



**NORTHERN NEW ENGLAND
PASSENGER RAIL AUTHORITY**

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

Title VI Plan

Effective: October 1, 2025 – September 30, 2028

Prepared: June 2025

Approved by the NNEPRA Board of Directors: August 22, 2025

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Introduction

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 serves twelve stations in three states. Three train sets provide the daily service between Brunswick, ME and Boston, MA. This is a fixed route service with five round trips daily according to the schedule attached as Appendix A.

NNEPRA is based in Portland, ME 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.

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.

The Federal Transit Administration (FTA) requires that all direct and primary recipients document their compliance with Title VI by submitting a Title VI Program to their FTA regional civil rights officer once every three years.

General Title VI Posting Requirements

The following statement is printed on the Downeaster schedule, is posted on the NNEPRA website in addition to the complaint form currently available in English, Spanish, and French. A screenshot of this notice from June 25, 2025 is attached as Appendix C. The statement is posted in public areas of at NNEPRA's main office and is posted as well as at all available train stations served by the Amtrak Downeaster.

TITLE VI NOTICE TO THE PUBLIC

NNEPRA believes that 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 [in \(English\)](#), [French](#), or [Spanish](#).

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

Title VI Notice to the Public Posted Locations

NNEPRA's Title VI Notice to the Public is posted at the following station locations:

Location Name	Address
NNEPRA Office	75 West Commercial St, Ste 104 Portland, ME 04101
NNEPRA Website	http://www.nnepra.com
Brunswick Station	16 Station Ave, Brunswick, ME 04011
Freeport Station	23 Depot St, Freeport, ME 04032
Portland Transportation Center	100 Thompsons Point Rd, Portland, ME 04102
Old Orchard Beach Station	11 First St, Old Orchard Beach, ME 04064
Saco Transportation Center	138 Main St, Saco, ME 04072
Wells Regional Transportation Center	696 Sanford Rd, Wells, ME 04090
Dover Station	33 Chestnut St, Dover, NH 03820
Durham-UNH Station	3 Deport Rd, Durham, NH 03824
Exeter Station	60 Lincoln St, Exeter, NH 03833
Boston North Station	TD Garden 135 Causeway St, Boston, MA 02114

Title VI Complaint Procedure

How to File a Complaint

NNEPRA believes that 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 who believes they have been discriminated against on the basis of race, color, and/or national origin may file a complaint with NNEPRA by completing and submitting a Title VI Complaint Form or by contacting the FTA. 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, 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.

If a complainant is unable or incapable of providing a written statement, a NNEPRA designee will, if necessary, assist the person in converting verbal complaints to writing and will interview the complainant. 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 may be submitted to:

*Department of Transportation
Federal Transit Administration
Office of Civil Rights
1200 New Jersey Avenue, SE
Washington, DC 20590
888-446-4511
<https://www.transit.dot.gov/content/contact-us-fta-office-civil-rights>*

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 NNEPPA'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 directly to the Executive Director of NNEPRA. Appeals of the decision should be addressed to:

*Executive Director
Northern New England Passenger Rail Authority
75 West Commercial Street, Suite #104
Portland, Maine 04101*

If the Executive Director finds that discrimination did not occur, the complainant will be notified of the disposition and will be advised of their right to submit their complaint to the FTA.

The CRL maintains a log of Title VI complaints received by NNEPRA. The log 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.

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 C in translated languages (Spanish, French).

Transit-Related Title VI Investigations, Complaints, and Lawsuits

NNEPRA has not received any 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 is committed to ensuring it serves the communities in which it operates in by continuously assessing the quality of service, engaging stakeholders, and increasing ridership. NNEPRA participates in and engages with all members of the public, including minority and limited English proficient (LEP) populations. As a participating PACTS transit agency, NNEPRA is included in their Public Involvement Plan and planning efforts for soliciting feedback on various projects and funding requests.

Public Participation Process

As part of its Title VI Program, NNEPRA has a robust public participation process and continuously monitors outreach for opportunities to enhance its strategies for engaging underserved communities. NNEPRA's public participation process ensures:

- Public participation opportunities will be advertised and posted appropriately. Any member of the public may request documentation in alternative formats upon request.
- Comments and concerns of all persons or groups will be considered in the development of plans, projects, fare, or service changes. At the beginning of all projects, staff will determine which strategies will have the highest potential to encourage public participation.
- At any time, members of the public may submit comments or concerns to NNEPRA via
 - Email at info@nnepra.com;
 - Phone at 207-780-1000
 - Fax at 207-780-1001

Public Participation Outreach Strategies

NNEPRA utilizes several proactive strategies to drive public participation activities. The following list of strategies provides an overview of the routine techniques:

- Public Meetings and Events
 - Public Board meetings are held to discuss past performance and future plans or fare/service changes related to the Amtrak Downeaster. Board meetings are held virtually or in public locations approximately 10 times annually. The meetings are advertised on the NNEPRA website, in local newspapers, and by purposeful outreach via an email distribution list of interested parties. Board briefing packets, which include minutes from each meeting, are posted on NNEPRA.com. Staff members, Board of Directors and members of the public attend each meeting which focus on past performance, future plans and public participation.
 - In addition to scheduled Board meetings, NNEPRA organizes public forums as needed to discuss and gather input on upcoming projects and/or service changes.
 - NNEPRA currently participates in three of the Portland Area Comprehensive Transportation System (PACTS) Committees, those being the Transit Task Force, PACTS Policy Board, and Regional Transportation Advisory Council (RTAC). These meetings are open to the public and comprised of various regional stakeholders. Current and future plans of the regional transit agencies are discussed and recorded. As a participating transit agency, NNEPRA also is included in the efforts of PACTS through their Public Transportation Plan attached as Appendix I.
 - NNEPRA holds a seat on the Public Transit Advisory Council (PTAC). The PTAC is a voluntary board established in statute to advise the Maine State Legislature and the Maine Department of Transportation on public transit services in the state. By statute, PTAC is charged with reporting to the Legislature in February of each odd-numbered year on current transit services, recommendations and cost estimates for improving service, and progress on implementation of the most recent state transit plan.
 - 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 senior citizen events, Rotary meetings, town/city council meetings and tourism/Chamber of Commerce events.
- 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:

- Maine State Rail Plan, completed by MaineDOT in 2023, in collaboration with a wide range of stakeholders to serve as a guide for planning, policy, and investment decisions related to rail infrastructure.
- NNEPRA Portland Station Relocation Site Analysis, which included public outreach as well as two dedicated virtual public meetings.
- Transit Tomorrow, a comprehensive planning effort being conducted by the Greater Portland Council of Governments;
- Transit Together, a study to identify opportunities for increased coordination and integration among the seven public transit providers in the Portland region;
- Connect 2045 and Connect 2050, the PACTS Metropolitan Planning Organization's long-range transportation plan for the region;
- Freeport 2025 Comprehensive Plan, grounded in community values and priorities, this plan provides guidance for where and how growth should occur over the next decade;
- Biddeford Saco Transit Oriented Development Plan, explored how the Cities of Biddeford and Saco, working alongside other stakeholders such as private developers, community groups, transit agencies, and MaineDOT, can develop a mixed-use transit community;
- Maine Public Transit Advisory Council's 2025 Biennial Report to the Legislature, which provides recommendations for transit investments and services to the Maine Legislature.

- General Outreach
 - Additional activities which help keep NNEPRA engaged with the public and help to inform the public about the Amtrak Downeaster include:
 - Active engagement and participation in PACTS planning efforts that include various public information meetings.
 - Active engagement in social media via Facebook, LinkedIn, Instagram 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.
 - Active membership and participation in State of Maine Office of Tourism marketing campaigns; Maine Tourism Association; Visit Portland; Biddeford-Saco Chamber of Commerce, the Brunswick Downtown Association, Dover, NH Chamber of Commerce; Visit Freeport; Greater Boston Convention & Visitors Bureau; Maine Development Foundation, Maine State Chamber of Commerce, Old Orchard Beach Chamber of Commerce, the Exeter Area Chamber of Commerce, the Haverhill Chamber of Commerce, Penobscot Bay Chamber of Commerce, Bath Brunswick Area Chamber of Commerce, the Ogunquit Chamber of

Commerce, the Kennebec Valley Chamber of Commerce and the Wells Chamber of Commerce.

- Public surveys, issued periodically to gather information and public feedback.
- NNEPRA also reviews and responds to all telephone, mail, social media and email inquiries received from members of the public.

Outreach Efforts since the last Title VI Program Submission

Since the last Title VI Program submission, NNEPRA has utilized a hybrid approach to outreach, conducting in-person and virtual options. The following outreach efforts were conducted since the last submission:

- After public restrictions from the COVID pandemic were lifted, NNEPRA continued with Board Meetings in-person. These meetings were held in Westbrook, Maine and Portland, Maine. Every Board meeting is advertised online, via email distribution list, and newspaper with translation service available upon request. Staff members, Board of Directors and members of the public attended each meeting with a focus on past performance, future plans and public participation.
- NNEPRA participated in 'Ride with Me' hosted by PACTS GPCOG. Through paired rides, the event intends to raise awareness amongst decision-makers about the challenges faced by the most vulnerable transit users through first-hand experience.
- NNEPRA Staff Members conducted various 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, Wells, ME Selectboard, Portland, ME Sustainability & Transportation Committee, several Chamber of Commerce and Tourism organizations as well as Rotary Clubs.
- NNEPRA Staff participated in various trade shows (tourism, senior, group, B2B) around the service area.
- Station Committee Meetings were held with representatives from each station community to discuss station issues, concerns and improvements. The meetings take place every other month either remotely or at different station communities the Downeaster serves. Attendees included representatives from each municipality, NNEPRA staff, Amtrak staff, and federal partners such as the Federal Railroad Administration and Department of Homeland Security.
- As certified Operation Lifesaver Authorized Volunteers, NNEPRA coordinated FRA rail safety education presentations in Saco, ME and Durham, NH.
- NNEPRA's website, www.nnepra.com, focuses on providing more information in an easily accessible way. The website highlights procurement opportunities, ongoing project status, reports, statistics, community involvement, and staff information. The public is encouraged to contact NNEPRA staff via the info@nnepra.com email address. This email inbox is

regularly monitored by multiple staff members. As a result, the appropriate staff member responds to the appropriate inquiry from the public.

