procedures and distributed to station hosts at most Downeaster stations.
- Several training sessions were held with Station Ambassadors and an annual training session where all station Ambassadors was held to provide more information and foster collaboration among Ambassadors.
- NNEPRA contracted with Visit Portland to provide enhanced Ambassador support at the Portland Station during heavy travel demand periods and to supplement ticket agent staffing.
- NNEPRA continued to maintain the [www.nnepra.com](http://www.nnepra.com) website to focus on the business aspect of NNEPRA. The website lists procurement opportunities, ongoing project status, staff contact information, reports, statistics and community involvement. An appropriate staff member responds to every phone, e-mail or mail inquiry.
- NNEPRA advertised the Amtrak Downeaster promotions in newspapers, on radio, and television stations in Portland, ME and Boston, MA as well as radio and television stations in other communities that the Downeaster serves. These ads reach all populations in the Downeaster Station communities.
- NNEPRA advertised service change and or fare increase in newspapers and/or on social media, the NNEPRA and Amtrak Downeaster websites and in the Downeaster stations.
- NNEPRA continued to print and distribute the Downeaster schedule in both Spanish and French. These schedules are also available on the Downeaster website. Amtrak continues to offer Spanish language options on their toll-free information and ticketing phone number.
- The [www.amtrakdowneaster.com](http://www.amtrakdowneaster.com) and [www.nnepra.com](http://www.nnepra.com) websites can be translated into Arabic, Chinese, French, Portuguese, Somali and Spanish via "Google Translate".
- Spanish, German, French and Chinese translation services are available on [www.amtrak.com](http://www.amtrak.com)
- NNEPRA also participated in the PACTS Public Participation Plan found here:

<http://www.pactsplan.org/about-pacts/public-participation/>

## Limited English Proficient Persons

Title VI and its implementing regulations require that FTA recipients take responsible steps to ensure meaningful access to the benefits, services, information, and other important portions of their programs and activities for individuals who are Limited English Proficient (See NNEPRA's LEP Program attached as Appendix G). NNEPRA's current train schedule is published in English, French, and Spanish and distributed to each station. The Spanish and French train schedules are available on NNEPRA's website, [www.amtrakdowneaster.com](http://www.amtrakdowneaster.com). NNEPRA encourages the community to provide feedback and suggestions to improve the language services provided through open meeting discussion and on-board surveys. NNEPRA has added "Google Translate" to both websites, [www.amtrakdowneaster.com](http://www.amtrakdowneaster.com) and [www.nnepra.com](http://www.nnepra.com): Arabic, Chinese, French, Portuguese, Somali and Spanish.

German translation services are available on [www.amtrak.com](http://www.amtrak.com).

### Monitoring Subrecipients

NNEPRA does not have any subrecipients, therefore there were no subrecipient Title VI Program submissions. However, NNEPRA contracts with Amtrak to operate the Downeaster train service and oversees Amtrak's compliance with NNEPRA's Title VI program.

Amtrak has agreed to comply with all applicable requirements of Title VI as shown on the attached Amtrak contract Appendix IV page three. Attached as Appendix C.

NNEPRA's process and procedures for ensuring that Amtrak is complying with this includes an annual compliance checklist that is signed by the Downeaster's Amtrak Assistant Superintendent. A copy of the compliance checklist is attached as Appendix D. A hard copy is kept with the annual financial audit process and electronically with the Amtrak documents.

Bi-weekly meetings that are held with the NNEPRA Executive Director and Manager of Passenger Service and the Amtrak Assistant Superintendent and Road Foreman. Among agenda items is the discussion of any complaints received by Amtrak regarding the Downeaster service including civil rights complaints. A sample agenda is attached as Appendix E.

NNEPRA conducts rider surveys on at least an annual basis. Demographic information is assembled to track the ridership composition. The last survey conducted in winter 2018 showed that of the 1,180 responding, 37 or 3.1 percent of the respondents stated yes to the question: Do you have a medical card which states that you have a disability of any kind? A copy of the survey questionnaire is attached as Appendix F. The resulting statistics are shared with the local Amtrak Downeaster management.

When a Title VI complaint is made via any source, mail, social media, e-mail or Amtrak, the complaint is directed to the Civil Rights Liaison (CRL) to respond according to the NNEPRA policy.

NNEPRA keeps all Title VI complaints. The CRL maintains a log of Title VI complaints received from any complainant which includes the date the complaint was filed; a summary of the allegations; the status of the complaint; and actions taken by NNEPRA in response to the complaint. These documents are also kept electronically.

## **Requirement to Conduct Equity Analysis to Determine Site or Location of Facilities**

NNEPRA has not been involved in a project that would require an Equity Analysis.

## **Requirements of Transit Providers**

### **Quantitative Service Standards**

#### **(1) Vehicle Loads**

The Downeaster is a reserved service and standee situations generally do not occur with the exception of Train 680 which does have standees approximately 1-2 days per week in peak season. The number of seats programmed into the reservation system for each train is less than the number of seats available on each train. This is done to accommodate pass-holders, who do not need a reservation. The table seating available in the Café is not included in inventory, and is used for overflow.

- a. Average vehicle load for peak Downeaster trains: 80%-105%
- b. Average vehicle load for off-peak Downeaster trains: 20%-50%

#### **(2) Vehicle Headway Standards**

The Downeaster service operates on a fixed schedule without set headway standards.

Scheduling involves the consideration of several factors including: other commuter rail activity, freight activity, ridership demand, infrastructure and rolling stock capacity.

#### **(3) On-Time Performance Standards**

On time performance standards (OTP) are set at the beginning of each year. The OTP goal for 2020 and 2021 is 85 percent.

#### **(4) Service Availability Standards**

NNEPRA will distribute transit service as currently scheduled. Any proposed new stations will be reviewed to evaluate ridership demand, population of the area and location of the station in relation to existing station stops.

### **Service Policies – Qualitative**

#### **Vehicle Assignment Policy**

NNEPRA contracts with Amtrak for rolling stock and utilizes Amfleet 2 coach cars. Consist size is determined annually with Amtrak, based on equipment availability and ridership demand. Additional rolling stock is occasionally utilized during periods of peak demand.

#### **Transit Amenities Policy**

Onboard amenities such as the Downeaster Café and Wi-Fi are available to all Downeaster passengers. NNEPRA does not have jurisdiction over station facilities, which are all independently owned. All stations do have covered and lit platforms which are ADA compliant and NNEPRA provides maintenance standards for each community.



## Appendix A: Schedule

STATION & PARKING INFORMATION	
STATIONS	PARKING
<b>Brunswick, ME</b> 16 Station Ave. 04011	\$2.00 per 24 hour period. Located at the intersection of 86 Union Street and Station Ave.
<b>Freeport, ME</b> 23 Depot St. 04032	Free parking in the lots adjacent to the train platform and across the street in the parking garage.
<b>Portland, ME</b> 100 Thompson's Point Rd. 04102	\$5.00 per day.
<b>Old Orchard Beach, ME</b> 11 First St. 04064	Free to Downeaster passengers with permit in Memorial lot across from the train platform. Contact the OOB Chamber at 207.934.2500 or OOB Town 207.937.5805 for a permit.
<b>Saco, ME</b> 138 Main St. 04072	Free on a first-come basis. Overnight parking available (14-day limit).
<b>Wells, ME</b> 696 Sanford Rd. 04090	Free on a first-come basis.
<b>Dover, NH</b> 33 Chestnut St. 03820	Metered parking. 25¢ an hour. \$2.50 for 24 hours. \$15 for 30 days. Free on weekends and holidays.
<b>Durham - UNH, NH</b> 3 Depot Rd. 03824	\$1.00 per hour for the first eleven hours. The daily rate per 24 hour period is \$12.00.
<b>Exeter, NH</b> 60 Lincoln St. 03833	Free on a first-come basis.
<b>Haverhill, MA</b> 1 Washington Ave. 01832	\$2.00 per day.
<b>Woburn, MA</b> 100 Atlantic Ave. 01801	\$7.00 per day.
<b>Boston North Station, MA</b> 135 Causeway St. 02114	Fees vary. Public parking garages are adjacent to North Station.
Parking fees subject to change without notice.	

### 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](http://www.NNEPRA.com) or email: [info@nnepra.com](mailto: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: Manager Budget &  
Administration  
75 W. Commercial St., #104  
Portland, ME 04101

NNEPRA 5/2019









# Schedule




Effective May 20, 2019



## TRANSFORM YOUR TRAVEL

The Amtrak Downeaster is a reserved service. Tickets are required prior to boarding. You can purchase tickets in the following ways:

-  **ONLINE:** [AmtrakDowneaster.com](http://AmtrakDowneaster.com)
-  **MOBILE APP:** Download the Amtrak App on your smartphone.
-  **ETICKETING:** Print your tickets or have it emailed to your smartphone.
-  **ON THE PHONE:** 1-800-USA-RAIL (800-872-7245)
-  **TICKET AGENT:** Available in Portland, ME and Boston, MA only.
-  **QUIK-TRAK:** Available at all stations (except Haverhill).

 No Parking
  No Traffic
  No Tolls

Visit [AmtrakDowneaster.com](http://AmtrakDowneaster.com) for the most up-to-date schedule.

SUBJECT TO CHANGE WITHOUT NOTICE

Brunswick  
 Freeport  
 Portland  
 Old Orchard Beach (Seasonal)  
 Saco  
 Wells  
 Dover  
 Durham - UNH  
 Exeter  
 Haverhill  
 Woburn  
 Boston



## Appendix A: Schedule – Continued

SOUTHBOUND	Train Number	WEEKDAY					WEEKEND				
		680	682	684	686	688	690	692	694	696	698
Days of Operation		M-F	M-F	M-F	M-F	M-F	Sa+Su	Sa+Su	Sa+Su	Sa+Su	Sa+Su
Brunswick, ME		4:30a	7:30a	11:10a	1:30p	5:25p	5:30a	7:00a	12:20p	3:15p	6:10p
Freeport, ME		F 4:43a	7:43a	11:23a	1:43p	5:38p	5:43a	7:13a	12:33p	3:28p	6:23p
Portland, ME		5:20a	8:20a	12:00p	2:20p	6:15p	6:20a	7:50a	1:10p	4:05p	7:00p
Old Orchard Beach, ME		-	8:35a	12:15p	2:35p	6:30p	6:35a	8:05a	1:25p	4:20p	7:15p
Saco, ME		5:42a	8:41a	12:22p	2:42p	6:37p	6:42a	8:12a	1:32p	4:27p	7:22p
Wells, ME		5:59a	8:58a	12:39p	2:59p	6:55p	6:59a	8:29a	1:49p	4:44p	7:39p
Dover, NH		6:17a	9:16a	12:57p	3:17p	7:13p	7:17a	8:47a	2:07p	5:02p	7:57p
Durham - UNH, NH		6:25a	9:24a	1:05p	3:25p	7:21p	7:24a	8:55a	2:15p	5:10p	8:05p
Exeter, NH		6:39a	9:38a	1:19p	3:39p	7:35p	7:37a	9:09a	2:29p	5:24p	8:19p
Haverhill, MA		7:00a	9:59a	1:40p	4:00p	7:56p	7:57a	9:30a	2:50p	5:45p	8:40p
Woburn, MA		p 7:29a	p 10:28a	p 2:09p	p 4:29p	p 8:25p	p 8:26a	p 9:59a	p 3:19p	p 6:14p	p 9:09p
Boston North Station, MA		7:50a	10:50a	2:30p	4:50p	8:45p	8:45a	10:20a	3:40p	6:35p	9:30p



### SPECIAL TRAVEL NOTES:

All times are departure times. Passengers must be on the platform prior to times listed.

### HOLIDAY SCHEDULE

Amtrak Downeaster trains will operate on the weekend schedule on these holidays:

- Memorial Day: (May 22, 2019)
- Independence Day: (July 4, 2019)
- Labor Day: (Sept. 2, 2019)

### LATE DEPARTURE

Train 689/699 departs from Boston North Station at 11:25pm as train 1689 on evenings of major concerts and events at the TD Garden and Fenway Park.

Please check the schedule on-line at: [Amtrakdowneaster.com/schedule](http://Amtrakdowneaster.com/schedule) for the date which interests you.

