

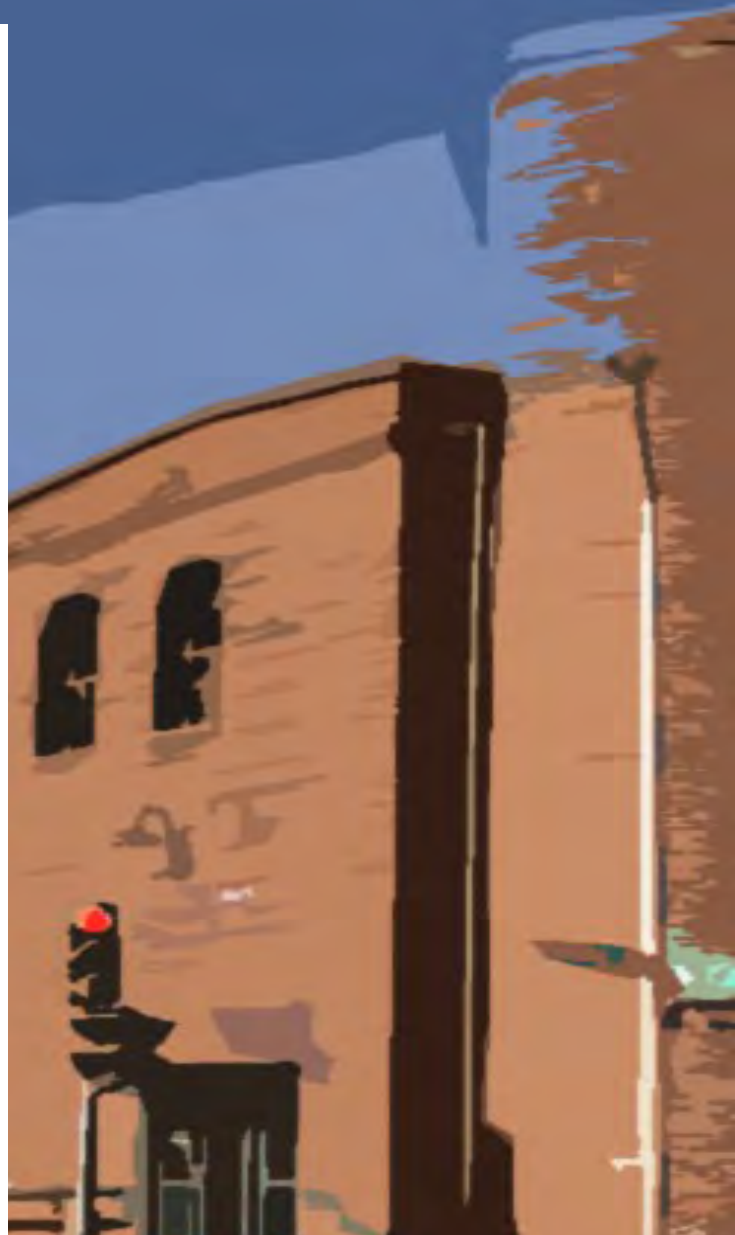
2022 OLD COLONY TITLE VI ANNUAL UPDATE REPORT

DECEMBER 2022

Old Colony Planning Council
70 School Street • Brockton MA 02301

Prepared under MassDOT Contract 118969

(Unified Planning Work Program Task 1500)



DISCLAIMER

The preparation of this report has been financed in part through grant[s] from the Federal Highway Administration and Federal Transit Administration, U.S. Department of Transportation, under the State Planning and Research Program, Section 505 [or Metropolitan Planning Program, Section 104(f)] of Title 23, U.S. Code.

The views and opinions of the Old Colony Planning Council expressed herein do not necessarily state or reflect those of the U. S. Department of Transportation.

NOTICE OF NONDISCRIMINATION RIGHTS AND PROTECTIONS TO BENEFICIARIES

Federal "Title VI/Nondiscrimination" Protections

The Old Colony Metropolitan Planning Organization (MPO) operates its programs, services, and activities in compliance with federal nondiscrimination laws including Title VI of the Civil Rights Act of 1964 (Title VI), the Civil Rights Restoration Act of 1987, and related statutes and regulations. Title VI prohibits discrimination in federally assisted programs and requires that no person in the United States of America shall, on the grounds of **race, color, or national origin** (including **limited English proficiency**), be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity receiving federal assistance. Related federal nondiscrimination laws administered by the Federal Highway Administration, the Federal Transit Administration, or both prohibit discrimination on the basis of **age, sex, and disability**. These protected categories are contemplated within the Old Colony MPO's Title VI Programs consistent with federal interpretation and administration. Additionally, the Old Colony MPO provides meaningful access to its programs, services, and activities to individuals with limited English proficiency, in compliance with US Department of Transportation policy and guidance on federal Executive Order 13166.

State Nondiscrimination Protections

The Old Colony MPO also complies with the Massachusetts Public Accommodation Law, M.G.L. c 272 §§ 92a, 98, 98a, prohibiting making any distinction, discrimination, or restriction in admission to or treatment in a place of public accommodation based on **race, color, religious creed, national origin, sex, sexual orientation, disability, or ancestry**. Likewise, the Old Colony MPO complies with the Governor's Executive Order 526, section 4 requiring all programs, activities, and services provided, performed, licensed, chartered, funded, regulated, or contracted for by the state shall be conducted without unlawful discrimination based on **race, color, age, gender, ethnicity, sexual orientation, gender identity or expression, religion, creed, ancestry, national origin, disability, veteran's status** (including Vietnam-era veterans), or **background**.

Additional Information

To file a complaint or to request additional information regarding Title VI and related federal and state nondiscrimination obligations, please contact:

Old Colony Planning Council
Title VI/ Nondiscrimination Coordinator
Mary Waldron
70 School Street

Brockton, MA 02301
508-583-1833
mwaldron@ocpcrpa.org

Title VI Specialist
MassDOT, Office of Diversity and Civil Rights
10 Park Plaza
Boston, MA 02116
857-368-8580
TTY: 857-368-0603
MASSDOT.CivilRights@state.ma.us

Complaint Filing

To file a complaint alleging a violation of Title VI or related federal nondiscrimination law, contact the Title VI Specialists (above) within 180 days of the alleged discriminatory conduct.

To file a complaint alleging a violation of the state's Public Accommodation Law, contact the Massachusetts Commission Against Discrimination within 300 days of the alleged discriminatory conduct at:

Massachusetts Commission Against Discrimination (MCAD)
One Ashburton Place, 6th Floor
Boston, MA 02109
617-994-6000
TTY: 617-994-6196

Translation

English

If this information is needed in another language, please contact the MPO Title VI Coordinator at 508-583-1833.

Spanish

Si necesita esta información en otro idioma, por favor contacte al coordinador de MPO del Título VI al 508-583-1833.

Portuguese

Caso estas informações sejam necessárias em outro idioma, por favor, contate o Coordenador de Título VI da MPO pelo telefone 508-583-1833.

Chinese Simple

如果需要使用其它语言了解信息，请联系Old Colony大都会规划组织（MPO）《民权法案》第六章协调员，电话508- 583-1833。

Chinese Traditional

如果需要使用其他語言瞭解資訊，請聯繫Old Colony大都會規劃組織（MPO）《民權法案》第六章協調員，電話508- 583-1833。

Vietnamese

Nếu quý vị cần thông tin này bằng tiếng khác, vui lòng liên hệ Điều phối viên Luật VI của MPO theo số điện thoại 508- 583-1833.

Haitian Creole

Si yon moun bezwen enfòmasyon sa a nan yon lòt lang, tanpri kontakte Koòdonatè a Title VI MPO nan 508-583-1833.

French Creole

Si yon moun vle genyen enfòmasyon sa yo nan yon lòt lang, tanpri kontakte Kowòdinatè MPO Title VI la nan nimewo 508-583-1833.

Russian

Если Вам необходима данная информация на любом другом языке, пожалуйста, свяжитесь с Координатором Титула VI в MPO по тел: 508-583-1833.

French

Si vous avez besoin d'obtenir une copie de la présente dans une autre langue, veuillez contacter le coordinateur du Titre VI de MPO en composant le 508-583-1833.

Italian

Se ha bisogno di ricevere queste informazioni in un'altra lingua si prega di contattare il coordinatore MPO del Titolo VI al 508- 583-1833.

Mon-Khmer, Cambodian

ប្រសិនបើលោក-អ្នកត្រូវការបកប្រែពីភាសានេះ សូមទាក់ទងអ្នកសម្របសម្រួលជំពូកទី6 របស់ **MPO**
តាមរយៈលេខទូរស័ព្ទ **508-583-1833**។

Arabic

508-583-1833 إذا كنت بحاجة إلى هذه المعلومات أخرى، يرجى الاتصال بالرقم 508-583-1833. يرجى الاتصال بالرقم 508-583-1833.

Updated October 2022

Old Colony Planning Council

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Introduction

Title VI of the Civil Rights Act of 1964 provides that “no person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subject to discrimination under any program or activity receiving federal financial assistance.”

To fulfill this basic civil rights mandate, each federal agency, that provides financial assistance for any program, is authorized, and directed by the United States Department of Justice to apply provisions of Title VI to each program by issuing applicable rules, regulations, or requirements. This document includes the Old Colony Metropolitan Planning Organization (MPO) Title VI annual update report to the MassDOT Office of Transportation Planning (MassDOT-OTP), which is the agency responsible for overseeing the Old Colony Metropolitan Organization Title VI compliance.

Title VI Plan Requirements

1. Title VI Assurances

A. MassDOT Title VI Assurances

Old Colony Planning Council adheres to the MassDOT Title VI Assurances. The Assurances have been signed by Mary Waldron, Executive Director, and submitted to MassDOT. A copy of the signed Assurances are included in in Appendix A.

B. FHWA Certifications and Assurances

Mary Waldron, Executive Director of the Old Colony Planning Council, annually signs the FTA Title VI Certifications and Assurances. Mary Waldron is the designated Old Colony Title VI Coordinator. The signed 2022 Annual Title VI Certifications and Assurances are included in Appendix B.

2. Title VI Notice

The Title VI Notice to Beneficiaries is provided in one physical location: in the main lobby of the Old Colony Planning Council (OCPC) office. OCPC also has a portable Notice to Beneficiaries which is available for offsite public meeting locations and in the interior small conference room. The Notice is also provided on the OCPC website in four languages (English, Haitian French Creole, Portuguese, and Spanish): <https://oldcolonyplanning.org/title-vi-ada/>.

A verbal notice of Notice to Beneficiaries is read aloud at is announced at all Old Colony Joint Transportation Committee (JTC) and Metropolitan Planning Organization (MPO) meetings:

Accessibility Statement and Nondiscrimination Statement for All MPO/RPA Public Meetings

To be read by the Chair at the start of each meeting: *“This meeting is accessible to people with disabilities. Microphones or telephones will be used by all speakers. Large-print materials are available upon advance request. If you would like either of these accommodations, please contact Mary Waldron.”*

“The Notice of Nondiscrimination Rights and Protections to Beneficiaries with regard to the Federal “Title VI/Nondiscrimination” Protections and the State Nondiscrimination Protections is

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posted in this meeting room and is available on the Old Colony Planning Council Website. Please contact Mary Waldron for more information. Thank you.”

In addition, a one-click Title VI Notice to Beneficiaries is provided as a link on the OCPC website Homepage at: www.ocpcrpa.org

The Notice to Beneficiaries is also provided in MPO documents such as the [Transportation Improvement Program \(TIP\)](#), [Long Range Transportation Plan \(LRTP\)](#), [Unified Planning Work Program \(UPWP\)](#), [Public Participation Plan \(PPP\)](#), Corridor Studies, etc.

The Old Colony Title VI Notice to Beneficiaries can be found in Appendix C.

3. Title VI Complaints Procedures and Complaint Forms

Old Colony Planning Council has developed Title VI Complaint Procedures and Complaint Forms in 12 languages, and they are available to the public and are available for download at the following address: <https://oldcolonyplanning.org/title-vi-ada/>. The Title VI Complaint Procedures and Complaint Forms are included in Appendix D and Appendix E respectively. It is noted that the while the Complaint Procedures are FTA focused, OCPC currently implements a “check in” stage with MassDOT ODCR immediately following the response of a complaint. This will allow MassDOT ODCR to contact the appropriate federal agency, if needed, in order to make a jurisdictional determination and assign the obligation to conduct an investigate and issue findings. It is noted on the Complaint Form that complaints may be filed directly with MassDOT.

4. Title VI Complaint Log

The Old Colony MPO maintains a log of Title VI complaints, lawsuits, and investigations alleging discrimination on the basis of race, color, or national origin. The log includes filing date(s), allegation summaries, status of the investigation, lawsuit, or complaint, and actions taken by the Old Colony MPO.

There are no current, pending or past investigations, complaints, or lawsuits filed against the Old Colony Planning Council. A sample Old Colony Title VI Complaint Log can be found in Appendix F.

5. Public Participation Plan

It is the policy of the Old Colony MPO, in its role as the designated Metropolitan Planning Organization for the region, to support and encourage early and continuous public participation and input to the planning process and to adhere to the principles of Environmental Justice and Title VI of the Civil Rights Act as part of the metropolitan “3-C” planning process relating to transportation systems and facilities. The MPO’s Public Participation Plan is designed to ensure opportunities for the public to express its views on transportation issues and to become active participants in the regional planning and transportation “3-C” metropolitan decision-making process.

The Old Colony Public Participation Plan (PPP) provides for a proactive public participation and involvement process with regard to transportation planning, system improvements, and programs. The main goal of the plan is to educate, to inform, and to encourage participation from stakeholder groups and the public at large, and to include public responses in the decision-making process. The plan is designed to fulfill federal-aid requirements and to document the history, effectiveness, and future plans for public outreach and public participation in the transportation planning process.

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The current PPP is included in Appendix G. The Old Colony MPO's updated PPP helps to ensure the capacity to conduct business with individuals with limited English proficiency; ensure adoption and implementation of principles of MassDOT Public Participation Plan, Language Access Plan, and Accessible Meeting Policy; engage in training on Title VI principles on public participation and language access; and to target outreach to the entire region and all interested stakeholders.

The Old Colony MPO is charged with developing and implementing the transportation planning process for the region and providing the forum for cooperative decision-making concerning transportation plans and programs and considers advice from all interested parties and the Old Colony JTC, which serves as the MPO's policy advisory group. The JTC provides a broad base for the transportation planning and programming process and assists in carrying out the 3C planning process (Cooperative, Continuous, and Comprehensive).

The transportation planning area includes the City of Brockton and sixteen towns: Abington, Avon, Bridgewater, Duxbury, East Bridgewater, Easton, Halifax, Hanover, Hanson, Kingston, Pembroke, Plymouth, Plympton, Stoughton, West Bridgewater, and Whitman. The planning area also includes the community service areas of Brockton Area Transit and portions of the MBTA and GATRA service areas. Please note the Brockton Area Transit utilizes the Old Colony Public Participation Process (PPP) as their public participation process. A hyperlink to OCPC's website is included on BAT's website to assist with access to the transportation planning process.

OCPC Staff utilizes platforms such as Facebook, Twitter, and the OCPC Newsletter to advertise access to the planning process and opportunities to participate.

Recognizing the power of networking, OCPC continually expands its meeting notification database to include local service providers such as city and towns, aging and human services, community groups, and others to help spread the word to area residents. This results in an increased level of interest in public meetings and suggestions for possible meeting locations and invitations to present at or participate in scheduled meetings of community organizations and other groups. OCPC has been working with MassDOT ODCR on the review and update of a comprehensive listing of community-based organization and contacts. OCPC provides MassDOT ODCR with updates of its Transportation Advisory Network Contact List.

During the 2020 Long Range Transportation Plan update, public participation was designed to ensure opportunities for the public to express its views on transportation issues and to become active participants in the regional planning and transportation decision-making process.

The outreach process consisted of activities designed to build better relationships with citizens that are engaged with their communities and businesses, along with individuals of "traditionally underserved" communities, local officials, non-profit organizations, and transportation agencies.

One of the main purposes of the public participation process is to educate and inform stakeholders on new initiatives such as livability, sustainability, and climate change. The process was designed to fulfill federal-aid requirements and to document people's transportation and land use needs in their communities.

Information of the multiple LRTP events was distributed to the public through reports and editorial board briefings, press releases, and media packages. Mailings were sent in a regular basis to a list of self-identified interest groups. Fact sheets and information of new transportation initiatives were posted on the OCPC website and were distributed during the events. Printed ads were published, and electronic notices were distributed to all the communities and related agencies.

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Public workshops and events were held at regional malls, libraries, municipal buildings, the BAT Intermodal Centre, and public locations such as the Stoughton YMCA. In addition, several meetings with community-based organizations were held.

Starting in 2020, stemming from the 2019 Old Colony MPO Certification Review by the FTA and FHWA, it was recommended that OCPC start evaluating the effectiveness of its public participation in the form of a Measures of Effectiveness (MOE) Report. The first MOE Report was completed for the 2020 Calendar Year and the most recent Report was completed for 2021. A copy of the 2021 MOE Report can be found in Appendix H.

6. Language Assistance Plan

Engaging the diverse population within the MPO area is important. The MPO is committed to providing quality services to all citizens, including those with limited English proficiency. Indo-European Languages is the most dominant language spoken by LEP individuals in the Old Colony MPO Area. The recently updated 2022 LEP/Language Assistance Plan is provided in Appendix I. OCPC has analyzed the US Census 2020 LEP Data for the region and the results are including in Appendix J.

In the absence of available staff resources, OCPC will provide interpretive services, upon request, at no cost, utilizing vendors from the Commonwealth's electronic procurement system CommBUYS: (<https://www.commbuys.com/bsol/>).

Providing Notice to LEP Persons - US DOT guidance indicates that once an agency has decided, based on the four factors, to provide language services, it is important that the recipient notify LEP persons of services available free of charge in a language the LEP persons would understand. The following methods for notification will be used by the Old Colony MPO:

1. Signage that indicates when free language assistance is available with advance notice;
2. Stating in outreach documents that language services are available;
3. Working with community-based organizations and other stakeholders to inform LEP individuals of MPO services and the availability of language assistance;
4. Using automated telephone voice mail or menus to provide information about available language assistance services;
5. Including notices in local newspapers in languages other than English;
6. Providing notices on non-English-language radio and television about MPO services and the availability of language assistance; and
7. Providing presentations and/or notices at schools and community-based organizations (CBO).

The Old Colony MPO will publicize the availability of interpreter services, free of charge, at least seven (7) days prior to Old Colony MPO Board and Committee meetings, workshops, forums, or events which will be noticed on the Old Colony MPO website, in meeting notices (emails), and using the following additional tools as appropriate:

- Signage
- Public outreach material
- Community-based organizations
- Local newspapers
- Old Colony website
- Old Colony Newsletter

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The Old Colony MPO defines an interpreter as a person who translates spoken languages orally, as opposed to a translator, who translates written languages and transfers the meaning of written text from one language into another. The MPO will request language interpreter services from Old Colony MPO staff or through contracted interpreter service agencies.

Language Assistance - The Old Colony MPO will make available, in coordination with MassDOT ODCR, translations of vital documents (Title VI Notice, Title VI Complaint Procedures, and Title VI Complaint Form) in 12 languages, upon request. The current versions of the vital documents are available in fewer languages. The Old Colony MPO continues a program to make the Executive Summaries for key documents available in Portuguese (Cape Verdean Creole) and Spanish. Key documents include the Regional Transportation Plan, the Transportation Improvement Program, the Public Participation Plan, and other key documents available in Portuguese (Cape Verdean Creole) and Spanish.

Old Colony MPO Staff Training - The Old Colony MPO incorporated the 2020 LEP/ Language Assistance Plan in the current Public Participation Plan that was endorsed by the Old Colony MPO at their August 2021 meeting. In order to establish meaningful access to information and services for LEP individuals, the Old Colony MPO will properly train its employees to assist in person and/or by telephone LEP individuals who request assistance. Old Colony MPO Board members will receive a copy of the updated 2022 LEP/ Language Assistance Plan, and have access to training, assuring that they are fully aware of and understand the plan and its implementation.

OCPC has supported MassDOT efforts to develop a Title VI Online Mapping Tool. As such, OCPC has provided its updated Transportation Advisory Network List to MassDOT for inclusion in the mapping tool which includes a feature that allows the public to download an extensive listing of community-based organizations and transportation related contacts.

7. Subrecipient Monitoring Process

Currently, the Old Colony Planning Council does not have any subrecipients for any of its activities, and therefore does not have a monitoring process for Title VI compliance. However, should OCPC acquire subrecipients for any of their needs, it will utilize a process using MassDOT's subrecipient monitoring procedures as a model in the event they are needed.

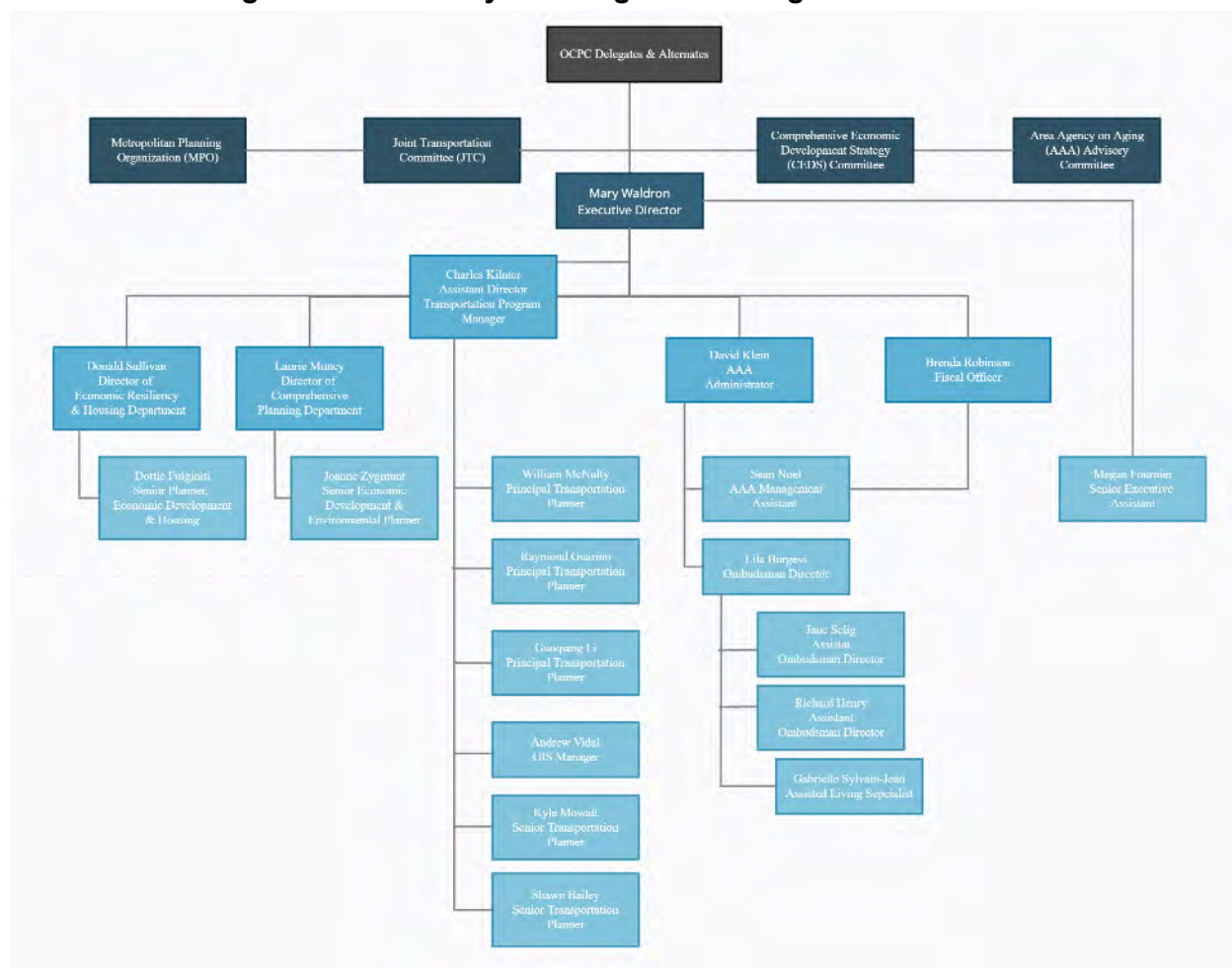
8. Title VI Program Approval

A presentation of the 2022 Old Colony Title VI Program was provided to the Old Colony MPO on November 15, 2022. Following the presentation and related discussion, the Old Colony MPO unanimously approved the 2022 Old Colony Title VI Program. Documentation of this approval is included in Appendix K.

9. Organization and Staffing

Executive Director Mary Waldron is the Title VI Coordinator for the Old Colony Planning Council. Figure 1 below illustrates the organizational chart for OCPC and the ready access to Ms. Waldron.

Figure 1: Old Colony Planning Council Organizational Chart



10. Program Review Procedures

As the Title VI Coordinator for the Old Colony Planning Council, Executive Director Mary Waldron ensures that all Title VI compliance requirements are being met with the completion of the following items:

- Signing MassDOT’s Title VI Assurances document
- Signing the FHWA Certifications and Assurances document
- Completion of annual and triennial Title VI Reports
- Staff partaking in Title VI related trainings
- Ensuring the Title VI Notice to Beneficiaries is in all MPO documents (TIP, Public Participation Plan, UPWP, etc.)
- Updating the Title VI webpage on the OCPC website as needed
- Ensuring that OCPC embraces diversity, equity, and inclusion in all its work through its Reflection, Opportunity, and Action (ROA) Task Force
- Carrying out OCPC’s Mission Statement: “At Old Colony Planning Council, we assist cities and towns in planning for present and future needs, utilizing our local knowledge, technical expertise, and regional collaboration.”
- Ensuring OCPC’s Vision of its communities that they are Resilient, Sustainable, Equitable, Connected, Responsive, and Collaborative.

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- Carrying out OCPC's Organizational Values of:
 - Planning for All
 - Thinking Ahead
 - Partnering with Communities
 - Serving with Dedication

11. Title VI Training

Three Old Colony Planning Council Transportation Department Staff members participated in the following seven (7) Title VI related trainings dating back to July 1, 2021:

Date	Training Title	Platform	Staff
7/14/2021	FHWA ADA Webinar: LPA Experiences in Transition Plan Implementation	Virtual	Shawn Bailey
7/21/2021	FHWA ADA Webinar: Disability Advisory Groups Involvement in LPA Transition Plan Implementation	Virtual	Shawn Bailey
9/28/2021	MassDOT/MBTA Accessibility & Inclusion Employee Resource Group Event	Virtual	Charles Kilmer
11/3/2021	Leading with Equity – A More Effective Way to Frame Age-Friendly Approaches Webinar (APA)	Virtual	William McNulty
11/10/2021	U.S. Department of Transportation Public Meeting on Justice40: Session 1 of 2	Virtual	Charles Kilmer
11/16/2021	U.S. Department of Transportation Public Meeting on Justice40: Session 2 of 2	Virtual	Charles Kilmer
1/18/2022	APA-MA Webinar - Americans with Disabilities Act (ADA) and Section 504	Virtual	Charles Kilmer

In November and December 2022, there are two offerings (through the Rutgers University Continuing Studies) of the NTI (National Transit Institute) course titled "Title VI and Public Transit." One Transportation Department staff member is registered and eight (8) more have signed up and are wait listed.