- NNEPRA advertises the Amtrak Downeaster promotions in newspapers and on radio and television stations in Portland, Maine and Boston, Massachusetts as well as radio and television stations in other communities that the Downeaster serves. These ads reach all populations in and near the Downeaster Station communities.
- NNEPRA continued to print and distribute the Downeaster schedule in Somali, 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 Amtrakdowneaster.com and nnepra.com websites can be translated into over 100 languages including Arabic, Chinese, French, Portuguese, Somali and Spanish via “Google Translate”.
- Spanish, French and Chinese translation services are available on Amtrak.com
- NNEPRA also participated in the PACTS Transit Tomorrow Plan, Transit Together Plan, and Connect 2045 long-range transportation plans. NNEPRA has been actively participating in the update of Connect 2045 to Connect 2025. Published Plans can be found here:
 - <https://www.gpcog.org/176/Transit-Tomorrow>
 - <https://www.transittogether.org/overview?locale=en#:~:text=Transit%20Together%20is%20led%20by,consulting%20services%20by%20Nelson%5CNygaard>
 - <https://www.connect2045.org/>

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, Somali, French and Spanish and distributed to each station. Based off the most recent Census data and subsequent analysis (see Appendix G), NNEPRA will publish the winter 2025/2026 schedules and schedules thereafter in English, Spanish, and French. Translated train schedules are also typically available on NNEPRA's website, 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, amtrakdowneaster.com and nnepra.com, translating all readable content into over 100 languages including Arabic, Chinese, Portuguese, Somali and German.

Spanish, French and Chinese translation services are available on 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 10 pages two and three. Attached as Appendix D.

Monthly meetings that are held with the NNEPRA Executive Director, Deputy Director and Manager of Passenger Service and the Amtrak Assistant Superintendent, Train Master 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. As part of these meetings, NNEPRA has developed a tracking matrix to ensure items are followed up on and acted upon.

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

NNEPRA keeps a list of 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

The FTA requires all fixed route transit providers to develop quantitative standards for all fixed route modes of operation for the indicators listed below. Per the guidance set forth in FTA Circular 4702.1B, the following standards have been developed:

(1) Vehicle Loads

The Downeaster is a reserved service and since COVID, standee situations generally do not occur. As ridership has returned to pre-pandemic levels since the previous Plan, below are the projected vehicle loads expressed as the percent of passengers to the total number of seats to passengers:

- 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 and is a measure of the number of runs completed as scheduled. NNEPRA defines a train as late if it arrives at its end location ten or more minutes later than the published time. The OTP goal for 2025 was 85 percent. OTP is set annually by the Board of Directors.

(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

As required by FTA's Circular 4702.1B, all fixed route transit providers are required to develop policies for the following service indicators:

(1) Vehicle Assignment Policy

Vehicle assignment refers to the process by which transit vehicles are placed into service. NNEPRA contracts with Amtrak for rolling stock and utilizes Amfleet - coach cars. As such, equipment assignment is determined annually with Amtrak, based on equipment availability and ridership demand. Additional rolling stock is occasionally utilized during periods of peak demand.

(2) 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 by separate entities including municipalities and private developments. All stations do have covered and lit platforms which are Americans with Disabilities Act compliant and NNEPRA provides maintenance standards for each community.

Appendix A: NNEPRA Board Approval of Title VI Plan

Summary of the Meeting of the Board of Directors Northern New England Passenger Rail Authority

Minutes of the Meeting of the Board of Directors Northern New England Passenger Rail Authority

August 22, 2025

Directors in Attendance: Chairman Jim Cohen; Ms. Carol Murray, Treasurer; Ms. Alison Harris; Ms. Maggie Edson; Mr. Nate Moulton; Commissioner Michael Duguay, DECD

NNEPRA Staff in Attendance: Ms. Patricia Quinn; Ms. Catherine Kruglak; Ms. Belle Askinasi; Mr. James Russell; Ms. Emily Bedard

Interested Parties: Ms. Patty Barber; Mr. Kevin Chittenden, Amtrak; Mr. Luke Irvine, Amtrak; Mr. Bruce Sleeper, Train Riders Northeast; Mr. Dana Knapp, Concord Coach; Mr. Stanley Koski; Mr. Irwin Gratz

OPENING REMARKS

Meeting called to order at 1:01 PM

Roll call was made and all Directors present except Vice Chairman Cassavant and Director Ouellette.

PUBLIC COMMENT

Chairman Cohen opened the floor to public comment.

Mr. Bruce Sleeper commented on the challenges of navigating the NNEPRA website to access virtual Zoom information.

End public comment.

Approval of June 2, 2025 Minutes

Motion to approve June 2, 2025 Minutes

Motion: Ms. Maggie Edson

Second: Mr. Nate Moulton

Approved: All

Abstain: Commissioner Duguay

Approval of Updated NNEPRA Policies

Ms. Catherine Kruglak provided updates regarding changes made to the Title IV Policy and Financial Management Policy.

Catherine noted that changes to the Title IV Policy are required to be updated every three years and provided a summary of the changes made for the FY2026 – 2028 plan.

Motion to approve Title IV Policy as amended

Motion: Ms. Carol Murray
Second: Ms. Alison Harris
Approved: All

Catherine provided an overview of the changes made to the Financial Management Policy since the last update the Board approved in 2023.

Motion to approve Financial Management Policy

Motion: Ms. Carol Murray
Second: Mr. Nate Moulton
Approved: All

FISCAL YEAR 2025 IN REVIEW

Patricia provided an overview of fiscal year 2025 ridership and revenue. A review of the Fiscal Year 2025 Financial Report was also provided.

Motion to accept FY25 Financial Report.

Motion: Ms. Alison Harris
Second: Ms. Carol Murray
Approved: All

FISCAL YEAR 2026 – JULY PERFORMANCE

Patricia provided an overview of July performance noting a strong start to FY26.

Project Updates

Patricia provided an update on Downeaster projects including the Wells Area Improvement Project, FY25 Tie Replacement Project, Portland Station Platform Repair Project, Portland Station Relocation, Falmouth Station Project and Service Development Plan.

Other Business

Patricia provided an update regarding Amtrak updates including the rollout of new equipment scheduled in the Pacific Northwest for calendar year 2026. Additionally, Patricia commented on the potential merger of the Union Pacific and Norfolk Southern railroads that would create the first transcontinental U.S. freight railroad.

Board meeting dates through the end of calendar year 2025 were discussed. The Board agreed to hold the next in-person meeting on September 15, 2025. No additional dates were confirmed.

PUBLIC COMMENT

Chairman Cohen opened the floor to public comment.

Mr. Bruce Sleeper commentated on the merger of the Union Pacific and Norfolk Southern railroads.

End public comment.

EXECUTIVE SESSION

Motion to Enter Executive Session pursuant to 1 MRS § 405(6)(E) for the purpose of discussing the acquisition of real property.

Motion: Ms. Carol Murray

Second: Ms. Alison Harris

Approved: All

Executive Session began at 2:02 PM

Motion to End Executive Session

Motion: Ms. Carol Murray

Second: Ms. Alison Harris

Approved: All

Executive Session ended at 2:31 PM

MOTION TO ADJOURN

Motion to adjourn

Motion: Ms. Carol Murray

Second: Ms. Maggie Edson

Approved: All

Meeting Adjourned at 2:32 PM

Appendix B: Example of Schedules

ENGLISH

Our Stations

Authority Overview

Statement of Non-Discrimination

Department of Transportation

Northern New England Passenger Rail Authority

And Beyond! Connect to Amtrak's National Network



Schedule
Effective October 15, 2024



AmtrakDowneaster.com
800.USA.RAIL

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



Special Travel Notes

Holiday Schedule: On Thanksgiving (Thursday, Nov. 22, 2024) and Christmas (Wednesday, Dec. 25, 2024), the Amtrak Downeaster service trains 690, 691, 692, 693, 696, 697, 698, 699 ONLY. For more information, visit AmtrakDowneaster.com.

Passenger Change: A 10% change without notice

Change without notice

Appendix C: Compliant Form

NNEPRA.com screenshot June 25, 2025

Title VI Notice to the Public

NNEPRA believes that 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](#) in (English), French, Somali, or Spanish.

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

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

Si aad cabasho u gudbiso ama aad wax badan uga ogaaato hababka takoor la'aanta ee NNEPRA, fadlan kala xidhiidh NNEPRA 207-780-1000.

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

How to file a complaint



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 service 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: Civil Rights Liaison

75 W. Commercial Street, Suite #104

Portland, ME 04101

Or, you may contact:

Department of Transportation

Federal Transit Administration

Office of Civil Rights

1200 New Jersey Avenue, SE

Washington, DC 20590

888-446-4511

<https://www.transit.dot.gov/content/contact-us-fta-office-civil-rights>

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

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 (incl. 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.

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

Please describe the alleged discrimination incident (continued).