NORTHBOUND	Train Number	WEEKDAY					WEEKEND				
		681	683	685	687	689*	691	693	695	697	699*
Days of Operation		M-F	M-F	M-F	M-F	M-F	Sa+Su	Sa+Su	Sa+Su	Sa+Su	Sa+Su
Boston North Station, MA		9:05a	1:05p	5:00p	6:15p	10:30p	9:45a	11:20a	4:50p	7:45p	10:30p
Woburn, MA		R 9:23a	R 1:23p	R 5:18p	R 6:33p	R 10:48p	R 10:03a	R 11:38a	R 5:08p	R 8:03p	R 10:48p
Haverhill, MA		9:53a	1:53p	5:48p	7:02p	11:18p	10:33a	12:08p	5:38p	8:33p	11:18p
Exeter, NH		10:14a	2:14p	6:09p	7:22p	11:39p	10:54a	12:29p	5:59p	8:54p	11:39p
Durham - UNH, NH		10:27a	2:27p	6:22p	7:43p	11:52p	11:07a	12:42p	6:12p	9:07p	11:52p
Dover, NH		10:35a	2:35p	6:30p	7:51p	11:59p	11:15a	12:50p	6:20p	9:15p	11:59p
Wells, ME		10:53a	2:53p	6:48p	8:09p	12:18a	11:33a	1:08p	6:38p	9:33p	12:18a
Saco, ME		11:10a	3:10p	7:05p	8:26p	F 12:35a	11:50a	1:25p	6:55p	9:50p	F 12:35a
Old Orchard Beach, ME		11:15a	3:15p	7:10p	8:31p	F 12:40a	11:57a	1:32p	7:02p	9:57p	F 12:40a
Portland, ME		11:40a	3:40p	7:30p	8:55p	F 12:55a	12:20p	1:55p	7:25p	10:20p	F 12:55a
Freeport, ME		F 12:10p	F 4:10p	F 8:00p	F 9:25p	F 1:25a	F 12:50p	F 2:25p	F 7:55p	F 10:50p	F 1:25a
Brunswick, ME		12:25p	4:25p	8:15p	9:40p	1:40a	1:05p	2:40p	8:10p	11:05p	1:40a

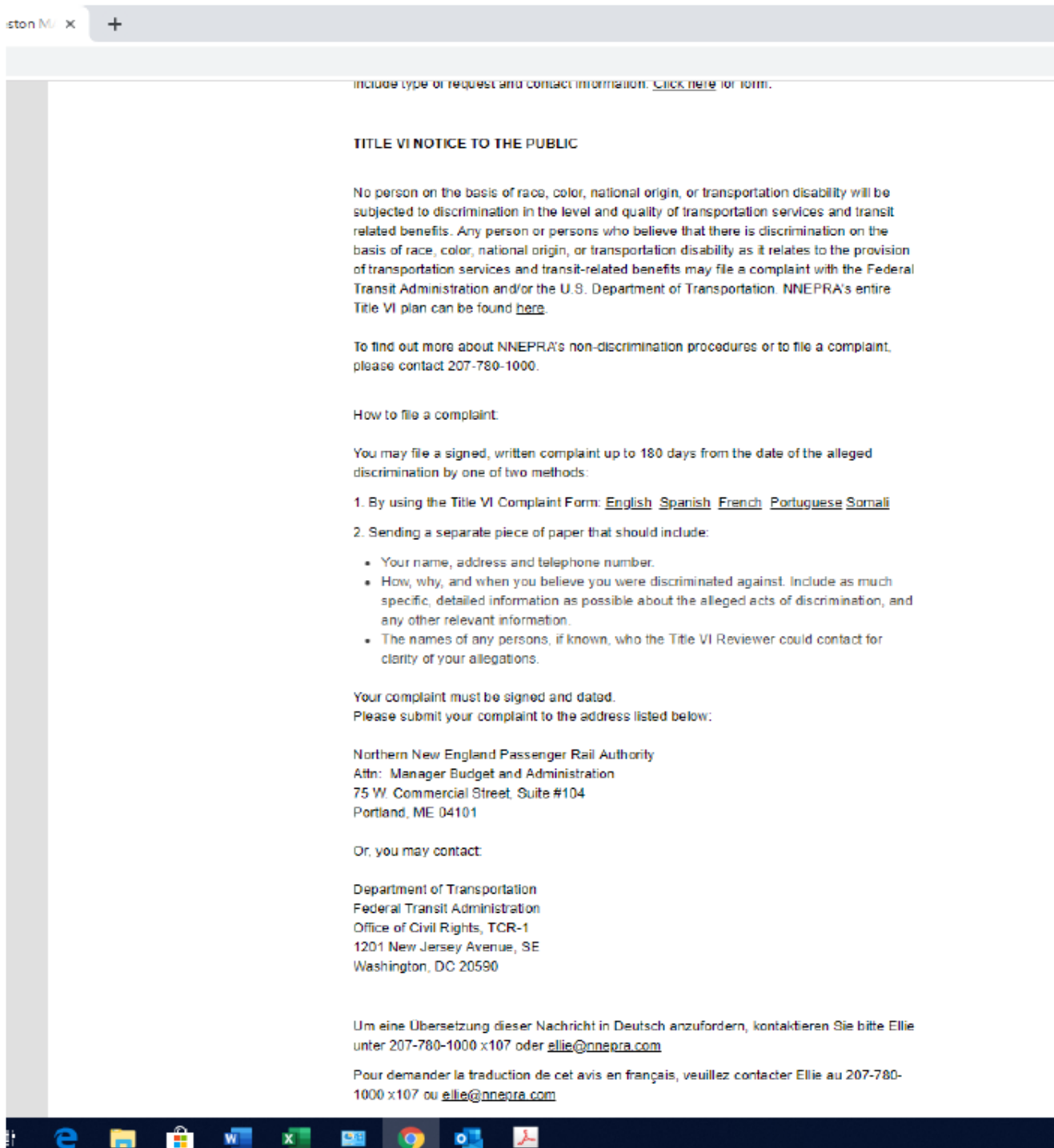


SCHEDULES ARE SUBJECT TO CHANGE WITHOUT NOTICE

D = Discharge passengers only R = Receive passengers only F = Flag stops

## Appendix B: Compliant Forms All Languages

NNEPRA.com screenshot July 29, 2019



include type of request and contact information. [Click here for form.](#)

### TITLE VI NOTICE TO THE PUBLIC

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. NNEPRA's entire Title VI plan can be found [here](#).

To find out more about NNEPRA's non-discrimination procedures or to file a complaint, please contact 207-780-1000.

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: [English](#) [Spanish](#) [French](#) [Portuguese](#) [Somali](#)
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

Um eine Übersetzung dieser Nachricht in Deutsch anzufordern, kontaktieren Sie bitte Ellie unter 207-780-1000 x107 oder [ellie@nneptra.com](mailto:ellie@nneptra.com)

Pour demander la traduction de cet avis en français, veuillez contacter Ellie au 207-780-1000 x107 ou [ellie@nneptra.com](mailto:ellie@nneptra.com)

## **Appendix B: Compliant Forms All Languages – Continued**

### **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

## Appendix B: Compliant Forms All Languages – *Continued*

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.

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(Complete next page of form)

**Appendix B: Compliant Forms All Languages – *Continued***

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

Please describe the alleged discrimination incident (continued)

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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 _____
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\_\_\_\_\_  
Print or Type Name of Complainant

Date Received: _____	
Received By: _____	

## Appendix B: Compliant Forms All Languages – *Continued*

### **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

## Appendix B: Compliant Forms All Languages – *Continued*

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.

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(Complete la página siguiente del formulario)



**Appendix B: Compliant Forms All Languages – Continued**

**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).

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¿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:

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

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

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

Recibido el:	
Recibido por:	

## Appendix B: Compliant Forms All Languages – *Continued*

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

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

Comment déposer une plainte :

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

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

Votre plainte doit être datée et signée.

Veuillez déposer votre plainte à l'adresse ci-dessous indiquée :

Northern New England Passenger Rail Authority  
Attn: Manager Budget and Administration  
75 W. Commercial Street, Suite #104  
Portland, ME 04101

Vous pouvez également contacter le service suivant:

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

## Appendix B: Compliant Forms All Languages – *Continued*

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

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

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

Date de l'incident : \_\_\_\_\_

Heure de l'incident : \_\_\_\_\_

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

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(Remplissez la page suivante)

## Appendix B: Compliant Forms All Languages – *Continued*

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

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

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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 :

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

Date Received:	
Received by:	

## Appendix B: Compliant Forms All Languages – *Continued*

### **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

## Appendix B: Compliant Forms All Languages – *Continued*

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.

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(Complete a próxima página do formulário)

**Appendix B: Compliant Forms All Languages – *Continued***

**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)

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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

<u>Agência:</u>	<u>Nome de Contato:</u>
<u>Endereço, Cidade, Estado e Código Postal:</u>	<u>Telefone:</u>

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<u>Agência:</u>	<u>Nome de Contato:</u>
<u>Endereço, Cidade, Estado e Código Postal:</u>	<u>Telefone:</u>

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

<u>Assinatura do reclamante</u>	<u>Data</u>
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Nome do reclamante em letra de forma

Recebido em: _____
Recebido por: _____



## Appendix B: Compliant Forms All Languages – *Continued*

### **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

## Appendix B: Compliant Forms All Languages – *Continued*

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 | <u>Wagtiga xadgudubka</u>  |
| (AQOONTA LUUQADA INGIRIISIGA OO XADIDAN)            |                            |

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

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(Buuxi bogga xiga ee foomka)

**Appendix B: Compliant Forms All Languages – Continued**

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

Fadlan cadee eeda dhacdada xadgudubka (dhameestir).

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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:	_____

## Appendix C: Amtrak Contract Appendix IV

### Appendix IV

Certain funds used to reimburse or compensate Amtrak for the Service will be from federal grants administered by the Federal Transit Administration or a successor agency thereto (such funds are hereafter referred to as "Federal Funds"). Unless there is an express provision to the contrary, the provisions of this Appendix shall apply only to Federal Funds paid to reimburse or compensate Amtrak for the Service.

This Appendix requires Amtrak to include certain terms and conditions in third party contracts or to require third party contractors to meet certain obligations. As used herein, the term "third party contract" shall not be construed to include (i) the Operating Terms and Conditions applicable to Amtrak, Springfield Terminal Railway Company, Boston and Maine Corporation and Portland Terminal Company (the "Operating Terms and Conditions") or (ii) the Operating Agreement by and between Amtrak and Massachusetts Bay Transportation Authority (the "MBTA Operating Agreement"). As used herein, the term "third party contractor" shall not be construed to include Springfield Terminal Railway Company, Boston and Maine Corporation, Portland Terminal Company or Massachusetts Bay Transportation Authority. With respect to the Operating Terms and Conditions, Amtrak shall include Federal Transit Administration ("FTA") mandatory terms substantially similar to those contained in the Rehabilitation Agreement by and between the Authority and Springfield Terminal Railway Company, Boston and Maine Corporation, and Portland

## Appendix C: Amtrak Contract Appendix IV – *Continued*

Terminal Company; with respect to the MBTA Operating Agreement, Amtrak shall include FTA mandatory terms substantially similar to those contained in the Rehabilitation Agreement by and between the Authority and MBTA.

(a) Amtrak agrees that it will not 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, 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 upgrade of the rail lines used in the Service or for the reimbursement payments for the Service ("Lobbying"). Upon notice from the Authority, Amtrak shall provide to the Authority a certification that Amtrak has not violated the foregoing Lobbying prohibition. Notwithstanding the limitation regarding Federal Funds paid to Amtrak (set forth in the second sentence of the first paragraph of this Appendix), upon notice from the Authority, Amtrak shall provide the Authority with a statement disclosing any Lobbying that it has undertaken with funds other than Federal Funds. Amtrak shall include the requirements of this section in any third party contract (at any tier) for the Service.

(b) Amtrak and third party contractors (at any tier) will comply with the Buy America requirements of 49 U.S.C. § 5323(j) and the applicable regulations in 49 C.F.R. Part 661.

## Appendix C: Amtrak Contract Appendix IV – *Continued*

(c) Amtrak agrees to comply with all applicable requirements of Title VI of the Civil Rights Act of 1964, as amended, 42 U.S.C. § 2000d; 49 U.S.C. § 5332; and DOT regulations, "Nondiscrimination in Federally-Assisted Programs of the Department of Transportation -- Effectuation of Title VI of the Civil Rights Act," 49 C.F.R. Part 21, and any applicable implementing requirements DOT may issue ("Non-Discrimination Requirements"), and to require third party contractors (at any tier) for the Service to comply with the Non-Discrimination Requirements.

(d) Amtrak agrees that it will not discriminate against any employee or applicant for employment because of race, color, creed, sex, disability, age, or national origin. Amtrak agrees to take affirmative action to ensure that applicants are employed, and that employees are treated during employment, without regard to their race, color, creed, sex, disability, age, or national origin. Such action shall include, but not be limited to, the following: employment, upgrading, demotion or transfer, recruitment or recruitment advertising, layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship. Amtrak also agrees to comply with any applicable implementing requirements DOT may issue. Failure by Amtrak to carry out the terms of its own EEO program shall be treated as a violation of this Agreement. Except with respect to third party contracts for standard commercial supplies or raw materials, Amtrak shall

## Appendix C: Amtrak Contract Appendix IV – *Continued*

include the requirements of this section (to the extent applicable) in any third party contract (at any tier) for the Service.