12. Demographic Profile of Metropolitan Area

The Old Colony region consists of the following communities in Southeastern Massachusetts: Abington, Avon, Bridgewater, Brockton, Duxbury, East Bridgewater, Easton, Halifax, Hanover, Hanson, Kingston, Pembroke, Plymouth, Plympton, Stoughton, West Bridgewater, and Whitman.

While the official Census is conducted every ten years, the United States Census Bureau provides annual population estimates for incorporated places (cities and towns) in the United States to supplement the decennial Census, and these figures are used by OCPC to determine regional and community populations on an annual basis.

Every OCPC community gained population from 2010 through 2020, ranging from a 2.9% increase experienced in Pembroke to a 12.6% increase experienced in Brockton. Brockton (+11,833), Plymouth (+4,749), and Stoughton (+2,319) were the most rapidly growing communities this past decade and Brockton hit a milestone of over 100,000 residents for the first time in its history.

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Tables 1 through 3 provide a demographic profile of the region. Table 1 compares population and race changes. It is noted that the non-white population increased by 58.0 percent, while the white population decreased by 4.7%.

Table 1: Population Change in Old Colony Region (2010 – 2020)

Demographics	2010	2020	Change	% Change
Non-Hispanic White	286,065	272,668	(13,397)	-4.7%
Non-Hispanic Black	35,655	48,276	12,621	35.4%
Non-Hispanic Asian	5,906	7,875	1,969	33.3%
Non-Hispanic Native American	714	593	(121)	-16.9%
Non-Hispanic Other	19,510	41,407	21,897	112.2%
Latino	14,556	22,430	7,874	54.1%
Total Population	362,406	393,249	30,843	8.5%

Source: 2020 U.S. Census Bureau Redistricting Data (Public Law 94-171) Table P2

Table 2: Change in Poverty Population in Old Colony Region (2019 – 2020)

Demographics	2019	2020	Change	% Change
Total Population Below Poverty	29,512	25,522	(3,990)	-13.5%

Source: American Community Survey Table S1701

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Table 3: 2020 Population and Race

Municipality	Total Population	Non-Hispanic White	Non-Hispanic Black	Non-Hispanic Asian	Non-Hispanic Native American	Non-Hispanic Other	Latino
Abington	17,062	14,018	661	425	26	1,272	660
		88.2%	3.9%	2.5%	0.2%	7.5%	3.9%
Avon	4,777	3,036	887	196	5	342	311
		63.6%	18.6%	4.1%	0.1%	7.2%	6.5%
Bridgewater	28,633	23,289	1,977	539	43	1,518	1,267
		81.3%	6.9%	1.9%	0.2%	5.3%	4.4%
Brockton	105,643	29,392	35,656	2,243	232	25,358	12,762
		27.8%	33.8%	2.1%	0.2%	24.0%	12.1%
Duxbury	16,090	14,913	67	220	15	529	346
		92.7%	0.4%	1.4%	0.1%	3.3%	2.2%
East Bridgewater	14,440	12,777	382	126	20	768	367
		88.5%	2.6%	0.9%	0.1%	5.3%	2.5%
Easton	25,058	20,781	1,276	813	29	1,204	955
		82.9%	5.1%	3.2%	0.1%	4.8%	3.8%
Halifax	7,749	7,187	66	30	16	307	143
		92.7%	0.9%	0.4%	0.2%	4.0%	1.8%
Hanover	14,833	13,627	112	269	6	542	277
		91.9%	0.8%	1.8%	0.0%	3.7%	1.9%
Hanson	10,639	9,749	90	105	2	488	205
		91.6%	0.8%	1.0%	0.0%	4.6%	1.9%
Kingston	13,708	12,572	122	170	9	560	275
		91.7%	0.9%	1.2%	0.1%	4.1%	2.0%
Pembroke	18,361	16,984	112	177	17	752	319
		92.5%	0.6%	1.0%	0.1%	4.1%	1.7%
Plymouth	61,217	54,012	1,089	679	106	3,538	1,793
		88.2%	1.8%	1.1%	0.2%	5.8%	2.9%
Plympton	2,930	2,755	21	13	10	94	37
		94.0%	0.7%	0.4%	0.3%	3.2%	1.3%
Stoughton	29,281	17,871	5,075	1,585	33	2,793	1,924
		61.0%	17.3%	5.4%	0.1%	9.5%	6.6%
West Bridgewater	7,707	6,697	248	82	12	417	251
		86.9%	3.2%	1.1%	0.2%	5.4%	3.3%
Whitman	15,121	13,008	435	203	12	925	538
		86.0%	2.9%	1.3%	0.1%	6.1%	3.6%
OCP Total	393,249	272,668	48,276	7,875	593	41,407	22,430
		69.3%	12.3%	2.0%	0.2%	10.5%	5.7%
Massachusetts	7,029,917	4,748,897	457,055	504,900	9,387	421,993	887,685
OCP % of State	5.6%	5.8%	10.5%	1.5%	6.5%	9.6%	2.5%

Source: 2020 U.S. Census Bureau Redistricting Data (Public Law 94-171) Table P2

Figure 2: Environmental Justice – Minority Population

Environmental Justice: Minority Population

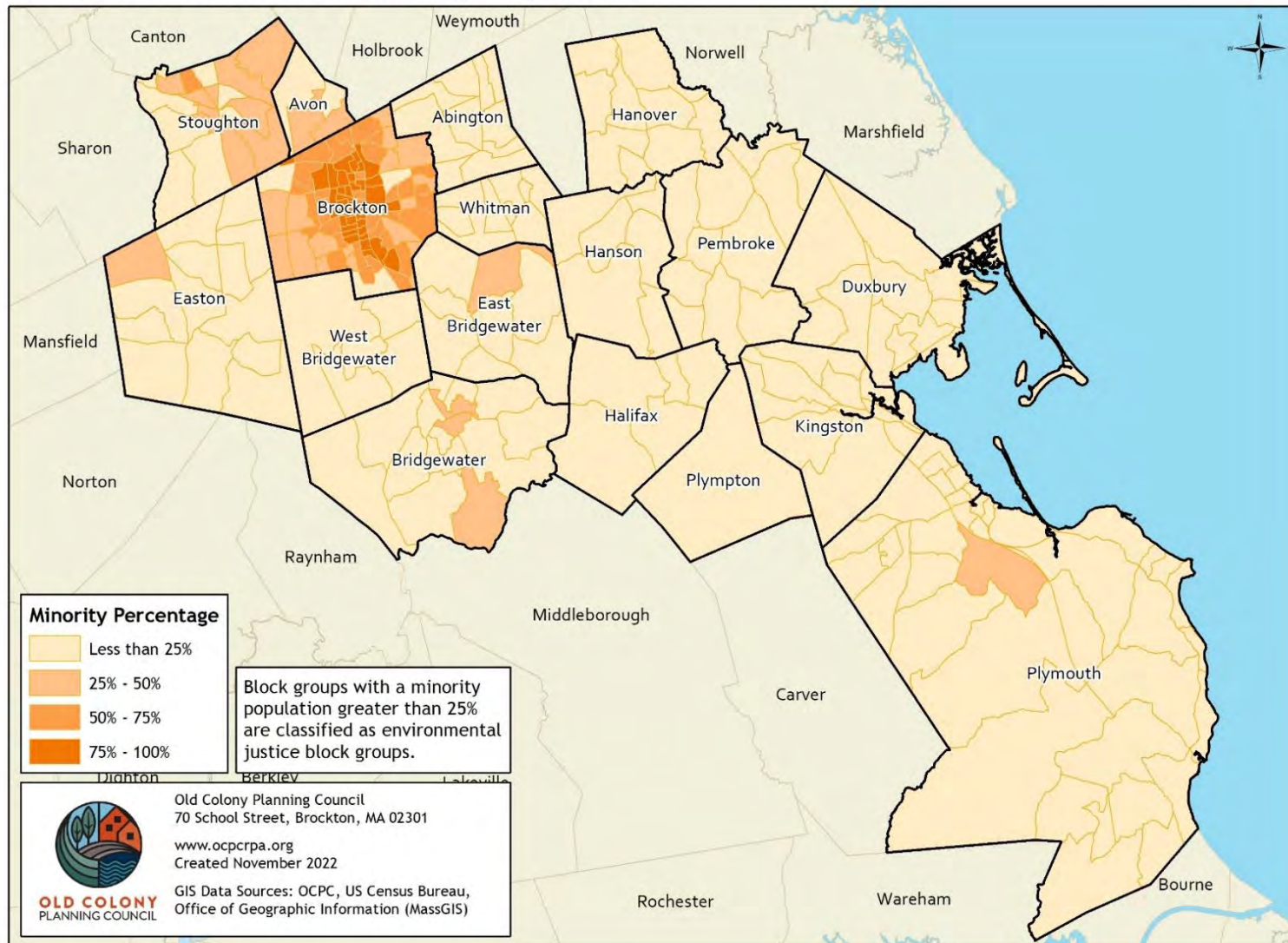
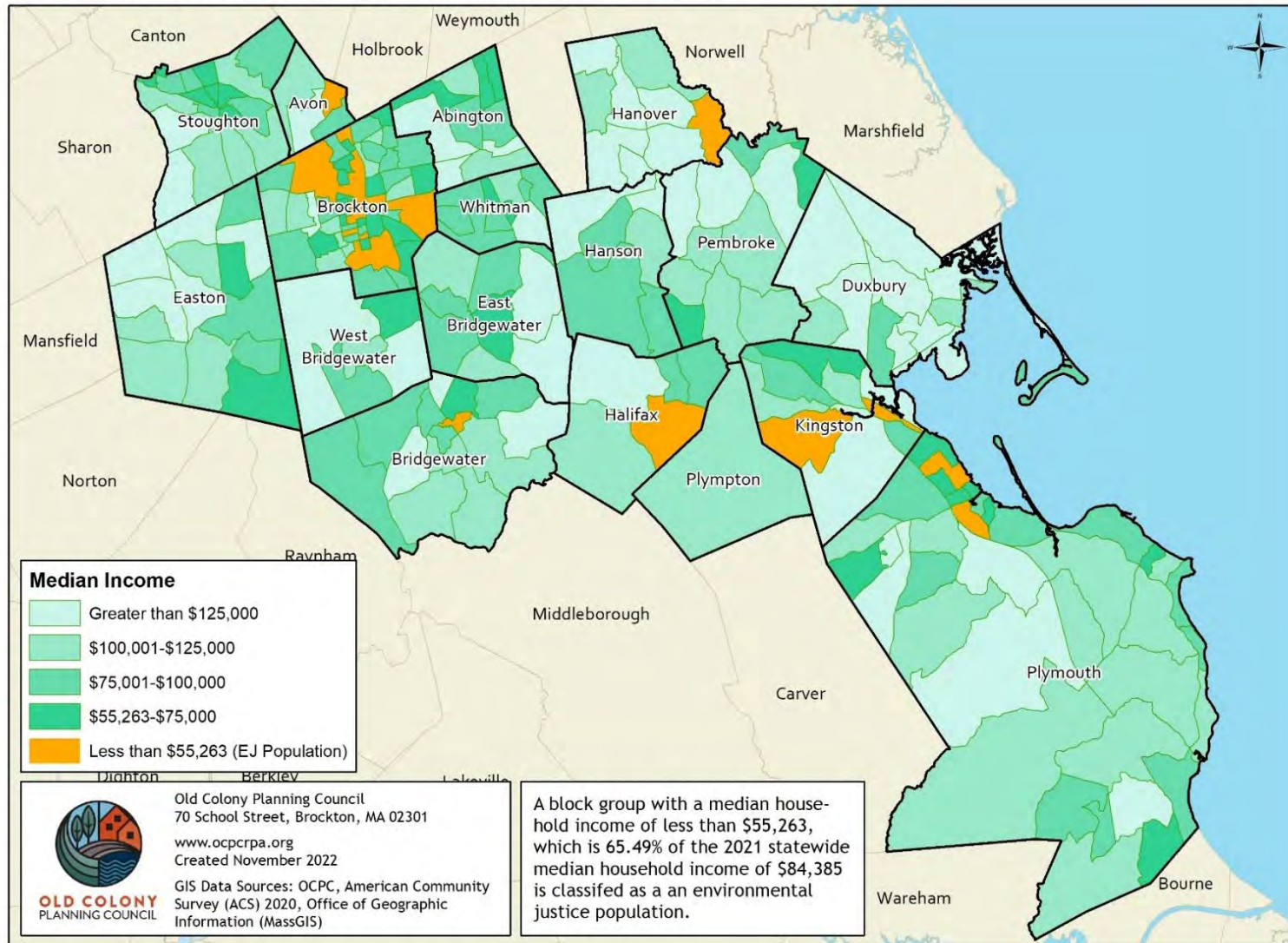


Figure 3: Environmental Justice – Income

Environmental Justice: Median Household Income



13. Mobility Needs of Minority Populations

OCPC current efforts to reach out to the Region's minority communities are ongoing. OCPC recognizes the ever-changing dynamics of public participation in the decision-making process. It is the Council's interest to expand their outreach methods to all minority groups and populations in the region.

The Council continues reaching the goal of enhancing participation from minority groups and individuals in the public decision-making process. Our Regional Transit Authorities are continuing to provide valuable service to our Region's minority census tracts. The partnership that OCPC has with the Brockton Area Transit Authority provides BAT with technical assistance in areas from route planning to Title VI reports. Our partnership fosters sound transit planning for the future for our elderly population that is growing and in need of mobility assistance that can be provided by BAT.

The economic growth of our region has some exciting new opportunities in areas that are considered high minority census tracts. For example, the downtown Brockton Transit Orientated development has contributed to the city's center. The prospect for downtown Brockton is bright and the addition of the Intermodal Centre combined with the MBTA commuter rail service has had a positive impact within the city.

Some examples of studies undertaken include:

- 2022 Analysis of LEP Data from 2020 US Census
- 2022 Analysis of Environmental Justice Populations
- Annual Analysis of Distribution of Transportation Improvement Projects

OCPC maintains a Transportation Advisory Network where feasible to identify avenues for utilizing underserved media sources all notification processes for all public meetings or public review of agency documents. Already included in the Transportation Advisory Network are organizations such as:

- Associacao Caboverdiana de Brockton, Inc.
- Brockton Area Workforce Investment Board
- Brockton Housing Authority
- Brockton Interfaith Community
- CareerWorks
- Latin American Health Institute – Brockton
- Mashpee Wampanoag Tribe
- MassHire
- Ojournal
- Southshore Haitians United for Progress
- Community Partnership for Adult Education

OCPC utilizes a multitude of techniques to facilitate participation by traditionally under-served populations. The following are examples of techniques utilized during the development of the 2020 LRTP.

Table Events – The table events were designed to display preliminary LRTP findings and products during different activities. These activities included attending events hosted by local community

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organizations, visiting the Old Colony YMCA in East Bridgewater and Stoughton, and tabling local malls and libraries. Similar to the open house events, table events were designed with the purpose of engaging the public in an informal manner to learn more about new projects and initiatives in the region. The following list shows the table events organized during the plan update:

Date	Event	Organization
October 8, 2018	Stoughton YMCA Tabling Event	Stoughton, MA
October 13, 2018	Homecoming & Family Day	Bridgewater State University
November 14, 2018	Business-to-Business Expo Tabling Event	Teen Challenge – Brockton, MA
November 20, 2018	Plymouth Main Library	Plymouth, MA
February 27, 2019	Old Colony YMCA Tabling Event	East Bridgewater, MA
February 27, 2019	STEM Career Exploration Event	Bridgewater State University
March 7, 2019	Metro South Chamber of Commerce Multi-Cultural Business Expo	Perfect Place – Brockton, MA
March 28, 2019	Plymouth Area Chamber of Commerce Business Expo	Hotel 1620 – Plymouth, MA

Public Visioning Workshops – OCPC developed two regional visioning workshops during the 2012 Regional Transportation Plan Update. The events were held at libraries (Avon and Hanson), and they were designed to inform the public and local stakeholders on new transportation and land use initiatives. The following four topics were discussed at the workshops:

- Protecting and Enhancing Regional Mobility
- Building Sustainable Livable Communities
- Enhancing Safety and Security
- Environmental Protection and Climate Change

Open House Events – The open house events were designed for people to come in and interact with the OCPC staff and at the same time to learn about new initiatives in the region. With this method, the public feels more comfortable sharing information and opinions that will support the development of the Regional Transportation Plan. The open house events were offered during different times and locations to capture different audiences. The following list of comments summarizes some of the input received during the open houses:

- Extend bus services to communities that lack public transportation.
- More “Ride Share” opportunities are needed in the region.
- Dedicated areas for Wi-Fi in or near stations – improved security or cameras at stations.
- Connect BAT and GATRA bus systems to create more job opportunities.
- Improve lighting, roadway markings, and signage for pedestrian safety and elderly drivers.

The following list of comments is a summary of the participants’ vision of the Old Colony region for the next twenty years:

Comments on Mobility

- Multi Modal Choices – People live and work in vibrant communities where they can choose whether to walk, bike, commute by transit, or ride share.

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- Currently, road designs are auto-centric; having a complete streets approach can benefit all road users. When new roads are being planned, planners and engineers would include pedestrians, cyclists, and transit users.
- Pedestrian accommodations (e.g., plowed sidewalks, clear bus shelters) should be considered throughout the winter season.
- Rail trails for biking, walking, running, and safe paths for commuting. Connecting local towns through rail trails.
- When people have safe and reliable transportation choices, the benefits are widespread ensuring equity. Placing countdown clocks with multiple language capabilities on shelters and acquiring eco-friendly transit vehicles creates a safer.
- Reduce speeding through road design; taking action to address dangerous intersections quickly.
- A bicycle network is nonexistent in Old Colony Region. Having bicycle lanes and bicycle boxes help increase delineation and awareness whether a bicyclist is in a bike lane or sharing the road.
- A great bicycle network also has great bicycle accommodations such as bicycle cages and bike racks, bicycle loops at intersections, repair stations, and a mixture of infrastructure that caters to different riders at different comfort levels.

Comments on Livability:

- Encouraging Smart Growth in communities would ensure that density and mixed-use planning are utilized, Transit Oriented Development included.
- There should be an increase of funding for improving the bicycle and pedestrian network. Enabling people to utilize a continuous sidewalk and bicycle network throughout the region. A well-invested network should include street trees, adequate timing for pedestrian count down signals, traffic calming devices, complete street ordinance, and enforcement.
- Clear communication should be set between community members and service providers, yet between municipalities and other agencies as well. Whenever a utility company is engaged in road construction, municipalities should coordinate with the companies in order to plan ahead and begin roadwork. Service providers must have a clear line to the community in any emergency situation, whether through social media, automated telephone messages, or signs and notices.

Comments on Safety and Security:

- Visibility is an issue in the Old Colony Region. Lighting and retroreflective signing may decrease the chances of fatal accidents and allow motorists to see pedestrians and bicyclists at night.
- Safety beacons should be incorporated into walking patterns or walkways throughout the region.
- There needs to be a strong distinction between vehicle and pedestrian space.
- Construction work needs to be more efficiently handled so as not to interfere with traffic flow.
- Education is much needed in regards to bicycle and pedestrian safety MassDOT has created the LOOK: Sharing the Road Guide for Bicyclists, Pedestrians, and Motorists.

Comments on the Environment:

- Incentivizing Complete Streets will help curb Green House Gas Emissions.
- Having an increase in charging stations in the region will allow energy efficient cars to travel farther throughout the region.
- Prioritize and increase farmland preservation.

Transportation projects should have a scoring system that takes density into account.

14. Demographic Maps and Charts of Funding Distribution

The Old Colony MPO monitors the geographic distribution of TIP projects over time. Table 4, from the FFY 2023-2027 TIP, provides the distribution of TIP projects from 2012 through 2027. To assist with providing context to the distribution, included in the table is 2020 Census Population and 2019 ACS Median Household Income.

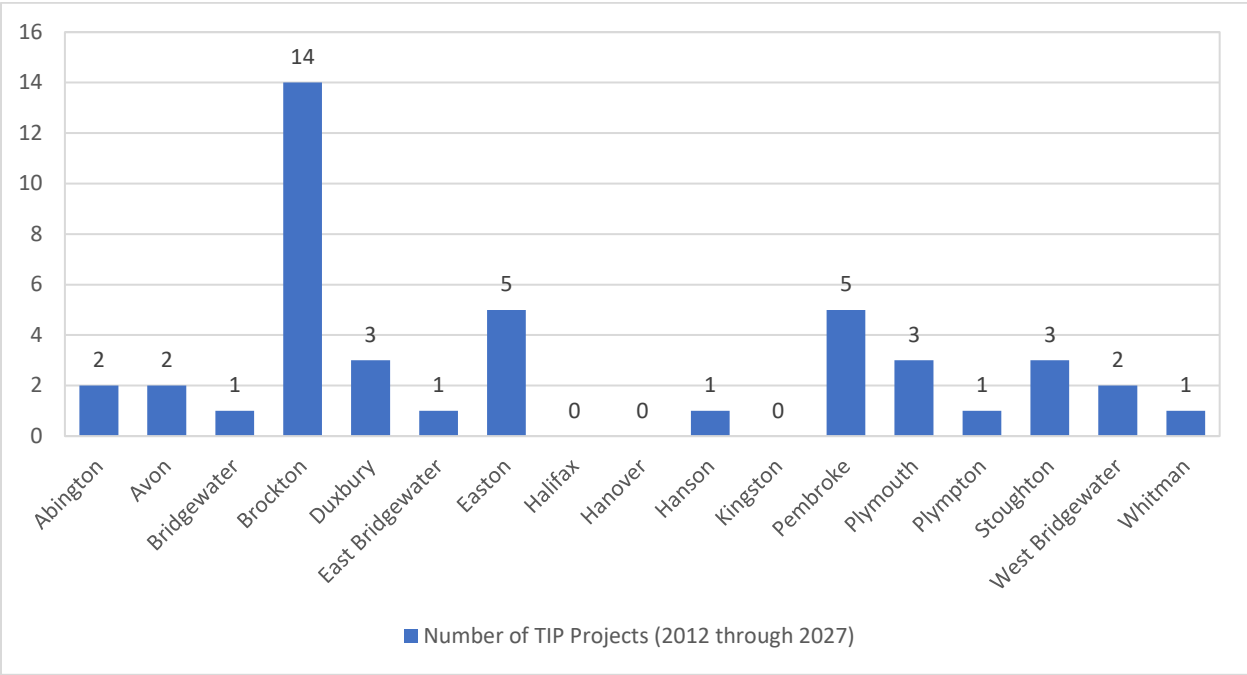
From an examination of the distribution of TIP projects from 2012 through 2027, the following observations were made:

- There are higher concentrations of projects within the more populated urban areas (i.e., Brockton at 31.8 percent of all projects). Such concentrations tend to follow areas with elevated levels of congestion, bicycle and pedestrian activity, and crash clusters.
- The Towns of Easton (11.4%), Pembroke (11.4%), Plymouth (6.8%), and Stoughton (6.8%) also had higher concentrations of projects. A potential explanation for such a trend is that these populous communities feature proximity to limited access highways, commuter rail, and academic institutions of higher learning. Such features, while beneficial in many respects, also lead to higher pedestrian, bicycle, and vehicle trips, and the need for additional multimodal and infrastructure.
- Regarding equity, it is observed that Brockton, with 71% Title VI Minority Population, had 31.8% of the TIP projects of the 2012-2027 span, while Stoughton with 38% Title VI Minority Population, had 7.1% of the projects during the same time.

Table 4: Geographic Distribution and Equity Analysis of Projects

Community	2020 Population	2020 Title VI Minority Population	Percent Title VI Minority	Median Household Income, 2019	TIP Projects, 2012 through 2027	Percentage of Total Projects	TIP Project Expenditures, 2012 through 2027 (\$)	Per Capita Expenditure (\$)
Abington	17,062	2,910	17%	\$99,381	2	4.5%	\$6,593,573	\$386.45
Avon	4,777	1,685	35%	\$85,200	2	4.5%	\$18,461,881	\$3,864.74
Bridgewater	28,633	4,997	17%	\$95,675	1	2.3%	\$1,486,453	\$51.91
Brockton	105,643	74,569	71%	\$58,469	14	31.8%	\$48,191,717	\$456.18
Duxbury	16,090	1,081	7%	\$128,173	3	6.8%	\$80,691,546	\$5,015.01
East Bridgewater	14,440	1,560	11%	\$90,528	1	2.3%	\$7,763,091	\$537.61
Easton	25,058	4,025	16%	\$112,268	5	11.4%	\$22,418,447	\$894.66
Halifax	7,749	519	7%	\$92,774	0	0.0%	\$0	\$0.00
Hanover	14,833	1,140	8%	\$127,981	0	0.0%	\$0	\$0.00
Hanson	10,639	844	8%	\$96,693	1	2.3%	\$11,548,342	\$1,085.47
Kingston	13,708	1,069	8%	\$96,104	0	0.0%	\$0	\$0.00
Pembroke	18,361	1,285	7%	\$103,905	5	11.4%	\$24,613,677	\$1,340.54
Plymouth	61,217	6,673	11%	\$90,279	3	6.8%	\$20,388,279	\$333.05
Plympton	2,930	162	6%	\$94,167	1	2.3%	\$2,062,345	\$703.87
Stoughton	29,281	11,088	38%	\$83,519	3	6.8%	\$20,442,506	\$698.15
West Bridgewater	7,707	968	13%	\$97,404	2	4.5%	\$7,615,278	\$988.10
Whitman	15,121	1,969	13%	\$86,570	1	2.3%	\$5,990,816	\$396.19
Totals	393,249	116,544	30%		44	100.0%	\$278,267,951	\$708

Figure 4: Number of TIP Projects by Community (2012-2027)



Figures 5, 6, 7, and 8 provide geographic analysis of distributions of low income and high minority persons by block groups. OCPC staff has conducted geographic analyses and mapping of transportation conditions such as pavement condition and bridges condition, the availability of public transit services, and distribution of TIP projects.