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

YES
 NO

If so, list agency / agencies and contact information below

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

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

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

Complainant's Signature _____ Date _____

Print or Type Name of Complainant

Date Received:

Appendix D: Amtrak Contract Appendix 10

APPENDIX 10

Federal Transit Administration Provisions

Federal Grant Compliance Requirements

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

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

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

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

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

Amtrak-NNEPRA Service Agreement

Appendix 10

Page 1

Access to Records and Reports.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Appendix E: Sample NNEPRA/Amtrak Monthly Operation Meeting Agenda

NNEPRA/Amtrak Monthly Operation Meeting

November 27, 2024
10:00 AM ET

1. General Railroad
 - a. State of the railroad
 - b. Wells project
2. Service Delivery
 - a. Crew
 - i. Staffing levels
 - ii. Portland ticket agents
 - b. Equipment
 - i. Horizon coaches
3. Policy/Administration
 - a. Train numbers
 - b. Reschedule Downeaster Service Standards face to face discussion
 - c. Bi-weekly meeting schedule change
4. Customer Feedback
 - a. ADA/Title VI
 - b. Amtrak received comments
 - c. NNEPRA received comments
5. Safety
 - a. General safety concerns
 - b. Café Mechanical Defect forms
 - c. Passenger or employee injuries
 - i. FTA reportable assaults on operators
6. Other

Appendix F: Survey Questionnaire

- 1. What is the 5-digit Zip Code where you live?**

- 2. How did you purchase the ticket for your trip today on the Downeaster?**
 - a. Amtrak.com
 - b. At station or at Quik-Trak kiosk
 - c. 1-800-USA-RAIL
 - d. Onboard the train
 - e. AmtrakDowneaster.com
 - f. Amtrak mobile app
 - g. Some other way (note in box below):

- 3. Which one of the following best describes the overall purpose of your trip today on the Downeaster? Please choose only one response.**
 - a. Commuting to or returning from work
 - b. Other business purpose (i.e. a meeting, conference, etc.)
 - c. Shopping, sightseeing or taking part in another leisure/recreation activity
 - d. Sporting, cultural, or entertainment event
 - e. Medical appointment
 - f. Visiting friends or relatives
 - g. Vacation or other leisure travel
 - h. Traveling to or from school or college
 - i. Traveling to or from airport or some other form of transportation

- 4. What is the language primarily spoken in your household?**
 - a. English
 - b. Spanish
 - c. Portuguese
 - d. Chinese (Mandarin, Cantonese)
 - e. French
 - f. Somali
 - g. Other (please specify):

- 5. Which of the following best describes your ethnic background?**
 - a. White/Caucasian
 - b. Asian/Asian-American
 - c. Black/African-American
 - d. Native American/Alaska Native
 - e. Latino/Hispanic
 - f. Pacific Islander/Native Hawaiian
 - g. Middle Eastern/North African
 - h. Multiethnic/Biracial
 - i. Other (please specify):

Appendix G: Limited English Proficiency (LEP) Access Plan 2025

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

July 2025

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.

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. 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.

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 Massachusetts. Those are attached for reference as Appendix I.

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 Massachusetts are in Table 1 below.

Table 1:

	Count	%		Count	%
English	7,451,557	91.81%	Gujarati	4,362	0.05%
Spanish	288,024	3.55%	Thai, Lao, or other Tai-Kadai languages:	3,743	0.05%
Portuguese	102,311	1.26%	Other languages of Asia:	3,695	0.05%
Chinese (incl. Mandarin, Cantonese):	71,997	0.89%	Persian (incl. Farsi, Dari)	3,471	0.04%
Haitian	35,661	0.44%	Telugu:	2,997	0.04%
Vietnamese	27,289	0.34%	Bengali	2,939	0.04%
French	17,358	0.21%	Japanese:	2,937	0.04%
Arabic:	15,719	0.19%	German	2,381	0.03%
Russian	15,017	0.19%	Other and unspecified languages:	2,310	0.03%
Khmer	12,013	0.15%	Tagalog (incl. Filipino):	2,255	0.03%
Ukrainian or other Slavic languages	11,885	0.15%	Serbo-Croatian	2,218	0.03%
Other Indo-European languages:	10,281	0.13%	Urdu	2,111	0.03%
Korean	7,291	0.09%	Armenian	1,900	0.02%
Italian	6,738	0.08%	Punjabi	1,630	0.02%
Nepali, Marathi, or other Indic languages:	6,056	0.07%	Tamil:	1,541	0.02%
Amharic, Somali, or other Afro-Asiatic languages:	5,846	0.07%	Ilocano, Samoan, Hawaiian, or other Austronesian languages:	1,307	0.02%
Greek	5,728	0.07%	Hebrew:	1,180	0.01%
Yiddish, Pennsylvania Dutch, or other West Germanic languages	5,573	0.07%	Malayalam, Kannada, or other Dravidian languages:	916	0.01%
Polish	5,308	0.07%	Hmong	281	0.00%
Hindi	5,042	0.06%	Other Native languages of North America:	182	0.00%
Swahili or other languages of Central, Eastern, and Southern Africa:	4,952	0.06%	Navajo:	27	0.00%
Yoruba, Twi, Igbo, or other languages of Western Africa:	4,851	0.06%		TOTAL	8,116,497 100.00%

“Frequently encountered groups” are defined as 5% or 1,000 people, whichever is less, of the total population eligible to be served. According to these estimates, there are languages spoken that could normally require translation of vital documents.

NNEPRA has surveyed passengers on-board our trains regularly over the last fifteen+ years and has performed this survey as recently as 2022. NNEPRA will deploy the next passenger survey in the fall of 2025, after a large track maintenance project is complete. These surveys include demographic information. A copy of the most recent survey questionnaire is attached as Appendix G.

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

Table 2:

Downeaster Ridership LEP Persons					
	Riders Surveyed	English	Spanish	French	Other
Percent	100%	97.3%	1.2%	0%	1.5%
Count	334	325	4	0	5

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 is also represented and will be addressed below. Not represented in the survey data but an additional language which will be addressed below is French. “Other” languages that have been encountered are made up of over 20 other languages. Therefore, NNEPRA has decided that the cost of translation of “other” languages is not cost effective for print materials 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 and www.nnepra.com. NNEPRA also provides translation upon request.

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 3.55% of the entire service area and make up almost 1.2% of the Downeaster ridership. NNEPRA has provided Spanish schedules and will continue to do so. Spanish translation is available from Google translate on both NNEPRA/Downeaster websites.

French LEP persons make up less than 1% of the entire Downeaster service area and less than one half of 1% of the Downeaster ridership. However, during the summer months, the Amtrak Downeaster stops in Old Orchard Beach. Many French Canadian tourists frequent that area and visit via the service. NNEPRA has historically provided French schedules to serve this seasonal tourist population 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.

NNEPRA will continue to monitor ridership surveys and census estimates to analyze whether changes to the translated vital documents are 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, French and Chinese. Both of NNERPA's hosted websites, www.amtrakdowneaster.com and www.nnepra.com offer translations of the content to Arabic, Chinese, French, German, Portuguese, Somali, Spanish, and 100+ other languages by the Google Translator Application.

NNEPRA publishes the Amtrak Downeaster schedule in both French and Spanish.

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

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

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

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

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

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

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

Continuing 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 website and can be found here: <http://www.nnepra.com/about>.
2. The NNEPRA Title VI Policy and LEP Plan is posted on the agency website, www.nnepra.com in all necessary languages.
3. NNEPRA's complaint form is available in all necessary languages.
4. NNEPRA contracts with a telephone translation service to be available at all times.
5. Staff Title VI training took place on February 3, 2025 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 Compliance Manager, which encompasses the roles of Civil Rights Liaison and DBELO was established in August 2023 to ensure compliance with 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, PACTS, and the other Greater Portland transit providers to identify any new growing population of LEP persons and their language.

“I Speak” cards are made available to all NNEPRA employees, Downeaster Café Employees and Amtrak Downeaster Employees.

The reporting from staff and train crew of the frequency that the “I Speak” cards are used will help to determine if NNEPRA needs to add resources in other languages.

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 Grant Program and Compliance Manager (GCM), the contact for the LEP Plan. All inquiries, comments or complaints by phone, e-mail or mail are forwarded to the GCM. 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.

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

Appendix H: ME-MA-NH 5 Year Estimates Language Spoken

Table: ACSDT5Y2023.B16001

Language Spoken at Home by Ability to Speak English for the Population 5 Years and Over		United States Census Bureau
Note: The table shown may have been modified by user selections. Some information may be missing.		
DATA NOTES		
TABLE ID:	B16001	
SURVEY/PROGRAM:	American Community Survey	
VINTAGE:	2023	
DATASET:	ACSDT5Y2023	
PRODUCT:	ACS 5-Year Estimates Detailed Tables	
UNIVERSE:	Population 5 years and over	
MLA:	U.S. Census Bureau, U.S. Department of Commerce. "Language Spoken at Home by Ability to Speak English for the Population 5 Years and Over." American Community Survey, ACS 5-Year Estimates Detailed Tables, Table B16001, https://data.census.gov/table/ACSDT5Y2023.B16001?g=Maine&t=Language+Spoken+at+Home&g=040XX00US23,25,33 . Accessed on 7 Jul 2025.	
FTP URL:	None	
API URL:	https://api.census.gov/data/2023/acs/acs5	
USER SELECTIONS		
GEOS	Maine; New Hampshire; Massachusetts	
TOPICS	Language Spoken at Home	
EXCLUDED COLUMNS	None	
APPLIED FILTERS	None	
APPLIED SORTS	None	
PIVOT & GROUPING		
PIVOT COLUMNS	None	
PIVOT MODE	Off	
ROW GROUPS	None	
VALUE COLUMNS	None	
WEB ADDRESS	https://data.census.gov/table/ACSDT5Y2023.B16001?g=Maine&t=Language+Spoken+at+Home&g=040XX00US23,25,33	
TABLE NOTES		
Although the American Community Survey (ACS) produces population, demographic and housing unit estimates, the decennial census is the official source of population totals for April 1st of each decennial year. In between censuses, the Census Bureau's Population Estimates Program produces and disseminates the official estimates of the population for the nation, states, counties, cities, and towns and estimates of housing units and the group quarters population for states and counties.		
Information about the American Community Survey (ACS) can be found on the ACS website. Supporting documentation including code lists, subject definitions, data accuracy, and statistical testing, and a full list of ACS tables and table shells (without estimates) can be found on the Technical Documentation section of the ACS website.		
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.		
Source: U.S. Census Bureau, 2019-2023 American Community Survey 5-Year Estimates		
ACS data generally reflect the geographic boundaries of legal and statistical areas as of January 1 of the estimate year. For more information, see Geography Boundaries by Year.		
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 ACS Technical Documentation). The effect of nonsampling error is not represented in these tables.		
Users must consider potential differences in geographic boundaries, questionnaire content or coding, or other methodological issues when comparing ACS data from different years. Statistically significant differences shown in ACS Comparison Profiles, or in data users' own analysis, may be the result of these differences and thus might not necessarily reflect changes to the social, economic, housing, or demographic characteristics being compared. For more information, see Comparing ACS Data.		
In 2016, changes were made to the languages and language categories presented in tables B16001, C16001, and B16002. For more information, see 2016 Language Data User note.		
Geographical restrictions have been applied to Table B16001 - LANGUAGE SPOKEN AT HOME BY ABILITY TO SPEAK ENGLISH FOR THE POPULATION 5 YEARS AND OVER for the 5-year data estimates. These restrictions are in place to protect data privacy for the speakers of smaller languages. Geographical areas published for the 5-year B16001 table include: Nation (010), States (040), Metropolitan Statistical Area-Metropolitan Divisions (314), Combined Statistical Areas (330), Congressional Districts (500), and Public Use Microdata Sample Areas (PUMAS) (795). For more information on these geographical delineations, see the Metropolitan Statistical Area Reference Files. County and tract-level data are no longer available for table B16001; for specific language data for these smaller geographies, please use table C16001. Additional languages are also available in the Public Use Microdata Sample (PUMS), at the State and Public Use Microdata Sample Area (PUMA) levels of geography.		
Estimates of urban and rural populations, housing units, and characteristics reflect boundaries of urban areas defined based on 2020 Census data. As a result, data for urban and rural areas from the ACS do not necessarily reflect the results of ongoing urbanization.		
Explanation of Symbols: The estimate could not be computed because there were an insufficient number of sample observations. For a ratio of median estimate, one or both of the median estimates falls in the lowest interval or highest interval of an open-ended distribution. For a 5-year median estimate, the margin of error associated with a median was larger than the median itself. N The estimate or margin of error cannot be displayed because there were an insufficient number of sample cases in the selected geographic area. (X) The estimate or margin of error is not applicable or not available. median- The median falls in the lowest interval of an open-ended distribution (for example "2,500- ⁺ median"). The median falls in the highest interval of an open-ended distribution (for example "250,000- ⁺ median"). The margin of error could not be computed because there were an insufficient number of sample observations. *** The margin of error could not be computed because the median falls in the lowest interval or highest interval of an open-ended distribution. **** A margin of error is not appropriate because the corresponding estimate is controlled to an independent population or housing estimate. Effectively, the corresponding estimate has no sampling error and the margin of error may be treated as zero.		
COLUMN NOTES	None	