(e) The Authority has adopted a Disadvantaged Business Enterprise Policy in accordance with regulations issued by DOT (49 C.F.R. Part 23). This Policy provides that Disadvantaged Business Enterprises ("DBEs") will be afforded every practicable opportunity to participate in the performance of contracts related to the Authority's construction, procurement and professional service activities. For this Agreement, the Authority has established an annual participation goal of ten (10) percent for DBEs. In the performance of Service under this Agreement, Amtrak agrees to comply with current applicable DOT regulations on DBE participation in DOT financial assistance programs, at 49 C.F.R. Part 23 or at another Part if re-issued, and any other applicable requirements or guidance DOT may issue. Amtrak agrees to take all necessary and reasonable steps required by applicable DOT regulations to ensure that eligible DBEs have the maximum feasible opportunity to participate in third party contracts procured in connection with the Service.

(f) To the extent applicable to Amtrak, and not inconsistent with its collective bargaining agreements and governing statutes: Amtrak agrees and assures that the wages of every mechanic and laborer will be computed on the basis of a standard work week of 40 hours, and that each worker will be compensated for work exceeding the standard work week at a rate



## Appendix C: Amtrak Contract Appendix IV – *Continued*

of not less than 1.5 times the basic rate of pay for all hours worked in excess of 40 hours in the work week; and Amtrak agrees that determinations pertaining to these requirements will be made in accordance with applicable U.S. Department of Labor regulations, "Labor Standards Provisions Application to Contracts Governing Federally Financed and Assisted Construction (also Labor Standards Provisions Applicable to Nonconstruction Contracts Subject to the Contract Work Hours and Safety Standards Act)," 29 C.F.R. Part 5. Except in a (i) third party nonconstruction contract of \$2,500 or less or (ii) a third party contract for the purchase of supplies, materials or articles ordinarily available on the open market, Amtrak shall include the requirement of this section in any third party contract (at any tier) for the Service.

(g) Amtrak agrees to comply with applicable federal and state laws imposing environmental and resource conservation requirements ("Environmental Laws"), including but not limited to: the National Environmental Policy Act of 1969, as amended, 42 U.S.C. §§ 4321 et seq.; the Clean Air Act, as amended, 42 U.S.C. §§ 7401 et seq. and certain sections of 29 U.S.C.; the Clean Water Act, as amended, codified in sections of 33 U.S.C. and 12 U.S.C.; the Resource Conservation and Recovery Act, as amended, 42 U.S.C. §§ 6901 et seq.; the Comprehensive Environmental Response, Compensation, and Liability Act, as amended, 42 U.S.C. §§ 9601 et seq.; and U.S. Environmental

## Appendix C: Amtrak Contract Appendix IV – *Continued*

Protection Agency, DOT and other agency regulations, guidelines, standards, orders, directives, or other requirements.

Amtrak shall include the requirements of this section in any third party contract (at any tier) for the Service.

(h) To the extent applicable to the Service and to Amtrak, Amtrak agrees to comply with the mandatory energy efficiency standards and policies within any applicable state energy conservation plans issued in compliance with the Energy Policy and Conservation Act, 42 U.S.C. §§ 6321 et seq.

(i) Amtrak agrees that DOT may, at least annually and more frequently in its discretion, conduct (or require the Authority to conduct) reviews and audits as DOT deems appropriate, pursuant to the provisions of 49 U.S.C. § 5307(i) and applicable regulations or guidelines issued thereunder.

(j) In accordance with 41 U.S.C. § 22, Amtrak agrees that it will not admit any member of or delegate to the United States Congress to any share or part of the Service or any benefit derived therefrom.

(k) Amtrak agrees to comply with all applicable employment and accessibility requirements of the Americans with Disabilities Act of 1990, 42 U.S.C. §§ 12101 et seq., and all applicable regulations.

(l) Amtrak agrees to comply with the applicable provisions of the Drug-Free Workplace Act of 1988, as amended, 41 U.S.C. §§ 701-707. To the extent applicable, Amtrak shall include the

#### Appendix C: Amtrak Contract Appendix IV – *Continued*

requirements of this section in any third party contract (at any tier) for the Service.

(m) Prior to the commencement of the Service, Amtrak will be required to complete and execute the form entitled "Certification Regarding Debarment, Suspension And Other Responsibility Matters," wherein it will certify that neither it nor its principals are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any federal department or agency. Amtrak agrees to refrain from awarding any third party contract of any amount to a party included in the "U.S. General Services Administration's List of Parties Excluded from Federal Procurement or Nonprocurement Programs," implementing Executive Orders Nos. 12549 and 12689, "Debarment and Suspension" and 49 C.F.R. Part 29. Amtrak agrees to obtain a debarment and suspension certification as a prerequisite to awarding any third party contract exceeding \$100,000. Amtrak shall include the applicable requirements of this section in any third party contract (at any tier) for the Service.

(n) Amtrak agrees that its procurement of services and goods obtained for the Service shall be carried out in accordance with Amtrak's corporate procurement policies and procedures. FTA and/or Authority approval of provision of the Service does not constitute pre-approval of any non-competitive third party contract awards associated therewith. If determined necessary for proper administration, FTA and the Authority reserve the

## Appendix C: Amtrak Contract Appendix IV – *Continued*

right to review Amtrak's technical specifications and requirements.

(o) FTA and the Authority have a vested interest in the settlement of any dispute, default, or breach involving any federally assisted third party contract. Amtrak agrees to pursue all material claims available under any third party contract. FTA and the Authority reserve the right to concur in any compromise or settlement of any third party contract claim involving Amtrak. Amtrak agrees to notify FTA and the Authority of any current or prospective major dispute, breach, or litigation pertaining to any third party contract. If Amtrak seeks to name the FTA or the Authority as a party to litigation for any reason, in any forum, Amtrak agrees to inform the FTA and/or the Authority, as applicable, before doing so. The FTA retains the right to a proportionate share, based on the percentage of the federal share committed to the third party contract, of any proceeds derived from any third party recovery. If the third party contract at issue contains a liquidated damages provision, Amtrak agrees to credit any liquidated damages recovery to the Service account unless the FTA permits otherwise.

## Appendix D: Compliance Checklist



### CONTRACTOR COMPLIANCE CHECKLIST

Contracted Agency: \_\_\_\_\_ Date: \_\_\_\_\_

	Description	Comments
<b>TITLE VI</b>		
	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?	
<b>ADA</b>		
	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?	
<b>SAFETY and SECURITY</b>		
	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?	
<b>DRUG FREE WORKPLACE</b>		
	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?	
<b>EQUAL OPPORTUNITY EMPLOYMENT</b>		
	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?	

## Appendix D: Compliance Checklist – *Continued*



### Additional Comments or Required Actions:

#### Contractor representative participating in review:

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Phone #: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

#### NNEPRA representative conducting review:

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Phone #: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## Appendix E: Sample NNEPRA/Amtrak Bi-Weekly Operation Meeting Agenda

### NNEPRA/Amtrak Bi-Weekly Operation Meeting Sample Agenda

**May 2019**

**9:00 am**

1. Operations
2. Schedule
  - a. Spring
  - b. Outages
3. Equipment
  - c. Cleaning
4. Employees
  - a. Conductors
  - b. Ticket Agents
  - c. Crew base
5. Customer Service
  - a. Comments
    - i. NNEPRA
    - ii. Amtrak
    - iii. ADA
    - iv. Title VI
6. Other



## Appendix F: Survey Questionnaire

26. How likely would you be to recommend the Downeaster to a friend? Not at all likely ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 Extremely likely

27. Including yourself, how many people live in your household? Please write a single digit in the box at right

28. How many vehicles does your household own or lease? Please write a single digit in the box at right

29. What is your gender? ☐ 1 Male ☐ 2 Female

30. How old are you?  
☐ 1 Under age 18 ☐ 5 45-54  
☐ 2 18-24 ☐ 6 55-61  
☐ 3 25-34 ☐ 7 62 or older  
☐ 4 35-44

31. Do you have a medical card which states that you have a disability of any kind?  
☐ 1 Yes  
☐ 2 No

38. What is the language primarily spoken in your household?  
☐ 1 English  
☐ 2 Spanish  
☐ 3 French  
☐ 4 Other

32. Which one of the following best describes your current employment status?  
☐ 1 Employed ☐ 3 Student: (please note school attending in box below):   
☐ 2 Retired ☐ 4 Not applicable  
☐ 5 Other (note in box below):

33. Which of the following ranges includes your total household income for 2017?  
☐ 1 Under \$25,000 ☐ 3 \$50,000-\$99,999 ☐ 5 \$125,000 or more  
☐ 2 \$25,000-\$49,999 ☐ 4 \$100,000-\$124,999

34. What is the highest level of education you've completed?  
☐ 1 High school diploma or equivalent ☐ 3 College degree or more  
☐ 2 Not applicable

35. Which of the following best describes your ethnic background?  
☐ 1 White/Caucasian ☐ 4 Asian/Asian-American  
☐ 2 Black/African-American ☐ 5 Native American  
☐ 3 Latino/Hispanic ☐ 6 Other

36. If passenger rail service between the cities of Lewiston and Auburn and the existing Amtrak Downeaster service became available, how likely would you be to travel to or from Lewiston/Auburn on the Downeaster? Not at all likely ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 Very likely

**THANK YOU FOR YOUR PARTICIPATION!** An onboard representative will collect completed surveys before you disembark. Alternately, leave the survey on your seat and it will be collected.



Welcome aboard the Downeaster

The Northern New England Passenger Rail Authority appreciates your business and values your opinions. We are collecting information about our customers and their travel patterns so that we might better serve the needs of our passengers. Please take a moment to answer these questions, as it will help us continue to provide you with the highest quality rail service.

Office Use Only Date Train #

To begin, what is the 5-digit Zip Code where you live?

Please write a single digit within the five boxes at right

If you are an International passenger, what is your country of residence?

- Where did you get on the train you are on right now?  
☐ 1 Brunswick ☐ 7 Dover  
☐ 2 Freeport ☐ 8 Durham  
☐ 3 Portland ☐ 9 Exeter  
☐ 4 Old Orchard ☐ 10 Haverhill  
☐ 5 Saco ☐ 11 Woburn  
☐ 6 Wells ☐ 12 Boston
- Where will you get off the train you are on right now?  
☐ 1 Brunswick ☐ 7 Dover  
☐ 2 Freeport ☐ 8 Durham  
☐ 3 Portland ☐ 9 Exeter  
☐ 4 Old Orchard ☐ 10 Haverhill  
☐ 5 Saco ☐ 11 Woburn  
☐ 6 Wells ☐ 12 Boston
- Who are you traveling with today on the Downeaster? Please choose all that apply.  
☐ 1 Only myself ☐ 4 A child-under age 18  
☐ 2 Friend(s) ☐ 5 2 or more children under 18  
☐ 3 Partner / Spouse / Other adult family member(s) ☐ 6 Business colleague(s)
- How did you purchase the ticket for your trip today on the Downeaster?  
☐ 1 Amtrak.com ☐ 4 At station or at Quik-Trak kiosk  
☐ 2 1-800-USA-RAIL ☐ 5 Onboard the train  
☐ 3 AmtrakDowneaster.com ☐ 6 Amtrak mobile app  
☐ 7 Some other way (note in box below):
- Have you called 1-800-USA-RAIL about Downeaster travel?  
☐ 1 Yes ☒ 2 No
- If yes, what was the purpose of your call to 1-800-USA-RAIL?  
☐ 1 To make reservations  
☐ 2 To inquire about fares  
☐ 3 To modify a reservation  
☐ 4 To get other information
- Is this train trip you're on right now...  
☐ 1 Part of a same day round trip?  
☐ 2 Part of a round trip in which you will return on a different day?  
☐ 3 A one way trip?
- If this is part of a round trip on which you will be returning on a different day...  
☐ 1 I will be staying in paid overnight accommodations  
☐ 2 I will be staying with friends / family  
☐ 3 Other

## Appendix F: Survey Questionnaire – Continued

9. Which one of the following best describes the overall purpose of your trip today on the Downeaster? Please choose only one response.

- ☐ 1 Commuting to or returning from work  
☐ 2 Other business purpose (i.e. a meeting, conference, etc.)  
☐ 3 Shopping, sightseeing or taking part in another leisure/recreation activity  
☐ 4 Sporting, cultural, or entertainment event  
☐ 5 Medical appointment  
☐ 6 Visiting friends or relatives  
☐ 7 Vacation or other leisure travel  
☐ 8 Traveling to or from school or college  
☐ 9 Traveling to or from airport or some other form of transportation  
 Some other purpose (note in box):

☐ 10

10. Which one of the following reasons best describes why you chose to ride the Downeaster? Please choose only one response.