Figure 5: Environmental Justice – TIP Projects

Environmental Justice: TIP Projects

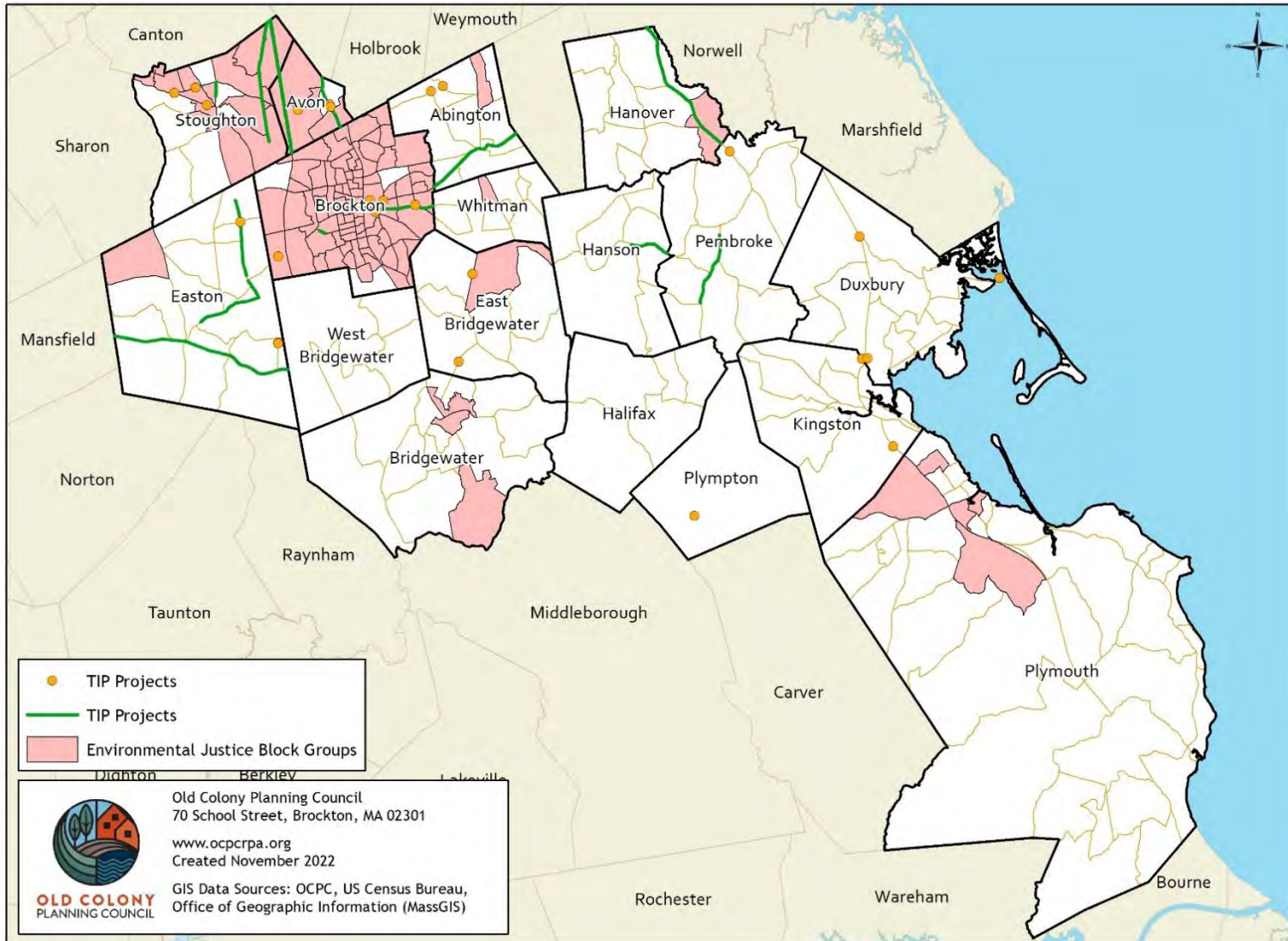


Figure 6: Environmental Justice – Pavement Conditions (2018)

Environmental Justice: Pavement Conditions

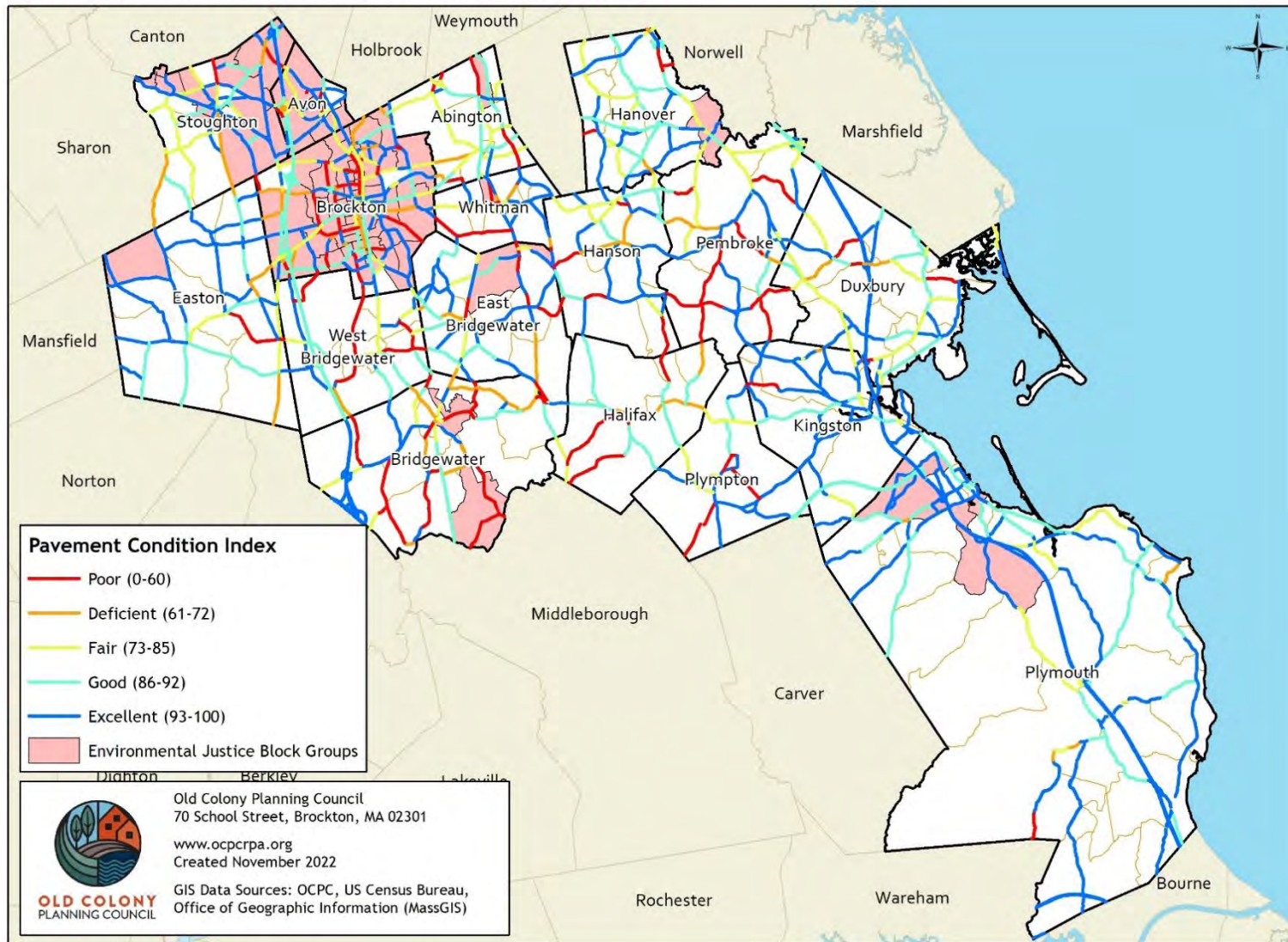


Figure 7: Environmental Justice – Bridge Conditions

Environmental Justice: Bridges

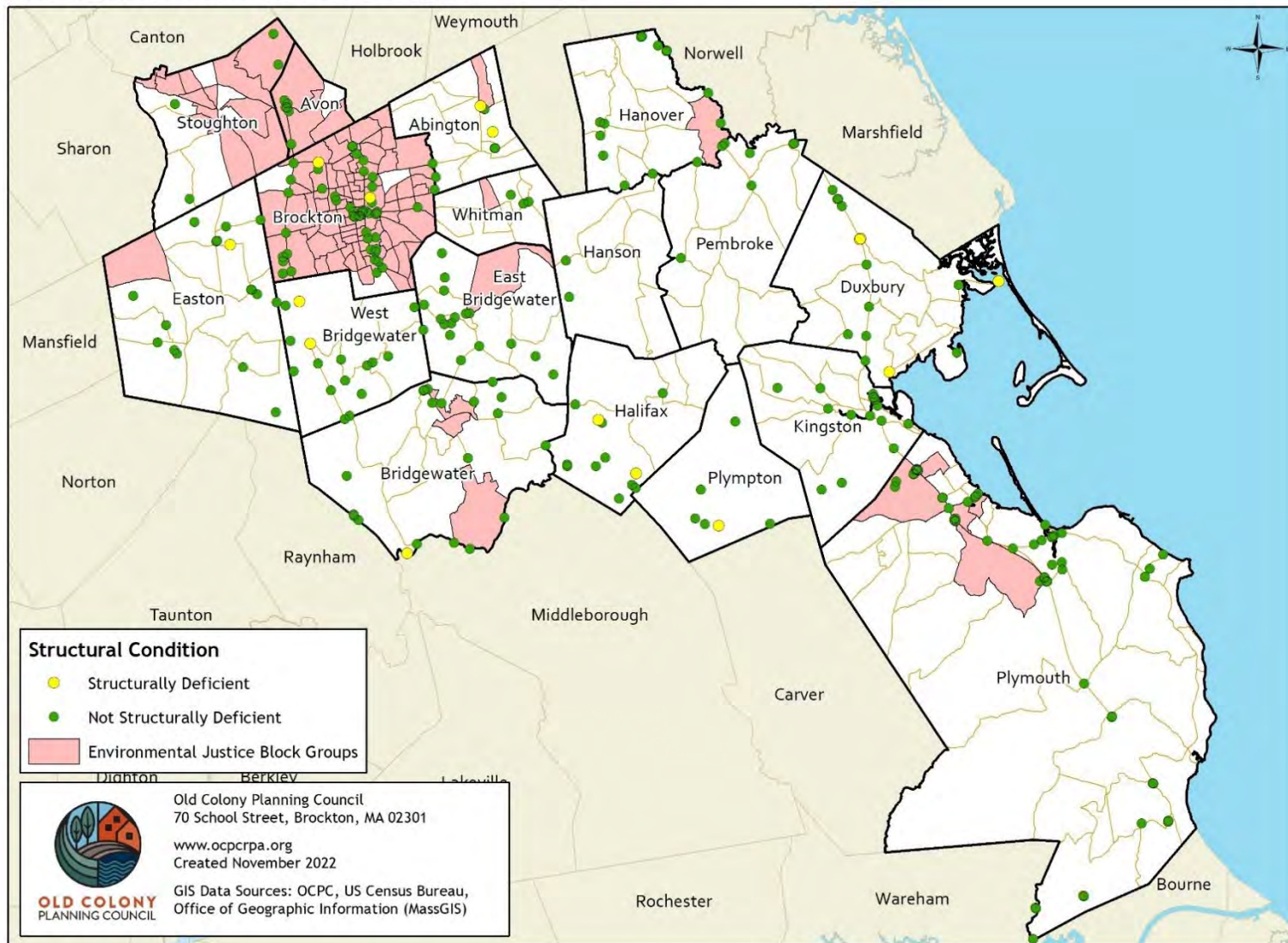
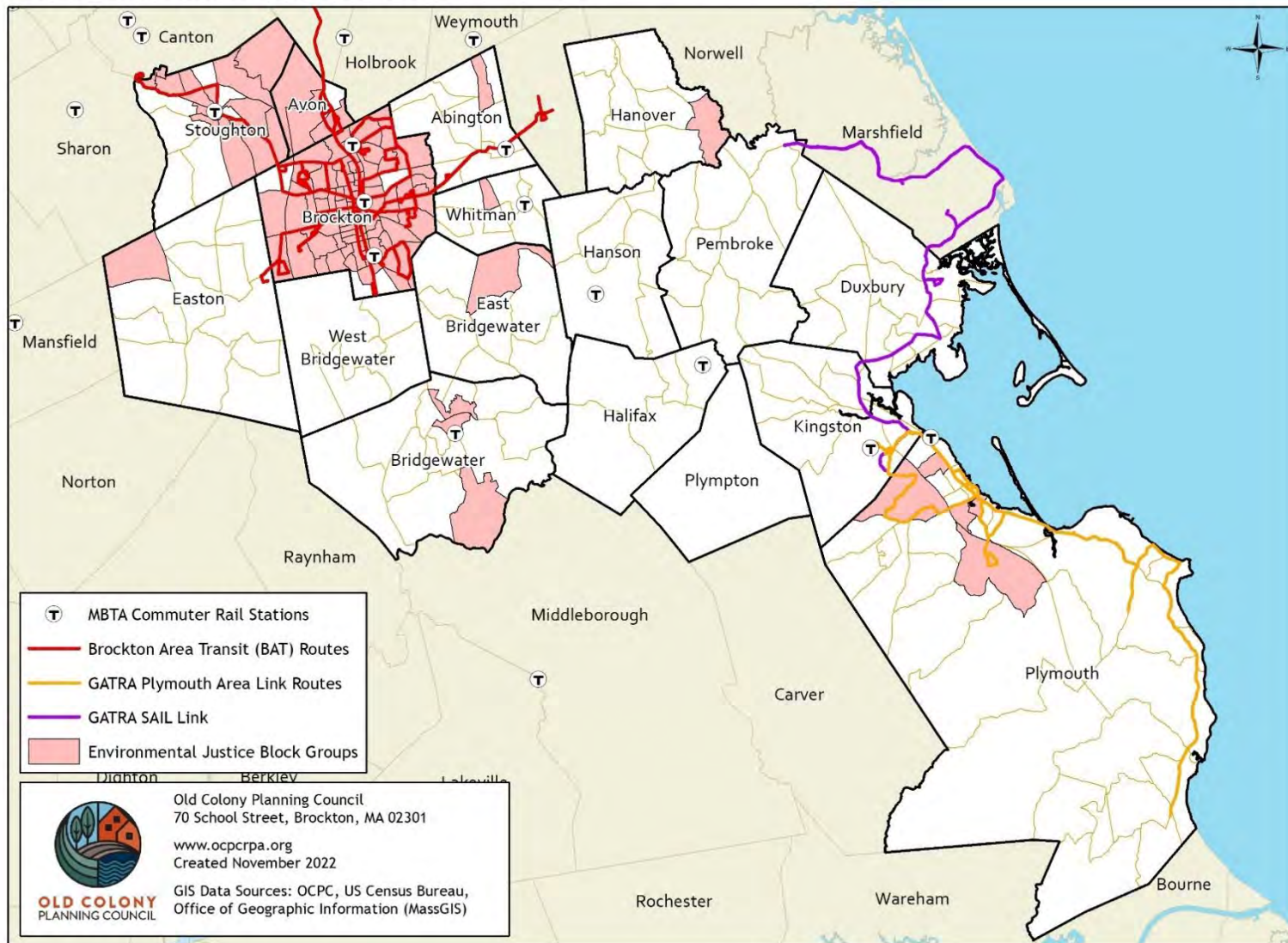


Figure 8: Environmental Justice – Availability of Public Transportation

Environmental Justice: Transit



15. Analysis of MPO Transportation Systems Investments, Identifying and Addressing any Disparate Impacts

Environmental Justice Analysis asks whether a proposed action or plan causes disproportionately high and adverse effects on minority populations and low-income populations, and whether these populations are denied benefits. A framework of analysis that can determine how a proposed action or plan could differentially affect different populations is important. As such, an analysis of benefits and burdens is utilized. In addition, computer mapping of Environmental Justice Areas along with past, present and future projects funded through the transportation improvement program, available transit services and their associated walking times, commuter parking facilities, pavement conditions, high crash locations, areas of congestion is utilized to measure the distribution of funding (to ensure geographic equity), to determine priorities areas of need/ and or concern.

Benefits and Burdens

Examples of the Benefits considered during the development of this TIPs and LRTPs are:

- Mobility
- Accessibility
- Infrastructure condition
- Environment
- Reliability
- Safety
- Security
- Load factors
- Efficiency

Examples of the Burdens potentially considered during the development of TIPs and LRTPs are:

- Air, noise, and water pollution and soil contamination.
- Destruction or disruption of community cohesion or a community's economic vitality.
- Destruction or disruption of the availability of public and private facilities and services.
- Adverse employment effects.
- Displacement of persons, businesses, farms, or nonprofit organizations.
- Increased traffic congestion, isolation, exclusion, or separation of minority or low-income individuals within a given community or from the broader community.
- The denial of, reduction in or significant delay in the receipt of, benefits of programs, policies, or activities.

OCPC is in the process of developing an evaluation tool based upon the benefits and burdens listed above. Once finalized OCPC will then screen and evaluate projects programmed in the Old Colony Transportation Improvement Program.

The TIP is a listing of transportation projects proposed for implementation during the next four federal fiscal years. Projects listed in the TIP include those in the short-range element of the LRTP. In the TIP, projects are classified under federal and non-federal funding categories and assigned a local priority. The TIP briefly describes the project as well as its projected costs and funding sources. TIP projects are evaluated and scored using Transportation Evaluation Criteria (TEC). Included among the scoring criterion are the projects impact/ benefit on minority low-

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income populations; and the projects effect on service to minority low-income populations. The Transportation Evaluation Criteria are located in Appendix L.

As part of the TIP development, current and proposed projects are evaluated using Transportation Evaluation Criteria and recommended to the Old Colony MPO for consideration and approval. The collective staffs evaluate candidate projects for the Old Colony MPO using the Transportation Evaluation Criteria of Condition, Mobility, Safety and Security, Community Effects/ Environmental Justice and Support, Land Use and Economic Development, and Environmental Effects. After the evaluations, the results are provided to the Old Colony MPO for its review and approval. Once the Old Colony MPO has reviewed and approved the evaluations, the OCPC staff then uses the evaluation results, as well as readiness information, available funding, and other pertinent information to develop a Draft TIP. As part of the development process, the Draft TIP is reviewed by the JTC, the OCPC, and the MPO, and released for a 21-Day Public Review Period. After the 21-Day Public Review Period, the Final Draft TIP is sent to the Old Colony MPO for consideration and approval.

Environmental Justice Analysis asks whether a proposed action or plan causes disproportionately high and adverse effects on minority populations and low-income populations, and whether these populations are denied benefits. A framework of analysis that can determine how a proposed action or plan could differentially affect different populations is important. As such, an analysis of benefits and burdens is utilized. In addition, computer mapping of Environmental Justice Areas along with past, present and future projects funded through the transportation improvement program, available transit services and their associated walking times, commuter parking facilities, pavement conditions, high crash locations, areas of congestion is utilized to measure the distribution of funding (to ensure geographic equity), to determine priorities areas of need/ and or concern.

Examinations of potential benefits and burdens because of the implementation of the TIP were conducted. Examples of benefits considered were mobility, accessibility, infrastructure condition, environment, reliability, safety, security, load factors, efficiency, and consultation with riders in improving bus services to the transit dependent. While examples of burdens considered were: air, noise, and water pollution and soil contamination, destruction or disruption of community cohesion or a community's economic vitality, destruction or disruption of the availability of public and private facilities and services, adverse employment effects, displacement of persons, businesses, farms, or nonprofit organizations, increased traffic congestion, isolation, exclusion, or separation of minority or low-income individuals within a given community or from the broader community, and the denial of, reduction in, or significant delay in the receipt of, benefits of programs, policies, or activities.

An assessment of the benefits and burdens of the Transportation Improvement Program (TIP) was completed to identify all regionally significant projects constructed and/ or programmed in the Old Colony Transportation Improvement Program during the period of 2003 – 2027. Constructed projects funded through the TIP were included to provide a benchmark of investments. The constructed projects were compiled and then the staff analyzed the location of these improvements relative to Environmental Justice Communities. Environmental Justice Communities in the Old Colony MPO Region are Brockton, Easton, Plymouth, Stoughton, and Whitman. For the purpose of identifying these populations, the staff utilized the MassGIS Environmental Justice GIS Shape file. Polygons in the Environmental Justice (EJ) Populations layer represent neighborhoods across the state with high minority, non-English speaking, low-income, and foreign-born populations.

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Regionally, it was determined that about 60.0 percent of the identified improvement projects, representing approximately 32.2 percent of the identified investment dollars on the FFY 2023-2027 TIP are located in EJ communities. The percentage of investment approximates the 35.0 percent of the region’s population identified as living in EJ communities. Non-mappable projects, such as transit vehicle replacements or rehabilitations, bridge, and roadway repair line items for future projects to be defined, and other non-location-specific projects are not included in this analysis. While about 40.0 percent of the projects are not located directly within an EJ community, these projects are of key regional significance, such as bridges and limited access highway improvements. These improvements benefit the region as a whole, and provide access to many key employment centers, including downtown Brockton and regional shopping centers.

Table 5: Investment Value of TIP Projects 2023-2027 (Planned)

Type	Population Represented in EJ Communities (2020)	Percent Population Represented	TIP Project Investment*	Percent Projects by Total Investment (\$)
Within EJ Communities	137,634	35.0%	\$47,275,501	32.2%
Outside EJ Communities	255,615	65.0%	\$99,676,900	67.8%
Totals	393,249	100.0%	\$146,952,401	100%

**Includes Projects funded with Regional Target Funds, Statewide Funds, Bridge Funds, or Non-Federal Aid Funds.*

OCPC undertook further analysis to determine the level of investments during the period of 2003-2022 through previous Transportation Improvement Programs. From that analysis, it was concluded that about 58.9 percent of the identified improvement projects, representing approximately 62.1 percent of the identified investment dollars allocated during the TIP years of 2003-2022 are located in or immediately adjacent to EJ communities. This exceeds the 35.0 percent of the region’s population identified as living in EJ communities.

Table 6: Investment Value of TIP Projects 2003 - 2022 (Projects Implemented)

Type	Population Represented in EJ Communities (2020)	Percent Population Represented	TIP Project Investment*	Percent Projects by Total Investment (\$)
Within EJ Communities	137,634	35.0%	\$163,533,494	62.1%
Outside EJ Communities	255,615	65.0%	\$99,987,231	37.9%
Totals	393,249	100.0%	\$263,540,725	100%

**Includes Projects funded with Regional Target Funds, Statewide Funds, Bridge Funds, or Non-Federal Aid Funds.*

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From the examination of benefits and burdens, it is the determination that no projects implemented because of the TIP will result in adverse impacts to the Environmental Justice Areas in the Old Colony region.

As such, from the review, it may be concluded from the public investment and involvement in the regional transportation planning process and the resultant FFY 2023-2027 Transportation Improvement Program and previous TIPs (dating back to 2003) demonstrate that the benefits of the regional transportation planning process are afforded equitably to both EJ and Non-EJ communities. Given this equitable distribution and investment, it is finding of the Old Colony Planning Council that the Low-income and minority populations are not disproportionately impacted and are beneficiaries of the transportation planning process and project implementation in the Old Colony Region.

As such, the Old Colony Planning Council continues to work with our regional partners in the advancement of environmental justice principles throughout the regional planning process. Such analyses will be conducted annually and included in the endorsed TIP.

Conclusion

The Old Colony Planning Council has continued to be inclusive in terms of equity and project distribution. The staff has dedicated their time to expand their knowledge on the surrounding cultures in the Old Colony Planning Colony Council/Old MPO Region by engaging residents, stakeholders, and visitors to the region. Going forward, the Old Colony Planning Colony Council/Old MPO looks to continue to be inclusive by meeting stakeholders where they are and encourage them to visit Old Colony Planning Council through our open house events and other public engagement opportunities. The Old Colony Planning Colony Council/Old MPO seeks to educate the community on the TIP process and other projects and studies taking place in their communities so they may be better informed and engaged in the planning process.

Appendix

Appendix A: Signed MassDOT Title VI Assurances

SUBRECIPIENT TITLE VI/NONDISCRIMINATION ASSURANCES

The Old Colony Planning Council (hereinafter referred to as the "Sub-Recipient"), hereby agrees that, as a condition of receiving any Federal financial assistance from the United States Department of Transportation (U. S. DOT), Federal Highway Administration (FHWA), from the Commonwealth of Massachusetts, through its Department of Transportation (Recipient), it is subject to and must comply with the Acts and Regulations detailed in this document.

This Assurance is given in consideration of and for the purpose of obtaining any and all Federal grants, loans, contracts, agreements, property, and/or discounts, or other Federal-aid and Federal financial assistance extended after the date hereof to the recipients by the Department of Transportation under the FHWA Program and is binding on it, other recipients, sub-recipients, sub-grantees, contractors, subcontractors and their subcontractors', transferees, successors in interest, and any other participants in the FHWA Programs. The person or persons whose signature appears below are authorized to sign this assurance on behalf of the Sub-Recipient.

SIGNED FOR THE SUB-RECIPIENT:

Mary Waldron 11/3/22
(Signature & Date)

Mary Waldron, Executive Director
(Print Name & Title)

Appendix B: Signed FHWA Certifications and Assurances

Certifications and Assurances

Fiscal Year 2022

FEDERAL FISCAL YEAR 2022 CERTIFICATIONS AND ASSURANCES FOR FTA ASSISTANCE PROGRAMS

(Signature pages alternate to providing Certifications and Assurances in TrAMS.)

Name of Applicant: Old Colony Planning Council

The Applicant certifies to the applicable provisions of all categories: (check here) ✓

Or,

The Applicant certifies to the applicable provisions of the categories it has selected:

Category	Certification
01 Certifications and Assurances Required of Every Applicant	_____
02 Public Transportation Agency Safety Plans	_____
03 Tax Liability and Felony Convictions	_____
04 Lobbying	_____
05 Private Sector Protections	_____
06 Transit Asset Management Plan	_____
07 Rolling Stock Buy America Reviews and Bus Testing	_____
08 Urbanized Area Formula Grants Program	_____
09 Formula Grants for Rural Areas	_____
10 Fixed Guideway Capital Investment Grants and the Expedited Project Delivery for Capital Investment Grants Pilot Program	_____
11 Grants for Buses and Bus Facilities and Low or No Emission Vehicle Deployment Grant Programs	_____

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Certifications and Assurances	Fiscal Year 2022
12 Enhanced Mobility of Seniors and Individuals with Disabilities Programs	_____
13 State of Good Repair Grants	_____
14 Infrastructure Finance Programs	_____
15 Alcohol and Controlled Substances Testing	_____
16 Rail Safety Training and Oversight	_____
17 Demand Responsive Service	_____
18 Interest and Financing Costs	_____
19 Cybersecurity Certification for Rail Rolling Stock and Operations	_____
20 Tribal Transit Programs	_____
21 Emergency Relief Program	_____

CERTIFICATIONS AND ASSURANCES SIGNATURE PAGE

AFFIRMATION OF APPLICANT

Name of the Applicant: Old Colony Planning Council

BY SIGNING BELOW, on behalf of the Applicant, I declare that it has duly authorized me to make these Certifications and Assurances and bind its compliance. Thus, it agrees to comply with all federal laws, regulations, and requirements, follow applicable federal guidance, and comply with the Certifications and Assurances as indicated on the foregoing page applicable to each application its Authorized Representative makes to the Federal Transit Administration (FTA) in the federal fiscal year, irrespective of whether the individual that acted on his or her Applicant's behalf continues to represent it.

The Certifications and Assurances the Applicant selects apply to each Award for which it now seeks, or may later seek federal assistance to be awarded by FTA during the federal fiscal year.

The Applicant affirms the truthfulness and accuracy of the Certifications and Assurances it has selected in the statements submitted with this document and any other submission made to FTA, and acknowledges that the Program Fraud Civil Remedies Act of 1986, 31 U.S.C. § 3801 *et seq.*, and implementing U.S. DOT regulations, "Program Fraud Civil Remedies," 49 CFR part 31, apply to any certification, assurance or submission made to FTA. The criminal provisions of 18 U.S.C. § 1001 apply to any certification, assurance, or submission made in connection with a federal public transportation program authorized by 49 U.S.C. chapter 53 or any other statute

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Certifications and Assurances

Fiscal Year 2022

In signing this document, I declare under penalties of perjury that the foregoing Certifications and Assurances, and any other statements made by me on behalf of the Applicant are true and accurate.

Signature *[Handwritten Signature]* Date: 11/3/22
Name Mary Waldron Authorized Representative of Applicant

AFFIRMATION OF APPLICANT'S ATTORNEY

For (Name of Applicant): _____

As the undersigned Attorney for the above-named Applicant, I hereby affirm to the Applicant that it has authority under state, local, or tribal government law, as applicable, to make and comply with the Certifications and Assurances as indicated on the foregoing pages. I further affirm that, in my opinion, the Certifications and Assurances have been legally made and constitute legal and binding obligations on it.