Table: ACSDTSY2023.B16001

Label	Maine		Massachusetts		New Hampshire	
	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error
Total:	1,314,485	±276	6,642,060	±207	1,324,629	±170
Speak only English	1,236,009	±1,951	4,997,488	±13,261	1,218,060	±2,783
Spanish:	12,179	±893	535,368	±5,033	35,239	±1,565
Speak English "very well"	9,280	±684	362,786	±4,048	22,696	±1,454
Speak English less than "very well"	2,899	±483	272,582	±4,983	12,543	±1,079
French (incl. Cajun):	31,675	±1,336	44,697	±2,524	15,637	±1,269
Speak English "very well"	25,803	±1,257	36,064	±2,090	12,784	±1,049
Speak English less than "very well"	5,872	±593	8,633	±947	2,853	±559
Haitian:	130	±139	85,190	±4,155	562	±279
Speak English "very well"	130	±139	49,737	±2,645	354	±206
Speak English less than "very well"	0	±26	35,453	±2,448	208	±146
Italian:	1,105	±352	26,278	±2,003	1,166	±327
Speak English "very well"	992	±335	19,760	±1,780	1,059	±303
Speak English less than "very well"	113	±70	6,518	±705	107	±68
Portuguese:	2,453	±550	220,320	±6,415	5,711	±1,122
Speak English "very well"	1,341	±327	120,747	±4,029	4,085	±928
Speak English less than "very well"	1,112	±347	99,573	±3,509	1,626	±397
German:	3,009	±428	16,921	±1,386	3,981	±647
Speak English "very well"	2,564	±370	15,518	±1,294	3,448	±561
Speak English less than "very well"	445	±204	1,403	±307	533	±238
Yiddish, Pennsylvania Dutch or other West Germanic languages:	1,714	±693	3,519	±805	340	±183
Speak English "very well"	1,582	±678	3,170	±654	340	±183
Speak English less than "very well"	132	±95	349	±202	0	±29
Greek:	617	±288	20,001	±1,515	2,446	±677
Speak English "very well"	464	±205	14,873	±1,312	1,999	±658
Speak English less than "very well"	153	±197	5,128	±706	447	±186
Russian:	1,244	±453	35,709	±2,726	2,324	±534
Speak English "very well"	1,005	±387	21,594	±1,810	1,661	±429
Speak English less than "very well"	239	±127	14,115	±1,462	663	±277
Polish:	701	±220	15,279	±1,447	1,108	±280
Speak English "very well"	544	±192	10,294	±1,078	942	±259
Speak English less than "very well"	157	±76	4,985	±759	166	±79
Serbo-Croatian:	246	±161	4,802	±959	1,197	±517
Speak English "very well"	161	±152	3,034	±685	632	±298
Speak English less than "very well"	85	±77	1,568	±523	565	±274
Ukrainian or other Slavic languages:	726	±267	10,119	±1,032	1,040	±305
Speak English "very well"	650	±250	7,037	±807	864	±259
Speak English less than "very well"	76	±69	3,082	±507	176	±100
Armenian:	170	±117	5,798	±1,080	218	±115
Speak English "very well"	124	±89	3,974	±704	188	±106
Speak English less than "very well"	46	±71	1,824	±759	30	±33
Persian (incl. Farsi, Dari):	845	±419	8,265	±976	406	±193
Speak English "very well"	424	±262	5,416	±747	205	±117
Speak English less than "very well"	421	±225	2,849	±600	201	±161
Gujarati:	2	±3	13,231	±1,383	724	±343
Speak English "very well"	2	±3	8,996	±963	597	±263
Speak English less than "very well"	0	±26	4,235	±814	127	±119
Hindi:	492	±184	30,245	±2,010	1,671	±496
Speak English "very well"	342	±132	25,597	±1,792	1,427	±474
Speak English less than "very well"	150	±114	4,638	±835	244	±121
Urdu:	76	±67	8,865	±1,413	434	±239
Speak English "very well"	45	±44	6,838	±1,167	381	±238
Speak English less than "very well"	31	±47	2,027	±402	53	±50
Punjabi:	0	±26	4,131	±986	246	±302
Speak English "very well"	0	±26	2,674	±644	73	±212
Speak English less than "very well"	0	±26	1,457	±471	173	±204
Bengali:	185	±168	9,671	±1,482	378	±262
Speak English "very well"	116	±92	6,836	±1,105	343	±255
Speak English less than "very well"	69	±88	2,835	±721	35	±39
Nepali, Marathi, or other Indic languages:	49	±42	15,880	±1,549	3,296	±731
Speak English "very well"	47	±41	11,301	±1,196	1,821	±450
Speak English less than "very well"	2	±3	4,579	±748	1,475	±489
Other Indo-European languages:	1,430	±375	29,570	±2,137	2,185	±526
Speak English "very well"	1,222	±359	20,023	±1,578	1,659	±423

Table: ACSDT5Y2023.B16001

Label	Maine		Massachusetts		New Hampshire	
	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error
Speak English less than "very well"	208	±86	9,547	±1,161	526	±175
Telugu:	114	±88	12,041	±1,130	1,533	±464
Speak English "very well!"	114	±88	9,478	±864	1,099	±355
Speak English less than "very well!"	0	±26	2,563	±674	434	±254
Tamil:	74	±62	11,152	±1,243	1,154	±431
Speak English "very well!"	55	±57	9,645	±1,099	1,139	±431
Speak English less than "very well!"	19	±28	1,507	±366	15	±17
Malayalam, Kannada, or other Dravidian languages:	46	±36	6,624	±988	962	±420
Speak English "very well!"	46	±36	5,780	±910	890	±397
Speak English less than "very well!"	0	±26	844	±283	72	±60
Chinese (Ind. Mandarin, Cantonese):	2,550	±474	142,640	±3,383	4,999	±754
Speak English "very well!"	1,452	±359	74,043	±2,071	2,697	±538
Speak English less than "very well!"	1,098	±302	68,597	±2,401	2,302	±458
Japanese:	692	±256	9,259	±1,023	1,007	±364
Speak English "very well!"	483	±195	6,646	±891	892	±357
Speak English less than "very well!"	209	±105	2,613	±467	115	±72
Korean:	643	±209	17,974	±1,450	1,682	±393
Speak English "very well!"	420	±166	11,806	±982	782	±210
Speak English less than "very well!"	223	±122	6,168	±729	900	±312
Hmong:	5	±9	931	±495	0	±29
Speak English "very well!"	5	±9	650	±425	0	±29
Speak English less than "very well!"	0	±26	281	±151	0	±29
Vietnamese:	1,156	±312	43,801	±2,904	1,760	±500
Speak English "very well!"	309	±127	18,330	±1,578	789	±240
Speak English less than "very well!"	847	±254	25,471	±1,992	971	±463
Khmer:	1,116	±409	21,330	±1,841	397	±172
Speak English "very well!"	590	±240	10,030	±1,006	210	±92
Speak English less than "very well!"	526	±221	11,300	±1,281	187	±134
Thai, Lao, or other Tai-Kadai languages:	802	±291	6,617	±852	756	±293
Speak English "very well!"	455	±170	3,632	±556	345	±185
Speak English less than "very well!"	347	±173	2,985	±487	411	±221
Other languages of Asia:	338	±186	10,823	±1,425	889	±415
Speak English "very well!"	304	±184	7,564	±1,055	487	±190
Speak English less than "very well!"	34	±41	3,259	±675	402	±294
Tagalog (Ind. Filipino):	1,381	±363	8,092	±905	2,138	±548
Speak English "very well!"	1,058	±297	6,509	±779	1,789	±495
Speak English less than "very well!"	323	±130	1,583	±340	349	±165
Ilocano, Samoan, Hawaiian, or other Austronesian languages:	394	±195	3,319	±727	747	±289
Speak English "very well!"	296	±129	2,486	±496	371	±184
Speak English less than "very well!"	98	±92	833	±376	376	±201
Arabic:	2,154	±636	40,726	±3,234	2,565	±571
Speak English "very well!"	1,062	±329	26,886	±2,195	1,778	±402
Speak English less than "very well!"	1,092	±403	13,840	±1,627	787	±281
Hebrew:	194	±123	8,488	±1,031	402	±182
Speak English "very well!"	194	±123	7,338	±880	372	±173
Speak English less than "very well!"	0	±26	1,150	±328	30	±48
Amharic, Somali, or other Afro-Asiatic languages:	3,005	±755	10,083	±1,616	672	±416
Speak English "very well!"	1,782	±558	5,793	±1,046	339	±227
Speak English less than "very well!"	1,223	±343	4,290	±885	333	±227
Yoruba, Twi, Igbo, or other languages of Western Africa:	678	±288	19,906	±1,889	694	±253
Speak English "very well!"	534	±194	15,293	±1,628	600	±225
Speak English less than "very well!"	144	±163	4,613	±737	94	±120
Swahili or other languages of Central, Eastern, and Southern Africa:	2,048	±513	17,193	±1,826	2,818	±672
Speak English "very well!"	1,305	±422	13,838	±1,678	1,964	±617
Speak English less than "very well!"	743	±257	3,355	±688	854	±286
Navajo:	24	±27	41	±31	0	±29
Speak English "very well!"	8	±16	30	±24	0	±29
Speak English less than "very well!"	16	±24	11	±16	0	±29
Other Native languages of North America:	932	±177	623	±202	199	±180
Speak English "very well!"	846	±171	564	±193	162	±175