- ☐ 1 Avoid traffic/parking  
☐ 2 Less expensive than driving  
☐ 3 Convenient to destination  
☐ 4 More comfortable than other options  
☐ 5 Can't or do not drive  
☐ 6 Opportunity to read, work, or sleep  
☐ 7 No other form of travel available  
☐ 8 More reliable than other options  
☐ 9 Some other reason

11. If the Amtrak Downeaster were not an available option, how would you most likely make this trip? Please choose only one response.

- ☐ 1 Car  
☐ 2 Bus  
☐ 3 Commuter rail or other train  
☐ 4 Some other way  
☐ 5 Would not make trip otherwise

12. In an average year, how often do you make the trip you're on today, whether it is by train or some other mode of transportation?

Total trips per year

13. How often do you use the Downeaster for these trips?

- ☐ 1 Always  
☐ 2 Most of the time  
☐ 3 Sometimes  
☐ 4 Rarely

14. Why don't you ride the Downeaster more often? Please choose all that apply.

- ☐ 1 Don't have a need or occasion to do so  
☐ 2 Too expensive  
☐ 3 Inconvenient schedule or times  
☐ 4 Takes longer than other options  
☐ 5 Unreliable  
☐ 6 Prefer other forms of transportation  
☐ 7 Inconvenient location / Not close by  
☐ 8 Some other reason

15. If the Downeaster were to operate summer weekend (Friday through Sunday) service to Bath, Wiscasset, Newcastle, and Rockland, Maine, how likely would you be to travel to any of those locations on the Downeaster?

Not at all likely Very likely

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5

- 16a. Are you aware of any deals, promotions, or discounts offered by the Downeaster?

- ☐ 1 Yes  
☐ 2 Yes, and I am using one today  
☐ 3 No

- 16b. Which of the following deals or promotions have you heard of?

- ☐ 1 Senior Fare (50% Discount)  
☐ 2 Child Fare (50% Discount)  
☐ 3 Fan Fare (25% Discount)  
☐ 4 Medical or Disability (50% Discount)  
☐ 5 Train to Maine (Buy 1 Get 1 Free)  
☐ 6 Kids Ride Free on Sundays  
☐ 7 Military (10% Discount)

- 16c. If not, would special offers entice you to ride the Downeaster more often?

- ☐ 1 Yes  
☐ 2 No  
☐ 3 It would make no difference

17. Have you ever heard of DowneasterPackages.com?

☐ 1 Yes ☐ 2 No

18. From which of the following sources have you seen or heard anything about the Downeaster? Please choose all that apply.

- ☐ 1 AmtrakDowneaster.com  
☐ 2 Newspaper or magazine ad  
☐ 3 Radio ad  
☐ 4 Television ad  
☐ 5 Poster or ad on MBTA subway  
☐ 6 Social media, such as Facebook or Twitter  
☐ 7 Inside Track newsletter  
☐ 8 Online banner ad on website  
☐ 9 Word-of-mouth  
☐ 10 Travel agent  
☐ 11 Story/feature on TV or online  
☐ 12 Some other way

19. How often do you see or hear advertising about the Downeaster?

- ☐ 1 Often  
☐ 2 Sometimes  
☐ 3 Rarely  
☐ 4 Never

20. Do you subscribe to our Inside Track email newsletter for updated information about the Downeaster?

- ☐ 1 Yes  
☐ 2 No  
☐ 3 Previously did, but unsubscribed  
☐ 4 No, and didn't know about it

21. Did you visit the Downeaster Café on today's trip?

☐ 1 Yes ☐ 2 No

22. If you visited the Café today, how would you rate your experience?

Not at all satisfying Completely satisfying

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5

23. If you did not visit the Café today, why not? Please choose all that apply.

- ☐ 1 Did not know about the café  
☐ 2 Was not hungry or thirsty  
☐ 3 Menu was unappealing  
☐ 4 Concerned about leaving belongings  
☐ 5 Uncomfortable walking on moving train  
☐ 6 Too expensive  
☐ 7 Some other reason

24. Which of the following announcements did you hear on today's trip? Please choose all that apply.

- ☐ 1 Next station stop  
☐ 2 A delay/service interruption  
☐ 3 Café information  
☐ 4 Safety and security information  
☐ 5 General information (bathrooms, WiFi, etc.)  
☐ 6 None of the above

25. Overall, how would you rate your trip experience today on the Downeaster?

Not at all satisfied Completely satisfied

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5

## Appendix G: Title VI Factor Analysis and LEP 2019

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

July 2019

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.

## Appendix G: Title VI Factor Analysis and LEP 2019 – *Continued*

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 H. Maine and New Hampshire as information of an entire state is used because customers travel from far flung rural areas of these states 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 Chocoma, 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 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:**

<b>Total</b>					
<b>English</b>	6,093,326	92.98%	<b>Greek</b>	5,601	0.09%
<b>Spanish</b>	167,217	2.55%	<b>Indo Eurpo</b>	5,588	0.09%
<b>Chinese</b>	59,547	0.91%	<b>Other Asian</b>	5,444	0.08%
<b>French</b>	48,693	0.74%	<b>Japanese</b>	3,460	0.05%
<b>Portuguese</b>	46,846	0.71%	<b>Hindi</b>	3,223	0.05%
<b>Vietnamese</b>	20,711	0.32%	<b>Polish</b>	2,843	0.04%
<b>Russian</b>	13,494	0.21%	<b>Gujarati</b>	2,778	0.04%
<b>Arabic</b>	12,906	0.20%	<b>Tagalog</b>	2,487	0.04%
<b>Cambodian</b>	11,169	0.17%	<b>German</b>	2,123	0.03%
<b>African</b>	9,595	0.15%	<b>Thai</b>	1,595	0.02%
<b>Italian</b>	8,467	0.13%	<b>Armenian</b>	1,493	0.02%
<b>All Other</b>	7,974	0.12%	<b>Persian</b>	1,353	0.02%
<b>Other Indic</b>	7,267	0.11%	<b>Laotian</b>	1,270	0.02%
<b>Korean</b>	7,198	0.11%	<b>Total</b>	<b>6,553,668</b>	<b>100.00%</b>

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 2018. These surveys include demographic information. A copy of the most recent survey questionnaire is attached as Appendix F.

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



## Appendix G: Title VI Factor Analysis and LEP 2019 – *Continued*

**Table 2:**

Downeaster Ridership LEP Persons					
	Riders Surveyed	English	Spanish	French	Other
ME	846	99.3%	0.2%	0.3%	0.2%
NH	211	95.1%	2.4%	0.5%	1.9%
MA	1,022	97.2%	0.5%	0%	2.3%
<b>Total</b>	<b>2,079</b>	<b>985</b>	<b>7</b>	<b>3</b>	<b>19</b>
	<b>Total Percentage</b>	<b>98.0%</b>	<b>0.7%</b>	<b>0.3%</b>	<b>1.0%</b>

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. “Other” languages that have been encountered are made up of 22 other languages. Therefore, NNEPRA has decided that the cost of translation of “other” languages is not cost effective at this time.

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](http://www.amtrakdowneaster.com) and [www.nnepra.com](http://www.nnepra.com). NNEPRA also provides translation upon request.

There has been an anecdotal change in the immigrant population to Maine, particularly in Portland and Lewiston. Immigrants from African countries, particularly Somalia have begun to make Maine their home. There has been an increase in Somali and Arabic spoken at the Portland high school, and the local bus system has also noted an increase in these languages spoken among their ridership. Adjustments to NNEPRA’s language identification will occur when the Downeaster Survey results in significant Somali passengers. In the meantime, NNEPRA has added Somali and Arabic to the “Google Translate” button on both of its websites: [www.amtrakdowneaster.com](http://www.amtrakdowneaster.com) and [www.nnepra.com](http://www.nnepra.com). And, NNEPRA has the accommodations for LEP persons discussed above and further discussed below.

### **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 2.55% of the entire service area and make up almost 1% 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.

## Appendix G: Title VI Factor Analysis and LEP 2019 – *Continued*

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.

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](http://www.nnepra.com) and [www.downeaster.com](http://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 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](http://www.amtrakdowneaster.com) and [www.nnepra.com](http://www.nnepra.com) offer translations of the content to Arabic, Chinese, French, Portuguese, Somali and Spanish by the Google Translator Application. We are adding German to this list.

NNEPRA publishes the Amtrak Downeaster schedule in both French and Spanish; a Portuguese schedule was issued in the summer of 2016. NNEPRA has found that issuing the schedule in Portuguese again is not cost effective as the census estimates and survey data don't support the need.

### **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,

4

## Appendix G: Title VI Factor Analysis and LEP 2019 – *Continued*

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.

1. Notification of by-request interpreter services was placed on the [www.nnepra.com](http://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](http://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 July 26, 2019 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 contracted with Amtrak to install Passenger Information Display System (PIDS) signs at the six Downeaster stations in Maine. PIDS signs are ADA compliant with both visual and audio formats. The information include train arrival times, delays, etc.
7. A new NNEPRA Staff position of Grant and Policy Administrator, which will encompass the roles of Civil Rights Liaison and DBELO was established and will take effect in August 2019 to enhance the focus and participation in Title VI requirements and efforts.

### **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.



## **Appendix G: Title VI Factor Analysis and LEP 2019 – Continued**

“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 are used 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 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 Manager of Budget and Administration (MBA), the contact for the LEP Plan. All inquiries, comments or complaints by phone, e-mail or mail are forwarded to the Manager of Budget and Administration (MBA). 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;
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.



## **Appendix G: Title VI Factor Analysis and LEP 2019 – *Continued***

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

NNEPRA

Attn: Civil Rights Liaison

75 West Commercial Street, Suite #104

Portland, Maine 04101

Phone: 207-780-1000 ext. 107

Fax: 207-780-1001

E-mail: [Ellie@nneptra.com](mailto:Ellie@nneptra.com)

## Appendix H: ME-NH-Boston Metro Area 5 Year Estimates Language Spoken



B16001

### LANGUAGE SPOKEN AT HOME BY ABILITY TO SPEAK ENGLISH FOR THE POPULATION 5 YEARS AND OVER

Universe: Population 5 years and over

2011-2015 American Community Survey 5-Year Estimates

Supporting documentation on code lists, subject definitions, data accuracy, and statistical testing can be found on the American Community Survey website in the Data and Documentation section.

Sample size and data quality measures (including coverage rates, allocation rates, and response rates) can be found on the American Community Survey website in the Methodology section.

**Tell us what you think.** Provide feedback to help make American Community Survey data more useful for you.

Although the American Community Survey (ACS) produces population, demographic and housing unit estimates, it is the Census Bureau's Population Estimates Program that produces and disseminates the official estimates of the population for the nation, states, counties, cities and towns and estimates of housing units for states and counties.

	Maine	
	Estimate	Margin of Error
Total:	1,263,694	+/-211
Speak only English	1,179,938	+/-2,307
Spanish or Spanish Creole:	12,301	+/-1,096
Speak English "very well"	9,751	+/-978
Speak English less than "very well"	2,550	+/-403
French (incl. Patois, Cajun):	41,664	+/-1,465
Speak English "very well"	33,508	+/-1,281
Speak English less than "very well"	8,156	+/-582
French Creole:	294	+/-183
Speak English "very well"	284	+/-175
Speak English less than "very well"	10	+/-17
Italian:	1,115	+/-239
Speak English "very well"	966	+/-222
Speak English less than "very well"	149	+/-76
Portuguese or Portuguese Creole:	814	+/-194
Speak English "very well"	680	+/-170
Speak English less than "very well"	134	+/-91
German:	3,415	+/-436
Speak English "very well"	3,036	+/-432
Speak English less than "very well"	379	+/-99
Yiddish:	40	+/-47
Speak English "very well"	33	+/-47
Speak English less than "very well"	7	+/-11
Other West Germanic languages:	662	+/-211
Speak English "very well"	488	+/-189
Speak English less than "very well"	176	+/-107
Scandinavian languages:	486	+/-138
Speak English "very well"	456	+/-130
Speak English less than "very well"	30	+/-21
Greek:	605	+/-194
Speak English "very well"	492	+/-148
Speak English less than "very well"	113	+/-78