I further affirm that, to the best of my knowledge, there is no legislation or litigation pending or imminent that might adversely affect the validity of these Certifications and Assurances, or of the performance of its FTA assisted Award.

Signature _____ Date: _____

Name _____ Attorney for Applicant

Each Applicant for federal assistance to be awarded by FTA must provide an Affirmation of Applicant's Attorney pertaining to the Applicant's legal capacity. The Applicant may enter its electronic signature in lieu of the Attorney's signature within TrAMS, provided the Applicant has on file and uploaded to TrAMS this hard-copy Affirmation, signed by the attorney and dated this federal fiscal year.

Appendix C: Old Colony Title VI Notice to Beneficiaries

Notice of Nondiscrimination Rights and Protections to Beneficiaries

Federal "Title VI/Nondiscrimination" Protections

The Old Colony Metropolitan Planning Organization (MPO) operates its programs, services, and activities in compliance with federal nondiscrimination laws including Title VI of the Civil Rights Act of 1964 (Title VI), the Civil Rights Restoration Act of 1987, and related statutes and regulations. Title VI prohibits discrimination in federally assisted programs and requires that no person in the United States of America shall, on the grounds of **race, color, or national origin** (including **limited English proficiency**), be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity receiving federal assistance. Related federal nondiscrimination laws administered by the Federal Highway Administration, the Federal Transit Administration, or both prohibit discrimination on the basis of **age, sex, and disability**. These protected categories are contemplated within the Old Colony MPO's Title VI Programs consistent with federal interpretation and administration. Additionally, the Old Colony MPO provides meaningful access to its programs, services, and activities to individuals with limited English proficiency, in compliance with US Department of Transportation policy and guidance on federal Executive Order 13166.

State Nondiscrimination Protections

The Old Colony MPO also complies with the Massachusetts Public Accommodation Law, M.G.L. c 272 §§ 92a, 98, 98a, prohibiting making any distinction, discrimination, or restriction in admission to or treatment in a place of public accommodation based on **race, color, religious creed, national origin, sex, sexual orientation, disability, or ancestry**. Likewise, the Old Colony MPO complies with the Governor's Executive Order 526, section 4 requiring all programs, activities, and services provided, performed, licensed, chartered, funded, regulated, or contracted for by the state shall be conducted without unlawful discrimination based on **race, color, age, gender, ethnicity, sexual orientation, gender identity or expression, religion, creed, ancestry, national origin, disability, veteran's status** (including Vietnam-era veterans), or **background**.

Additional Information

To file a complaint or to request additional information regarding Title VI and related federal and state nondiscrimination obligations, please contact:

Old Colony Planning Council
Title VI/ Nondiscrimination Coordinator
Mary Waldron
70 School Street
Brockton, MA 02301
508-583-1833
mwaldron@ocpcrpa.org

Title VI Specialist
MassDOT, Office of Diversity and Civil Rights
10 Park Plaza
Boston, MA 02116
857-368-8580

TTY: 857-368-0603
MASSDOT.CivilRights@state.ma.us

Complaint Filing

To file a complaint alleging a violation of Title VI or related federal nondiscrimination law, contact the Title VI Specialists (above) within 180 days of the alleged discriminatory conduct.

To file a complaint alleging a violation of the state's Public Accommodation Law, contact the Massachusetts Commission Against Discrimination within 300 days of the alleged discriminatory conduct at:

Massachusetts Commission Against Discrimination (MCAD)
One Ashburton Place, 6th Floor
Boston, MA 02109
617-994-6000
TTY: 617-994-6196

Translation

English

If this information is needed in another language, please contact the MPO Title VI Coordinator at 508-583-1833.

Spanish

Si necesita esta información en otro idioma, por favor contacte al coordinador de MPO del Título VI al 508-583-1833.

Portuguese

Caso estas informações sejam necessárias em outro idioma, por favor, contate o Coordenador de Título VI da MPO pelo telefone 508-583-1833.

Chinese Simple

如果需要使用其它语言了解信息，请联系Old Colony大都会规划组织（MPO）《民权法案》第六章协调员，电话508- 583-1833。

Chinese Traditional

如果需要使用其他語言瞭解資訊，請聯繫Old Colony大都會規劃組織（MPO）《民權法案》第六章協調員，電話508- 583-1833。

Vietnamese

Nếu quý vị cần thông tin này bằng tiếng khác, vui lòng liên hệ Điều phối viên Luật VI của MPO theo số điện thoại 508- 583-1833.

Haitian Creole

Si you moun bezwen enfòmasyon sa a nan youn lòt lang, tanpri kontakte Koòdonatè a Title VI MPO nan 508-583-1833.

French Creole

Si you moun vle genyen enfòmasyon sa yo nan youn lòt lang, tanpri kontakte Kowòdinatè MPO Title VI la nan nimewo 508-583-1833.

Russian

Если Вам необходима данная информация на любом другом языке, пожалуйста, свяжитесь с Координатором Титула VI в МПО по тел: 508-583-1833.

French

Si vous avez besoin d'obtenir une copie de la présente dans une autre langue, veuillez contacter le coordinateur du Titre VI de MPO en composant le 508-583-1833.

Italian

Se ha bisogno di ricevere queste informazioni in un'altra lingua si prega di contattare il coordinatore MPO del Titolo VI al 508- 583-1833.

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Mon-Khmer, Cambodian

ប្រសិនបើលោក-អ្នកត្រូវការបកប្រែព័ត៌មាននេះ សូមទាក់ទងអ្នកសម្របសម្រួលជំពូកទី6
របស់ **MPO** តាមរយៈលេខទូរស័ព្ទ **508-583-1833**។

Arabic

إذا كنت بحاجة إلى هذه المعلومات بلغة أخرى، يرجى الاتصال بمنسق الفقرة السادسة لمنظمة التخطيط الحضري على الهاتف: 508- 583-
.1833

Updated October 2022

Old Colony Planning Council

Appendix D: Old Colony Title VI Complaint Procedures



Valerie Massard, President | Mary Waldron, Executive Director

(508) 583-1833

70 School Street, Brockton, MA 02301

www.ocpcrpa.org

Americans With Disabilities Act (ADA) and Title VI Complaint Procedure

The following Complaint Procedure is established to meet the requirements of the Title VI of the Civil Rights Act of 1964 (Title VI) and related state and federal nondiscrimination authorities, including the Americans with Disabilities Act (ADA).

It may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability in employment practices and policies or the provision of services, activities, programs, and benefits by Old Colony Planning Council, and/ or Title VI discrimination on the basis of race, color, or national origin, including language) and discrimination on the basis of additional federal nondiscrimination provisions (on the basis of age, sex, and disability).

The complaint should be in writing and contain information about the alleged discrimination such as name, address, phone number of complainant and location, date, and description of the problem. Alternative means of filing complaint such as personal interviews or a recording of the complaint, will be made available for persons with disabilities upon request.

The complaint should be submitted by the complainant and/or his/her designee as soon as possible, but no later than 300 calendar days after the alleged violation to:

Mary Waldron, Executive Director
Old Colony Planning Council
70 School Street, Brockton, MA 02301
Phone: 508-583-1833
Email: mwaldron@ocpcrpa.org

Within 15 calendar days after receipt of the complaint, Mary Waldron will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, Mary Waldron will respond in writing, and, where appropriate, in a format accessible to the complainant. The response will explain the position of Old Colony Planning Council and offer options for substantive resolution of the complaint.

All complaints received by Mary Waldron, and responses, will be kept by Old Colony Planning Council for at least three years. All Title VI Complaints received by Old Colony Planning Council will be forwarded to the Massachusetts Department of Transportation (MassDOT) Office of Diversity and Civil Rights for review and consideration.

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Title VI Complaints may also be filed with Massachusetts Department of Transportation (MassDOT) Office of Diversity and Civil Rights at:

Title VI Coordinator
MassDOT Office of Diversity and Civil Rights, Suite 3800
10 Park Plaza, Boston, MA 02116
Phone: (857) 368-8580
Email: MassDOT.CivilRights@state.ma.us

To file a complaint alleging a violation of the State's Public Accommodation Law, contact the Massachusetts Commission Against Discrimination within 300 days of the alleged discriminatory conduct at:

Massachusetts Commission Against Discrimination (MCAD)
One Ashburton Place, 6th Floor, Boston, MA 02109
Phone: 617-994-6171
TTY: 617-994-6196

<https://www.mass.gov/file-a-complaint-of-discrimination>

Appendix E: Old Colony Title VI Complaint Forms



Valerie Massard, President | Mary Waldron, Executive Director

(508) 583-1833

70 School Street, Brockton, MA 02301

www.ocpcpra.org

نموذج شكوى حول وقوع حالة تمييز

يُرجى توفير المعلومات التالية لكي نتعامل مع الشكوى التي تقدمتم بها. يتوفر هذا النموذج بأشكال بديلة وبلغات متعددة. إذا رغبتم بهذه الخدمات أو أي مساعدة أخرى لتعبئة هذا النموذج، يُرجى إبلاغنا.

الاسم: _____
العنوان: _____
أرقام الهواتف: (المنزل) _____ (العمل) _____ (الجوال) _____
البريد الإلكتروني: _____

يُرجى الإشارة إلى طبيعة التمييز الذي تدعونه:

الفئات التي يحميها القسم السادس من قانون حقوق الإنسان لعام 1964:

العرق اللون الأصل الوطني أو القومي (بما في ذلك الكفاءة المحدودة في اللغة الإنجليزية)

الفئات الإضافية التي تحميها القوانين/ الأوامر الفيدرالية و/ أو الخاصة بالولاية ذات الصلة:

الإعاقات العمر الجنس التوجه الجنسي الدين سلالة المرء
 النوع الاثنية هوية النوع التعبير عن النوع
 العقيدة الوضع كمحارب قديم الخلفية ذوي الدخل المنخفض

من هو الشخص الذي تدعون بأنه ضحية عمل تمييزي؟

أنت فرد آخر أو طرف ثالث مجموعة أفراد

اسم الفرد و/ أو المنظمة التي تدعون بأنها تمارس التمييز؟

هل توافقون على أن يقوم المحقق بمشاركة اسمكم ومعلوماتكم الشخصية الأخرى مع أطراف أخرى متعلقة بهذا الموضوع إذا كانت هذه المشاركة ستساعد في عملية التحقيق وإيجاد حل لشكواكم؟

نعم لا

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يُرجى وصف الشكوى الخاصة بكم. يجب ان تذكروا تفاصيل مُحددة مثل اسماء وتواريخ وأوقات وشهود وأي معلومات اخرى من شأنها ان تساعدنا في التحقيق الذي سوف نجريه في ادعاءاتكم. ويُرجى ذكر أي وثائق اخرى لها علاقة بهذه الشكوى. يجوز لكم ان تُرفقوا صفحات اضافية لتوضيح شكواكم.

هل قدمت هذه الشكوى لدى أي هيئة أخرى (فيدرالية، تابعة لولاية، أو محلية)؟

نعم لا

إذا كانت الاجابة نعم، يُرجى تحديد الجهة: _____

هل قُمتم برفع دعوى بخصوص هذه الشكوى؟

نعم لا

إذا كانت الاجابة نعم، يُرجى تزويدنا بنسخة من الشكوى.

التوقيع: _____ التاريخ: _____

يُرجى إرسال الشكوى إلى العنوان التالي:

Title VI Coordinator, Old Colony Planning Council, 70 School Street, Brockton, MA 02301

Title VI Coordinator, MassDOT Office of Diversity and Civil Rights, Suite 3800,

10 Park Plaza, Boston, MA 02116

يُرجى ارسال الشكوى إلى البريد الإلكتروني: mwaldron@ocpcrpa.org

MassDOT.CivilRights@state.ma.us



Valerie Massard, President | Mary Waldron, Executive Director

(508) 583-1833

70 School Street, Brockton, MA 02301

www.ocpcrpa.org

歧视投诉表

请提供以下信息以便我们处理您的投诉。本表有特殊版式以及多语种版本可供选择。如您需要此类版本或其它任何协助以填写投诉信息，请联系我们。

姓名：_____

地址：_____

电话号码：（家）_____（工作）_____（手机）_____

电子邮件地址：_____

请说明投诉歧视的性质：

1964 年颁发的民权法案第六章保护的类别：

种族 肤色 国籍（包括有限的英文水平）

相关的联邦和/或州法律/条例保护的其它类别：

残障 年龄 性别 性取向 宗教 祖籍 低收入人群

社会性别 族群 性别认同 性别表达 教义 退伍军人身份 背景

您投诉的歧视受害者是谁？

本人 第三方个人 一个类别的人士

您投诉的歧视的个人和/或组织的姓名或名称：

您同意 让调查人员同其他相关方共享您的姓名和其它个人信息以协助调查并解决投诉吗？

是 否

Old Colony MPO 2022 Annual Title VI Update Report

请描述您的投诉。您在描述中应提供细节信息，如姓名、日期、时刻、证人以及其它任何有助于我们调查您所投诉的信息。请提供任何其它与本投诉相关的证明材料。您可另页附上您对投诉的解释。

您向其它机构（联邦、州或当地机构）提交过本投诉吗？

是 否

如投诉过，请说明： _____

您对本投诉提起过诉讼吗？

是 否

如果提起过诉讼，请提交一份诉讼副本。

签名： _____ 日期： _____

邮寄地址： Title VI Coordinator, Old Colony Planning Council, 70 School Street, Brockton, MA 02301

Title VI Coordinator, MassDOT Office of Diversity and Civil Rights,
Suite 3800, 10 Park Plaza, Boston, MA 02116

电子邮件：

mwaldron@ocpcrpa.org

MassDOT.CivilRights@state.ma.us



Valerie Massard, President | Mary Waldron, Executive Director

(508) 583-1833

70 School Street, Brockton, MA 02301

www.ocpcrpa.org

歧視投訴表

請提供以下信息以便我們處理您的投訴。本文檔具有特殊版式以及多個語種版本供選用。如您需要此類版本或其它任何協助以報告投訴，請聯系我們。

姓名： _____

地址： _____

電話號碼： (家) _____ (工作) _____ (手機) _____

電子郵件地址： _____

請說明投訴歧視的性質：

1964 年頒發的民權法案第六章保護的類別：

種族 膚色 國籍 (包括有限的英文水平)

相關的聯邦和/或州法律/條例保護的其它類別：

殘障 年齡 性別 性取向 宗教 祖籍 低收入群體

社會性別 族群 性別認同 性別表達 教義 退伍軍人身份 背景

您投訴的歧視受害者是誰？

本人 第三方個人 一個類別的人士

您投訴的歧視的個人和/或組織的姓名或名稱：

您同意讓調查人員同其他相關方共享您的姓名和其它個人信息以協助調查並解決投訴嗎？

是 否

Old Colony MPO 2022 Annual Title VI Update Report

請描述您的投訴。您在描述中應提供具體細節，如姓名、日期、時刻、證人以及其它任何有助於我們調查您本次投訴的信息。請提供任何其它與本投訴相關的證明檔案。您可另頁附上您對投訴的解釋。

您向其它機構（聯邦、州或當地機構）提交過本投訴嗎？

是 否

如投訴過，請說明：_____

您對本投訴提起過訴訟嗎？

是 否

如果提起過訴訟，請提交一份訴訟副本。

簽名：_____ 日期：_____

郵寄地址： Title VI Coordinator, Old Colony Planning Council, 70 School Street, Brockton, MA 02301
Title VI Coordinator, MassDOT Office of Diversity and Civil Rights,
Suite 3800, 10 Park Plaza, Boston, MA 02116

電子郵件地址：

mwaldron@ocpcrpa.org

MassDOT.CivilRights@state.ma.us



Valerie Massard, President | Mary Waldron, Executive Director

(508) 583-1833

70 School Street, Brockton, MA 02301

www.ocpcrpa.org

Discrimination Complaint Form

Please provide the following information in order for us to process your complaint. This form is available in alternate formats and multiple languages. Should you require these services or any other assistance in completing this form, please let us know.

Name: _____

Address: _____

Telephone Numbers: (Home) _____ (Work) _____ (Cell) _____

Email Address: _____

Please indicate the nature of the alleged discrimination:

Categories protected under *Title VI of the Civil Rights Act of 1964*:

Race Color National Origin (including limited English proficiency)

Additional categories protected under related Federal and/or State laws/orders:

Disability Age Sex Sexual Orientation Religion Ancestry

Gender Ethnicity Gender Identity Gender Expression Creed

Veteran's Status Background Low-Income

Who do you allege was the victim of discrimination?

You A Third Party Individual A Class of Persons

Name of individual and/or organization you allege is discriminating:

Do you consent to the investigator sharing your name and other personal information with other parties to this matter when doing so will assist in investigating and resolving your complaint?

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Yes No

Please describe your complaint. You should include specific details such as names, dates, times, witnesses, and any other information that would assist us in our investigation of your allegations. Please include any other documentation that is relevant to this complaint. You may attach additional pages to explain your complaint.

Have you filed this complaint with any other agency (Federal, State, or Local)?

Yes No

If yes, please identify: _____

Have you filed a lawsuit regarding this complaint?

Yes No

If yes, please provide a copy of the complaint.

Signature: _____ Date: _____

Mail to: Title VI Coordinator, Old Colony Planning Council, 70 School Street, Brockton, MA 02301

Title VI Coordinator, MassDOT Office of Diversity and Civil Rights, Suite 3800, 10 Park Plaza, Boston, MA 02116

Email to: mwaldron@ocpcrpa.org
MassDOT.CivilRights@state.ma.us



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www.ocpcrpa.org

Formulaire de plainte pour discrimination

Veuillez fournir les informations suivantes afin que nous puissions considérer votre plainte. Ce formulaire est disponible dans d'autres formats et en plusieurs langues. Si vous avez besoin de ces services ou de toute autre assistance pour remplir ce formulaire, merci de nous le faire savoir.

Nom : _____

Adresse : _____

Numéro de téléphone : (Domicile) _____ (Travail) _____ (Portable) _____

Courriel : _____

Veuillez indiquer la nature de la discrimination alléguée :

Catégories couvertes en vertu du *titre VI de la loi sur les droits civils (Civil Rights Act) de 1964* :

- Race Couleur de peau
- Nationalité d'origine (Inclus connaissance limitée de l'anglais)

Catégories supplémentaires couvertes en vertu des lois/ordonnances fédérales et/ou des États :

- Handicap Age Sexe Orientation sexuelle Religion Filiation
- Genre Ethnicité Identité de genre Expression sexuelle
- Croyance Statut d'ancien combattant Antécédent Faibles revenus

Qui, d'après vous, serait victime de discrimination?

- Vous Un tiers Un ensemble de personnes

Nom de la personne et/ou de l'organisation qui, d'après vous, exercerait la discrimination :

Consentez-vous que l'enquêteur communique votre nom et informations personnelles à d'autres parties à ce sujet, sachant que votre accord assistera dans l'examen des faits et la décision de votre plainte?

- Oui Non



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70 School Street, Brockton, MA 02301

www.ocpcrpa.org

Fòmilè pou Pote Plent pou Diskriminasyon

Tanpri, ekri enfòmasyon yo mande la yo, pou ede nou travay sou plent ou pote a. Ou ka jwenn fòmilè sa a nan lòt fòma, ak nan plizyè lang. Si ou bezwen li nan lòt fòma oubyen lòt lang, oubyen si ou vle mande lòt kalite asistans pou reponn kesyon nan fòmilè sa a, tanpri fè nou konnen.

Non ou: _____

Adrès: _____

Nimewo telefòn: (Lakay ou) _____ (Nan Travay ou) _____ (Tel. Selilè) _____

Adrès elektwonik: _____

Tanpri, ekri pi ba la a pou ki kalite diskriminasyon w ap pote plent:

Kategori ki pwoteje dapre *Tit 6 nan Lwa sou Dwa Sivik 1964 la*:

Ras Koulè Nasyonalite (oubyen moun ki pa konn pale angle byen)

Lòt kategori ki pwoteje dapre lwa/òdonnans Eta a oswa gouvènman federal la:

Andikap Laj Gason oubyen Fi Oryantasyon seksyèl Relijyon Zansèt

Gason ak Fanm Gwoup Etnik Idantite gason oswa fanm Deklarasyon

idantite Gason oswa Fanm Kwayans Kondisyon Veteran Antesedan

Touche Ti Salè

Ki moun ou vle di ki viktim diskriminasyon an?

Oumenm Yon Lòt Moun Yon Gwoup Moun

Di non moun ak/oswa òganizasyon ou kwè ki fè diskriminasyon an:

Èske ou dakò pou moun k ap mennen ankèt la bay lòt moun ki fè pati nan ka a, non ou ak lòt enfòmasyon pèsònèl sou ou, si sa kapab ede nan ankèt sou plent ou fè a, oswa rezoud pwoblèm lan?



Valerie Massard, President | Mary Waldron, Executive Director

(508) 583-1833

70 School Street, Brockton, MA 02301

www.ocpcrpa.org

Modulo di denuncia per discriminazione

Si prega di fornire le seguenti informazioni per consentirci di elaborare la denuncia. Questo modulo è disponibile in formati alternativi e in più lingue. Se si necessita usufruire di tali servizi o di qualsiasi altro tipo di assistenza nella compilazione del modulo, La preghiamo di farcelo sapere.

Nome: _____

Indirizzo: _____

Numeri di telefono: (Casa) _____ (Ufficio) _____ (Cellulare) _____

Indirizzo e-mail: _____

Indicare la natura della presunta discriminazione:

Categorie protette in virtù del *Title VI of the Civil Rights Act of 1964*:

Razza Colore

Origine nazionale (compresa la limitata padronanza della lingua inglese)

Altre categorie protette da norme/ordinanze federali e/o statali:

Disabilità Età Sesso Orientamento sessuale Religione Stirpe

Gender Etnicità Identità di genere Espressione di genere Fede

Veterano Storia personale Basso reddito

Chi ritiene essere stato vittima di discriminazione?

Lei stesso/a Una terza persona Un gruppo di persone

Nome della persona e/o dell'organizzazione che Lei ritiene abbia compiuto l'azione discriminante:

Rilascia il consenso all'investigatore di condividere il Suo nome ed altre informazioni personali con altre parti inerenti a questo caso quando così facendo si collabora nell'investigazione e nella risoluzione del Suo reclamo?

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Sì No

Descriva il Suo reclamo. Includere dettagli specifici come nomi, date, orari, testimoni e qualsiasi altra informazione che potrebbe aiutarci nella nostra indagine in base alle Sue affermazioni. Includere inoltre qualsiasi altra documentazione pertinente alla presente denuncia. È possibile allegare pagine aggiuntive per spiegare il Suo reclamo.

Ha presentato questa denuncia presso altre agenzie (federali, statali o locali)?

Sì No

Se sì, specificare: _____

Ha presentato querela in relazione a questo reclamo?

Sì No

In caso affermativo, fornire una copia della denuncia.

Firma: _____ Data: _____

Scrivere a:

Title VI Coordinator, Old Colony Planning Council, 70 School Street, Brockton, MA 02301

Title VI Coordinator, MassDOT Office of Diversity and Civil Rights, Suite 3800, 10 Park Plaza, Boston, MA 02116

Inviare per email a:

mwaldron@ocpcrpa.org

MassDOT.CivilRights@state.ma.us



Valerie Massard, President | Mary Waldron, Executive Director

(508) 583-1833

70 School Street, Brockton, MA 02301

www.ocpcrpa.org

ពាក្យបណ្តឹងស្តីពីភាពរើសអើង

សូមផ្តល់ព័ត៌មានខាងក្រោម ដើម្បីអោយយើងខ្ញុំធ្វើការលើបណ្តឹងរបស់អ្នក។ ពាក្យបណ្តឹងនេះមានទម្រង់ផ្សេងៗគ្នា និងមានជាច្រើនភាសា។ ប្រសិនបើអ្នកចង់បានសេវាកម្មទាំងនោះ ឬជំនួយផ្សេងៗទៀតក្នុងការបំពេញពាក្យបណ្តឹង សូមប្រាប់យើងខ្ញុំ។

ឈ្មោះ: _____
អាសយដ្ឋាន: _____
លេខទូរស័ព្ទ: (ផ្ទះ) _____ (កន្លែងការងារ) _____ (ផ្សេង) _____
អ៊ីម៉ែល: _____

សូមបង្ហាញពីប្រភេទនៃភាពរើសអើងដែលអ្នកចោទប្រកាន់:

ប្រភេទទាំងឡាយណាដែលត្រូវបានការពារដោយមាត្រា 61 VI នៃច្បាប់សិទ្ធិស៊ីវិលឆ្នាំ 1964។

- អង្គរ ពណ៌សម្បុរ ប្រភពកំណើត (រួមទាំងសមត្ថភាពប្រើភាសាអង់គ្លេសមានកម្រិត)

ប្រភេទផ្សេងទៀតដែលត្រូវបានការពារដោយនីតិវិធី/ច្បាប់រដ្ឋ ឬ/និងនីតិវិធី/ច្បាប់សហព័ន្ធដែលពាក់ព័ន្ធ:

- ពិការភាព អាយុ ភេទ ទំនោរផ្លូវភេទ សាសនា ដូនតា
 យេនឌ័រ ជាតិសាសន៍ អត្តសញ្ញាណយេនឌ័រ ការបង្ហាញយេនឌ័រ ជំនឿ អតីតយុទ្ធជន
 ប្រព្រឹត្តិ គ្រប់គ្រង

តើនរណាជាមនុស្សដែលអ្នកចោទប្រកាន់ថាជាអ្នករើសអើងភាពរើសអើង?

- អ្នក បុគ្គលទីបី មនុស្សមួយក្រុម

សូមផ្តល់ឈ្មោះបុគ្គល និង/ឬអង្គការដែលអ្នកចោទប្រកាន់ភាពរើសអើង:

តើអ្នកអនុញ្ញាតអោយអ្នកលើកអង្កេតបង្ហាញឈ្មោះនិងព័ត៌មានផ្ទាល់ខ្លួនរបស់អ្នកទៅកាន់បុគ្គលផ្សេងទៀត ទាក់ទងនឹងបញ្ហានេះដែរឬទេ ប្រសិនបើព័ត៌មានទាំងនេះជួយដល់ការលើកអង្កេត និងនោះស្រាយបណ្តឹងរបស់អ្នក?

- បាទ/ចាស ទេ



Valerie Massard, President | Mary Waldron, Executive Director

(508) 583-1833

70 School Street, Brockton, MA 02301

www.ocpcrpa.org

Formulário de Reclamação por Discriminação

Por favor, preencha com as seguintes informações para que possamos processar sua reclamação. Este formulário está disponível em formatos alternativos e em múltiplas línguas. Se você precisar de outro tipo de formulário ou de auxílio no preenchimento, por favor, avise um de nossos funcionários.

Nome: _____

Endereço: _____

Números de Telefone: (Res.) _____ (Com.) _____ (Celular) _____

Endereço de Email: _____

Por favor, indique a natureza da discriminação alegada:

Categorias protegidas sob o *Título VI da Lei de Direitos Civis de 1964*:

Raça Cor Origem Nacional (incluindo proficiência limitada do inglês)

Categorias adicionais protegidas sob leis e/ou disposições federais e estaduais:

Deficiência Idade Sexo Orientação Sexual Religião Antepassados

Gênero Etnia Identidade de Gênero Expressão de Gênero Credo

Condição de Veterano Antecedentes De baixa renda

Quem você alega ter sido a vítima da discriminação?

Você Terceiro Uma Classe de Pessoas

Nome do indivíduo e/ou organização que você alega estar discriminando:

Você consente que seu nome e suas informações pessoais sejam compartilhados pelo investigador com as outras partes, auxiliando na resolução de sua reclamação?