Table: ACSDT5Y2023.B16001

Label	Maine		Massachusetts		New Hampshire	
	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error
Speak English "less than 'very well'"	86	±39	59	±67	37	±34
Other and unspecified languages	1,082	±412	9,250	±1,245	886	±364
Speak English "very well"	793	±344	7,358	±1,128	757	±350
Speak English "less than 'very well'"	289	±198	1,892	±425	129	±73

Appendix I: PACTS Public Involvement Plan, 2025 Update

URL:

<https://www.gpcog.org/DocumentCenter/View/4117/PACTS-PIP-2025-Updated-12925>



PUBLIC INVOLVEMENT PLAN

2025 Update

PACTS

Public Involvement Plan

2025 Update



This Plan was prepared by the Greater Portland Council of Governments:
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Photos courtesy of Tom Bell

This document is available online at www.gpcog.org/623/Public-Involvement-Plan

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If you or someone you know needs this document in a language other than English, please email info@gpcog.org and include in the subject line: I need [LANGUAGE] translation for the Public Involvement Plan document.

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Haddii adiga ama qof aad taqaanid uu u baahan yahay dukumintigan luqad aan Ingiriisi ahayn, fadlan iimayl u dir info@gpcog.org oo ku qor qaybta mawduuca: I need Somali translation for the Public Involvement Plan document.

Si usted o alguien que conoce necesita este documento en un idioma diferente al inglés, por favor envíe un correo electrónico a info@gpcog.org e incluya lo siguiente en la línea de asunto: I need Spanish translation for the Public Involvement Plan document.

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APPENDICES

- A. Inclusive Planning Toolkit
- B. Implementation Matrix
- C. Mobility For All Program
- D. PACTS Title VI/Non-Discrimination Program

I. EXECUTIVE SUMMARY

PACTS – the Portland Area Comprehensive Transportation System – created this updated Public Involvement Plan to drive its effort to better engage the public in the transportation decision-making process.

PACTS believes that broad and robust public involvement will result in transportation investments that better address the transportation needs of all those using the system. This plan provides guidance and tools for member municipalities, staff, and consultants on policies, requirements, and best practices for achieving robust and accessible public engagement.

HISTORY, STRUCTURE & GOVERNANCE

PACTS was designated in 1975 as the federally mandated Metropolitan Planning Organization (MPO) for the Greater Portland region. As an MPO, PACTS is responsible for ensuring compliance with all applicable federal laws, including those governing civil rights, accessibility, and public participation.

PACTS is governed by the Policy Board with support from the Executive Board, Regional Transportation Advisory Committee (RTAC), and ad hoc working groups. The Greater Portland Council of Governments (GPCOG) is the organizational home for PACTS, providing staffing for its committees as well as project management and technical assistance for its planning and studies.

PUBLIC PARTICIPATION REQUIREMENTS

This Public Involvement Plan is required by the Federal Transit Administration and the Federal Highway Administration. The plan will be updated every two years to align with the Unified Planning Work Program. The next update is scheduled for 2027.

PUBLIC INVOLVEMENT POLICIES & PRACTICES

PACTS offers a wide range of methods for stakeholders and the public to receive information, provide input, and influence transportation planning. These methods are designed to be flexible, multilingual, and accessible to people with disabilities, consistent with Americans with Disabilities Act (ADA) standards and federal Limited English Proficiency (LEP) guidance.

GOALS & STRATEGIES Public Involvement Plan



During the development and adoption of federally required plans and programs, including the Long-Range Transportation Plan (LRTP), Transportation Improvement Program (TIP), and Unified Planning Work Program (UPWP), PACTS follows specific timelines and requirements for public noticing and comment, which are outlined in this plan.

Public notices, online tools, community partnerships, and culturally appropriate outreach strategies help ensure that all residents, especially traditionally underserved residents, have the opportunity to be meaningfully involved in shaping the region's transportation future.

EVALUATION

With this update of the Public Involvement Plan, PACTS is including an updated implementation matrix for tracking engagement goals and strategies, to be updated annually. PACTS will also develop and adopt performance measures and draft a Measures of Effectiveness report every two years, when the Public Involvement Plan is updated.

II. INTRODUCTION

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

PACTS is firmly committed to upholding the principles of Title VI of the Civil Rights Act and accessibility standards under the Americans with Disabilities Act (ADA) and Section 508 of the Rehabilitation Act. This means serving all people, regardless of race, color, national origin, disability, or Limited English Proficiency (LEP).

This Public Involvement Plan serves as both a practical handbook and an aspirational guide for all transportation planning and investments processes in the PACTS region. It outlines core policies, legal requirements, inclusive engagement strategies, and best practices for informing, involving, and empowering the public.

WHO SHOULD USE THIS PLAN

This plan is intended for use by all individuals and organizations involved in transportation planning



in the PACTS region, including:

- GPCOG (the organizational home of PACTS, which provides staffing for all PACTS work)
- Southern Maine Planning and Development Commission
- Consulting firms and technical partners
- Member municipalities
- Transit agency staff and governing boards
- Elected leaders and public officials
- Community-based organizations and advocacy groups
- People who live, work, travel, and play in the region

A list of acronyms used in this plan and transportation planning is available at www.gpcog.org/635/Glossary-of-Terms

ABOUT THIS UPDATE

PACTS updated its Public Involvement Plan to incorporate the latest requirements and regional engagement practices. This builds on the previous 2019 update, which included input from PACTS committees, stakeholders, and the public to advance the capacity and quality of PACTS' public involvement. The Public Involvement Plan guides PACTS' efforts to meaningfully involve the public in transportation decision-making.

PACTS Public Involvement Summary



INFORM

PACTS provides information to the public

- GPCOG website
- Press releases and conferences
- Digital newsletter
- Social media posts
- Let's Connect Greater Portland radio show



ENGAGE

PACTS gathers data, opinions and options from the public

- Public meetings & workshops
- Listening sessions
- Community tabling events
- Public polls/surveys
- Partnerships with stakeholder orgs



COLLABORATE

PACTS collaborates with the public and other stakeholders on plans, programs and projects

- Standing committees
- Project advisory groups



ADOPT & IMPLEMENT

PACTS adopts and implements plans, programs and projects

- Plans, programs and projects will reflect public input and regional priorities, including:
 - Long-Range Transportation Plan
 - Unified Planning Work Program
 - Transportation Improvement Program

HOW TO PARTICIPATE

- Attend a public meeting
- Listen to the radio show/podcast on WMPG 90.9 FM or wherever you get your podcasts
- Take public surveys and participate in public polls
- Join a committee
- Sign up for the GPCOG newsletter
- Want to learn more?
 - Visit <https://gpcog.org/223/Civil-Rights-Community-Engagement>

III. PACTS – HISTORY, STRUCTURE, & GOVERNANCE

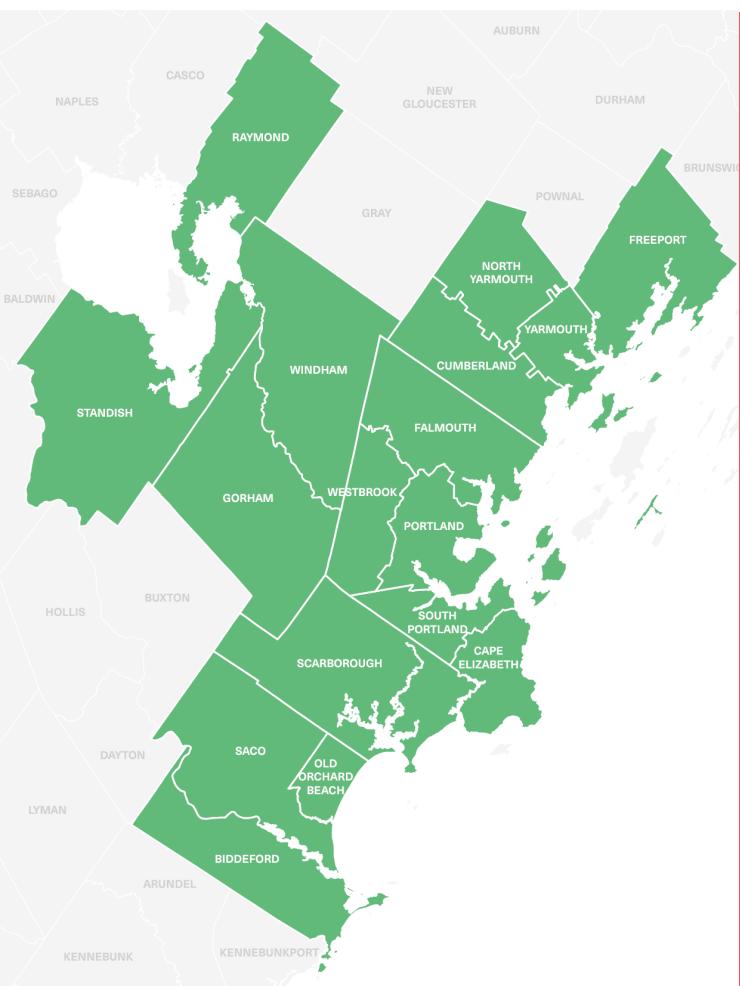
PACTS plays a critical role in people's daily lives and the regional economy through its planning and programming decisions. PACTS was designated in 1975 as the federally mandated MPO for the Greater Portland region. The federal government established MPOs in all urbanized areas of the country in order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

THE PACTS REGION

The PACTS region encompasses 17 municipalities with a total population of approximately 295,000 people. The region spans two counties and includes rural, suburban, and urban municipalities. It is the largest urbanized area in Maine and home to the state's largest public transit network. While many rural areas of the state are losing population, the PACTS region has grown steadily over the past several decades.