## Appendix H: ME-NH-Boston Metro Area 5 Year Estimates Language Spoken – *Continued*

	Estimate	Margin of Error
Russian:	1,427	+/-406
Speak English "very well"	1,008	+/-330
Speak English less than "very well"	419	+/-157
Polish:	509	+/-156
Speak English "very well"	327	+/-107
Speak English less than "very well"	182	+/-83
Serbo-Croatian:	424	+/-213
Speak English "very well"	255	+/-144
Speak English less than "very well"	169	+/-103
Other Slavic languages:	443	+/-170
Speak English "very well"	341	+/-136
Speak English less than "very well"	102	+/-71
Armenian:	77	+/-100
Speak English "very well"	77	+/-100
Speak English less than "very well"	0	+/-22
Persian:	576	+/-346
Speak English "very well"	417	+/-261
Speak English less than "very well"	159	+/-139
Gujarati:	163	+/-191
Speak English "very well"	163	+/-191
Speak English less than "very well"	0	+/-22
Hindi:	459	+/-214
Speak English "very well"	411	+/-190
Speak English less than "very well"	48	+/-48
Urdu:	285	+/-226
Speak English "very well"	180	+/-178
Speak English less than "very well"	105	+/-141
Other Indic languages:	303	+/-159
Speak English "very well"	201	+/-103
Speak English less than "very well"	102	+/-91
Other Indo-European languages:	458	+/-136
Speak English "very well"	331	+/-104
Speak English less than "very well"	127	+/-89
Chinese:	2,691	+/-485
Speak English "very well"	1,166	+/-246
Speak English less than "very well"	1,525	+/-347
Japanese:	715	+/-253
Speak English "very well"	518	+/-221
Speak English less than "very well"	197	+/-85
Korean:	452	+/-151
Speak English "very well"	242	+/-94
Speak English less than "very well"	210	+/-85
Mon-Khmer, Cambodian:	1,050	+/-356
Speak English "very well"	519	+/-194
Speak English less than "very well"	531	+/-210
Hmong:	0	+/-22
Speak English "very well"	0	+/-22
Speak English less than "very well"	0	+/-22
Thai:	510	+/-225
Speak English "very well"	205	+/-105
Speak English less than "very well"	305	+/-191
Laotian:	43	+/-52
Speak English "very well"	36	+/-44
Speak English less than "very well"	7	+/-13
Vietnamese:	1,904	+/-413
Speak English "very well"	894	+/-237
Speak English less than "very well"	1,010	+/-253
Other Asian languages:	950	+/-450
Speak English "very well"	444	+/-249

## Appendix H: ME-NH-Boston Metro Area 5 Year Estimates Language Spoken – *Continued*

	Maine	
	Estimate	Margin of Error
Speak English less than "very well"	506	+/-303
Tagalog:	1,643	+/-370
Speak English "very well"	1,073	+/-269
Speak English less than "very well"	570	+/-206
Other Pacific Island languages:	222	+/-97
Speak English "very well"	175	+/-79
Speak English less than "very well"	47	+/-44
Navajo:	11	+/-10
Speak English "very well"	11	+/-10
Speak English less than "very well"	0	+/-22
Other Native North American languages:	992	+/-117
Speak English "very well"	902	+/-117
Speak English less than "very well"	90	+/-39
Hungarian:	39	+/-23
Speak English "very well"	34	+/-21
Speak English less than "very well"	5	+/-6
Arabic:	2,243	+/-651
Speak English "very well"	1,133	+/-393
Speak English less than "very well"	1,110	+/-427
Hebrew:	138	+/-83
Speak English "very well"	130	+/-81
Speak English less than "very well"	8	+/-13
African languages:	3,388	+/-468
Speak English "very well"	1,672	+/-273
Speak English less than "very well"	1,716	+/-295
Other and unspecified languages:	245	+/-100
Speak English "very well"	233	+/-97
Speak English less than "very well"	12	+/-17

Data are based on a sample and are subject to sampling variability. The degree of uncertainty for an estimate arising from sampling variability is represented through the use of a margin of error. The value shown here is the 90 percent margin of error. The margin of error can be interpreted roughly as providing a 90 percent probability that the interval defined by the estimate minus the margin of error and the estimate plus the margin of error (the lower and upper confidence bounds) contains the true value. In addition to sampling variability, the ACS estimates are subject to nonsampling error (for a discussion of nonsampling variability, see *Accuracy of the Data*). The effect of nonsampling error is not represented in these tables.

Methodological changes to data collection in 2013 may have affected language data for 2013. Users should be aware of these changes when using multi-year data containing data from 2013. For more information, see: *Language User Note*.

While the 2011-2015 American Community Survey (ACS) data generally reflect the February 2013 Office of Management and Budget (OMB) definitions of metropolitan and micropolitan statistical areas; in certain instances the names, codes, and boundaries of the principal cities shown in ACS tables may differ from the OMB definitions due to differences in the effective dates of the geographic entities.

Estimates of urban and rural population, housing units, and characteristics reflect boundaries of urban areas defined based on Census 2010 data. As a result, data for urban and rural areas from the ACS do not necessarily reflect the results of ongoing urbanization.

Source: U.S. Census Bureau, 2011-2015 American Community Survey 5-Year Estimates

### Explanation of Symbols:

1. An "\*\*\*\*" entry in the margin of error column indicates that either no sample observations or too few sample observations were available to compute a standard error and thus the margin of error. A statistical test is not appropriate.
2. An "1" entry in the estimate column indicates that either no sample observations or too few sample observations were available to compute an estimate, or a ratio of medians cannot be calculated because one or both of the median estimates falls in the lowest interval or upper interval of an open-ended distribution.
3. An "1" following a median estimate means the median falls in the lowest interval of an open-ended distribution.
4. An "4" following a median estimate means the median falls in the upper interval of an open-ended distribution.
5. An "\*\*\*\*" entry in the margin of error column indicates that the median falls in the lowest interval or upper interval of an open-ended distribution. A statistical test is not appropriate.
6. An "\*\*\*\*\*" entry in the margin of error column indicates that the estimate is controlled. A statistical test for sampling variability is not appropriate.

## Appendix H: ME-NH-Boston Metro Area 5 Year Estimates Language Spoken – *Continued*

7. An 'N' entry in the estimate and margin of error columns indicates that data for this geographic area cannot be displayed because the number of sample cases is too small.

8. An '(X)' means that the estimate is not applicable or not available.

## Appendix H: ME-NH-Boston Metro Area 5 Year Estimates Language Spoken – *Continued*

AMERICAN  
**FactFinder**



B16001

### LANGUAGE SPOKEN AT HOME BY ABILITY TO SPEAK ENGLISH FOR THE POPULATION 5 YEARS AND OVER

Universe: Population 5 years and over  
2011-2015 American Community Survey 5-Year Estimates

Supporting documentation on code lists, subject definitions, data accuracy, and statistical testing can be found on the American Community Survey website in the Data and Documentation section.

Sample size and data quality measures (including coverage rates, allocation rates, and response rates) can be found on the American Community Survey website in the Methodology section.

**Tell us what you think.** Provide feedback to help make American Community Survey data more useful for you.

Although the American Community Survey (ACS) produces population, demographic and housing unit estimates, it is the Census Bureau's Population Estimates Program that produces and disseminates the official estimates of the population for the nation, states, counties, cities and towns and estimates of housing units for states and counties.

	New Hampshire	
	Estimate	Margin of Error
Total:	1,258,609	+/-226
Speak only English	1,159,579	+/-2,340
Spanish or Spanish Creole:	26,293	+/-1,204
Speak English "very well"	16,983	+/-1,063
Speak English less than "very well"	9,310	+/-886
French (incl. Patois, Cajun):	21,848	+/-979
Speak English "very well"	17,617	+/-853
Speak English less than "very well"	4,231	+/-426
French Creole:	836	+/-242
Speak English "very well"	445	+/-145
Speak English less than "very well"	391	+/-186
Italian:	1,421	+/-239
Speak English "very well"	1,235	+/-200
Speak English less than "very well"	186	+/-91
Portuguese or Portuguese Creole:	3,055	+/-560
Speak English "very well"	1,909	+/-350
Speak English less than "very well"	1,146	+/-335
German:	3,910	+/-495
Speak English "very well"	3,576	+/-482
Speak English less than "very well"	334	+/-101
Yiddish:	16	+/-25
Speak English "very well"	16	+/-25
Speak English less than "very well"	0	+/-26
Other West Germanic languages:	564	+/-197
Speak English "very well"	473	+/-191
Speak English less than "very well"	91	+/-53
Scandinavian languages:	369	+/-132
Speak English "very well"	329	+/-112
Speak English less than "very well"	40	+/-38
Greek:	2,342	+/-472
Speak English "very well"	1,701	+/-347
Speak English less than "very well"	641	+/-253

## Appendix H: ME-NH-Boston Metro Area 5 Year Estimates Language Spoken – *Continued*

	new hampshire	
	Estimate	Margin of Error
Russian:	1,043	+/-466
Speak English "very well"	1,344	+/-351
Speak English less than "very well"	599	+/-212
Polish:	1,199	+/-279
Speak English "very well"	855	+/-182
Speak English less than "very well"	344	+/-176
Serbo-Croatian:	1,672	+/-518
Speak English "very well"	953	+/-298
Speak English less than "very well"	719	+/-334
Other Slavic languages:	810	+/-237
Speak English "very well"	545	+/-170
Speak English less than "very well"	265	+/-150
Armenian:	150	+/-80
Speak English "very well"	118	+/-72
Speak English less than "very well"	32	+/-23
Persian:	206	+/-109
Speak English "very well"	128	+/-80
Speak English less than "very well"	78	+/-59
Gujarati:	961	+/-257
Speak English "very well"	751	+/-205
Speak English less than "very well"	210	+/-92
Hindi:	1,622	+/-501
Speak English "very well"	1,263	+/-382
Speak English less than "very well"	359	+/-167
Urdu:	662	+/-453
Speak English "very well"	461	+/-385
Speak English less than "very well"	201	+/-138
Other Indic languages:	3,452	+/-665
Speak English "very well"	2,012	+/-441
Speak English less than "very well"	1,440	+/-385
Other Indo-European languages:	1,744	+/-440
Speak English "very well"	1,191	+/-319
Speak English less than "very well"	553	+/-205
Chinese:	5,450	+/-726
Speak English "very well"	2,658	+/-474
Speak English less than "very well"	2,792	+/-459
Japanese:	745	+/-246
Speak English "very well"	500	+/-212
Speak English less than "very well"	245	+/-125
Korean:	1,273	+/-276
Speak English "very well"	753	+/-178
Speak English less than "very well"	520	+/-207
Mon-Khmer, Cambodian:	867	+/-385
Speak English "very well"	671	+/-317
Speak English less than "very well"	196	+/-110
Hmong:	5	+/-7
Speak English "very well"	3	+/-4
Speak English less than "very well"	2	+/-4
Thai:	381	+/-154
Speak English "very well"	287	+/-146
Speak English less than "very well"	94	+/-63
Laotian:	593	+/-380
Speak English "very well"	386	+/-301
Speak English less than "very well"	207	+/-123
Vietnamese:	1,675	+/-460
Speak English "very well"	494	+/-192
Speak English less than "very well"	1,191	+/-334
Other Asian languages:	4,260	+/-638
Speak English "very well"	3,400	+/-595



## Appendix H: ME-NH-Boston Metro Area 5 Year Estimates Language Spoken – *Continued*

	New Hampshire	
	Estimate	Margin of Error
Speak English less than "very well"	860	+/-254
Tagalog:	1,479	+/-390
Speak English "very well"	1,128	+/-331
Speak English less than "very well"	351	+/-135
Other Pacific Island languages:	1,188	+/-305
Speak English "very well"	705	+/-288
Speak English less than "very well"	483	+/-188
Navajo:	0	+/-26
Speak English "very well"	0	+/-26
Speak English less than "very well"	0	+/-26
Other Native North American languages:	93	+/-58
Speak English "very well"	85	+/-56
Speak English less than "very well"	8	+/-10
Hungarian:	357	+/-161
Speak English "very well"	347	+/-161
Speak English less than "very well"	10	+/-14
Arabic:	2,820	+/-769
Speak English "very well"	2,046	+/-693
Speak English less than "very well"	774	+/-241
Hebrew:	482	+/-307
Speak English "very well"	479	+/-309
Speak English less than "very well"	3	+/-4
African languages:	1,783	+/-554
Speak English "very well"	1,078	+/-382
Speak English less than "very well"	705	+/-279
Other and unspecified languages:	504	+/-210
Speak English "very well"	396	+/-138
Speak English less than "very well"	108	+/-124

Data are based on a sample and are subject to sampling variability. The degree of uncertainty for an estimate arising from sampling variability is represented through the use of a margin of error. The value shown here is the 90 percent margin of error. The margin of error can be interpreted roughly as providing a 90 percent probability that the interval defined by the estimate minus the margin of error and the estimate plus the margin of error (the lower and upper confidence bounds) contains the true value. In addition to sampling variability, the ACS estimates are subject to nonsampling error (for a discussion of nonsampling variability, see *Accuracy of the Data*). The effect of nonsampling error is not represented in these tables.

Methodological changes to data collection in 2013 may have affected language data for 2013. Users should be aware of these changes when using multi-year data containing data from 2013. For more information, see: *Language User Note*.