Sim Não



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Жалоба о Дискриминации

Пожалуйста, предоставьте следующую информацию для того, чтобы мы могли обработать вашу жалобу. Эта форма доступна в альтернативных форматах и на нескольких языках. Если вам потребуются эти услуги или любая другая помощь в заполнении этой формы, пожалуйста, сообщите нам об этом.

ФИО: _____

Адрес: _____

Телефонные номера: (Дом) _____ (Раб) _____ (Моб) _____

Электронный адрес: _____

Пожалуйста укажите характер предполагаемой дискриминации:

Категории, защищаемые в соответствии с Титулом VI Закона о Гражданских Правах 1964 года:

Раса Цвет кожи Национальное происхождение (в том числе ограниченное знание английского языка)

Дополнительные категории, защищаемые соответствующими законами/ приказами на уровне федерации и/или штата:

Инвалидность Возраст Пол Сексуальная Ориентация Религиозные убеждения Происхождение

Гендер Этничность Гендерная Идентичность Гендерное Выражение

Убеждения Статус Ветерана Биография Низким уровнем дохода

Кто, согласно Вашим предположениям, являлся жертвой дискриминации?

Вы Третье лицо Класс лиц

Имя лица и / или название организации, которые, согласно Вашим предположениям, осуществляют дискриминацию:

Old Colony MPO 2022 Annual Title VI Update Report

Согласны ли Вы, чтобы рассматривающий жалобу предоставил Ваше имя и прочую личную информацию другим сторонам, если это окажет помощь в расследовании и разрешении Вашей жалобы?

Да Нет

Пожалуйста, опишите Вашу жалобу. Вы должны включить конкретные детали, такие как имена, даты, время, свидетели, а также любую другую информацию, которая поможет нам в расследовании Ваших утверждений. Просьба включить любую другую документацию, которая имеет отношение к этой жалобе. Вы можете приложить дополнительные страницы, чтобы объяснить вашу жалобу.

Подавали ли Вы данную жалобу в любое другое учреждение (Федеральное, на уровне Штата или Местное)?

Да Нет

Если да, пожалуйста укажите: _____

Подавали ли Вы в суд по поводу этой жалобы?

Да Нет

Если да, пожалуйста предоставьте копию жалобы.

Подпись: _____ Дата: _____

Почтовый адрес:

Title VI Coordinator, Old Colony Planning Council, 70 School Street, Brockton, MA 02301
Title VI Coordinator, MassDOT Office of Diversity and Civil Rights, Suite 3800
10 Park Plaza, Boston, MA 02116

Электронный адрес: mwaldron@ocpcrpa.org
MassDOT.CivilRights@state.ma.us



Valerie Massard, President | Mary Waldron, Executive Director

(508) 583-1833

70 School Street, Brockton, MA 02301

www.ocpcrpa.org

Formulario de queja por discriminación

Por favor, complete la siguiente información para que podamos tramitar su queja. Este formulario está disponible en otros formatos y en varios idiomas. Si usted necesitara estos servicios o cualquier otro tipo de asistencia para completar este formulario, por favor, avísenos.

Nombre: _____

Dirección: _____

Nos. de teléfono: (Casa) _____ (Trabajo) _____ (Celular) _____

Dirección de correo electrónico: _____

Por favor, indique la índole de la presunta discriminación:

Categorías protegidas por el *Artículo VI de la ley de derechos civiles de 1964*:

Raza Color Origen nacional (incluido un nivel limitado del idioma inglés)

Otras categorías protegidas por leyes o disposiciones federales y/o estatales:

Discapacidad Edad Sexo Orientación sexual Religión Abolengo

Género Etnia Identidad de género Expresión de género Credo

Categoría de veterano Origen Bajos ingresos

¿Quién afirma usted que fue víctima de discriminación?

Usted Un tercero Una clase de personas

Nombre de la persona u organización que usted afirma que está discriminando:

¿Consiente usted en que el investigador facilite su nombre y otros datos personales a otras partes de este asunto con el fin de que ayuden en la investigación para poder resolver su queja?

Sí No

Por favor, describa su queja. Incluya detalles específicos, como nombres, fechas, horarios, testigos y otra información que pudiera ayudarnos en nuestra investigación de sus alegatos.

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También incluya cualquier otra documentación que fuera relevante para esta queja. Puede adjuntar páginas adicionales para explicar su queja.

¿Ha presentado esta queja en algún otro organismo (federal, estatal o local)?

Sí No

Si contestó que sí, identifique: _____

¿Ha presentado una demanda con respecto a esta queja?

Sí No

Si contestó que sí, entregue una copia de la queja.

Firma: _____ Fecha: _____

Enviar por correo postal a:

Title VI Coordinator, Old Colony Planning Council, 70 School Street, Brockton, MA 02301

Title VI Coordinator, MassDOT Office of Diversity and Civil Rights, Suite 3800, 10 Park Plaza, Boston, MA 02116

Enviar por correo electrónico a:

mwaldron@ocpcrpa.org

MassDOT.CivilRights@state.ma.us



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Đơn Khiếu nại Phân biệt đối xử

Vui lòng cung cấp các thông tin sau để chúng tôi xử lý khiếu nại của quý vị. Đơn này có sẵn ở các định dạng khác nhau và bằng nhiều ngôn ngữ. Hãy cho chúng tôi biết nếu quý vị cần các dịch vụ này hoặc bất kỳ hỗ trợ nào khác để điền đơn này.

Tên: _____

Địa chỉ: _____

Số điện thoại: (Nhà) _____ (Cơ quan) _____ (Di động) _____

Địa chỉ email: _____

Vui lòng cho biết bản chất của sự việc bị cho là phân biệt đối xử:

Các thể loại được bảo vệ theo Đạo luật VI của Luật dân quyền năm 1964:

Chủng tộc Màu da Quốc gia xuất xứ (bao gồm tiếng Anh không thông thạo)

Các thể loại bổ sung được bảo vệ theo luật/lệnh liên quan của Liên bang và/hoặc Tiểu bang:

Khuyết tật Tuổi Giới tính (Sex) Định hướng tình dục

Tôn giáo Tổ tiên

Phái tính (Gender) Dân tộc Xác định phái tính Thể hiện phái tính

Tín điều (Creed) Tình trạng thương binh Lý lịch Thu nhập thấp

Ai là người quý vị cho là nạn nhân của phân biệt đối xử?

Quý vị Một cá nhân thứ ba Một lớp người

Tên của Cá nhân và/hoặc tổ chức mà quý vị cho là đang phân biệt đối xử:

Quý vị có đồng ý cho điều tra viên chia sẻ tên và các thông tin cá nhân khác của quý vị với các bên khác về vấn đề này để hỗ trợ việc điều tra và giải quyết khiếu nại của quý vị không?

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Có Không **Vui lòng mô tả khiếu nại của quý vị.** Quý vị nên bao gồm các chi tiết cụ thể như là những tên, ngày tháng, thời gian, nhân chứng, và bất kỳ thông tin nào khác sẽ hỗ trợ chúng tôi trong việc điều tra của chúng tôi về cáo buộc của quý vị. Vui lòng bao gồm bất cứ tài liệu nào khác liên quan đến khiếu nại này. Quý vị có thể đính kèm thêm nhiều trang để giải thích khiếu nại của mình.

Quý vị có nộp khiếu nại này cho bất kỳ cơ quan nào khác (Liên bang, Tiểu bang, hoặc Địa phương) chưa?

Có Chưa

Nếu có, vui lòng cho biết tên cơ quan đó: _____

Quý vị có nộp đơn kiện liên quan đến khiếu nại này chưa?

Có Chưa

Nếu có, vui lòng cung cấp một bản sao của khiếu nại.

Ký tên: _____ Ngày: _____

Gởi qua đường bưu điện đến:

Title VI Coordinator, Old Colony Planning Council, 70 School Street, Brockton, MA 02301

Title VI Coordinator, MassDOT Office of Diversity and Civil Rights, Suite 3800, 10 Park Plaza, Boston, MA 02116

Gởi email đến : mwaldron@ocpcrpa.org

MassDOT.CivilRights@state.ma.us

Appendix F: Old Colony Title VI Complaint Log

	Date (Month, Day, Year)	Summary (include basis of complaint: race, color, or national origin)	Status	Action(s) Taken
Investigations				
1.				
2.				
Lawsuits				
1.				
2.				
Complaints				
1.				
2.				

Appendix G: Old Colony MPO Public Participation Plan

Old Colony Metropolitan Planning Organization (MPO)

Old Colony Public Participation Plan (PPP)

- Endorsed by the Old Colony MPO on August 17, 2021

Prepared Under:

FFY 2021 Unified Planning Work Program (UPWP) Task 1300 and MassDOT Contract 112307

Prepared By:

[Old Colony Planning Council \(OCPC\)](#), 70 School Street, Brockton, Massachusetts, 508-583-1833

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Notice of Nondiscrimination Rights and Protections to Beneficiaries

Federal “Title VI/Nondiscrimination” Protections

The Old Colony Metropolitan Planning Organization (MPO) operates its programs, services, and activities in compliance with federal nondiscrimination laws including Title VI of the Civil Rights Act of 1964 (Title VI), the Civil Rights Restoration Act of 1987, and related statutes and regulations. Title VI prohibits discrimination in federally assisted programs and requires that no person in the United States of America shall, on the grounds of **race, color, or national origin** (including **limited English proficiency**), be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity receiving federal assistance. Related federal nondiscrimination laws administered by the Federal Highway Administration, the Federal Transit Administration, or both prohibit discrimination on the basis of **age, sex, and disability**. These protected categories are contemplated within the Old Colony MPO’s Title VI Programs consistent with federal interpretation and administration. Additionally, the Old Colony MPO provides meaningful access to its programs, services, and activities to individuals with limited English proficiency, in compliance with US Department of Transportation policy and guidance on federal Executive Order 13166.

State Nondiscrimination Protections

The Old Colony MPO also complies with the Massachusetts Public Accommodation Law, M.G.L. c 272 §§ 92a, 98, 98a, prohibiting making any distinction, discrimination, or restriction in admission to or treatment in a place of public accommodation based on **race, color, religious creed, national origin, sex, sexual orientation, disability, or ancestry**. Likewise, the Old Colony MPO complies with the Governor’s Executive Order 526, section 4 requiring all programs, activities, and services provided, performed, licensed, chartered, funded, regulated, or contracted for by the state shall be conducted without unlawful discrimination based on **race, color, age, gender, ethnicity, sexual orientation, gender identity or expression, religion, creed, ancestry, national origin, disability, veteran's status** (including Vietnam-era veterans), or **background**.

Additional Information

To request additional information regarding Title VI and related federal and state nondiscrimination obligations, please contact:

Old Colony Planning Council
Title VI/ Nondiscrimination Coordinator
Mary Waldron
70 School Street
Brockton, MA 02301
508-583-1833 Extension 202
mwaldron@ocpcrpa.org

Old Colony MPO 2022 Annual Title VI Update Report

Title VI Specialist
MassDOT, Office of Diversity and Civil Rights
10 Park Plaza
Boston, MA 02116
857-368-8580
TTY: 857-368-0603
MASSDOT.CivilRights@state.ma.us

Complaint Filing

To file a complaint alleging a violation of Title VI or related federal nondiscrimination law, contact the Title VI Specialist (above) within 180 days of the alleged discriminatory conduct.

To file a complaint alleging a violation of the state's Public Accommodation Law, contact the Massachusetts Commission Against Discrimination within 300 days of the alleged discriminatory conduct at:

Massachusetts Commission Against Discrimination (MCAD)
One Ashburton Place, 6th Floor
Boston, MA 02109
617-994-6000
TTY: 617-994-6196

Translation

English

If this information is needed in another language, please contact the MPO Title VI Coordinator at 508-583-1833 ext. 202.

Spanish

Si necesita esta información en otro idioma, por favor contacte al coordinador de MPO del Título VI al 508-583-1833 ext. 202.

Portuguese

Caso estas informações sejam necessárias em outro idioma, por favor, contate o Coordenador de Título VI da MPO pelo telefone 508-583-1833, Ramal 202

Chinese Simple

如果需要使用其它语言了解信息，请联系Old Colony大都会规划组织（MPO）《民权法案》第六章协调员，电话508- 583-1833，转202。

Chinese Traditional

如果需要使用其他語言瞭解資訊，請聯繫Old Colony大都會規劃組織（MPO）《民權法案》第六章協調員，電話508- 583-1833，轉202。

Vietnamese

Nếu quý vị cần thông tin này bằng tiếng khác, vui lòng liên hệ Điều phối viên Luật VI của MPO theo số điện thoại 508- 583-1833, số máy nhánh 202.

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Haitian Creole

Si you moun bezwen enfòmasyon sa a nan youn lòt lang, tanpri kontakte Koòdonatè a Title VI MPO nan 508-583-1833 ext. 202.

French Creole

Si you moun vle genyen enfòmasyon sa yo nan youn lòt lang, tanpri kontakte Kowòdinatè MPO Title VI la nan nimewo 508-583-1833, ekstansyon 202.

Russian

Если Вам необходима данная информация на любом другом языке, пожалуйста, свяжитесь с Координатором Титула VI в МРО по тел: 508-583-1833, добавочный 202.

French

Si vous avez besoin d'obtenir une copie de la présente dans une autre langue, veuillez contacter le coordinateur du Titre VI de MPO en composant le 508-583-1833, poste 202.

Italian

Se ha bisogno di ricevere queste informazioni in un'altra lingua si prega di contattare il coordinatore MPO del Titolo VI al 508- 583-1833 interno 202

Mon-Khmer, Cambodian

ប្រសិនបើលោក-អ្នកត្រូវការបកប្រែពីភាសានេះ សូមទាក់ទងអ្នកសម្របសម្រួលជំពូកទី6 របស់ MPO តាមរយៈលេខទូរស័ព្ទ 508-583-1833 រួចភ្ជាប់ទៅលេខ 202។

Arabic

إذا كنت بحاجة إلى هذه المعلومات بلغة أخرى، يُرجى الاتصال بمنسق الفقرة السادسة لمنظمة التخطيط الحضري على الهاتف: 508- 583-1833 و ثم اضغط الأرقام 202.

Updated April 2021

Old Colony Planning Council

Introduction

The Old Colony Metropolitan Planning Organization (MPO) Public Participation Plan (PPP) establishes the process by which the MPO solicits public involvement and cooperative decision making as part of the transportation planning process. The Old Colony MPO strives to share information and collect ideas through public meetings and other strategies in order to improve the planning process and the regional transportation system.

In accordance with state and federal law requirements, and to ensure inclusive and accessible public engagement processes for transportation decision making, the Old Colony MPO has developed the Public Participation Plan. This Plan serves to guide agency public participation efforts, including populations that potentially have been underserved by the transportation system and/or have lacked access to the decision-making process. This Plan guides the MPO in its continued efforts to offer early, continuous, and meaningful opportunities for the public to help identify social, economic, and environmental impacts of proposed transportation policies, projects and initiatives across the Old Colony MPO's jurisdiction.

The Plan is based on federal and state requirements for encouraging and ensuring community participation. It describes the Old Colony MPO's overall goals, guiding principles, and strategic approach to achieving stated objectives. The Plan also defines how the Old Colony MPO proposes to incorporate public participation into its transportation decision-making processes, how the agency ensures access for people with disabilities and the inclusion of low income and minority stakeholders, and how the MPO measures the effectiveness of its public participation program.

Specifically, the Plan states the methods that the MPO will use to reach out to persons who are low-income, minority, Limited English Proficient (LEP), have a disability, and other traditionally underrepresented populations. This Plan provides a toolbox of techniques to be applied, as appropriate, to achieve effective broad-based stakeholder participation because different transportation decisions require a variety of techniques to achieve effective communication among a diversity of stakeholders.

This Plan is a living document that will change and grow to help the Old Colony MPO deepen and sustain its work to engage diverse community members throughout the Old Colony region. Therefore, the Old Colony MPO will modify its public participation methods and activities over time, based on ideas and feedback from community members and the Old Colony MPO's evaluation of its public participation effectiveness. An update to the Plan will be given a 45-day public comment period. The Plan will be reviewed at a minimum every five (5) years; however, periodic review may be taken up at any time. The Plan is being developed based on guidelines provided through the Massachusetts Department of Transportation (MassDOT) and federal guidance documents. It is intended as a document that will govern the Old Colony MPO's public participation activities, but also serve as a useful guide for the metropolitan planning organizations and cities and towns the Old Colony MPO works with, as well as for the consultants we contract with for public engagement support.

The Plan also empowers the public through its clear definition of how the Old Colony MPO conducts its public participation activities. There may be occasions where facts or circumstances may not allow for absolute adherence with the protocols and policies stated. It is important to note that communities and entities within the Old Colony MPO may have their own specific policies and procedures for public engagement that are unique to the functions they carry out or the targeted audiences served, and in such instances, there may be departures from this Plan that are legitimate and reasonable.

OLD COLONY MPO STRUCTURE

The Old Colony Metropolitan Planning Organization (Old Colony MPO) is the regional governing body established by federal law to oversee regional transportation planning and recommend the distribution of transportation funds locally. This includes the responsibilities for conducting an inclusionary “3C” planning process (continuous, cooperative, and comprehensive) for transportation planning in the 17 communities of the region for all modes of travel, including roadways and highways, public transportation, bicycles, pedestrians, connections to air, ferry, and railroads.

The transportation planning area covered by this plan includes the 17 communities of the Old Colony Region: Abington, Avon, Bridgewater, Brockton, Duxbury, East Bridgewater, Easton, Halifax, Hanover, Hanson, Kingston, Pembroke, Plymouth, Plympton, Stoughton, West Bridgewater, and Whitman, and includes Brockton Area Transit Authority (BAT).

The Old Colony MPO is responsible for endorsing a number of Federal certification documents that include the Long Regional Transportation Plan (LRTP), the Transportation Improvement Program (TIP), and the Unified Planning Work Program (UPWP). Discussion of these documents is included later in this section of the plan.

The staff of the Old Colony Planning Council (OCPC), BAT, Federal Highway Administration (FHWA), Federal Transit Administration (FTA), and MassDOT, along with staff of the local communities, participates in the process through preparation of the documents for MPO action.

The Old Colony MPO consists of eleven (11) members. The following eight (8) members are voting members: MassDOT; MassDOT Highway Division; BAT; OCPC; City of Brockton; Town of Plymouth; A Community with a population greater than 14,000; and a community with a population less than 14,000. The following three (3) members: Old Colony Joint Transportation Committee (JTC) Chairperson, FHWA, and FTA are ex-officio, non-voting members of the Old Colony MPO. The membership is outlined in Table 1.

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TABLE 1: OLD COLONY MPO MEMBERSHIP

Agency	Old Colony MPO Members
Massachusetts Department of Transportation (MassDOT)	Secretary of Transportation
Massachusetts Department of Transportation (MassDOT) Highway Division	Administrator
Brockton Area Transit Authority (BAT)	Administrator
Old Colony Planning Council (OCPC)	President
City of Brockton	Mayor
Town of Plymouth	Chairman, Selectman
Community with a population greater than 14,000	Town Council President/ or Chairman, Board of Selectmen
Community with a population less than 14,000	Chairman, Board of Selectmen
Old Colony Joint Transportation Committee (JTC)	Chair
Federal Highway Administration (FHWA)	Massachusetts Division Administrator
Federal Transit Administration (FTA)	Region 1 Administrator

Massachusetts Department of Transportation (MassDOT)

Established in 2009, the Massachusetts Department of Transportation (MassDOT) is responsible for transportation planning as well as construction and operation of transportation infrastructure for the Commonwealth of Massachusetts. The organization oversees four divisions: Highway, Rail & Transit, Aeronautics and the Registry of Motor Vehicles, as well as Enterprise Services, which provide services to MassDOT divisions and the Massachusetts Bay Transit Authority (MBTA).

An eleven-member Board of Directors appointed by the Governor with expertise in transportation, finance and engineering oversees the organization. MassDOT is administered by a Secretary of Transportation, appointed by the Governor to serve as Chief Executive Officer.

MassDOT has two voting representatives on the Old Colony MPO: one representing the MassDOT Secretary/Chief Executive Officer and the other representing the MassDOT Highway Division Administrator. The officials may designate another official from within their respective agency to regularly represent the agency. As the implementing agency an affirmative vote is required by the MassDOT representatives to endorse federal certification documents.

Brockton Area Transit Authority (BAT)

The Brockton Area Transit Authority, under the provisions of Chapter 161B of the General Laws, has the statutory responsibility to provide mass transportation in the area constituting the authority, and to provide mass transportation service under contract in areas outside the authority.

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BAT, in addition to its statutory responsibility for providing mass transportation, assists in obtaining and ensuring input and participation in multimodal transportation planning from local elected officials and the public. BAT actively and consistently participates in the 3C transportation planning and programming process and represents the region's concern for public transportation deficiencies and for solutions to transportation demands and needs.

The Brockton Area Transit Authority, the FTA Section 5307 applicant, has consulted with the Old Colony Metropolitan Planning Organization (MPO) and concurs that the public involvement process adopted by the MPO for development of the TIP satisfies the public hearing requirements that pertain to the development of the Program of Projects (POP) for the Section 5307, Urbanized Area Formula Program, grant applications including the provisions for public notice and the time established for public review and comment.

The public participation process described herein is used to satisfy the public participation process for the POP for Brockton Area Transit Authority. Public notice of public involvement activities and time established for public review and comments on the TIP will satisfy the POP requirements. BAT prepares a Program of Projects (POP) and it is included in the TIP. The public discussion of the Transportation Improvement Program (TIP) at Old Colony JTC, Old Colony MPO, and transportation meetings satisfies the Program of Projects (POP) public hearing requirements of the Federal Transit Administration (FTA) and is structured to comply with federal and state laws, regulations, executive orders, and related provisions requiring nondiscrimination in public engagement. The MPO's public participation process will also be used as Brockton Area Transit Authority's (BAT) public participation process and Disadvantaged Business Enterprise (DBE) public participation process.

Old Colony Planning Council (OCPC)

Established by Chapter 332 of the Acts of 1967, OCPC is the regional planning agency for the metropolitan Brockton area. The Council's planning jurisdiction includes the City of Brockton and the towns of Abington, Avon, Bridgewater, East Bridgewater, Easton, Duxbury, Hanover, Hanson, Halifax, Kingston, Pembroke, Plymouth, Plympton, Stoughton, West Bridgewater and Whitman. The policy board is composed of one delegate and one alternate appointed by a vote of the Town Council or Board of Selectmen and Planning Board of each member community. In the case of the City of Brockton, the Mayor appoints the delegate and alternate. The Council is authorized to prepare and revise comprehensive plans. OCPC is recognized by the MPO as the officially designated regional planning agency for the Old Colony MPO Region, having the statutory responsibility for comprehensive planning, including transportation planning. Currently, the Council's areas of major emphasis are economic development, transportation, safety and security, water quality, land use and housing, and elder service planning and ombudsman programs.

OCPC is responsible for comprehensive regional planning and is the transportation-planning agency for the Old Colony MPO and Old Colony Region. OCPC maintains qualified transportation

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planning staff and is principally responsible for the maintenance of the transportation planning process and for the support and operation of the Joint Transportation Committee and Old Colony MPO.

Local Representatives

The local representatives (Brockton, Plymouth, and the locally elected communities) to the Old Colony MPO are responsible for articulating a local government perspective of regional transportation problems and issues, and the needs for the community or agency that they represent, and for the Region as a whole. The communities of Brockton and Plymouth are permanent voting members of the Old Colony MPO.

In addition to the permanent voting member communities, the Old Colony MPO structure includes Chief Elected Officials from two (2) communities, other than Brockton or Plymouth to serve two-year terms, representing the other communities in the Old Colony Region.

- One Signatory Member from a community with a population less than 14,000 (based on the most recent decennial U.S. Census) (Avon, East Bridgewater, Halifax, Hanover, Hanson, Kingston, Plympton, and West Bridgewater)
- One Signatory Member from a community with a population over 14,000 (based on the most recent decennial U.S. Census) (Abington, Bridgewater, Duxbury, Easton, Pembroke, Stoughton, and Whitman)

In addition, the Old Colony Joint Transportation Committee (JTC) Chairperson, and one representative each from both the Federal Highway Administration (FHWA) and the Federal Transit Administration (FTA) shall be considered ex-officio, non-voting members of the Old Colony MPO.

Old Colony Joint Transportation Committee (JTC)

The Old Colony MPO has established a committee of technical professionals known as the Old Colony Joint Transportation Advisory Committee (JTC) to serve as the transportation advisory group to the MPO. The JTC Members consist of representatives of the seventeen communities of the Old Colony Region: Abington, Avon, Bridgewater, Brockton, Duxbury, East Bridgewater, Easton, Halifax, Hanover, Hanson, Kingston, Pembroke, Plymouth, Plympton, Stoughton, West Bridgewater, and Whitman, and the Brockton Area Transit Authority. These representatives are appointed by the chief elected officials of each community in the region.

Federal Highway Administration (FHWA)

The Federal Highway Administration (FHWA) is an agency within the U.S. Department of Transportation that supports State and local governments in the design, construction, and maintenance of the Nation's highway system (Federal Aid Highway Program) and various federally and tribal owned lands (Federal Lands Highway Program). Through financial and technical assistance to State and local governments, the Federal Highway Administration is

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responsible for ensuring that America's roads and highways continue to be among the safest and most technologically sound in the world.

The Federal Highway Administration (FHWA) was created on October 15, 1966, after having had several predecessor organizations.

Federal Transit Administration (FTA)

The Federal Transit Administration (FTA) provides financial and technical assistance to local public transit systems, including buses, subways, light rail, commuter rail, trolleys and ferries. FTA also oversees safety measures and helps develop next-generation technology research. Transit services supported by FTA span many groups and provide wide-ranging benefits.

Since 1964, FTA has partnered with state and local governments to create and enhance public transportation systems, investing funds to support and expand public rail, bus, trolley, ferry and other transit services. That investment has helped modernize public transportation and extended service into small cities and rural communities that previously lacked transit options.

Old Colony MPO PLANNING PRODUCTS

The Long Range Transportation Plan (RTP), Unified Planning Work Program (UPWP), and Transportation Improvement Program (TIP), along with updates on other major studies or documents under development, are included on the JTC and MPO meeting agendas. Old Colony MPO staff presents to the MPO interim updates, draft documents for public comment release and final documents for endorsement. Documents are also presented to the JTC for recommendation on MPO action.

The Old Colony Planning Council staff frequently updates a meeting calendar with proposed agendas and links to documents are available on the [Old Colony Planning Council](#) website. Meeting materials are also emailed to those on OCPC's contact list and can be sent to individuals by request not on the contact list by calling or emailing OCPC in advance of the meeting date and time. Materials can also be made available via hard copy with 24-hour notice from the Old Colony Planning Council by contacting the office at 508-583-1833. If a public meeting is to be held virtually or have a virtual component, all meeting materials will be presented via video stream and can be downloaded via the virtual meeting platform's chat or document transfer medium.

Long Range Transportation Plan (LRTP)

The Long-Range Transportation Plan (LRTP) provides goals, policies, and objectives for the transportation system over the next 20 years. It is the long-range view of transportation based on existing system data and needs. Through the LRTP effort, the Old Colony MPO strives to assess the existing transportation system and its federal aid component, whether transit, highway, pedestrian, or other, and endeavors to improve the transportation system and its connections

for better mobility for residents, commuters, and visitors. The nine goals of the 2020 LRTP include: Safety, Infrastructure Condition (Pavement, Bridge, and Transit), Congestion Reduction, System Reliability, Freight Movement and Economic Vitality, Environmental Sustainability, Reduced Project Delivery Delay, Resiliency and Reliability of the Transportation System, and Travel and Tourism - Enhance Travel and Tourism.