GOVERNANCE AND ORGANIZATION

PACTS' highest level of governance is its Policy Board. The Policy Board is supported by the Executive Board, Regional Transportation Advisory Committee (RTAC), and ad hoc working groups. The membership and roles of these committees are described in detail in the next section "PACTS Governance". GPCOG is the organizational home for PACTS, providing staffing for its committees as well as project management and technical assistance for its planning and studies.



THE 3-Cs PLANNING PROCESS

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

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

CORE PLANS AND PROGRAMS

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

- **LONG RANGE TRANSPORTATION PLAN:** Long Range Transportation Plans, or LRTPs, are required of each MPO through an Act of Congress. Every 4-5 years PACTS is required to adopt a new or updated LRTP looking forward at least 20 years. The LRTP describes a long-term regional vision for transportation investments and identifies the policies, goals, and strategies needed to meet the region's demand for transportation services. In 2022, PACTS adopted Connect 2045, its most recent LRTP.
- **TRANSPORTATION IMPROVEMENT PROGRAM:** The TIP is a four-year, fiscally constrained programming of FHWA and FTA funded investments that are scheduled within each MPO. The TIP lists all projects to be completed with available federal funds in the PACTS area, including those programmed by MaineDOT. The PACTS TIP is updated annually and is included in the State Transportation Improvement Program (STIP).
- **UNIFIED PLANNING WORK PROGRAMS:** The UPWP describes transportation studies and other planning tasks that PACTS intends to undertake in its region with federal, state and local planning funds. PACTS updates its UPWP every two years, during odd-numbered calendar years.
- **PUBLIC INVOLVEMENT PLAN:** Public involvement is a key component of the transportation planning process. PACTS is required to have an approved Public Involvement Plan that provides citizens with complete information, timely public notice, and opportunities for early and continuing involvement in the transportation planning process. PACTS must update its plan as needed to stay current with relevant federal regulations. This plan serves as PACTS' Public Involvement Plan.
- **TITLE VI/NON-DISCRIMINATION PROGRAM:** PACTS must also have a program for complying with federal civil rights protections including Title VI of the Civil Rights Act of 1964 and other non-discrimination statutes, regulations, and authorities. PACTS updates its Title VI/Non-Discrimination Program every three years.
- **MOBILITY FOR ALL PROGRAM:** This program involves a broad range of community members and organizations in improving transportation access for people with barriers. Mobility for All initiatives use inclusive practices to engage older adults, people with disabilities, people of color, Native American/Indian Tribal organizations, and other underserved communities in transportation planning and decision-making. See appendix C



COMMITTEE STRUCTURE

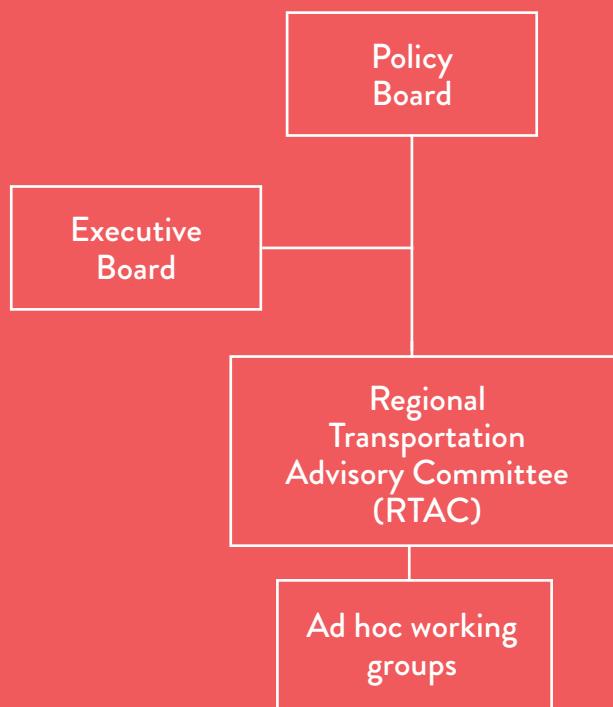
PACTS has three standing committees to inform its decision-making:

- **POLICY BOARD:** The Policy Board is the primary decision-making body of PACTS. Among other responsibilities, it oversees the strategic direction of PACTS, endorses or adopts all projects, plans, policies, and procedures, and approves budget recommendations. The Policy Board is comprised of voting representatives from all PACTS member municipalities and transit agencies, as well as representatives from MaineDOT, Maine Turnpike Authority, and other key stakeholders.
- **EXECUTIVE BOARD:** The Executive Board is a subset of the Policy Board and has decision-making authority on items that are administrative or time-sensitive in nature.
- **REGIONAL TRANSPORTATION ADVISORY COMMITTEE:** The Regional Transportation Advisory Committee (RTAC) is an advisory committee to the Policy and Executive Boards; and in that role provides guidance to staff, reviews materials, and recommends various actions to the Policy and Executive Boards. The general public has several ways to participate in the

meetings of these committees. The committees are explained in more detail below. All meetings of PACTS committees are open to the public, and the agendas include an opportunity for public comment.

The PACTS Bylaws, available on our website (www.gpcog.org/622/Transportation), include procedures and protocols for PACTS committee meetings.

PACTS Committee Structure



WHAT IS AN MPO?

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

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

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

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



IV. PUBLIC PARTICIPATION REQUIREMENTS

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

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

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

- (I) Require a minimum public comment period of 45 days before the public involvement process is initially adopted or revised;
- (II) Provide timely information about transportation issues and processes to citizens, affected public agencies, representatives of transportation agency employees, other interested parties and segments of the community affected by transportation plans, programs, and projects (including but not limited to local jurisdictions);
- (III) Provide reasonable public access to technical and policy information used in the development of plans and Transportation Improvement Programs (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, who may face challenges accessing employment and other services;

(VII) When significant written and oral comments are received on a draft transportation plan or TIP (including the financial plan) through the public involvement process or the interagency consultation process required under the US Environmental Protection Agency's conformity regulations, a summary, analysis, and report on how those comments were addressed must be included in 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.

In addition to those regulations, public involvement efforts shall include virtual and hybrid participation formats that are ADA-compliant and accessible to individuals with Limited English Proficiency, in alignment with Section 508 of the Rehabilitation Act and US Department of Transportation LEP guidance. Digital engagement tools, including online surveys, social media, and mapping platforms, must be designed for universal access and evaluated for effectiveness across all demographic groups.

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 Infrastructure Investment and Jobs Act (IIJA), also known as the Bipartisan Infrastructure Law (BIL) and federal Metropolitan Planning Regulations list the following transportation stakeholders (referred to in this document as the general public) which must have an opportunity to participate in the MPO public involvement process:

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

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

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

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

The PACTS public involvement process incorporates all STPA public participation requirements.

V. GOALS & STRATEGIES

BACKGROUND

In 2019, PACTS undertook a comprehensive update of the Public Involvement Plan. The plan was expanded to include public engagement goals and strategies, an implementation framework, and mechanisms for tracking progress. Its contents were shaped by collecting a variety of input, summarized below. This 2025 update is built on this previously collected input while reflecting the latest requirements and regional engagement practices.

INPUT COLLECTED

Scan of Public Involvement Plans

Through outreach to the Association of Metropolitan Planning Organizations and the American Planning Association, staff identified and reviewed exemplary public involvement plans from planning organizations across the United States. Plans from the Broward County (Florida) MPO and the Atlanta Regional Commission were especially informative for the design and composition of this plan update. Attention was given to how peer MPOs integrate Limited English Proficiency (LEP) outreach strategies, Title VI responsibilities, and inclusive evaluation metrics in their public engagement work.

Inclusive Transportation Planning Project

With funding from the Transit Planning 4 All initiative, GPCOG and PACTS engaged with underserved community members to assist with improving the inclusiveness of regional transportation planning. Led by a Steering Committee with strong participation by older adults, people with disabilities, and people from other underserved communities, the Inclusive Transportation Planning Project helped ensure that PACTS decision-making involves people who experience barriers to transportation. The Steering Committee worked in Fall 2018 to develop recommendations that informed the 2019 update of the PACTS Public Involvement Plan. These recommendations support compliance with Title VI by ensuring equitable participation of historically underserved communities.

PACTS Committee Outreach and Member Survey

In April 2019, GPCOG staff provided an overview of

the update process and held discussions with PACTS committees. Staff followed up with a survey of PACTS members requesting their input on the plan update. The survey received 40 responses, including 15 out of the then 18 municipalities and members of all PACTS committees.

Committee members supported establishing seats on PACTS committees that would be held by individuals from underrepresented communities, and supported the use of Access Focus Areas in evaluating projects. Both of these suggestions have been implemented.