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Estimates of urban and rural population, housing units, and characteristics reflect boundaries of urban areas defined based on Census 2010 data. As a result, data for urban and rural areas from the ACS do not necessarily reflect the results of ongoing urbanization.

Source: U.S. Census Bureau, 2011-2015 American Community Survey 5-Year Estimates

### Explanation of Symbols:

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2. An "1" entry in the estimate column indicates that either no sample observations or too few sample observations were available to compute an estimate, or a ratio of medians cannot be calculated because one or both of the median estimates falls in the lowest interval or upper interval of an open-ended distribution.
3. An "1" following a median estimate means the median falls in the lowest interval of an open-ended distribution.
4. An "4" following a median estimate means the median falls in the upper interval of an open-ended distribution.
5. An "\*\*\*\*" entry in the margin of error column indicates that the median falls in the lowest interval or upper interval of an open-ended distribution. A statistical test is not appropriate.
6. An "\*\*\*\*\*" entry in the margin of error column indicates that the estimate is controlled. A statistical test for sampling variability is not appropriate.



## Appendix H: ME-NH-Boston Metro Area 5 Year Estimates Language Spoken – *Continued*

7. An 'N' entry in the estimate and margin of error columns indicates that data for this geographic area cannot be displayed because the number of sample cases is too small.
8. An '(X)' means that the estimate is not applicable or not available.

## Appendix H: ME-NH-Boston Metro Area 5 Year Estimates Language Spoken – *Continued*



B16001

**LANGUAGE SPOKEN AT HOME BY ABILITY TO SPEAK ENGLISH FOR THE POPULATION 5 YEARS AND OVER**  
 Universe: Population 5 years and over  
 2011-2015 American Community Survey 5-Year Estimates

Supporting documentation on code lists, subject definitions, data accuracy, and statistical testing can be found on the American Community Survey website in the Data and Documentation section.

Sample size and data quality measures (including coverage rates, allocation rates, and response rates) can be found on the American Community Survey website in the Methodology section.

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Although the American Community Survey (ACS) produces population, demographic and housing unit estimates, it is the Census Bureau's Population Estimates Program that produces and disseminates the official estimates of the population for the nation, states, counties, cities and towns and estimates of housing units for states and counties.

	Boston-Cambridge-Newton, MA-NH Metro Area (part); Massachusetts	
	Estimate	Margin of Error
Total:	4,031,556	+/-216
Speak only English	3,013,766	+/-7,048
Spanish or Spanish Creole:	359,973	+/-2,773
Speak English "very well"	204,616	+/-2,942
Speak English less than "very well"	155,357	+/-2,762
French (incl. Patois, Cajun):	38,973	+/-1,850
Speak English "very well"	31,603	+/-1,461
Speak English less than "very well"	7,370	+/-979
French Creole:	64,530	+/-3,282
Speak English "very well"	35,594	+/-2,240
Speak English less than "very well"	28,936	+/-1,836
Italian:	29,731	+/-1,552
Speak English "very well"	21,599	+/-1,134
Speak English less than "very well"	8,132	+/-757
Portuguese or Portuguese Creole:	99,405	+/-3,625
Speak English "very well"	53,839	+/-2,087
Speak English less than "very well"	45,566	+/-2,342
German:	13,144	+/-693
Speak English "very well"	11,987	+/-663
Speak English less than "very well"	1,157	+/-219
Yiddish:	615	+/-159
Speak English "very well"	552	+/-149
Speak English less than "very well"	63	+/-54
Other West Germanic languages:	2,363	+/-407
Speak English "very well"	2,110	+/-331
Speak English less than "very well"	253	+/-132
Scandinavian languages:	3,254	+/-511
Speak English "very well"	3,057	+/-483
Speak English less than "very well"	197	+/-92
Greek:	18,642	+/-1,340
Speak English "very well"	13,795	+/-1,122

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04/18/2017

## Appendix H: ME-NH-Boston Metro Area 5 Year Estimates Language Spoken – *Continued*

	Boston-Cambridge-Newton, MA Metro Area (part), Massachusetts	
	Estimate	Margin of Error
Speak English less than "very well"	4,847	+/-467
Russian:	29,427	+/-1,820
Speak English "very well"	18,951	+/-1,404
Speak English less than "very well"	12,476	+/-964
Polish:	7,536	+/-745
Speak English "very well"	5,219	+/-546
Speak English less than "very well"	2,317	+/-397
Serbo-Croatian:	3,266	+/-549
Speak English "very well"	2,395	+/-471
Speak English less than "very well"	871	+/-292
Other Slavic languages:	4,444	+/-718
Speak English "very well"	3,581	+/-622
Speak English less than "very well"	863	+/-243
Armenian:	6,848	+/-985
Speak English "very well"	5,387	+/-781
Speak English less than "very well"	1,461	+/-355
Persian:	4,640	+/-861
Speak English "very well"	3,365	+/-658
Speak English less than "very well"	1,275	+/-303
Gujarati:	7,261	+/-1,024
Speak English "very well"	4,693	+/-642
Speak English less than "very well"	2,568	+/-571
Hindi:	16,177	+/-1,359
Speak English "very well"	13,361	+/-1,012
Speak English less than "very well"	2,816	+/-672
Urdu:	3,931	+/-604
Speak English "very well"	3,281	+/-546
Speak English less than "very well"	650	+/-231
Other Indic languages:	16,018	+/-1,340
Speak English "very well"	10,293	+/-971
Speak English less than "very well"	5,725	+/-823
Other Indo-European languages:	14,717	+/-1,511
Speak English "very well"	9,809	+/-986
Speak English less than "very well"	4,908	+/-745
Chinese:	107,577	+/-3,044
Speak English "very well"	52,347	+/-2,097
Speak English less than "very well"	55,230	+/-1,750
Japanese:	7,319	+/-751
Speak English "very well"	4,301	+/-497
Speak English less than "very well"	3,018	+/-511
Korean:	14,774	+/-1,030
Speak English "very well"	8,306	+/-809
Speak English less than "very well"	6,468	+/-711
Mon-Khmer, Cambodian:	20,600	+/-1,643
Speak English "very well"	10,158	+/-1,136
Speak English less than "very well"	10,442	+/-1,094
Hmong:	199	+/-132
Speak English "very well"	116	+/-86
Speak English less than "very well"	83	+/-93
Thai:	2,140	+/-437
Speak English "very well"	944	+/-218
Speak English less than "very well"	1,196	+/-380
Laotian:	1,944	+/-511
Speak English "very well"	888	+/-294
Speak English less than "very well"	1,056	+/-297
Vietnamese:	30,438	+/-1,889
Speak English "very well"	11,928	+/-1,166
Speak English less than "very well"	18,510	+/-1,315

## Appendix H: ME-NH-Boston Metro Area 5 Year Estimates Language Spoken – *Continued*

	Boston-Cambridge-Newton, MA-NH Metro Area (population, 2013)	
	Estimate	Margin of Error
Other Asian languages:	20,156	+/-1,402
Speak English "very well"	16,078	+/-1,150
Speak English less than "very well"	4,078	+/-572
Tagalog:	6,012	+/-711
Speak English "very well"	4,446	+/-576
Speak English less than "very well"	1,566	+/-322
Other Pacific Island languages:	1,721	+/-360
Speak English "very well"	1,193	+/-299
Speak English less than "very well"	528	+/-159
Navajo:	10	+/-18
Speak English "very well"	10	+/-18
Speak English less than "very well"	0	+/-28
Other Native North American languages:	986	+/-523
Speak English "very well"	661	+/-273
Speak English less than "very well"	325	+/-368
Hungarian:	1,160	+/-357
Speak English "very well"	878	+/-292
Speak English less than "very well"	282	+/-123
Arabic:	26,245	+/-1,737
Speak English "very well"	15,223	+/-1,395
Speak English less than "very well"	11,022	+/-934
Hebrew:	6,087	+/-720
Speak English "very well"	5,267	+/-637
Speak English less than "very well"	820	+/-249
African languages:	24,334	+/-1,911
Speak English "very well"	17,160	+/-1,516
Speak English less than "very well"	7,174	+/-781
Other and unspecified languages:	1,193	+/-282
Speak English "very well"	983	+/-267
Speak English less than "very well"	210	+/-101

Data are based on a sample and are subject to sampling variability. The degree of uncertainty for an estimate arising from sampling variability is represented through the use of a margin of error. The value shown here is the 90 percent margin of error. The margin of error can be interpreted roughly as providing a 90 percent probability that the interval defined by the estimate minus the margin of error and the estimate plus the margin of error (the lower and upper confidence bounds) contains the true value. In addition to sampling variability, the ACS estimates are subject to nonsampling error (for a discussion of nonsampling variability, see *Accuracy of the Data*). The effect of nonsampling error is not represented in these tables.

Methodological changes to data collection in 2013 may have affected language data for 2013. Users should be aware of these changes when using multi-year data containing data from 2013. For more information, see: *Language User Note*.

While the 2011-2015 American Community Survey (ACS) data generally reflect the February 2013 Office of Management and Budget (OMB) definitions of metropolitan and micropolitan statistical areas; in certain instances the names, codes, and boundaries of the principal cities shown in ACS tables may differ from the OMB definitions due to differences in the effective dates of the geographic entities.

Estimates of urban and rural population, housing units, and characteristics reflect boundaries of urban areas defined based on Census 2010 data. As a result, data for urban and rural areas from the ACS do not necessarily reflect the results of ongoing urbanization.

Source: U.S. Census Bureau, 2011-2015 American Community Survey 5-Year Estimates

### Explanation of Symbols:

1. An "\*\*\*\*" entry in the margin of error column indicates that either no sample observations or too few sample observations were available to compute a standard error and thus the margin of error. A statistical test is not appropriate.
2. An "L" entry in the estimate column indicates that either no sample observations or too few sample observations were available to compute an estimate, or a ratio of medians cannot be calculated because one or both of the median estimates falls in the lowest interval or upper interval of an open-ended distribution.
3. An "L" following a median estimate means the median falls in the lowest interval of an open-ended distribution.
4. An "U" following a median estimate means the median falls in the upper interval of an open-ended distribution.

## Appendix H: ME-NH-Boston Metro Area 5 Year Estimates Language Spoken – *Continued*

5. An '\*\*\*\*' entry in the margin of error column indicates that the median falls in the lowest interval or upper interval of an open-ended distribution. A statistical test is not appropriate.
6. An '\*\*\*\*\*' entry in the margin of error column indicates that the estimate is controlled. A statistical test for sampling variability is not appropriate.
7. An 'N' entry in the estimate and margin of error columns indicates that data for this geographic area cannot be displayed because the number of sample cases is too small.
8. An '(X)' means that the estimate is not applicable or not available.

## Appendix I: PACTS Public Involvement Policies and Practices

**PACTS**

**Portland Area Comprehensive Transportation System**



**Public Involvement Policies and Practices**

**of the**

**Portland Area Comprehensive Transportation System**

**(PACTS)**

Adopted on April 26, 2018

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## Appendix I: PACTS Public Involvement Policies and Practices – *Continued*

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## Appendix I: PACTS Public Involvement Policies and Practices – *Continued*

### **I. Introduction**

This document outlines the public involvement processes of the Portland Area Comprehensive Transportation System (PACTS). This 2018 update of the *PACTS 2017 Public Involvement Policies and Practices* document adds several technical elements required by the federal government. In 2019 PACTS will draft additional changes to this document and seek public comment on those changes.

PACTS was designated in 1975 as the federally mandated "metropolitan planning organization" for the Portland region. The federal government established these locally controlled planning agencies in all urbanized areas of the country to ensure that our transportation taxes are spent cost-effectively. These eighteen communities comprise the PACTS region: Arundel, Biddeford, Cape Elizabeth, Cumberland, Falmouth, Freeport, Gorham, North Yarmouth, Old Orchard Beach, Portland, Raymond, Saco, Scarborough, South Portland, Standish, Westbrook, Windham and Yarmouth. See the PACTS Region map on the next page, and visit [www.pactsplan.org](http://www.pactsplan.org) to learn more.

PACTS provides a forum for cooperation and public input into planning and funding decisions by our municipalities, seven transit operators, the Maine Department of Transportation (MaineDOT), the Maine Turnpike Authority, the Greater Portland Council of Governments (GPCOG), the Southern Maine Planning and Development Commission (SMPDC), federal agencies, and other public and private transportation organizations. Using a multi-step strategic planning process, our focus is on outcomes within the context of broad community and regional concerns. Our responsibilities include evaluation and programming of proposed transportation improvement projects, sponsorship of transportation studies, monitoring of compliance with national air quality goals, and assistance to other planning agencies.

We work to involve the public in planning and project development for many reasons, including:

- making good decisions, and by thereby protecting the public purse,
- saving time by uncovering issues early,
- ensuring a voice for all affected persons,
- reducing conflict and litigation by allowing people to be heard,
- improving commitment, and
- fostering trust.