The LRTP sets the long-range framework for the region, not only through specific projects, but also through the consensus on general direction and policies. The LRTP development process is an especially valuable time for the public to communicate ideas for improving general issues that need to be addressed.

The MPO staff must update the LRTP every four years, and additional specific studies may occur in the interim. Once the MPO approves the LRTP, it is submitted for review by state and federal authorities. The most recent LRTP was approved in 2019. The next LRTP is set for 2022. Changes to the LRTP require a change procedure, which requires a twenty-one-day public review period and formal endorsement by the MPO. Changes to the LRTP must undergo a public process consistent with the goals, guiding principles, and techniques of the PPP (detailed in the LRTP).

Unified Planning Work Program (UPWP)

The Unified Planning Work Program (UPWP) describes annual activities related to the transportation planning in the region. This includes data collection, development of the planning products, staff support for the MPO and JTC, and transportation studies to undertake in the region.

The UPWP is developed each year at public meetings of the MPO for the federal fiscal year that begins on October 1. Although the primary staff involvement is the Old Colony Planning Council, the staff activities of BAT and MassDOT relating to the region are also included.

The UPWP may undergo changes through an amendment process. This requires proposed changes to undergo a twenty-one (21) public review period and a formal endorsement by the MPO. Changes to the UPWP must undergo a public process consistent with the goals, guiding principles, and techniques of the PPP, which are detailed in the UPWP report. In addition, minor changes to the UPWP can be made in consultation with the MPO, and with MassDOT-OTP approval through the utilization of a Budget Reallocation Request Form.

Transportation Improvement Program (TIP)

Proponents of specific projects and programs move items toward implementation based on the recommendations of the LRTP. Projects advance to the list of funded items in the TIP based on an evaluation process by the MPO staff, the JTC, and the MPO. While the LRTP process requires covers a minimum of 20 years, the TIP comprises five (5) years of projects.

The TIP includes both "highway" and transit projects. "Highway" projects are typically

construction projects which include projects such as intersection improvements, roadway reconstruction, multi-use path construction, bridge repairs, and various maintenance activities. A list of transit projects for inclusion in the TIP is prepared by BAT. All projects programmed in the TIP must be within the anticipated funding available from federal, state, and other identified funding sources.

The Brockton Area Transit Authority, the FTA Section 5307 applicant, has consulted with the Old Colony Metropolitan Planning Organization (MPO) and concurs that the public involvement process adopted by the MPO for development of the TIP satisfies the public hearing requirements that pertain to the development of the Program of Projects (POP) for the Section 5307, Urbanized Area Formula Program, grant applications including the provisions for public notice and the time established for public review and comment.

The public participation process described herein is used to satisfy the public participation process for the POP for Brockton Area Transit Authority. Public notice of public involvement activities and time established for public review and comments on the TIP will satisfy the POP requirements. BAT prepares a Program of Projects (POP) and it is included in the TIP. The public discussion of the Transportation Improvement Program (TIP) at Old Colony JTC, Old Colony MPO, and transportation meetings satisfies the Program of Projects (POP) public hearing requirements of the Federal Transit Administration (FTA) and are structured to comply with federal and state laws, regulations, executive orders, and related provisions requiring nondiscrimination in public engagement. The MPO's public participation process will also be used as Brockton Area Transit Authority's (BAT) public participation process and Disadvantaged Business Enterprise (DBE) public participation process.

The TIP can be amended with the requirement that the proposed changes undergo a twenty-one (21) day public review period, and the changes are formally endorsed by the MPO (the Old Colony MPO, at their discretion, may vote to abbreviate the public comment period under what they consider extraordinary circumstances beyond the MPO's control). Changes to the TIP must undergo a public process consistent with the goals, guiding principles, and techniques of the PPP, and particulars (how and when TIP documents are amended or adjusted, comment period length, amendment definitions, etc.) are detailed in the TIP document.

Corridor and Area Plans

MPO staff also prepares corridor and area planning studies, as identified in the UPWP, to identify transportation issues and develop potential solutions. The studies identify the transportation issues by closely examining the existing and expected future conditions within each study area. Elements evaluated include the design of the existing transportation facilities, transit services available, accommodation of non-motorized modes of transportation, traffic volumes, levels of congestion, and potentially unsafe conditions.

Recommendations developed from these studies are assigned to one of two groups based on a

number of factors including overall cost and expected impacts. The projects with relatively low costs and few impacts are generally more short-term, with an expected implementation time frame of 5 to 10 years. The projects with a relatively high construction cost and more impacts are generally more long-term, with an expected implementation time frame of more than 10 years. These studies help to inform the MPO in its transportation decision-making role for the region.

FEDERAL TRANSPORTATION LEGISLATION

ISTEA - 1991

The 1991 federal legislation known as the **Intermodal Surface Transportation Efficiency Act (ISTEA)** required States and MPOs to significantly expand opportunities for the public to become involved in the metropolitan and statewide transportation planning processes. The Final Rule on Statewide Planning and Metropolitan Planning for ISTEA states: "The metropolitan transportation planning process shall include a proactive public involvement process that provides complete information, timely public notice, full public access to key decisions, and supports early and continuing involvement of the public in developing plans and TIPs."

In addition, the Rule states that any modification to this public participation program requires a comment period of not less than 45 days. A public comment period must be provided prior to the approval or revision of any plan. In addition, MPOs must seek out and consider the needs of those individuals and groups that have been traditionally underserved by transportation systems.

Metropolitan Planning Organizations must establish and periodically review and update public involvement processes. The process should assure early and continued public awareness of, and access to, the transportation decision-making process.

TEA-21 - 1998

The Transportation Equity Act for the 21st Century (TEA-21) enacted in 1998 reaffirms the requirement for public involvement opportunities and additionally requires that: "Before approving a long-range transportation plan [or the annual TIP], each metropolitan planning organization shall provide citizens, affected public agencies, representatives of transportation agency employees, freight shippers, providers of freight transportation services, private providers of transportation, representatives of users of public transit, and other interested parties with a reasonable opportunity to comment on the long-range transportation plan [or the TIP]."

SAFETEA-LU – August 10, 2005

The Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU) authorizes the Federal surface transportation programs for highways, highway

safety, and transit for the 5-year period 2005-2009. An extension of the funding for SAFETEA-LU through September 30, 2010, was provided by the HIRE (Hiring Incentives to Restore Employment) Act on March 18, 2010. In March 2010, Congress extended the Safe, Accountable, Flexible, Efficient Transportation Act: A Legacy for Users (SAFETEA-LU) through the end of fiscal-year 2011, freezing funding at 2010 levels for transit and other programs through September 30, 2011, and extended again to March 2012.

MAP-21 - July 6, 2012

MAP-21, the Moving Ahead for Progress in the 21st Century Act (P.L. 112-141), was signed into law on July 6, 2012. Notable changes included a performance-based planning process. The SAFETEA-LU Act required the Metropolitan Planning Organizations (MPO) to provide for consideration of projects and strategies that will serve to advance eight (8) transportation planning factors. These factors were unchanged with the passage of MAP-21 and are as follows:

1. Support the economic vitality of the metropolitan area, especially by enabling global competitiveness, productivity, and efficiency;
2. Increase the safety of the transportation system for motorized and non-motorized users;
3. Increase the security of the transportation system for motorized and non-motorized users;
4. Increase the accessibility and mobility of people and for freight;
5. Protect and enhance the environment, promote energy conservation, improve quality of life, and promote consistency between transportation improvements and State and local planned growth and economic development patterns;
6. Enhance the integration and connectivity of the transportation system, across and between modes for people and freight;
7. Promote efficient system management and operation; and
8. Emphasize the preservation of the existing transportation system.

FAST ACT – December 4, 2015

On December 4, 2015, the **Fixing America's Surface Transportation (FAST) Act** (Pub. L. No. 114-94) was signed into law. The law provides long-term funding certainty for surface transportation infrastructure planning and investment. The FAST Act authorizes \$305 billion over fiscal years 2016 through 2020 for highway, highway and motor vehicle safety, public transportation, motor carrier safety, hazardous materials safety, rail, and research, technology, and statistics programs. The FAST Act maintains our focus on safety, keeps intact the established structure of the various highway-related programs we manage, continues efforts to streamline project delivery and, for the first time, provides a dedicated source of federal dollars for freight projects. With the enactment of the FAST Act, states and local governments are now moving forward with critical transportation projects with the confidence that they will have a federal partner over the long term. The FAST Act has been extended via a Continuing Resolution for the 2021 fiscal year and is set to expire in September of 2021.

OLD COLONY MPO PUBLIC PARTICIPATION GOALS

The MPO has the following public participation goals that agency representatives, entities using our Public Participation Plan for their public participation processes, and those working in concert with the Old Colony MPO on transportation projects and initiatives should strive to achieve:

1. Obtain Quality Input and Participation
 - Comments received by the Old Colony MPO are to be encouraged and reviewed to the extent they can be useful, relevant, and constructive, and contribute to better plans, projects, programs, and decisions.
2. Establish Consistent Commitment
 - The Old Colony MPO strives to communicate regularly and develop trust with communities, while helping build community capacity to provide public input, as needed.
3. Increase Diversity
 - Participants who are encouraged to participate in public engagement processes should represent, as appropriate to a project or those impacted, a range of socioeconomic, ethnic, and cultural perspectives and include people from low-income and minority neighborhoods, people with limited English proficiency, and other traditionally underserved people.
4. Ensure Accessibility
 - Every effort should be made to ensure that participation opportunities are physically, geographically, temporally, linguistically, and culturally accessible.
5. Provide Relevance
 - Issues are framed clearly and simply such that the significance and potential effect may be understood by the greatest number of participants.
6. Foster Participant Satisfaction
 - The Old Colony MPO should encourage the public to participate in project and initiative related discussions, recognizing that people who take the time to participate feel it is worth the effort to join the discussion and provide feedback.
7. Clearly Define Potential for Influence
 - The process clearly identifies and communicates where and how participants can have influence and direct impact on decision making.
8. Establish and Maintain Partnerships
 - The Old Colony MPO develops and maintains partnerships with communities and community-based organizations through the activities described in the PPP.
9. Provide Opportunities to Build Consensus
 - The Old Colony MPO should ensure that discussions, particularly where there are

conflicting views, are structured to allow for levels of compromise and consensus that will satisfy the greatest number of community concerns and objectives. The Old Colony MPO recognizes that processes which allow for consensus to be achieved are critical to enable public support for recommended actions.

GUIDING PRINCIPLES FOR PUBLIC PARTICIPATION AT THE OLD COLONY MPO

The Old Colony MPO recognizes the following principles in achieving its goals for public participation:

1. Promote Respect
 - All transportation constituents and the views they promote should be respected. All feedback received should be given careful and respectful consideration. Members of the public should have opportunities to debate issues, frame alternative solutions, and affect final decisions.
2. Provide Proactive and Timely Opportunities for Involvement
 - Avenues for involvement should be open, meaningful, and organized to let people participate comfortably, taking into consideration accessibility, language, scheduling, location and the format of informational materials. Meetings should be structured to allow informed, constructive dialogue, be promoted broadly and affirmatively; and be clearly defined in the early stages of plan or project development. Participation activities should allow for early involvement and be ongoing and proactive, so participants can have a fair opportunity to influence the MPO decisions. Participation should be made easy by incorporating virtual public participation at every meeting or as standalone meetings as part of a project's public participation programming. Opportunities for comment both during a standard comment period as well as after significant changes will be provided. Virtual and hybrid public meetings should be recorded, and those recordings reviewed for public input.
3. Offer Authentic and Meaningful Participation
 - The Old Colony MPO should support public participation as a dynamic and meaningful activity that requires teamwork and commitment at all levels. Public processes should provide participants with purposeful involvement, allowing useful feedback and guidance.
 - Participants should be encouraged to understand and speak with awareness of the many competing interests, issues, and needs that lead to transportation ideas and projects.
4. Provide a Clear, Focused, and Predictable Process
 - The participation process should be understandable and known well in advance. This clarity should be structured to allow members of the public and officials to plan their time and use their resources to provide input effectively. Activities should have a clear purpose, the intended use of input received made clear, and all explanations described in language that is easy to understand.

5. Foster Diversity and Inclusiveness
 - The Old Colony MPO should proactively reach out to and engage people with disabilities, as well as low-income, minority, limited English proficient community members and other traditionally underserved populations.
6. Be Responsive to Participants
 - The Old Colony MPO meetings should facilitate discussion that address participant's interests and concerns. Scheduling should be designed to meet the greatest number of participants possible and be considerate of their schedules and availability. Virtual meeting platforms should be used to garner greater participation, especially for those that might not be able to participate in person. Informational materials provided should be clear, concise and responsive to known community concerns, while avoiding misleading or biased suggestions or solutions.
7. Record, Share and Respond to Public Comments
 - Public comments, written and verbal, should be given consideration in the MPO decision making processes and reported in relevant documents. Virtual and Hybrid meeting recordings should be reviewed to gain a greater understanding of public comments and for possible public comment oversight. Specifically, public comments provide an opportunity for shared knowledge among the Old Colony MPO departments and transportation partners, but also require clear responses that are documented to demonstrate that community input was in fact addressed. The Old Colony MPO should communicate the impact of the public input on decisions at a broad summary level, describing the major themes, the decisions reached, and the rationales for the decisions.
8. Self-evaluation and Plan Modification
 - The effectiveness of this Plan will be reviewed annually to ensure it meets the needs of the public and will be revised to include new strategies and approaches. Plan review will include performance indicators from the Measure of Effectiveness (MOE) report to gauge Public Participation Plan success.

The OCPC Reflection, Opportunity, and Action (ROA) Task Force

In 2020, OCPC created a Reflection, Opportunity, and Action (ROA) Task Force to ensure and strengthen its commitment to diversity, equity, and inclusion. The mission of the task force is to reflect upon and strengthen its organizational values in its work and policies and find opportunities for improvement. OCPC recognizes the positive intrinsic relationship between these values of diversity, equity, and inclusion and thriving communities, and strives to be a partner and asset to the communities in the region in the planning and decision-making process, where all members of the community have input, feel valued, and receive benefit from the planning process.

The task force set a number of goals including:

1. Continuous review of public participation methods to ensure traditionally underserved populations and organizations are heard.
2. Proactive engagement of stakeholders, identifying diverse organizations and people for participation and involvement in the decision-making processes.
3. Intentional development of opportunities for inclusion providing a platform for under-represented communities to be heard.
4. Foster participation internally empowering staff to share ideas, concerns, and thoughts.
5. Create opportunities around themes of inclusive public participation, community empowerment, and cultural competency.

Old Colony MPO Approach to Public Participation

Transportation decision making and project development processes follow set procedures, including the need to give the public opportunities to participate. These public involvement objectives are further shaped by the Old Colony MPO's commitment to civil rights related obligations, such as removal of barriers to participation, diversity, and inclusive outreach. This Public Participation Plan describes participation opportunities generally and includes specific protocols and resources that are designed to facilitate diverse and inclusive public outreach and involvement. The plan is a flexible and an evolving document. As necessary, the MPO will revise the PPP based on recurring assessments of successes and/or challenges associated with outreach, as well as suggestions made and the results of public engagement processes. Also, the PPP and outreach will be reviewed using performance indicators found in the Measures of Effectiveness (MOE) Report to help guide changes to the PPP to help improve public participation.

In this section, a general description of the Old Colony MPO's public participation activities are presented. The next section contains the specific civil rights protocols utilized by the MPO for all public outreach activities, categorized by types of communication formats, including large group discussions targeted group engagement and one-on-one interactions. The next chapter also contains the MPO Accessible Meeting Policy. The view is that if these objectives and standards are consistently applied to the different types of public meetings the MPO convenes or participates in, the resulting discussions and resolution of issues will be inclusive and accessible to all.

PUBLIC PARTICIPATION TECHNIQUES

The Old Colony MPO takes pride in its work to maintain a collaborative relationship with community and municipal stakeholders and has strategically developed this Public Participation Plan to foster collaboration in an all-inclusive manner. The Old Colony MPO public outreach effort rests on utilizing multiple communication channels to distribute information to and solicit input from affected constituencies. The Old Colony MPO typically communicates with the general public through one or more of the following methods:

- The [Old Colony MPO](#) section of the Old Colony Planning Council website,
- Public Media (including English and non-English newspapers, radio stations, and television stations)
- Press releases
- Posters, display boards, and flyers
- Project fact sheets
- Brochures
- Electronic Newsletters via email
- Public service announcements
- Public comment period on draft documents
- Mailing and email distribution lists

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- Information stands at local events (Chambers of Commerce, Minority Business Groups)
- Social media, such as Twitter (https://twitter.com/OCPC_Planning) and Facebook (<https://www.facebook.com/oldcolonyplanningcouncil/>)
- Legislative briefings
- Presentations, public meetings, public hearings, open houses, and workshops
- Civic advisory committees, working groups, community social clubs and events such as Cape Verdean Society

Public Comment on Draft Documents

The Long-Range Transportation Plan (LRTP), Transportation Improvement Program (TIP), Public Participation Plan (PPP), and Unified Planning Work Program (UPWP) prepared for the Old Colony MPO are presented to the Old Colony MPO as draft and released by vote for public comment periods. At this time, the Old Colony Planning Council Staff announces the public comment period and distributes the draft document(s) for public review and comment(s). Comments received by staff are documented, presented to the Old Colony MPO, and may cause changes to the document. After the public comment period, the Old Colony MPO can endorse, reject, or re-release the draft document for an additional comment period by vote. An additional opportunity for public comment will be provided if the final LRTP, PPP, or TIP differs significantly from the version that was made available for public comment by the MPO and raises new material issues that interested parties could not reasonably have foreseen from the public involvement efforts. The comment period for the documents may be abbreviated as determined by the Old Colony MPO. The public comment periods for these plans and programs are as follows:

- 21 days for the Long-Range Transportation Plan (LRTP), and any amendments to the aforementioned plans and programs.
- 21 days for the Transportation Improvement Program (TIP) and any amendments to the aforementioned plans and programs.
- 21 days for the Unified Planning Work Program (UPWP), and any amendments to the aforementioned plans and programs.
- 45 days for the Public Participation Plan (PPP) and any amendments to the aforementioned plan.

A minimum public comment period of 21 days has been established for the LRTP, TIP, UPWP, and their respective Amendments, however, the Old Colony MPO at their discretion, may vote to abbreviate the public comment period under what they consider extraordinary circumstances beyond the MPO's control.

Old Colony MPO Interested Parties

The Old Colony MPO seeks to define a process in this plan that ensures that affected stakeholders are included in the process, including community members, affected public agencies, representatives of public transportation employees, freight shippers, providers of

freight transportations services, private providers of transportation, representatives of users of public transportation, representatives of users of pedestrian walkways and bicycle transportation facilities, representatives of individuals with disabilities, and other interested parties have reasonable opportunities to be involved in the transportation planning process.

In order to better understand how the MPO is meeting its commitment to fostering public engagement in all MPO planning activities, it is important to have a series of measurements to better understand the effectiveness of the public outreach efforts. It is through the tracking of public engagements, whether in person, via email, through social media or through utilizing virtual public engagement that the MPO can discern if its public outreach efforts are delivering the desired results. The results of these public outreach efforts can be viewed in the Measurements of Effectiveness (MOE) Report.

The Old Colony MPO tracks the outreach efforts it conducts. Public meeting attendance is recorded with additional attention given to attendees that are from Title VI protected classes. The MPO tracks the methods it employs in getting information to the public on upcoming meetings, the release of public documents, and the viewing and engagement of the public through its social media presence. Through the collection and analysis of this information, the MPO gains greater clarity on what it is doing well and whether there might need to increase public engagement among specific stakeholders or modify its process. The Measures of Effectiveness (MOE) used to evaluate outreach efforts typically include:

- Meeting attendance
- The number of or estimated number of LEP/ Title VI protected class encounters
- Number of documents translated into the four LEP safe harbor clause languages
- Number of direct engagements with outside organizations
- Number of correspondences (This includes the number of instances individuals responded through social media, surveys and questionnaires, direct mailings, email, and at public workshop, through written, verbal, or other communication)

More specially, the following are examples of measures that will be reviewed, adapted, and potentially considered for inclusion in the Measures of Effectiveness Report.

Outreach Measures

- Number and type of events / meetings held
- Number of announcements and documents distributed to the public
 - Plans, Programs, Press Releases, Emails, Flyers, Letters, Newsletters, Social Media, Website, etc.

Participation Measures

- Number (and Percentage) of Signatories at MPO Meetings
- Number (and Percentage) of JTC Representatives at JTC Meetings
- Number of participants at each event/ meeting
- Number of organizations represented at each event/ meeting
- Presence of public officials at each event/ meeting

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- Meeting and events accessible to people with disabilities and those with limited English proficiency
- Accessibility accommodations and language services provided free of charge, upon request, as available

Response Measures

- Number of public comments received
 - Number of positive and / or negative comments
 - Mode of receipt (social media, email, etc.)
- Number of website hits
- Average response time to inquiries

The Old Colony MPO Website

Many people use the Internet as their main source of data and information. The transportation section of the Old Colony Planning Council website is a resource for people wanting information about the Old Colony MPO programs, projects, and activities. Public notices of all the MPO meetings, public hearings, and public comment periods are posted on this site, along with information about the Old Colony MPO programs, projects, and activities. Some programs and projects have dedicated webpages that include:

- Information about upcoming meetings
- Project presentations and fact sheets
- Summary notes for meetings/workshops on the project
- Process to be added to the project's electronic distribution list

Project websites are important tools for people who cannot attend meetings. Members of the public can review presentations, virtual meeting recordings, meeting summaries and provide comments through emails and letters to the Old Colony MPO staff. People who cannot attend meetings may also review information on the website and submit comments to the Old Colony MPO via email, FAX, phone, and/ or mail.

Meeting Notice Content and Distribution

The Old Colony MPO announces all in person and virtual meetings, public hearings, open houses, workshops, and public comment periods through press releases, email, electronic newsletter, mailings, and/or the distribution of informational meeting flyers as well as placing meeting information on the Old Colony MPO website and posting on the Old Colony Planning Council bulletin board as may be required by the Massachusetts Open Meeting Law. Notices are published in local English newspapers, and if the project has an impact on low income or minority populations, an effort is made to place notices in media that serves local, minority and non-English speaking communities in regions across the Old Colony Region. Meeting notices will include information about getting to a meeting location using public transportation when transit is available and provide links to participate virtually. The Old Colony MPO notices also let

people know they can request foreign language assistance, and that sign-language interpreters and other accommodations are available on request for people with disabilities (with timely notification, such as a week in advance).

There is also information that advises people whom to contact with questions or concerns. The information for these meetings and the informational materials provided at the meetings can be translated into languages other than English, in accordance with Old Colony MPO's Language Access Plan.

Public Meetings, Virtual Public Meetings, Open Houses, Public Hearings, and Workshops

Public Meetings

Public meetings are held to present information to or about the Old Colony MPO and provide the public an opportunity for input from community residents. Meetings provide a time and place for face-to-face contact and two-way communication. To provide an additional communication avenue at the meeting, participants may provide comments in writing via comment cards.

They are tailored to specific issues or community groups and can be either informal or formal. Public meetings are used to disseminate information, provide a setting for public discussion, and receive feedback from the community.

Old Colony Planning MPO places the highest value on the safety and well-being of the citizens of its communities. During the Coronavirus Pandemic State of Emergency, measures were taken to ensure that the MPO work continued while abiding by the guidelines set forth by the Commonwealth of Massachusetts. Public meetings were held remotely and access to those remote meetings was open to the public with meeting credentials and included on the agenda for interested stakeholders to tune in and participate. The public comment section was included on the agenda for all JTC and MPO meetings held remotely.

Open Houses

Open houses are informal settings where people can obtain information about a plan, program, or project. They do not have formal agendas, and no formal discussions or presentations take place. At open houses, people receive information informally from exhibits and staff, and they are encouraged to give opinions, make comments, and state preferences to staff, orally or in writing. Informal presentations, slide shows, and one-on-one discussions take place continuously throughout the event, which usually includes a series of stations: a reception area; a presentation area for slide shows or short talks; areas for one-on-one discussions between community people and agency staff members; and displays of background information, activities to date, workflow, and anticipated next steps, accompanied by an array of primary subject panels. Since there is no fixed agenda, open houses are usually scheduled for substantial portions of a day or evening, so that people can drop in at their convenience and fully participate.

Note that Open Houses often involve one-on-one discussion of issues or concerns between meeting participants and Old Colony MPO representatives. The content and nature of these informal exchanges is not easily captured in documents such as meeting summaries or notes. Thus, Old Colony MPO representatives that have such an exchange are instructed to relay the content to both the Old Colony MPO and the Old Colony Title VI Coordinator so that these issues are catalogued and tracked, as needed.

Public Hearings

A public hearing is more formal than a public meeting. The public hearing is an opportunity for members of the public to make recorded statements of their views immediately before project decision making. A public hearing is held prior to a decision point, to gather community comments and hear the positions of all interested parties for the public record and input into decisions. Public hearings are required by the federal government for many transportation projects and have specific legal requirements.

The Old Colony MPO views the hearing as a specific, observable administrative benchmark for public involvement, and will utilize the MassDOT Public Design Hearings for TIP Projects to satisfy this requirement.

Virtual and Hybrid Public Meetings

Virtual public meetings are held to present information just as with in person public meetings but are conducted using an online video conferencing platform. Virtual public meetings provide an opportunity for community residents and stakeholders that might not be able to participate in person to provide the Old Colony MPO valuable input on a project or initiative.

Hybrid public meetings are held to present information just as with in person public meetings but are conducted using an online video conferencing platform allowing remote attendance combined with in-person attendees following safety protocols, and viewing and participating via online video conferencing platforms.

Meeting Facilities and Accessibility

The Old Colony MPO is required to hold meetings, open houses, and workshops in accessible facilities that are, wherever possible, at locations close to or served by fixed route transit service. For facilities not located on fixed route transit service, potential participants should be made aware of the door-to-door paratransit service offered by BAT (DIAL-A-BAT) and GATRA (Dial-A-Ride). For this door-to-door paratransit service, certain eligibility criteria apply. Potential Participants should also be made aware of virtual participation opportunities.

Who is Eligible for BAT DIAL-A-BAT?

- Anyone, regardless of age, who by reason of physical or developmental disability is unable to ride a regular bat bus.
- Anyone 65 years or older.

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For more information, please visit <http://www.ridebat.com/dial-a-bat/> or call BAT at 508-638-5920.

Who is Eligible for GATRA Dial-A-Ride?

- A person with a disability that limits one major life function who cannot, because of a disability, use public transportation.
- A person with a disability who, because of certain conditions, is not able to use public fixed-route transportation.
- A person 60 years of age or older.

For more information, please visit: <http://www.gatra.org/index.php/special-services/dial-a-ride/>, or call GATRA Dial-A-Ride at 508-222-6106.

Meeting planners must conduct an analysis of the demographics of the area where the meeting is to be held to determine whether notices should be translated into languages other than English. The availability of handout materials in alternate formats, as well as other accommodations (language interpreters, sign language interpreters, CART translators, etc.) must be indicated in the meeting notices along with specific information on how to request these accommodations.

Old Colony MPO meeting planners should research and make every effort to select the location, size, and setup of meeting facilities based on the specific characteristics of the audience and the type of information to be presented. Whenever possible, hearings, meetings, open houses, and workshops should be held in places that are centrally located to the project and likely to attract a cross section of the people and businesses representative of the community stakeholders.