MPO Outreach

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

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

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

communities, representatives from a wide range of community organizations and advocacy groups, especially for underserved populations, other regional, state, and federal agencies, and citizens not specifically affiliated with a group or organization.

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

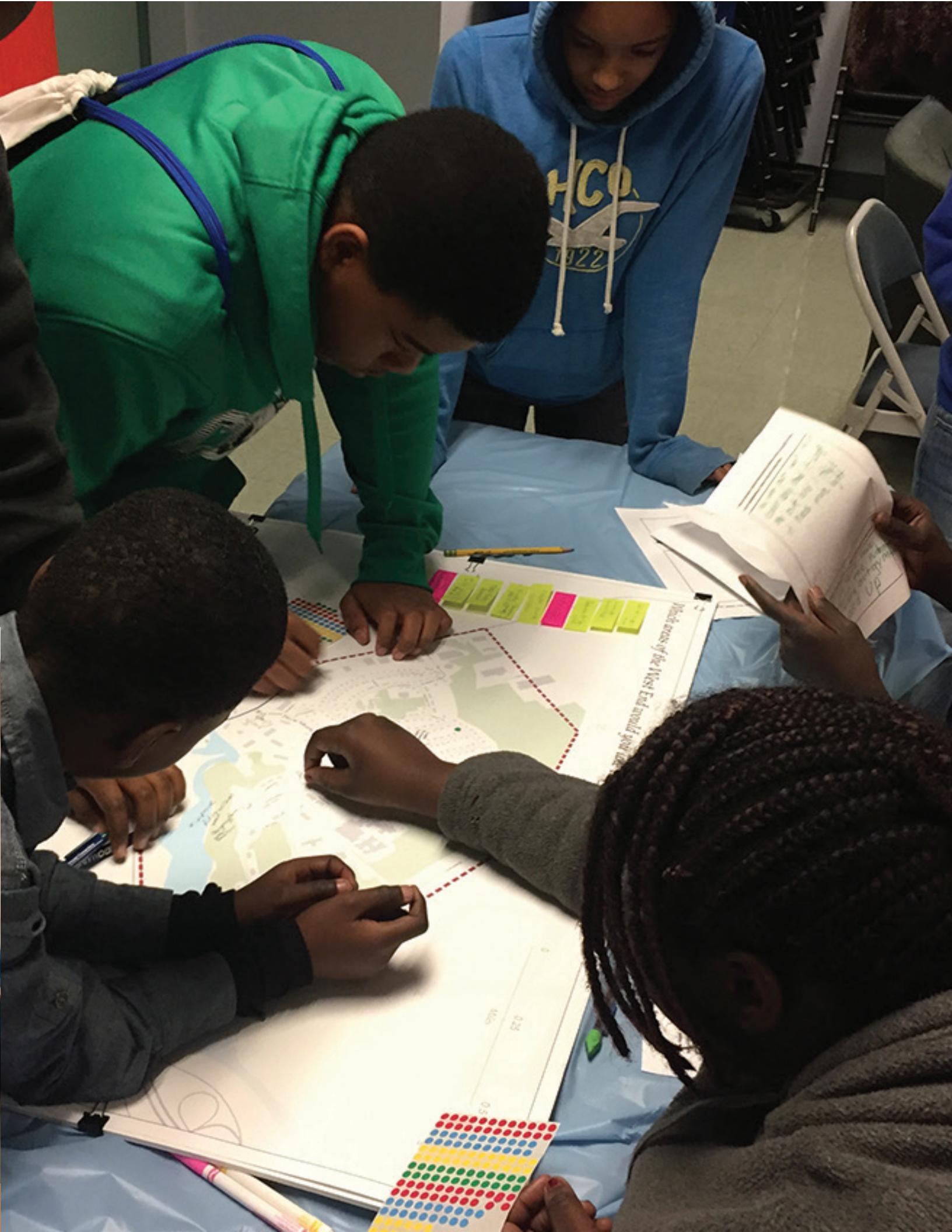
- Using a variety of interactive modes to gather input, including meetings, surveys, tables at events, informal pop-ups, and social media.
- Being sensitive to the design of these opportunities (time, location, accessibility, making it welcoming) as well as the visuals and other materials used.

None of the advisory committees are part of the governance structure per se, but all are charged with

commenting on and/or recommending plans, plan amendments, programs, and other items going to the MPO board for approval. The committees ranged in size from 20 to 45. Some are required by state law; others are creatures of the MPO's governing body. Though not advisory committees in the same sense, Florida state law requires its MPOs to have Transportation Disadvantaged Local Coordinating Boards.

These boards are set up specifically to gather input from agencies and other representatives of underrepresented populations, particularly when it comes to transit planning and services.





Which areas of the West End would you like to visit?

GOALS & STRATEGIES

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

Strategy 1: Develop clear messaging about transportation planning and investments in the PACTS region

- Work with committees, stakeholders, and staff to create simple, clear messaging about PACTS' role and impact.

Strategy 2: Create accessible materials

- Produce an accessible "Year in Review" presentation to help explain our role.
- Improve the accessibility of our key transportation planning and investing documents.

Strategy 3: Adopt contemporary communications strategies and tools.

- Continue to incorporate project and committee portals on the GPCOG website.
- Implement a social media policy and continue to cultivate a social media presence on Facebook, Instagram and LinkedIn.
- Maintain ongoing media relations about the MPO process and transportation issues in the region via press releases and events and Let's Connect Greater Portland radio show.

GOAL B: Build and Strengthen Relationships with Key Stakeholders

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

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

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

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

GOAL C: Advance the Inclusion of Underserved Communities

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

- Engage PACTS members in opportunities to learn more about the transportation needs and experiences of underserved communities.

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

- Pursue formal arrangements with key organizations to provide engagement support to staff and consultants during the implementation of the two-year Unified Planning Work Program.
- Continue implementing the Community Transportation Leaders program (see www.gpcog.org/625/PACTS-Title-VI-Program) as an ongoing opportunity for community members to gain the knowledge and tools for meaningful participation in transportation planning and decision-making.

Strategy 8: Pilot approaches to support meaningful involvement by underserved communities on PACTS Governance Committees.

- Continue the PACTS committee structure that includes members from underserved communities.

GOAL D: Make Public Involvement More Accessible and Engaging

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

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

Strategy 10: Meet people where they are.

- Hold public meetings in accessible locations, host neighborhood pop-ups, and offer hybrid meeting

options (in-person and virtual).

- Reduce barriers to participation by ensuring community members can engage in ways and settings most convenient to them.

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

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

GOAL E: Assess the Effectiveness of PACTS Public Involvement

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

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

Strategy 13: Map and Evaluate Public Involvement Efforts

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

VI. PUBLIC INVOLVEMENT POLICIES & PRACTICES

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

GENERAL INFORMATION AND UPDATES

Interested Parties Email Distribution List

PACTS maintains an email distribution list to keep stakeholders informed and engaged. Subscribers receive notices to:

- Provide input on updates to the PACTS Public Involvement Plan
- Contribute to the development of the two-year Unified Planning Work Program (UPWP)
- Receive invitations to PACTS forums and events
- Be notified of the start of the Transportation Improvement Program (TIP) development process
- Comment on draft of TIP and other key MPO actions

To be added to the list, contact: info@gpcog.org

Website

The GPCOG website (<https://gpcog.org>) provides public access to all committee documents, plans, studies, meeting calendars, and public comment opportunities. The website was updated in 2023 to upgrade the look and feel, provide better navigation, and to offer a more user-friendly experience.

- Postings for Public Comment – All documents that are available for public comment are posted online, including pending MPO actions and draft plans
- Meeting Calendar – A calendar of committee meetings, agendas, and related materials is available

Social Media

PACTS maintains a social media presence on platforms such as Facebook, LinkedIn, and Instagram to share updates, promote engagement opportunities, and highlight regional transportation initiatives.

COMMITTEE INVOLVEMENT

Members of the public may engage in PACTS committee activities in the following ways:

Public Comment at Committee Meetings

All committee meetings are open to the public and include time for public comment. Agendas are available at www.gpcog.org/agendacenter.

Committee Email Distribution Lists

Each of PACTS' standing committees maintains an email distribution list for meeting packets, agendas, and related correspondence. To be added, contact info@gpcog.org.

Committee Membership

PACTS Policy Board, Executive Board, and Regional Transportation Advisory Committee (RTAC) each have general public voting members who serve as specialists and are appointed by the Policy Board Chair. Appointments must be approved by the Policy Board.

MEDIA RELATIONS

PACTS communicates with the media through press releases, press events, and media advisories. GPCOG also hosts Let's Connect Greater Portland, a weekly public affairs radio show and podcast covering Maine's most pressing issues, including transportation.

GET INVOLVED

View the calendar, sign up for the newsletter, listen to the podcast, follow us on social media and more at www.gpcog.org/223/Civil-Rights-Community-Engagement

COMMUNICATIONS AND MARKETING MATERIALS

PACTS develops brochures, fact sheets, reports, and digital materials to educate stakeholders and the public on programs, plans, and projects. Materials are:

- Shared online through the GPCOG website and through social media
- Distributed in print at municipal offices, libraries, schools, and community centers, in some cases
- Designed to be screen-reader-accessible
- Available in translated and alternative formats

WORKSHOPS, FORUMS AND PRESENTATIONS

PACTS engages civic, community, and professional groups through presentations, workshops, and forums to raise awareness of PACTS initiatives and gather stakeholders' input.

SURVEYS

PACTS regularly conducts public surveys when developing regional plans, programs, and projects. Surveys can include quantitative (numeric, closed-ended) and qualitative (open-ended, descriptive) results, which help guide regional efforts.

MAPPING AND DATA

PACTS provides maps, charts, and data visualizations to support public understanding of plans and programs. To evaluate plans and programs for compliance with civil rights mandates, PACTS uses its Civil Rights Data Dashboard, available at [www.gpcog.org/496/Civil-Rights-Data-
Dashboard](http://www.gpcog.org/496/Civil-Rights-Data-Dashboard).