This public participation plan also serves as a guide for the work within the PACTS region by the GPCOG and SMPDC transportation planners. Working with and for the PACTS committees and staff, they contribute on a daily basis to the development of the region's transportation studies, plans and projects.

Public participation is essential to the success of any public planning process or project. As a small organization serving a large and diverse region, PACTS strives to identify and address the concerns of everyone – community leaders and citizens – with an interest in

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## Appendix I: PACTS Public Involvement Policies and Practices – *Continued*

transportation decisions. Given limited PACTS resources, the participants broadly share the responsibilities for soliciting and applying public input to the region's transportation systems. The PACTS committee members and staff use the basic tenet of the region's Institute for Civic Leadership as a guide in our public involvement work:

**“If you bring the appropriate people together in constructive ways with good information, they will create authentic visions and sustainable responses to issues and opportunities within their communities and organizations.”**



## Appendix I: PACTS Public Involvement Policies and Practices – *Continued*

### II. Federal and State Perspectives

As the federally mandated Metropolitan Planning Organization (MPO) for the Portland region, PACTS must follow certain federal and state rules and regulations. Similarly, Maine's Sensible Transportation Policy Act (STPA) requires the state's four metropolitan planning organizations to establish and follow public participation processes that are effective, timely, and efficient. The following pages outline these federal and state policies, rules and regulations.

The United States Department of Transportation's Metropolitan Planning Regulations are found in Title 23 of the United States Code of Federal Regulations (CFR) Section 450. The regulations require that all Metropolitan Planning Organizations (MPOs) develop a Public Involvement Process for the development and update of Transportation Plans and Transportation Improvement Programs (TIPs). CFR Section 450.316 (b) mandates that the public involvement programs of metropolitan planning processes must allow for multiple, accessible participation formats, including electronic and in person, and shall include a proactive public involvement process that provides complete information, timely public notice, full public access to key decisions, and supports early and continuing involvement of the public in developing plans and transportation improvement programs (TIPs) and meets the requirements and criteria specified below. See more information at: <https://www.transit.dot.gov/regulations-and-guidance/transportation-planning/public-involvement-outreach>.

- (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;

## Appendix I: PACTS Public Involvement Policies and Practices – *Continued*

- (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;
- (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 FAST Act and federal Metropolitan Planning Regulations (refer to this site for more details:

<http://www.fhwa.dot.gov/fastact/factsheets/metropolitanplanningfs.pdf>) also list the following transportation stakeholders (which are generally 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



## Appendix I: PACTS Public Involvement Policies and Practices – *Continued*

- 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).

The STPA requires MaineDOT and MPO's to establish and follow a public participation process that is effective, timely, and efficient. MaineDOT partners with Regional Planning Organizations (RPO's) and the state's MPO's 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 RPO's 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 envelops all STPA public participation requirements.

Here is a useful list of public involvement tools for MPO's like PACTS to use to develop long-range plans, studies and transportation improvement programs.

1. Meetings: Although meetings tend to be the first approach, keep in mind that many people often are too busy with other demands or have conflicts with scheduled times. MPOs, therefore, should develop contact lists of interested people.
2. Website and social media: MPOs should consider using their websites to obtain feedback from the public about plans and programs, as well as using social media for that purpose
3. News releases and commentaries: MPOs are encouraged to send news releases to media outlets to promote important meetings, transportation plans and other activities. MPOs should consider submitting letters to the editor and opinion pieces to local newspapers to raise awareness of transportation-related issues.
4. Brochures and other mass-distribution materials: Brochures and handouts are relatively inexpensive tools for providing information about policies, programs and other, more specific topics.
5. Newsletters: Some MPOs regularly publish newsletters to inform citizens, communities, the news media and other interested groups about their activities.
6. Presentations: Some MPO staffs make presentations to civic and professional groups to raise awareness about their activities.

## Appendix I: PACTS Public Involvement Policies and Practices – *Continued*

7. Workshops, forums and open houses: MPOs occasionally hold workshops, forums and open houses to provide information to the public and/or to obtain a sense of public priorities.
8. Public opinion surveys: Surveys can be used occasionally to obtain specific information. PACTS, for example, once funded a statistically valid telephone survey to gauge the level of support for proposed regionally significant projects.
9. Databases of interested parties: Databases identifying potentially interested parties can enhance public involvement activities. The databases should include information such as mailing addresses, affiliations, phone numbers, e-mail addresses and websites.
10. Visual displays: MPOs should consider using maps, charts and other displays to present information about their plans and programs.
11. Public notices: Notices about meetings, MPO draft plans and programs, or high-profile studies should be posted to MPO websites.

### **III. Overview of PACTS Policies and Practices**

The region's general public has many opportunities to participate in the transportation planning and programming work of PACTS and of the other organizations that have transportation decision-making responsibility. Those many organizations share the responsibilities for soliciting and responding to public input to the planning of the region's transportation systems. The participants in the PACTS process bring the results of their organizations' public outreach to bear in the decisions of PACTS.

Here are examples of opportunities that may provide for the public to participate in the transportation work of other organizations in our region:

- Participate in the work of a non-profit advocacy group.
- Serve on a transit system board or committee.
- Serve on a municipal transportation study committee, including a committee working on a study funded via PACTS, or otherwise provide input to the local study committee.
- Serve on a standing municipal board involved in transportation planning, or otherwise provide input to such a board.
- Participate in special public forums such as

PACTS, GPCOG and SMPDC staff closely monitor and often participate in the work of the other organizations mentioned above. A 2016 example of learning for the first time of other organizations at work on transportation topics is the connection made by GPCOG staff with the Portland Disability Advisory Committee. GPCOG staff will meet with that group to get their input on our Regional Transit Stop Improvement Project.

In September 2016 PACTS updated the PACTS Title VI Plan which outlines efforts taken by PACTS staff and members to reach out proactively to the region's transportation

## Appendix I: PACTS Public Involvement Policies and Practices – *Continued*

disadvantaged community. The Title VI Plan is posted on the PACTS website at <http://www.pactsplan.org/about-pacts/public-participation/>. The multi-year plan includes an annual work plan for federal fiscal year 2017 which involves fourteen actions. Perhaps the key action in the annual work plan is for PACTS and GPCOG staff to convene a forum during FFY 2017 of representatives of transportation disadvantaged people and transportation providers in order to consider their suggestions for how PACTS, GPCOG and the region's transportation providers can improve our outreach to the general public and to the transportation disadvantaged people of our region. PACTS and GPCOG staff will communicate a response to forum participants on the recommendations generated at the forum. We will start our organizing of this forum by communicating with local groups (including Catholic Charities, United Way, and Opportunity Alliance) who represent these populations, and talk to them about their thoughts on the potential format and value of such a session.

The balance of this chapter is an overview of the PACTS public involvement policies and practices (subsequent chapters provide additional details). This chapter is organized around the eleven public involvement tools listed on two pages above.

As noted earlier, PACTS works closely with SMPDC and GPCOG staff in the development of the region's transportation studies, plans and projects. GPCOG is the host agency that houses the PACTS staff. The scope of GPCOG services extend far beyond the geographic and subject area of PACTS in Cumberland County, and staff enjoys close working relationships with elected and appointed officials and volunteers in each of its member communities. GPCOG strives to reach out to all area citizens in the execution of its projects and programs, some of which are targeted to individuals. Illustrative of GPCOG's efforts are the adoption of Sustainability Principles which value community and cultural diversity.

PACTS holds their committee meetings, workshops, forums and open houses at convenient and accessible locations and times.

### 1. PACTS Committee Meetings

The general public has several ways to participate in the meetings of PACTS Committees. Here are some details about the committees, and ways that the public may participate in the committees' work.

- All meetings of PACTS committees (Policy, Executive, Technical, Transit and Planning Committees) are open to the public, and the agendas include an agenda item for public comment. Other procedures and protocol for PACTS committee meetings can be reviewed by obtaining a copy of the PACTS Bylaws which are available on our website. See Appendix D for a list of the current members of the PACTS permanent committees. Visit the PACTS website, [www.pactsplan.org](http://www.pactsplan.org), to read the PACTS Bylaws which outline the purposes of the several PACTS committees.
- The 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



## Appendix I: PACTS Public Involvement Policies and Practices – *Continued*

successive terms at the discretion of the Executive Committee. The individuals are selected from a pool developed by various means, including a memorandum sent to individuals known to be interested in transportation affairs and a memorandum sent to the current PACTS committee members.

- Appendix B lists the non-member people and organizations who currently receive Policy Committee meeting packets and agendas via email. The meeting packet distribution lists for the other four standing committees are different based on our knowledge of people interested in receiving the meeting materials. Agencies and individuals wishing to be added to these email distribution lists are added upon request.
- 2. **PACTS Website and Social Media** : The PACTS website, [www.pactsplan.org](http://www.pactsplan.org), provides public access to many committee documents, containing both policy and technical information used in the transportation decision-making process. The site also contains information relating to the Transportation Improvement Program, current studies, and other relevant transportation issues. It also includes links to the GPCOG and SMPDC websites. It allows public review and promotes public comment on *Destination 2040*, the PACTS long range transportation plan. We recently improved the website by adding a message at the top of our upcoming meetings page encouraging people to attend our meetings and telling them how to contact us to offer to serve on one of our standing committees.

Several years ago PACTS developed the following Face Book page:

<https://www.facebook.com/Portland-Area-Comprehensive-Transportation-System-159510817448779/>. We used it for some notices about our updated

Bicycle/Pedestrian Design Guide, and a related post was its use for the South Portland bike lane demonstration project. Overall we have used the PACTS Face Book page sparingly, but are going to post more to it in the future. We also plan to optimize the process for searching for the PACTS Face Book page so that people can get there by simply typing “PACTS” rather than spelling out the entire Portland Area Comprehensive Transportation System name.

- 3. **News Releases, Conferences and Commentaries**: PACTS staff distributes news releases to media outlets to promote important meetings, transportation plans and other activities. Recent news releases were:
  - February 2016 regarding the PACTS \$650,000 contribution to the construction of two bridges on the Eastern Trail in Scarborough and a \$350,000 contribution to the construction of pedestrian and bicycle accommodations centered around the replacement of the Route 1 bridge over Main Street in Yarmouth.
  - August 2016 regarding the PACTS adoption of the MPO Allocation projects list in July 2016
  - October 2016 regarding the start of our 2020 and 2021 capital projects solicitation process

## Appendix I: PACTS Public Involvement Policies and Practices – *Continued*

PACTS staff also submits letters to the Maine Voices section of the Portland Press Herald in order to raise awareness of transportation-related issues, and periodically attends newspaper editorial board meetings for that same purpose.

4. Videos and Brochures: PACTS produces videos and brochures for mass distribution.

PACTS produced five videos during 2010 and 2011 which were posted on the PACTS website, blog and the PACTS YouTube account, and shown on twelve local access television stations, and will continue in the future.

PACTS also produces informational brochures periodically and distributes them widely. In 2003 we wrote and distributed nine 4-page “issue papers” and an 8-page summary of the 2003 *Destination Tomorrow* Plan. In 2009 and 2010 we produced three more information brochures and distributed them widely. In 2013 we produced a 4-page brochure entitled “23 Essential Transportation Investments by 2023 with the Power to Transform Our Region”. We also created display boards for this brochure and displayed them in fourteen city and town halls during 2013 and 2014.

In late 2016 we are developing a 25-page *Destination 2040* Summary Plan which we will distribute widely.

5. Annual Reports: PACTS produces an annual report in order to inform citizens, communities, the news media and other interested parties. It outlines the planning and programming work done during the past year and anticipated to be done in the coming year. Copies are made available to the public through distribution at our public forums, at our website, and through the mail to people upon request. The GPCOG and SMPDC organizations also produce similar annual reports which highlight similar transportation topics.

6. Presentations: PACTS staff make presentations to civic and professional groups to raise awareness about the work of PACTS and in order to learn of the groups’ transportation interests. Recent examples include presentations made at:

- 2013 and 2014 displays in the front lobbies of fourteen town/city halls of the PACTS report “23 Essential Transportation Investments By 2023 With The Power To Transform Our Region”.
- Meetings of the Maine Association of Planners and the Northern New England Chapter of the American Planning Association
- The 2015 Bike/Walk Summit regarding the PACTS *Regional Wayfinding Plan*
- Freeport Active Living Complete Streets public meeting/forum presentation.
- The Portland City Council (2016)
- The Scarborough Transportation Committee (2016)
- The South Portland Planning Board (2016)
- The Grow Smart Maine Annual meeting (2016)

7. Workshops, Forums and Open Houses: PACTS holds workshops, forums and open houses to provide information to the public and to obtain a sense of public priorities.