Local government buildings, public libraries, public schools, and community centers are often used.

The Old Colony MPO meeting staff members that are charged with the coordination of any meeting are responsible for coordinating resources, including free accessibility assistance and language assistance as outlined in this plan, to ensure that the event is accessible to all people and to provide the greatest opportunity for participation by interested parties. Consideration for wheelchair requirements, as well as individuals with hearing and vision disabilities, are taken into consideration in Old Colony MPO meeting and event planning, in conformance with the 1990 Americans with Disabilities Act and the Rules and Regulations of the Massachusetts Architectural Access Board. Virtual public meetings are another tool that should be used to garner greater public participation. Using a virtual meeting platform would lower the barrier to participation especially for projects that are in public transit inaccessible locations.

Tailoring Outreach to Underserved People

Along with scheduling a room, posting notices and ensuring accommodations are in place for a

meeting to be well attended; meeting planners are also obligated to conduct outreach to encourage attendance, and to include those groups protected by anti-discrimination laws.

Many people in minority and low-income communities, as well as those with low literacy and/or limited English proficiency, have traditionally been underserved by conventional outreach methods. Outreach to traditionally underserved groups helps ensure that all constituents have opportunities to affect the decision-making process. It sets the tone for subsequent project activities and promotes a spirit of inclusion. The greater the consensus among all community members, the more likely the position agreed upon will aid in decision making for the plan, program, or project. Inclusive outreach efforts are particularly useful because they:

- Provide fresh perspectives to project planners and developers
- Give the Old Colony MPO firsthand information about community specific issues and concerns
- Allow the Old Colony MPO to understand potential controversies
- Provide feedback to the Old Colony MPO on how to get these communities involved
- Ensure that the solutions ultimately selected will be those that best meet all of the communities' needs

By interacting with community members, the Old Colony MPO staff will gain insight into the reasons why community members agree or disagree with proposed plans or projects. The perspective of traditionally underserved people can inform the goals and outcomes of planning and project development. Such individuals can suggest fresh approaches to transportation issues that otherwise might not be raised. The Old Colony MPO's public outreach efforts are designed to accommodate the needs of low-income, minority, Limited English Proficiency, and other traditionally underserved people throughout all phases of any public participation process.

Traditional techniques may not be the most effective. It is important to use a variety of public involvement techniques when working with underserved populations and communicating with community leaders to find out the best techniques for working with a particular group (e.g., which approaches to use, where and when to hold events, how to recruit people, and what to avoid doing).

Title VI and ADA Protocols, Policies, and Resources

The civil rights protocols set forth in this document are a baseline for holding inclusive, accessible and responsive public meetings and hearings.

The Old Colony MPO conducts and participates in many meetings and hearings within the course of their operations. These Protocols are designed to support the basic form and structure of existing operations.

These protocols include steps and strategies to implement prior to holding a public meeting or other such activity during the course of the public process.

Meetings should be tailored to the special needs of the community, and/or the target audience and subject matter to be addressed. Effective public participation from a civil rights perspective includes awareness of the local population (demographics) or individuals to be engaged, including languages spoken, represented cultural groups, community organizations and leaders and key players. Equally critical to an effective meeting are well communicated (effectively circulated across types of media, and translated when needed) and timely notice, early response and coordination on requests for language assistance for limited English proficient individuals or reasonable accommodation for people with disabilities.

Federal nondiscrimination obligations, through Title VI of the Civil Rights Act of 1964, Section 504 and 508 of the Rehabilitation Act of 1973, and the Americans with Disabilities Act (ADA) include the categories of race, color, national origin (including LEP), age, sex, and disability. These protocols are designed to ensure that sufficient consideration of outreach to and inclusion of these groups is incorporated into the Old Colony MPO's public engagement procedures. These protocols will also sufficiently address State-level nondiscrimination obligations. State level protections include the federal protections plus ethnicity, sexual orientation, gender identity or expression, religion, creed, ancestry, veteran's status (including Vietnam-era veterans), and background.

CIVIL RIGHTS PROTOCOLS BY TYPE OF PUBLIC ENGAGEMENT

The following represent the four types of public engagement most commonly encountered by the Old Colony MPO employees:

- Meetings for the general public
- Targeted outreach gatherings
- Open houses
- One-to-one interactions

An introduction to each of these four types of public engagement is provided below. Familiarity with the following descriptions will help inform the user on how they should navigate the protocols set forth in this document.

Meetings for the General Public

Public meetings and hearings, both at the project level and more broadly, are an opportunity for members of the public to engage in the transportation decision making process. The civil rights considerations described in this section are designed to inform and guide all the Old Colony MPO staff involved in planning and conducting such events. Incorporation of these processes and utilization of these resources when planning or participating in public meetings/hearings will help ensure that these events are Title VI compliant.

Open Houses

At times, Old Colony MPO staff may interact with members of the public through "open house" sessions prior to meetings/hearings. These sessions afford members of the public an opportunity to view design plans for projects that will be discussed at the formal public outreach event.

The Old Colony MPO staff is on hand to discuss particular details of interest with members of the public. While the interactions during these sessions are informal, critical issues are often raised. The Old Colony MPO staff strives to address these issues accurately and effectively during these sessions.

Targeted Outreach Gatherings

At times, the complexity of a project, controversial issues, or the reality of having multiple large Title VI groups to address may require engaging targeted audiences of stakeholders. Similarly, the Old Colony MPO may at times convene selected people within advisory committees, research efforts, and/ or focus groups. The general work of understanding the demographics of people in a locality or project area still apply to determine what Title VI groups are impacted by an initiative, as described above. However, there may also be a need to include strong and possibly visible community leaders within Title VI populations; this can require more subtle and challenging efforts to secure their participation and needed contribution to discussions or deliberations. OCPC should use those resources developed by the Reflection, Opportunity, and Action (ROA) Task Force to help in this effort.

One-to-One Interactions

The Old Colony MPO staff members interact directly with the public by virtue of the public facing programs, services, and activities the organization provides. These interactions can include planned meetings, such as those with property and business owners directly impacted by transportation projects, and spontaneous interactions with members of the public. These interactions, whether in person, over the phone, or electronic, present civil rights related risk factors that can be mitigated through the strategies articulated herein.

MEETINGS FOR THE GENERAL PUBLIC

Preliminary/ Ongoing Considerations

1. Identify the population and composition of the individuals/ communities impacted by the Old Colony MPO program, service, or activity by considering the following:
 - a. Project parameters, such as location, areas that will be impacted by construction phases, areas that may benefit from the completed project, and the areas that may be burdened by the completed project
 - b. The nature of the program, service, or activity (is it connected to the project development process? is it statewide, regional or local?)

2. Determine the Title VI features of the community to be engaged by reference to the Old Colony MPO's Title VI maps, which include the limited English proficient (LEP) and minority populations across the Region. Appendix A for reference:
 - a. Limited English Proficiency: Individuals Who Speak English and Speak English Less than Very Well
 - b. Limited English Proficiency: Individuals Who Speak Spanish and Speak English Less than Very Well
 - c. Limited English Proficiency: Individuals Who Speak Haitian Creole and Speak English Less than Very Well
 - d. Limited English Proficiency: Individuals Who Speak Portuguese or Portuguese Creole and Speak English Less than Very Well
 - e. Percent Minority by Census Block
 - f. Environmental Justice Populations

Additionally, the following maps and resources should be consulted:

- a. US Census Bureau Language
 - i. Explore Census Data Portal
[https://data.census.gov/cedsci/table?t=Language Spoken at Home&g=7950000US2504000&tid=ACSDT5Y2019.B16001&hidePreview=false](https://data.census.gov/cedsci/table?t=Language%20Spoken%20at%20Home&g=7950000US2504000&tid=ACSDT5Y2019.B16001&hidePreview=false)
 - b. MassDOT "Engage" - Outreach and Engagement
 - i. Tool
<http://gis.massdot.state.ma.us/maptemplate/engage>
-
3. Identify key Title VI-related and other community based organizations and community leaders. It may be helpful to utilize well established connections with individuals and groups. These instructions provide the steps to identify previously unknown points of contact to diversify outreach:
 - a. Utilize the Old Colony MPO's expanded contacts list that includes social service, health care, and other community based organizations that may have connections with traditionally underserved populations.

Meeting Location and Time

1. Title VI Considerations
 - a. Consult with community leaders and community-based organizations that have identified any aspects of the community which may be central in determining the time and location of the public engagement activity. Doing so informs the cultural, ethnic, religious, gender, and political histories/experiences of the demographic groups in the locale which better inform meeting planning.
 - b. Consider factors such as cultural sensitivities and/or professional and academic commitments in setting the number of meetings. Multiple meetings may be held at various locations and times if doing so promotes meaningful access to the public engagement opportunity.
 - c. Where possible, select a meeting location near public transportation options. For meeting locations not located on fixed route transit service, potential participants should be made aware of the door-to-door paratransit service offered by BAT and GATRA. For this door-to-door paratransit service, certain eligibility criteria apply.
 - d. Host a virtual public meeting to provide additional opportunities for individuals to participate when they cannot make it to an in-person meeting.
2. ADA Considerations
 - a. Identify a venue for the public meeting that is ADA compliant and accessible to people with disabilities.
 - i. The Old Colony MPO will maintain an Accessible Facilities Database that contains updated information regarding venues that have been previously assessed for ADA compliance.
 - b. If an appropriate venue cannot be identified in the database, the following resources can identify public meeting venues that may be accessible:
 - i. The Massachusetts Office on Disability
<http://www.mass.gov/anf/employment-equal-access-disability/oversight-agencies/mod/>
 - ii. The Disability Commissions
<http://www.mass.gov/anf/docs/mod/commission-listing.doc>
 - iii. The Independent Living Centers
<http://www.masilc.org/membership/cils>
 - c. Take the opportunity afforded by early communication with venue staff and the public to identify pre-existing accessibility accommodations, including sight impairment and the need for assistive listening devices and Communication Access Real-Time Translation (CART) equipment.
 - d. For the full treatment regarding ADA obligations in the public outreach context, consult the Old Colony MPO Accessible Meeting Policy which is available beginning on Page 43. The policy enumerates the ADA obligations in the public meeting context and provides a checklist for holding an ADA accessible public meeting.

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- e. Host a virtual public meeting to provide additional opportunities for individuals to participate when they cannot make it to an in-person meeting or no accessible meeting venues are available.

Coordinating Public Notice

1. Draft the public meeting notice document, either utilizing existing approved templates or creating a new one, ensuring that the following civil rights related components are included:
 - a. Notice of Nondiscrimination
 - b. Availability of language services and reasonable accommodations
 - c. Contact information and procedures for requesting the above services or services to accommodate hearing or sight impaired, additional information, or to express a concern
 - d. International Symbol of Accessibility
http://en.wikipedia.org/wiki/International_Symbol_of_Access
2. Public meeting notices must be accessible, and access to vital documents for hearing and sight impaired made available (Braille available with advanced notice upon request)
3. Address language needs and utilize non-English language outreach resources in the dissemination area if individuals who have limited proficiency in English are present as has been identified by the LEP maps.
 - a. Identify non-English language media (print, TV, radio, online, etc.) and sites with a strong presence of individuals who have limited proficiency in English (transportation facilities, community centers, libraries, commercial/ employment/ educational establishments, places of worship, cultural centers, etc.) that may be effective in communicating notice to individuals who have limited proficiency in English. The following resources may be consulted:
 - i. The MassDOT Office of Civil Rights
<http://www.massdot.state.ma.us/OfficeofCivilRights.aspx>
 - ii. MassDOT Community Relations
 - iii. Community Leaders
 - iv. Brockton Area Transit Authority (BAT)
<http://www.ridebat.com>
 - v. Greater Attleboro Taunton Regional Transit Authority (GATRA)
<http://www.gatra.org/>
 - vi. Public Libraries
<http://www.publiclibraries.com/massachusetts.htm>
 - vii. Schools/Universities
http://en.wikipedia.org/wiki/List_of_colleges_and_universities_in_Massachusetts
 - viii. Chambers of Commerce
<http://masshome.com/cofc.html>
 - ix. Local Legislators

<https://malegislature.gov/Legislators>

- b. Develop translated version(s) of the notices, related announcements, and summaries of vital transportation documents (LRTP, PPP, TIP, and UPWP) as needed, based on the extent of LEP need and available media sources. If there is a large population of individuals who are LEP in the meeting or project locale, consider translating the meeting notice in full. If LEP needs have not been readily identified, include the single line of text into the languages other than English. Appropriate translation accommodations could include:
 - i. Full translation of the notice into the languages indicated
 - ii. The inclusion of the following statement translated into the appropriate languages into the English language version of the notice:

"This notice describes the date, time, and location of a public meeting or hearing on a transportation project in this area. If you need this notice translated, contact the Old Colony MPO's Title VI Coordinator at 508-583-1833."
 - iii. Translated versions of print, TV, radio, and online announcements related to the meeting, as applicable.
- c. Consult the following resources for translation needs:
 - i. UMass Translation Center
 - 1. Request Procedure:
<http://www.umasstranslation.com/services/request-an-estimate/>
 - 2. Rates:
<http://www.umasstranslation.com/services/rates/>
 - ii. Statewide Language Services Contract:
 - 1. Search COMMBUYS website <https://www.commbuys.com/bsol/> for contract "PRF63" under Contract/ Blanket Description.
 - iii. Local Interpretation Services
- 4. The final dissemination of a public notice should incorporate the following:
 - a. The dissemination of public notice has occurred sufficiently in advance of meeting to ensure adequate processing time for language and accessibility accommodation requests.
 - b. The public notice/ announcement materials have been delivered to non-English language outreach resources and sites, as need is identified in the language access plan's four factor analysis.
 - c. The public notice has been delivered directly to individuals, organizations, and other stakeholders that represent Title VI populations in the region. Notice may be sent to the entities below with the request that they forward the notice among their own distribution lists and/ or post it.
 - i. The MassDOT Office of Civil Rights
<http://www.massdot.state.ma.us/OfficeofCivilRights.aspx>

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- ii. MassDOT Community Relations
- iii. Community Leaders
- iv. Brockton Area Transit Authority (BAT)
<http://www.ridebat.com>
- v. Greater Attleboro Taunton Regional Transit Authority (GATRA)
<http://www.gatra.org/>
- vi. Public Libraries
<http://www.publiclibraries.com/massachusetts.htm>
- vii. Schools/Universities
https://en.wikipedia.org/wiki/List_of_colleges_and_universities_in_Massachusetts
http://en.wikipedia.org/wiki/List_of_colleges_and_universities_in_Massachusetts
- viii. Chambers of Commerce
<http://masshome.com/cofc.html>
- ix. Local Legislators
<https://malegislature.gov/Legislators>

Preparation for the Meeting

1. It is important to consider the following questions:
 - a. Are there civil rights implications in the background/history of the project;
 - b. What public involvement has already been accomplished and did it illuminate civil rights concerns;
 - c. What are the known benefits and burdens of the Old Colony MPO program, service, or activity on Title VI populations? Consult the following resources:
 - i. Public meeting/ hearing transcripts
 - ii. Written public comments
 - iii. Old Colony MPO staff involved in planning and/or conducting prior related meetings
 - iv. Public Meeting demographic surveys
2. Meeting planners should maintain an ongoing dialogue with the individuals and organizations in order to remain well informed on the level of community interest and likely involvement in the public outreach event.
3. The subject matter of transportation-related public engagement can often be based on highly technical studies, project designs that address difficult engineering requirements, multi-faceted long-range plans, and other complex documents. In such instances, project managers and meeting planners should create summary documents to present complex information in as simple and clear manner as possible to members of the public who have widely varying backgrounds, including varied education levels.
4. Similarly to #3 above, any spoken presentation of complex topics should be as simple as possible to effectively communicate the subject matter across the varying background of meeting attendees. The guidance document below describes good strategies for presenting technical information to nontechnical audiences <http://www.cedma->

[europe.org/newsletter%20articles/WorkplaceXpert/Presenting%20Technical%20Information%20to%20Nontechnical%20Audiences%20\(Aug%2008\).pdf](http://europe.org/newsletter%20articles/WorkplaceXpert/Presenting%20Technical%20Information%20to%20Nontechnical%20Audiences%20(Aug%2008).pdf).

5. Ensure that electronic documents related to the subject of the public meeting and intended for public dissemination and review are accessible, in compliance with the Americans with Disabilities Act and Section 508 of The Rehabilitation Act of 1973. Adobe Acrobat Professional and Microsoft Word have built-in “accessibility checkers.” (Braille will be made available for sight impaired upon advanced request.) The following provides instruction on developing accessible documents:
 - a. Best practices for text and color contrast considerations when preparing hardcopy and electronic visual aids (such as maps, posters, plans, PowerPoint templates/graphics, charts, graphs, etc.) refer to Lighthouse International
<https://www.vanderbilt.edu/student-access//accessibility/>
 - b. Creating accessible Word documents: <http://office.microsoft.com/en-us/word-help/creating-accessible-word-documents-HA101999993.aspx>
 - c. Creating accessible Excel workbooks: <http://office.microsoft.com/en-us/excel-help/creating-accessible-excel-workbooks-HA102013545.aspx?CTT=3>
 - d. Creating accessible PowerPoint presentations: <http://office.microsoft.com/en-us/powerpoint-help/creating-accessible-powerpoint-presentations-HA102013555.aspx?CTT=3>
 - e. Creating accessible PDFs with Microsoft Office products through “Tagging”:
<http://office.microsoft.com/en-us/excel-help/create-accessible-pdfs-HA102478227.aspx?CTT=3>
 - f. General information on accessibility from Adobe:
<http://www.adobe.com/accessibility/>
 - g. Adobe Acrobat X Accessibility Guide:
<http://www.adobe.com/content/dam/Adobe/en/accessibility/products/acrobat/pdfs/acrobat-x-accessible-pdf-from-word.pdf>
6. The period between notice dissemination and the meeting date should be used to identify and arrange accommodations and produce meeting materials in alternate languages and formats (such as large-print), if requested.
 - a. Alternate formats can be obtained by contacting:
 - i. Old Colony Title VI Coordinator Mary Waldron at 508-583-1833 Extension 202 or information@ocpcrpa.org.
 - b. The nature and extent of accommodations that may be needed can be identified by:
 - i. Direct requests
 - ii. Feedback from community leaders, stakeholders, advocacy groups, etc.
 - iii. The Old Colony MPO Accessible Meeting Checklist (Appendix B)
 - c. Foreign language document translation can be provided by:
 - i. UMass Translation Center
Request Procedure:
Contact Mary Waldron at mwaldron@ocpcrpa.org
 - ii. Statewide Language Services Contract: Search COMMBUYS website

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<https://www.commbuys.com/bso/> for contract "PRF63" under Contract/Blanket Description.

- d. If unsure how to provide a particular accommodation or for guidance on recommended accommodations, consult:
 - i. The MassDOT Office of Civil Rights
<http://www.massdot.state.ma.us/OfficeofCivilRights.aspx>
 - ii. The Massachusetts Office on Disability
<http://www.mass.gov/anf/employment-equal-access-disability/oversight-agencies/mod/>
 - iii. The Disability Commissions
<http://www.mass.gov/anf/docs/mod/commission-listing.doc>
 - iv. The Independent Living Centers
<http://www.masilc.org/membership/cils>
- e. Funding Considerations
 - i. All accommodations must be provided to the public free of charge.
 - ii. For public outreach events which are necessitated by the project development process, each project contains an administration budget that should be utilized, if available.

Meeting Set-Up

1. ADA considerations in public outreach are fully articulated in the Old Colony MPO Accessible Meeting Policy later in this plan. Meeting setup is addressed in the "Accessibility Checklist for Meeting Planners" as included in Appendix B of this plan which should be used to verify the following:
 - a. If the main entrance to the building is not accessible, is the accessible entrance unlocked?
 - b. Are there integrated seating areas for individuals who use a wheeled mobility device in the meeting room? (Practice Tip: Seating areas for individuals with disabilities should not be segregated from the rest of the audience or limited to just one area.)
 - c. Is there seating available for attendees who are deaf or hard of hearing, and have requested an accommodation, near the front of the meeting room so that attendees may see the interpreter/ captioner, or lip read?
 - d. Is the space allotted to sign language interpreters and/ or the CART screen or monitor clearly visible for hearing impaired individuals?
 - e. Are the aisles at least three feet wide and clear of obstacles or tripping hazards?
 - f. If microphones are used during the public meeting, are adjustable microphone stands available for attendees? Can staff be used as floaters with microphones as an alternative?

- g. If the main entrance to the building is not accessible, is there directional signage towards the accessible entrance?
 - h. Is the accessible entrance unlocked and able to be used independently? If the meeting is taking place at night, is the path leading to the alternate entrance well lit?
 - i. If a stage or platform will be used during the public meeting, is it accessible?
 - j. If a podium will be used during the public meeting, is the podium height adjustable? If not, is there a small table (between 28 and 34 inches in height) provided to the side of the podium?
 - k. Have assistive devices been tested for full functionality immediately prior to the start of the event?
 - l. Is there directional signage for accessible restrooms and/or emergency exits, if applicable?
2. Title VI considerations can be addressed through the following:
- a. Based on identified language needs, has signage in other languages been posted?
 - b. Is the space allotted to foreign language interpreters clearly visible to the entire audience?
 - c. Has space been given to foreign language interpreters to sit with individuals who need language assistance?
 - d. Have Title VI related materials been made available at the welcome desk and/or in the meeting packet? This should include:
 - i. "I speak" language cards <http://www.lep.gov/ISpeakCards2004.pdf>
 - ii. Translated versions of the written comment form, as applicable
 - iii. Demographics survey

During the Meeting

1. At the official start of the meeting, make the following statements. If a foreign language translator(s) is present, instruct them to repeat. Read the statement regarding nondiscrimination and availability of language and accessibility accommodations, including assistance in providing written comments.
 - a. Include instructions on site-specific accessibility considerations, such as accessible emergency exits.
2. The Old Colony MPO is required to "demonstrate explicit consideration and response to public input" (23 CFR 450.316). During a public outreach event, this requires affording attendees with opportunities to voice comments, questions, and concerns and provide an adequate response at the event or by following up in writing or at subsequent public outreach opportunities.
3. Microphones are in use during the meetings.
4. If meeting is also being held virtual, make sure appropriate technology is setup to receive participants virtually and that there is dedicated staff managing the virtual engagement portion of the meeting.

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Post Meeting

1. All public comments (written and oral), testimonials, and sentiments expressed during the public outreach event have been gathered/documentated by Old Colony MPO staff that attended the meeting and passed on to the designee:
2. Once received, the designee catalogues all public comments. Every person who sends a comment to the Old Colony MPO or to Old Colony MPO staff will receive a response indicating that the comment has been received and the comment will be forwarded to the MPO members.
3. The OCPC staff for the MPO is responsible for coordinating responses to public comments because direct impacts require direct communication. 23 CFR 450. 316
 - a. Methods of responses may include:
 - i. Individualized written responses
 - ii. General distribution written statements (web, email, newsletter, newspaper, etc.)
 - iii. Postings to project specific website, if available
 - iv. In-person or telephonic follow-ups with individuals/organizations regarding the topics of discussion at the public outreach event
 - b. The Old Colony MPO staff reviews the public comments to determine which Old Colony MPO program areas should be consulted with or assigned the responsibility of drafting a response that “demonstrate[s] explicit consideration... to public input” (23 CFR 450. 316)
 - c. The Old Colony MPO staff should prepare a summary grid for the Old Colony MPO compiling the list of comments and notation on the responses that are made/proposed to make
 - i. This may be in the form of a table that contains who made the comment, summary of the comment itself, whether there was a change and if not, what was the response.
 - ii. If comments refer to or implicate adverse or disproportionate impacts or limited access to the process by any person protected under Title VI and the non-discrimination statutes, these comments should be forwarded using the Old Colony MPO’s outreach database to solicit further comment on the issue raised. Public Comment should be sought on these comment(s) for a minimum of an additional seven (7) day period by the Old Colony MPO and should be specifically referenced in the summary grid and a response made as required by this section.
4. In instances where the Old Colony MPO will draft a written response to a public comment, the content of the response itself can “demonstrate explicit consideration” by:
 - a. Describing changes to the recommended design prompted/ requested by the comment and how they will be considered
 - b. Describing alternate designs prompted/ requested by the comment and how they will be considered

- c. Describing mitigation measures prompted/ requested by the comment and how they will be considered
- d. Describing the Old Colony MPO program areas that were consulted in formulating the response
- e. Noting whether the comment is novel or previously encountered
- f. Noting whether the comment has been received from a multitude of sources
5. Responses should also contain:
 - a. Contact information for additional information and follow-up
 - b. Notice of upcoming related public engagement opportunities
6. If significant changes are made to the Long Range Transportation Plan, the Transportation Improvement Plan, or the Unified Planning Work Program in response to a public comment, staff may request additional time of the MPO Board to solicit public comment on that significant change.

TARGETED OUTREACH GATHERINGS (SMALL GROUP MEETINGS/ COMMITTEES/ TASK FORCES/ STUDIES/VIRTUAL ENGAGEMENTS)

Strategic Planning for Title VI Group and Individual Inclusion

Strategic planning for the involvement of Title VI community members on special purpose meeting groups or committees is essential to an inclusive and successful effort.

Preliminary Steps:

1. Identify and analyze the location affected by the project or initiative at issue to determine the Title VI populations in the area.
2. Establish a clear objective and role for the envisioned targeted group, including the nature of community involvement and particular skills which may be needed for fruitful discussion or deliberations.
3. Create an outline or public participation matrix to identify the different types of community representation and interests that reflect the community affected by a project or initiative with careful attention to Title VI populations. Types of organizations or interests that may include representatives of Title VI populations:
 - a. transit-dependent community
 - b. affected businesses
 - c. civic organizations (women, seniors, youth, people with disabilities)
 - d. freight interests
 - e. the disability community
 - f. neighborhood association
 - g. schools
 - h. places of worship

Beyond demographic data and identification of the types of Title VI related groups or individuals

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in the community, there are certain key questions to help define the individuals or groups to invite. Consider meeting with a small group of internal staff and/ or managers from among Old Colony MPO departments who know the community and who can help answer these key questions:

1. Who can represent these diverse groups and constituencies in a credible and responsible way?
2. Who needs to be at the table for the work to be accomplished?
3. What is the history of relationships between stakeholder representatives and groups? Is there any past tension that may be a deterrent to participation? If so, are there other community leaders who could help mediate to encourage participation despite differences?
4. If known from past experience, are there stakeholders critical to the process who may be reluctant to participate? How can this reluctance be alleviated? What would be the impact of their refusal to participate in the process? Is there an alternative to their participation?
5. What commitments do you want from participants?
6. Other than known stakeholders, what other individuals or groups could have an interest in the project that are not in the immediate project area, and/ or are not otherwise represented in the outreach strategy?
7. Do any necessary parties have possible concerns about participating? How can those concerns be alleviated?

Consult Statewide Resources

State resources include the following:

1. Massachusetts Department of Transportation - Office of Civil Rights
10 Park Plaza
Boston, MA 02116
Phone: 857-368-8580
Fax: 857-368-0602
Email: MASSDOT.CivilRights@state.ma.us
<http://www.massdot.state.ma.us/OfficeofCivilRights.aspx>
2. Executive Office of Administration and Finance - Office of Diversity and Equal Opportunity
One Ashburton Place, Room 213
Boston, MA 02108
Phone: (617) 727-7441
Fax: (617) 878-9830
E-mail: Sandra.Borders@state.ma.us
<http://www.mass.gov/anf/employment-equal-access-disability/oversight-agencies/hrd/office-of-diversity-and-equal-opportunity.html>
3. Massachusetts Office on Disability
One Ashburton Place #1305

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Boston, MA 02108

(617) 727-7440 or (800) 322-2020 toll free (both V/TTY)

<http://www.mass.gov/anf/employment-equal-access-disability/oversight-agencies/mod/>

Conduct Targeted Research

Research the communities involved and the groups and individuals who have been identified.