PUBLIC NOTICES

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

Public notices are sent by email to committee members, the media, the interested parties lists, and are posted on our website. Periodically, ads are placed in local newspapers and on social media platforms. PACTS is also working with places frequently visited by the public, such as town halls and libraries, to post public notices more widely.





[TABLE 1] PACTS PUBLIC INPUT PERIODS AND NOTIFICATION PROCESSES

Plan or Process	Public Comment Period	Notification Processes
Proposed Long-Range Plan amendments	21 Calendar days from receipt of notice	Email to interested parties, and post on website
Start of Long-Range Plan Update Process	30 calendar days from receipt of notice	Email to interested parties, and post on website
Draft Long-Range Plan Update	30 calendar days from receipt of notice	Email to interested parties, and post on website
Draft Update of Public Involvement Plan	45 calendar days from receipt of notice	Email to interested parties, and post on website
Solicit public input into development of Unified Planning Work Program every odd-numbered year	21 calendar days from receipt of notice	Email to interested parties, and post on website
Draft PACTS Transportation Improvement program every year	10 calendar days from receipt of notice	Email to interested parties, and post on website
Proposed TIP amendments	10 calendar days from receipt of notice	Email to interested parties and post on website

Note: The comment periods above represent minimum requirements. PACTS may extend comment periods or undertake additional outreach when appropriate.

UNIFIED PLANNING WORK PROGRAM

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

- Serving on or providing input to standing municipal boards involved in transportation planning or otherwise provide input to such a board. Municipal boards submit study proposals for funding in the UPWP.
- Providing input during the update of the region's LRTP.
- Commenting on the draft UPWP during public comment period.
- Serving on PACTS committees.
- Attending PACTS committee meetings and providing input during the standing public comment agenda item.

Public Input to PACTS-Funded Studies

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

- Serve on or provide input to study-specific advisory committees
- Attend public forums or workshops hosted by PACTS
- Serve on PACTS standing committees.
- Provide feedback at PACTS committee meetings during the standing public comment agenda item

LONG RANGE TRANSPORTATION PLAN

Every 4-5 years (or more frequently if directed by Policy Board), PACTS updates the LRTP. The current update – Connect 2045 – was adopted in 2022. This section outlines opportunities for members of the public to participate in the development of updates to the LRTP.

Public Notification of Transportation Plan Update Development

PACTS provides notice to the public of the intent to update the LRTP. This notice is posted on the GPCOG website and sent to the Interested Parties email list. PACTS will also attempt to reach additional persons

interested in the Plan's development by using various public outreach strategies including but not limited to: newsletters, news releases, newspaper inserts, bulletin boards, and public service advertisements. The public notice shall include at least the following information:

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

Public Forums/Workshops for Update Development

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

Public notices for these meetings will be posted on the GPCOG website and distributed to the Interested Parties email list at least ten days prior to the meeting. PACTS will also endeavor to identify neighborhoods affected by system deficiencies and engage them as an “interested party.”

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

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

Public Forums on Draft Update

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

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



All substantive comments received during the proceedings will be documented.

Preparation of Final Transportation Plan Update

PACTS considers all comments and input received from the public process in preparing the final Transportation Plan Update, and relevant comments are included in the final Plan. If the final Plan includes significant substantive changes from the draft version, PACTS will provide an additional comment period of at least ten days on the revised draft Plan. The final Plan will include responses to all substantive comments on the draft Plan and the final Plan. Copies will be shared with member communities.

Amendments to the Transportation Plan

The Policy Board may consider amending the Plan in the event of a significant and unforeseen project opportunity identified by a PACTS member municipality or transit agency as project sponsor. PACTS staff will post the draft amended plan for a 21-day public comment period. 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.

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 may consult the Federal Highway Administration (FHWA) and Environmental Protection Agency in determining if an amendment requires public involvement.

TRANSPORTATION IMPROVEMENT PROGRAM

Each March, the PACTS Policy Board approves a list of federally funded transportation projects for the PACTS planning area for submission to FHWA, FTA, and MaineDOT. This list, and the report in which it is located, is the PACTS Transportation Improvement Program (TIP).

The PACTS TIP includes federally funded projects, some of which are prioritized and selected by PACTS and others that are prioritized by MaineDOT. Approval of the TIP constitutes a formal statement of support by the Policy Board for the projects in the document.

Projects funded by FHWA programs are selected for the TIP according to a Memorandum of Understanding (MOU) between MaineDOT and PACTS, available at <https://www.gpcog.org/600/MOU-with-MaineDOT>. The MOU will be reviewed every three years and revised as needed.

Projects funded by FTA programs are selected for the TIP according to the PACTS Regional Transit Funding Policy, available at <https://www.gpcog.org/548/Transit-Funding>.

PACTS encourages the general public to identify challenges, propose possible solutions, and participate in municipal and transit provider decision-making processes during the development of projects to be funded via PACTS and MaineDOT.

The public involvement process for TIP development and approval involves a combination of contacts with member organizations and the general public:

- PACTS maintains an up-to-date TIP section on its website: <https://gpcog.org/178/Transportation-Improvement-Program>. Comments may be submitted to info@gpcog.org at any time.

- On that page, PACTS publishes an interactive version of projects included in the TIP. This tool is a secondary resource and allows interested parties to sort projects included in the TIP by various inputs.
- Projects included in the TIP must be consistent with the long-range transportation plan (LRTP), which is updated every 4-5 years. Municipalities and other member organizations engage their community members in the identification of projects prior to submitting them as candidates to the long-range transportation plan.
- Members of the public may attend and provide comment at PACTS committee meetings during the standing public comment agenda item or during agenda items focused on TIP development and approval each fall through early spring.

Program of Projects

The Federal Transit Administration (FTA) requires each recipient of a Section 5307 grant to develop, publish, afford an opportunity for a public hearing on, and submit for approval,

a Program of Projects (POP). FTA allows a grantee to rely on the locally adopted public participation requirements for the PACTS TIP in lieu of the process required in the development of the POP if the grantee has coordinated with the MPO, and ensured that the public is aware that the TIP development process is being used to satisfy the POP Public Participation requirements.

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

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

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

Amendments to the TIP

The PACTS Policy Board periodically needs to amend the TIP. An amendment is either the addition or deletion of a project, a major change in a funded project's budget, or a major change in the design or scope of a project that alters the intent of a project.

Before the Policy Board considers making an amendment, PACTS staff will post the proposed amendment for a 10-day public comment period. 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

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 may consult the FHWA and Environmental Protection Agency in determining if an amendment requires public involvement.

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

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

VII. EVALUATION

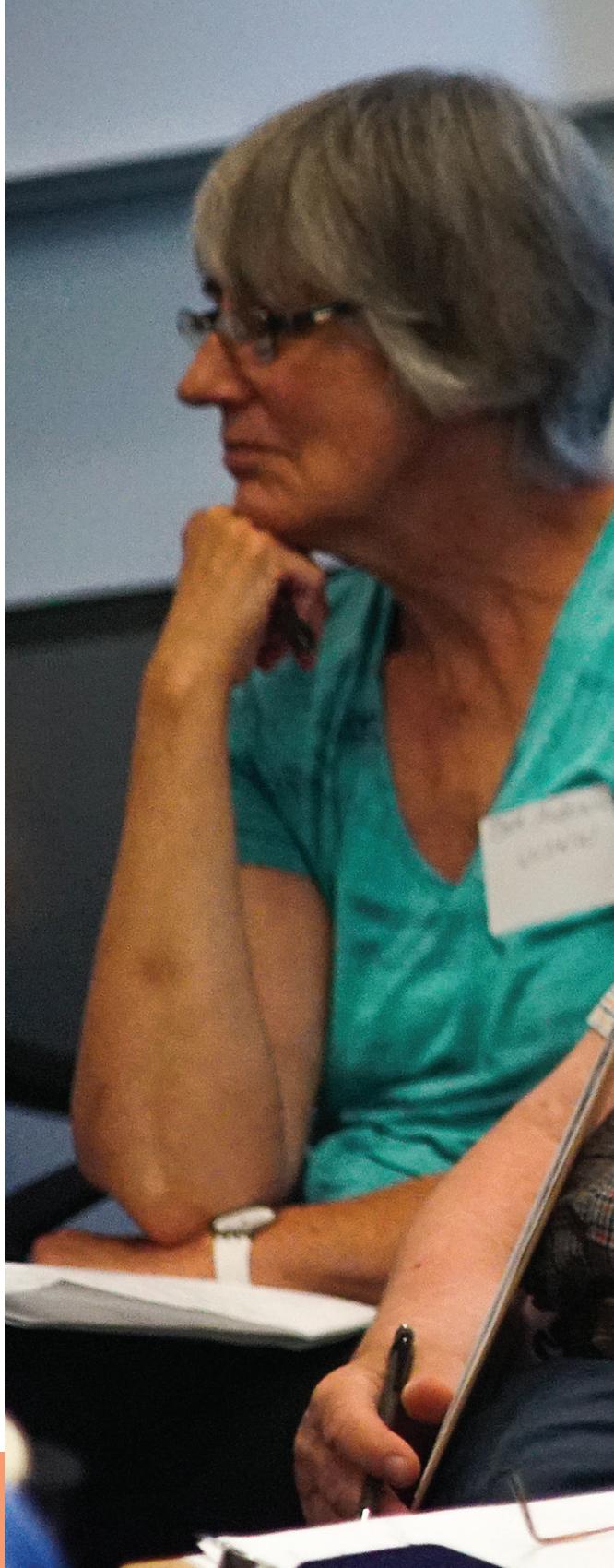
With this update of the PACTS Public Involvement Plan, PACTS is including tools for tracking and assessing the effectiveness of public involvement policies and practices.

TRACKING IMPLEMENTATION

To support implementation of the goals and strategies outlined in Chapter 4, PACTS has developed an implementation matrix (see Appendix B) to be updated annually.

ASSESSING EFFECTIVENESS

PACTS will develop and adopt performance measures drawn from the best practices of innovative MPOs. PACTS will then begin to map and evaluate its public involvement policies and practices and produce a Measures of Effectiveness report every two years, when the Public Involvement Plan is updated.







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