- Eight public forums between 2013 and 2015 regarding *Destination*



## Appendix I: PACTS Public Involvement Policies and Practices – *Continued*

2040 regional transportation plan update – during plan development and after the draft plan was available

- 2016 presentations at classes at the Portland High School
- PACTS study advisory committees, such as the 2015 forums held as part of the PACTS-funded Portland Bayside Transportation Master Plan planning process.

8. Public Opinion Surveys: In 2000, 2008 and 2014 PACTS funded statistically valid regional public opinion telephone surveys. The surveys asked people about their travel behavior. The highlights and detailed report for the 2014 survey are available at the PACTS website at this specific address: <http://www.pactsplan.org/long-range-transportation-planning/the-2015-update-process-status-report/public-opinion-survey/>. We will perform our next public opinion survey in 2017.
9. Interested Parties Email Distribution List: PACTS maintains an “Interested Parties” email distribution list. The list (Appendix C) currently includes 325 individuals. Informational emails are sent to the people on the list for these purposes:
  - To solicit input into substantial changes in the PACTS Public Involvement Plan
  - To solicit input into the development every other year of our 2-year planning and administration work program, called the Unified Planning Work Program (see details in Chapter V)
  - Invitations to PACTS forums, including those related to the update of *Destination 2040* (see details in Chapter VI)
  - Notice of the start every other year of our review of our TIP project selection process (see details in Chapter VII)
  - To solicit input into the endorsement every year of our capital work plan, called the Transportation Improvement Program (see details in Chapter VII)
10. Visual Displays: PACTS uses maps, charts and other displays to present information about plans and programs. These displays are prepared by GPCOG staff and PACTS consultants.
11. Public Notices: PACTS staff sends notices about committee meetings, draft plans and programs, and studies to committee members, the media and/or interested parties by email. PACTS staff also posts these notices on the PACTS website. Periodically, PACTS staff also notifies the general public of major plans and forums via display ads in local newspapers.

The table below presents the public comment periods and notification processes for each of the PACTS policy, plan and program areas for which public input is sought via public notice. In all cases, the public comment periods in the table are calendar

## Appendix I: PACTS Public Involvement Policies and Practices – *Continued*

days and are the *minimum* that PACTS will use. In situations when additional time or another extra effort at public outreach is necessary, then PACTS staff and committees will undertake an extra effort.

<b><u>PACTS Public Input Periods and Notification Processes</u></b>		
	<b><u>Public Comment Periods</u></b>	<b><u>Notification Processes</u></b>
Start of Long-Range Plan Update Process	30 calendardays from receipt of notice	Email to Interested Parties, post on website
Draft Long-Range Plan Update	30 calendardays from receipt of notice	Email to Interested Parties, post on website
Draft Update of Public Involvement Plan	45 calendardays from receipt of notice	Email to Interested Parties, and post on website
Solicit public input into development of Unified Planning Work Program early in every odd-numbered year	30 calendardays from receipt of notice	Email to Interested Parties, and post on website
Start of PACTS biennial review of PACTS process for development and administration of Transportation Improvement Program projects	30 calendardays from receipt of notice	Email to Interested Parties, and post on website
Draft PACTS Transportation Improvement Program every year	10 calendardays from receipt of notice	Email to Interested Parties, and post on website
Proposed TIP amendments	10 calendardays	Post on website

### **IV. Public Comments Received**

On April 2, 2018 PACTS staff began the required 45-day public comment period on a draft of this Public Involvement Plan Update. Staff distributed copies of the draft document to all PACTS members, to people on the PACTS Interested Parties email list and to other MaineDOT staff people involved in the work of PACTS.

The only comment received was a suggestion to update the Appendix D list of PACTS committee members in this document. This has been done.

### **V. Unified Planning Work Program**

As mentioned above, the region's general public has opportunities to participate in the

## Appendix I: PACTS Public Involvement Policies and Practices – *Continued*

PACTS transportation planning work which is outlined in our Unified Planning Work Program (UPWP). The opportunities described below are organized around the development of the UPWP every two years, and during the performance of the planning work itself.

### **A. Public Input to the Development of the UPWP**

PACTS staff and committees develop the 2-year UPWP during the summer and fall of each odd-numbered year. See the table on page 10 regarding public input periods and notification processes. Here are the public input opportunities and other details on the process:

1. Members of the public serve on standing municipal boards involved in transportation planning, or otherwise provide input to such a board. This participation is relevant here for municipal boards that submit study proposals for funding in the UPWP.
2. PACTS staff sends an email to the Interested and Affected Parties list soliciting input to the development of the UPWP every other year. Appendix C is an update of the email distribution list used in June 2015. A request for public input is also posted on the PACTS website. Public comments and staff responses are shared with all Committees.
3. Copies of the draft final UPWP and approved UPWP are available to the general public upon request.
4. Members of the public are encouraged to speak at PACTS committee meetings during the public comment agenda item (as described above).
5. Members of the public serve on PACTS standing committees (as described above).

### **B. Public Input to PACTS Studies**

The public input opportunities during the performance of studies funded in the UPWP, and other details on the process, are presented here. See later sections of this report for public input opportunities during the development of the long range transportation plan and the Transportation Improvement Program.

1. Members of the public serve on municipal transportation study committees (such as committees working on studies funded via PACTS), or provide input to local study committees in other ways.
2. Members of the public serve on municipal boards involved in transportation planning, and otherwise provide input to such boards.
3. Members of the public are encouraged to speak at PACTS public forums or public hearings (as noted earlier).

## Appendix I: PACTS Public Involvement Policies and Practices – *Continued*

4. Members of the public are encouraged to speak at PACTS committee meetings during the public comment agenda item (as noted earlier).
5. Members of the public serve on PACTS standing committees (as noted earlier).

### **VI. Long Range Transportation Plan Update (*Destination 2040*)**

This chapter provides more details about the general public's opportunities to participate in the development of updates to the PACTS long range plan which is known as *Destination 2040*.

#### **A. Public Notification of Transportation Plan Update Development**

As described in the Overview chapter, PACTS staff provides notice every four years to the public of the intent to update *Destination 2040*. This notice shall be posted on the PACTS website and sent to those interested groups and agencies on the email list of *Interested Parties*. The updated Plan will also be posted on the PACTS website. PACTS shall also attempt to reach additional persons interested in the Plan's development by using various public outreach strategies which may include, but are 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 description specifying what changes were made from the original plan,
- a brief description of the planning process tied to a schedule of when decisions will be made,
- how the Plan may affect the region,
- what opportunities exist for public participation, and
- PACTS contact for obtaining further information.

#### **B. Public Forums/Workshops**

PACTS will hold public forums to discuss the various components of the *Destination 2040* at the beginning of the quadrennial Plan Update and then again after the completion of a Draft Plan Update (as noted below).

Public notices for these meetings shall be posted on the PACTS website, and shall be sent to those interested groups and agencies included on the list of *Interested Parties* 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."

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

PACTS holds their workshops, forums and open houses at convenient and accessible locations and times.



## Appendix I: PACTS Public Involvement Policies and Practices – *Continued*

### C. Public Forums on Draft *Destination 2040* Update

Upon completion of the Draft Plan Update, PACTS shall schedule a public forum regarding the document. Individuals and organizations identified on the *Interested Parties* email list shall be notified and offered the opportunity to participate in and/or offer comment. The purpose of the forum will be primarily for PACTS to collect comments regarding the content of the Draft Plan Update.

A public notice shall be posted on the PACTS website and will encourage submission of written comments by those unable to attend the hearing. A comment period of 30 days beginning from the date of the hearing notice (and at least 10 days beginning from the date of the forum) shall be provided during which comments may be submitted for consideration by the PACTS Policy Committee. The Draft Plan Update shall be made available for inspection at the time of the forum notice. Copies of the update shall be made available at the PACTS office, website, and at the Town and City Offices of the PACTS communities. . At the forum, PACTS staff shall present pertinent information contained in the Draft Plan and receive comments from the public.

A summary document of the Transportation Plan will be made available to the attendees at the forum. All substantive comments received during the proceedings will be documented by PACTS staff.

### D. Preparation of Final Transportation Plan Update

PACTS will prepare the Final Transportation Plan Update after considering all of the comments and input received from the public process. All relevant written or oral comments received on the Draft Plan will be included in the Final Plan.

If the Final Plan contains substantive changes from the one which was made available for public comment, or raises new material issues which interested parties could not reasonably have foreseen from the public involvement efforts, then PACTS shall provide an additional duly noticed public comment period on the revised Draft Plan of not less than ten days.

The Final Transportation Plan shall contain PACTS responses to all substantive comments received on the Draft and, if necessary, the Final Plan. PACTS shall provide at least one copy of the Final Transportation Plan to each Town or City Hall and municipal library in the PACTS area. As the Plan is updated, so shall these copies be updated.

### E. Significant Amendments to the Transportation Plan Update

While the Transportation Plan is updated every four years, the USDOT's Metropolitan Planning Regulations also state that the Plan might be "amended" between updates. This has never happened during the 45 years of the PACTS process. Nevertheless, there is a process for public input in the event of need for a significant amendment to the Plan, as described here.

PACTS will publish the proposed amendment to the Plan with a brief description or

## Appendix I: PACTS Public Involvement Policies and Practices – *Continued*

summary of the amendment(s) included. All technical analysis in support of the amendment including any air quality/conformity analysis will be referenced in the public notice and made available to the public for review and comment. A comment period of 30 days beginning from the date of the public notice will be provided during which comments may be submitted to PACTS staff for consideration.

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 the determination as to whether an amendment requires public involvement.

### **VII. Transportation Improvement Program**

In January of every year 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, referred to as the TIP.

The PACTS TIP includes federally funded projects that the PACTS participants have selected for funding and other federally funded projects selected by the MaineDOT. The adoption of the TIP constitutes a formal statement of support by the Policy Committee for the projects in the document that were initiated by MaineDOT. The process of selecting projects is complex due to the many federal programs, state requirements and PACTS rules and guidelines. Interested parties should refer to [the PACTS Transportation Improvement Program Policies and Procedures for 2017 and 2018](#) adopted in September 2016. In the document PACTS encourages the general public to identify problems, to propose possible solutions, and to be involved 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 is a combination of contacts with member organizations and the general public, as outlined below.

- All feasibility studies funded by PACTS (which often produce funding proposals for capital improvement projects from MaineDOT and/or PACTS) include a public outreach component. Our 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.
- We maintain at all times an up-to-date TIP section on our website, [www.pactsplan.org](http://www.pactsplan.org). Comments may be made via the [info@pactsplan.org](mailto:info@pactsplan.org) at any time.

## Appendix I: PACTS Public Involvement Policies and Practices – *Continued*

- At the beginning of the project selection process we send an email to our municipal, state, transit, other regional organizations (and to our Interested Parties email list participants) advising of the deadlines for submitting MPO Allocation proposals. See the *PACTS Transportation Improvement Program Policies and Procedures for 2017 and 2018* for more on the MPO Allocation.)
- We ask that city/town councils, municipal officers and transit system boards submit written endorsements of their TIP proposals submitted to PACTS. We also ask for written endorsement to PACTS for the projects from their municipality that the Policy Committee votes to include in each biennial MPO Allocation list

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

### Program of Projects

The Federal Transit Administration (FTA) requires that each recipient of a Section 5307 grant shall 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 Transportation Improvement Program (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 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

PACTS' public notices for the TIP have an explicit statement that public 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.



## Appendix I: PACTS Public Involvement Policies and Practices – *Continued*

Before the Policy Committee makes an amendment, PACTS staff posts to the website the proposed amendment to the TIP for public comment. All technical analysis in support of the amendment including any air quality/conformity analysis will be made available to the public for review and comment. A comment period of 10 days beginning from the date of the posting will be provided during which comments may be submitted to PACTS for consideration.

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

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

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

PACTS and MaineDOT make administrative modifications for relatively minor changes that do not require a public comment period. Adjustments cover the following:

- 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 and/or
- Making a change to the project termini with no change in overall project cost.

### **VIII. Summary**

This document has outlined the public involvement processes of the Portland Area Comprehensive Transportation System (PACTS) as updated in 2018. In 2019 PACTS will draft additional changes to this document and seek public comment on those changes.

Public participation is essential to the success of any public planning process or project. The region's general public has many opportunities to participate in the transportation planning and programming work of PACTS and of the other organizations that have transportation decision-making responsibility. Those many organizations share the

## Appendix I: PACTS Public Involvement Policies and Practices – *Continued*

responsibilities for soliciting and responding to public input to the planning of the region's transportation systems. The regular participants in the PACTS process bring the results of their organizations' public outreach to bear in the decisions of PACTS. Between the direct involvement of the general public in regional transportation planning and the involvement of their elected and appointed representatives, we all strive to make the PACTS transportation planning and programming process a meaningful contributor to the health, economy and quality of life in our great region.