If a meeting planner is not aware of the racial, ethnic or national origin background of the individual or group being engaged, it is similarly possible to research Title VI groups individually, using query strings to the group or individuals and Massachusetts, the regional area or the locality where the group or individual is based. This information is useful in gaining a basic understanding of traditions, values, beliefs, holidays and relationship to government and/or transportation which may impact participation.

Reaching out to Potential Title VI Group Members – Anticipating Potential Obstacles to Participation

1. Outreach approaches:
 - a. Look for formal and informal opportunities to engage, collaborate, and build relationships, including calls of introduction made by volunteers who are trusted in the community.
 - b. Use multiple outreach methods
 - c. Tailor materials to the audience, including translations
 - d. Identify existing channels of communication through communities
 - e. Experiment and reflect on the effectiveness of new approaches
 - f. Offer virtual engagements as another opportunity for engagement

In Title VI communities, a range of factors lead to reluctance to participate for individuals and groups that could be helpful in a transportation planning or development process. For example, many times natural leaders are either the heads or well-placed leaders of agencies or community groups; this limits their ability to participate because there are many demands on their time, resources and commitment.

2. Identify the factors that would encourage participation and involvement before reaching out, to be in the best position to explain how it is important for this individual or group to participate. If there is a possibility of grant funding to support participating groups, this can certainly provide an incentive for participation.
3. The following are some common barriers to participation, and reasonable responses that a meeting planner should anticipate, understand and be able to articulate to encourage potential participants to get involved:
 - a. Limited English language skills and/ or limited literacy – it is first important to know that the Old Colony MPO has the ability and obligation to fund translation

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- and interpretation support and to convey this message. It would be ideal to have a colleague or staff person who speaks the language or is of the culture in question to support the outreach effort, or to use a translator as an intermediary.
- b. Lack of trust due to past experiences - it is important to be in a position to respond with as much information as will demonstrate that both participation and the project are being honestly and openly addressed.
 - c. Lack of experience with transportation decision making processes – if this process is not well understood or the meeting convener has a difficult time explaining the process, it is important to have OCPC staff explain the process.
 - d. Economic barriers – transportation costs, work schedules – meetings should be sited in the community to avoid cost factors, and they should be timed to meet the schedule of the majority of participants, after due consideration of all schedules, suggested alternatives and needs.
 - e. Cultural barriers – there may be intergroup dynamics that make bringing groups together problematic due to class, racial ethnic or political differences. Early research will help build understanding of this possibility, and suggest whether a mediated way of bringing the groups together is an option, or if there is a need to have separate meetings.
 - f. Common barriers – time, other demands. The key to this element is making sure that the importance of an effort is clear and well stated to the candidate, including the benefit to an individual or group representative being recruited.

Responding to a Refusal to Participate from a Potential Title VI Participant

1. If a person or group declines to participate in a particular effort, consider that the group may wish to participate on another occasion.
2. Consider sending the individual or organizations updates on the effort that are sent to others. This effort could be informative and demonstrate a good faith effort to be inclusive.

Documenting the Effort to Achieve Diversity and Next Steps

While it may not be possible to achieve a completely diverse committee for purposes of transportation planning, it is still important to document efforts made for outreach for Title VI inclusion purposes. These outputs will help to inform the measures of effectiveness for the entire Plan.

These steps may include the following:

1. The meeting planner should keep a file on available resources and methods used to identify individuals and groups, the nature of the outreach effort, the people invited and the results of a recruitment effort. Possible resources:
 - a. Lists of potential invitees who were considered and/ or accepted

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- b. Samples of research conducted and/or consultations made for recruitment
 - c. Copies of invitation e-mails or other correspondence
 - d. Group membership lists, with indications of the Title VI communities represented
 - e. Meeting sign in sheets
 - f. Correspondence from invited individuals
2. Meeting planners should plan to discuss with the members of the group that is ultimately recruited the efforts made to reach out and recruit individuals, including the potential need that may remain after the fact for additional participation by certain Title VI group members or related organizations.
3. Effective management of the group that is ultimately formed is fundamental to the productivity and longevity of relationships with Title VI community members. Following through with stakeholders to demonstrate that input was considered and/ or had an impact on project parameters, study outcomes, and planned activities can demonstrate to participants the value added to their interests and communities through continued involvement in these activities.

OPEN HOUSES

Title VI Considerations

1. "I Speak" language cards have been provided at the welcome desk.
<http://www.lep.gov/ISpeakCards2004.pdf>
2. If the Old Colony MPO is providing interpretive services at the public meeting/hearing session, then they should also be available during the open house session and their availability should be made clear through signage and/ or announcements. After the session, the Old Colony MPO staff in attendance should relay the nature of questions and concerns identified through interaction with the public to the Old Colony MPO (or designee). It is important for the Old Colony MPO staff working on all stages of project development to know community concerns. Written descriptions of items on display may need to be translated depending on requests received and/ or the anticipated level of LEP participation.

ADA Considerations

1. The open house should be set up in an ADA compliant manner. Please see the Old Colony MPO Accessible Meeting Policy later in this plan.
2. Consider the following when setting up the open house venue:
 - i. Consult the following guide on best practices for text and color contrast considerations when preparing hardcopy and electronic visual aids (such as maps, posters, plans, PowerPoint templates/ graphics, charts, graphs, etc.)
Please refer to Lighthouse International for more information:
<http://69.164.214.107/accessibility/design/accessible-print-design/>
 - ii. Pathways that guide attendees to display materials or the Old Colony MPO staff and consultants should be clear of obstructions.

- iii. Proper heights and viewing angles of display materials to make them accessible.
 - iv. Horizontal surfaces used for display should be at a height accessible to individuals that are short of stature and/ or rely on assistive mobility devices.
 - v. Similarly, materials displayed vertically should not be at an excessive height or at an angle that makes them difficult to view.
 - vi. Utilize a microphone for all speakers
3. The Old Colony MPO staff and consultants should be prepared to describe displays to blind or visually impaired attendees.
 4. Alternate versions, (large print, etc.) of public documents (such as informational packets) should be available if requested with sufficient lead time prior to the date of the meeting.

ONE-ON-ONE INTERACTIONS

Communicating with Individuals with Limited English Proficiency (LEP)

If a member of the public is attempting to interact but there is a language barrier, the following procedures are recommended.

1. In-person (such as the Old Colony MPO reception areas, etc.)
 - a. The first step is to identify the preferred language of the individual. The following resources are available:
 - i. "I Speak" cards, <http://www.lep.gov/ISpeakCards2004.pdf>
 - ii. Google Translate (<http://translate.google.com/>) or a similar real-time free online language translator can be used to identify the language. If the member of the public is directed to type on the webpage in a language other than English, the software can "Auto-Detect" which language is being used and provide real-time translations. Assistance from co-workers in your unit that may be able to identify the language.
 - iii. Language Line (<https://www.languageline.com/>)
 - b. Once the language has been identified, the methods used to address the needs of the individual will change depending on the circumstances.
 - i. Simple inquires may be addressed informally on-the-spot with the aid of multi-lingual staff or Google Translate (<http://translate.google.com/>) or a similar product. (Example: providing directions around the building/ office to an LEP individual.

An employee and an LEP individual may type or speak into Google Translate software and to carry out a rudimentary conversation.
This should remain limited to incidental interactions.
 - ii. More complex issues may require professional translators/ interpreters. Complex issues are those that affect the legal rights of the individual and therefore depend on the accuracy of translations/ interpretations. The

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following services are available in those instances:

Language Line (<https://www.language.com/>)

Statewide Language Services Contract

Search COMMBUYS website <https://www.commbuys.com/bs/>
for contract "PRF63" under Contract/ Blanket Description.

- c. Should time be needed to secure professional language services (such as scheduling a meeting with an interpreter or sending out documents to be translated), it should be communicated with the help of Google translate or translated cards of key phrases staff may have for this issue. Stakeholders can also submit their comment to be translated later if they are able.
2. Electronically (includes email, website comment form, etc.).
 - a. For correspondence in a language other than English, Google Translate may be used (<http://translate.google.com/>)
 - b. More complex issues may require professional translators/interpreters referenced above.

Communicating with People with Disabilities

1. Outlined below are tips to help you in communicating with persons with disabilities.
 - a. General Tips:
 - i. When introduced to a person with a disability, it is appropriate to offer to shake hands. People with limited hand use or who wear an artificial limb can usually shake hands. (Shaking hands with the left hand is an acceptable greeting).
 - ii. If you offer assistance, wait until the offer is accepted. Then listen to or ask for instructions.
 - iii. Relax. Do not be embarrassed if you happen to use common expressions such as "See you later," or "Did you hear about that?" that seem to relate to a person's disability.
 - iv. Do not be afraid to ask questions when you're unsure of what to do.
 - b. Tips for Communicating with Individuals who are Blind or Visually Impaired:
 - i. Speak to the individual when you approach him or her.
 - ii. State clearly who you are; speak in a normal tone of voice.
 - iii. When conversing in a group, remember to identify yourself and the person to whom you are speaking.
 - iv. Never touch or distract a service dog without first asking the owner.
 - v. Tell the individual when you are leaving.
 - vi. Do not attempt to lead the individual without first asking; allow the person to hold your arm and control her or his own movements.

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- vii. Be descriptive when giving directions; verbally give the person information that is visually obvious to individuals who can see. For example, if you are approaching steps, mention how many steps.
- viii. If you are offering a seat, gently place the individual's hand on the back or arm of the chair so that the person can locate the seat.
- b. Tips for Communicating with Individuals who are Deaf or Hard of Hearing:
 - i. Gain the person's attention before starting a conversation (i.e., tap the person gently on the shoulder or arm).
 - ii. Look directly at the individual, face the light, speak clearly, in a normal tone of voice, and keep your hands away from your face. Use short, simple sentences.
 - iii. If the individual uses a sign language interpreter, speak directly to the person, not the interpreter.
 - iv. If you telephone an individual who is hard of hearing, let the phone ring longer than usual. Speak clearly and be prepared to repeat the reason for the call and who you are.
- c. Tips for Communicating with Individuals with Mobility Impairments:
 - i. If possible, put yourself at the wheelchair user's eye level.
 - ii. Do not lean on a wheelchair or any other assistive device.
 - iii. Never patronize people who use wheelchairs by patting them on the head or shoulder.
 - iv. Do not assume the individual wants to be pushed; ask first.
 - v. Offer assistance if the individual appears to be having difficulty opening a door.
 - vi. If you telephone the individual, allow the phone to ring longer than usual to allow extra time for the person to reach the telephone.
- d. Tips for Communicating with Individuals with Speech Impairments:
 - i. If you do not understand something the individual says, do not pretend that you do. Ask the individual to repeat what he or she said and then repeat it back.
 - ii. Be patient. Take as much time as necessary.
 - iii. Concentrate on what the individual is saying.
 - iv. Do not speak for the individual or attempt to finish her or his sentences.
 - v. If you are having difficulty understanding the individual, consider writing as an alternative means of communicating, but first ask the individual if this is acceptable.
- e. Tips for Communicating with Individuals with Cognitive Disabilities:
 - i. If you are in a public area with many distractions, consider moving to a quiet or private location.

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- ii. Offer assistance completing forms or understanding written instructions and provide extra time for decision-making. Wait for the individual to accept the offer of assistance; do not "over-assist" or be patronizing.
 - iii. Be patient, flexible and supportive. Take time to understand the individual and make sure the individual understands you.
2. Additional information can be provided by:
- a. MassDOT Office of Civil Rights
<http://www.massdot.state.ma.us/OfficeofCivilRights.aspx>
 - b. MBTA System Wide Accessibility
http://www.mbta.com/riding_the_t/accessible_services/default.asp?id=16901
 - c. Massachusetts Office on Disability
<http://www.mass.gov/anf/employment-equal-access-disability/oversight-agencies/mod/>
 - d. Commonwealth of Massachusetts - Office of Diversity and Equal Opportunity
<http://www.mass.gov/anf/employment-equal-access-disability/oversight-agencies/hrd/office-of-diversity-and-equal-opportunity.html>

The Old Colony MPO Accessible Meeting Policy

PURPOSE

This policy outlines criteria that must be fulfilled in order to ensure that all the Old Colony MPO public meetings are fully accessible to persons with disabilities. This document will also address issues related to attendees with limited English proficiency.

The ability to access and participate in state government, including participating in public meetings, is a fundamental right protected by both State and Federal law. The Massachusetts Public Accommodation Law and the Americans with Disabilities Act mandate that persons with disabilities must not be denied participation in public meetings, and that reasonable accommodation requests made by attendees shall be honored. For these reasons, when planning and executing public meetings, the Old Colony MPO personnel must ensure that all aspects of the meeting are accessible to persons with disabilities.

Under Title VI of the Civil Rights Act of 1964 and Commonwealth Executive Order 526, the Old Colony MPO must also ensure that programs and activities do not discriminate based on race, color or national origin, age, disability and sex, among other protected categories. The public participation plan should be consulted by meeting planners in coordination with this Accessible Meeting Policy to ensure that the Old Colony MPO includes Title VI constituencies in transportation programs and activities. The method for determining whether and/ or what non-English languages need to be translated or interpreted is called a "four factor analysis." Essentially, to determine whether translation is needed, meeting planners must analyze the number of limited English proficiency persons (LEP) by language group where a meeting will be held, the frequency of contacts with the program, the importance of the program and cost factors.

This document will provide guidelines for ensuring the accessibility of public meetings hosted by the Old Colony MPO. Components such as the meeting location, room setup, alternate formats and translations of handouts, and the requirement to provide CART and/ or sign language and/ or foreign language interpreters upon request will be discussed.

Definitions of terms used in this policy are available in Appendix D of this plan.

SCOPE

All public meetings hosted by, or on behalf of, the Old Colony MPO.

RESPONSIBILITIES

It is the responsibility of the Old Colony MPO staff charged with the coordination of the public meeting to ensure that the public meeting is accessible to all. The local contacts for the meeting

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facility, in conjunction with the responsible Old Colony MPO staff, are responsible for filling out the "Accessibility Checklist for Meeting Planners" in Appendix B to ensure the space is accessible prior to the meeting.

POLICY

General Considerations

1. Public meeting planners shall identify at least one person who is responsible for making sure that the public meeting is accessible for all attendees. This individual shall serve as the contact for attendees requesting reasonable accommodations. See the appendix for a Checklist for Meeting Planners.
2. Public meetings should be planned and publicized as early as possible - ideally, 21 calendar days, but no less than 14 days in advance. Revised agendas shall be posted no less than 48 hours in advance of a public meeting.
3. Meeting notices should include a date by which attendees should request reasonable accommodations - typically ten days before the meeting.

Note: After the cutoff date, staff must still try to provide an accommodation but should not guarantee the provision of the requested accommodation. Attendees shall not be charged for any reasonable accommodation provided.

Choosing a Location

1. Access to Nearby Transportation. All public meetings should be within ¼ mile of an accessible bus stop or rail station, where feasible. For meeting locations not located on fixed route transit service, potential participants should be made aware of the door-to-door paratransit service offered by BAT or GATRA. If neither of these criteria is possible given unique geographic or temporal challenges, has every reasonable attempt been made to allow interested parties to attend the meeting through alternative means?
 - a. The path of travel from the transit stop to the meeting location shall be accessible. Specifically, it should be:
 - i. At least three feet wide
 - ii. Unobstructed (not blocked by trash cans, light poles, etc.)
 - iii. Free of steps, drop-offs or curbs
2. Parking. If parking is available to meeting attendees, meeting planners shall ensure that the number of accessible parking spaces available complies with state and Federal regulations.
 - a. The path of travel from the accessible parking to the meeting location shall be accessible. Specifically, it shall be:
 - i. At least three feet wide
 - ii. Unobstructed (no trash cans, light poles, etc.)

- iii. Free of steps, drop-offs or curbs
- 3. Identifying the Accessible Entrance. If the main entrance to the building (in which the public meeting is being held) is not the accessible entrance, a sign containing the universal symbol of accessibility with an arrow appropriately pointing to the accessible entrance shall be posted at the main entrance.
- 4. Ensure the accessible entrance is unlocked and available to be used independently and that the path of travel to the entrance is well lit (if the meeting is taking place at night). If the door is locked and intercom service or another format is used to gain access, an attendant must be at the door to accommodate deaf or hard of hearing individuals, as well as others with disabilities.
- 5. Accessible Restrooms. If restrooms are available for use by the public then all public meetings shall have at least one accessible restroom for men and one accessible restroom for women, or one accessible gender neutral restroom.
 - a. The accessible restrooms shall be within reasonable proximity to the meeting room.
- 6. The Meeting Room: The meeting room in which the public meeting will take place shall be made accessible for persons with disabilities. The following shall be provided:
 - a. An integrated seating area for wheeled mobility device users shall be made available.
 - b. If possible, meeting planners should remove several chairs to accommodate potential attendees who use wheeled mobility devices.
 - i. If possible, remove a chair to the side and to the rear of the designated space to ensure enough room for the wheeled mobility device.
 - ii. Such spaces for wheeled mobility device users shall be dispersed throughout the room, and not clustered all in one section (e.g. all in the front or all in the back). This allows attendees using wheeled mobility a variety of seating/viewing options.
- 7. Space for Sign Language, CART and Foreign Language Interpreters
 - a. A well-lit area and chairs facing the audience shall be made available for sign language interpreters at the front of the room (likely just off to one side of the main presentation area). If a CART provider is to be used, a small table for the laptop and space for a screen and projector should be provided near an electrical outlet.
 - b. Priority seating at the front of the audience and in direct line of sight of the interpreters/CART provider shall be provided for attendees who are deaf/hard of hearing.
 - c. For foreign language interpreters, there is a need for space where they can sit with the individuals who require language assistance.
- 8. Aisles within the meeting room shall be:
 - a. Clear of tripping hazards (e.g. electric cords) to the greatest extent possible. Where cords or other obstacles must cross an aisle to power communications or other device, the hazard should be minimized with tape or other appropriate

means.

- b. At least 3 feet wide.

9. Microphones. The microphones used at public meetings shall be available on a stand that is adjustable in height.

Note: While wireless microphones have become popular, some attendees with disabilities will not be able to hold a microphone independently. In this situation, allowing an attendee use of a microphone stand adjusted to their height is almost always preferable to holding the microphone for them. Alternatively, and particularly for larger meetings, staff with a floating microphone would be preferable to facilitate communication.

10. Podiums. If any attendee may have an opportunity to speak at a podium, meeting planners shall ensure that either:
 - a. The podium is height adjustable, or a small table is provided to the side of the podium.
 - b. If a microphone is provided at the podium, one shall also be provided at the small table.
11. Raised Platforms. If any attendee may have an opportunity to move onto a raised platform or stage during the meeting, the raised platform or stage shall be accessible by:
 - a. A ramp that is at least 3 feet wide, and/or has a platform lift.
12. High Speed Internet Connection. Public meeting rooms shall provide for a high speed internet connection to allow attendees who rely on video remote interpreting or CART. There should also be a conference capable telephone with a speakerphone function available.

Sign Language and Foreign Language Interpreters, Assistive Listening Devices, CART and Video Remote Interpreting

1. Sign Language and/ or foreign language interpreters shall be provided at all public meetings upon request provided request is made to the Title VI Coordinator at least 10 days prior to the date of the meeting.
 - a. To ensure their availability, interpreters should be requested at 10 days in advance of the public meeting.
 - b. Meeting attendees will not be charged for costs associated with sign language or foreign language interpretation.
2. Assistive Listening Devices. Assistive Listening Devices for attendees who are hard of hearing shall be provided at all public meetings upon request.
3. CART services shall be provided at all public meetings upon request (See Attachment 6.6 for information on how to provide CART services.). Staff should schedule or make requests for CART services at least two weeks in advance of the meeting, and preferably as soon as an attendee makes this need known. When remote CART services are to be used (the CART reporter is not in the room), staff should try to provide the reporter any

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technical terms or acronyms to be used, as well as the names of key meeting attendees before the meeting date.

4. Video Remote Interpreting shall be provided at all public meetings upon request via a computer/ laptop with a webcam and high speed internet connection.

Note: Video Remote Interpreting is a relatively new form of technology and may be an adequate alternative to providing sign language interpreters in certain situations. However, if an attendee requests Video Remote Interpreting, sign language interpreters will be an adequate substitute, if the meeting planner cannot secure the requested technology.

Alternative Formats and Translation of Handouts/Presentation Material

These requirements are the same with respect to translation into foreign languages, where the language requested is identified through application of the four-factor analysis process, set forth in the Old Colony MPO Title VI Language Assistance Plan. When a language group is small, defined as 5% or 1,000, whichever is less, of the population of persons eligible to be served or likely to be affected or encountered, foreign language translations of "vital documents" should be provided, and non-vital documents may be orally translated. This requirement does not affect the requirement to provide meaningful translation to one or more in a small group of LEP individuals through competent oral interpreters or translation where language services are needed and are reasonable.

Large Print Version

If requested to the Old Colony Title VI Coordinator at least 24 hours before the meeting, any text-based printed material to be handed out during the meeting shall be made available in large print.

Large print meeting materials shall:

1. Be created using "Arial" font with a font size of 16 pt.
2. Have the same information as the original handout.
3. Have the highest contrast possible (e.g. black on white).
4. If graphics (such as images, tables, or graphs) are used in the original document, the same graphics shall be included in the large print version of the document.
 - a. If graphics are used in the large print document, a brief description of the image shall be provided. Image descriptions shall be brief and provide the viewer of the document with a general idea of what is in the image.
 - b. If tables or graphs are used in the large print document, a summary of the table or graph shall be provided.

Braille Version

If a Braille version of materials is requested to the Old Colony MPO Title VI coordinator at least 10

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days in advance of the meeting, this version shall be available for the meeting, if no advance request is made but rather is requested at or after the meeting, then Meeting materials shall be made available in Braille within 14 calendar days of the request.

Foreign Language Version

If a common foreign language version of materials is requested to the Old Colony MPO Title VI Coordinator at least 10 days in advance of the meeting, this version shall be available for the meeting, if no advance request is made but rather is requested at or after the meeting, then Meeting materials shall be made available in the language requested within 14 calendar days of the request.

Other requests for alternate formats

Individual attendees may have unique specifications for alternate formats. Best efforts will be made to honor all reasonable requests.

Meeting attendees will not be charged for any cost affiliated with the creation of alternate formats of meeting material.

Publicizing the Meeting

Public meetings shall be publicized as early as possible, ideally 21 calendar days in advance, but not less than 14 calendar days in advance. This allows attendees time to submit requests for reasonable accommodations and for meeting planners to set deadlines for accommodation requests to be made in a timely manner. The meeting publicity also needs to be translated into the languages that are identified through application of the four factor analysis set forth in the Old Colony MPO Title VI Language Assistance Plan.

All meeting notices shall include:

1. The statement "This location is accessible to persons with disabilities".
2. A brief listing of accessibility features that either are available or may be made available upon request during the public meeting (e.g. sign language, CART, assistive listening devices and/ or foreign language interpreters).
3. Information on how to request reasonable accommodations by phone, e-mail or fax and the deadline for requests.
4. Information on how to request foreign language interpreter assistance.
5. See Attachment for a sample meeting posting.

Additional Considerations

1. Within 48 hours, meeting planners shall follow-up with attendees who have requested reasonable accommodations to let them know their request has been received and will

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be honored to the extent possible.

Note: Especially in the case of sign language interpreters, the meeting planner may not know of their availability until 24 hours prior to the meeting. It is reasonable to let people know their request has been received and that it is in the process of being put in place, however if no interpreter is available people need to be notified and alternate plans must be made, such as CART or Video Relay.

2. When opening a public meeting, presenters shall announce
 - a. The presence and function of sign language interpreters (if interpreters are in the room), and/ or CART providers
 - b. That assistive listening equipment is available
 - c. The location of accessible restrooms
3. When presenting, presenters at public meetings shall:
 - a. Speak slowly and clearly so that the sign language interpreters have time to interpret.
 - b. Verbally describe information presented visually (e.g. PowerPoint) so that attendees with visual impairments can access the information.
 - c. Ensure that any videos/ DVDs shown during the meeting are encoded with closed captioning and are shown on a closed caption compatible device. Subtitles are an acceptable alternative.

Ensuring adequate accessible parking

1. See <http://www.mass.gov/eopss/docs/dps/aab-regs/521023.pdf> for Massachusetts Architectural Access Board (MAAB) regulations
2. See <https://www.access-board.gov/guidelines-and-standards/buildings-and-sites/about-the-aba-standards/guide-to-the-aba-standards/chapter-5-parking> for Americans with Disabilities Act Architectural Guidelines (ADAAG)

Accessible Restrooms

1. See <http://www.mass.gov/eopss/docs/dps/aab-regs/521030.pdf> for Massachusetts Architectural Access Board (MAAB) regulations
2. See <https://www.access-board.gov/guidelines-and-standards/buildings-and-sites/about-the-aba-standards/guide-to-the-aba-standards?highlight=WYJ0b2IsZXQjLCJ0b2IsZXRzliwidG9pbGV0aW5nll0=> for Americans with Disabilities Act Architectural Guidelines (ADAAG)

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Sign Language Interpreters

How to request sign language, CART Providers or foreign language interpreters:

1. Complete and submit an on-line request for interpreting services through the Massachusetts Commission for the Deaf and Hard of Hearing's (MCDHH) website
 - a. Go to <http://mass.gov/mcdhh>
 - b. Click on "Request an Interpreter" or "Request a CART Provider"
2. Requests should be also be submitted to the Old Colony MPO's Title VI Coordinator no later than 10 calendar days in advance of the meeting to ensure interpreter availability.
3. If the meeting is cancelled or rescheduled, interpreter requests must be canceled at least 48 hours advance in order to avoid being billed for the service. CART providers must be cancelled no later than 72 hours in advance of the event.
4. Interpreters' invoices are billed as a minimum of two hours.
5. For meetings that are anticipated to last more than 75 minutes, two interpreters shall be provided. In most situations, one CART provider is sufficient if the meeting is no longer than three hours.

CART Providers

How to reserve CART (Communication Access Real-time Translation) providers:

1. Complete and submit an on-line request for interpreting services through the Massachusetts Commission for the Deaf and Hard of Hearing's (MCDHH) website
2. Go to <http://mass.gov/mcdhh>
3. Click on "Request an Interpreter" or "Request a CART Provider"
4. Click on "Online request" and follow listed directions

Foreign Language Interpreters/Translators

The Old Colony MPO's policy combines the use of bilingual staff, interpreter services and translated materials to communicate effectively with persons who are not fluent in English. When a request for oral interpretation is made, or a significant language speaking population is expected to attend a public meeting, the following steps should be reviewed and carried out to ensure compliance with Title VI requirements.

1. Conduct a four-factor analysis as to the kind of meeting in question and the populations that are in the affected communities, using the language group maps that are contained in the Language Assistance Plan.
2. Identify the languages that are likely to be needed and consult with the MA Office of Diversity and Civil Rights Title VI Coordinator and/or Specialist for assistance with any problems concerning the language groups that may require interpreter services.
3. Identify the source for interpreter services, recognizing that most providers require one-

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two weeks advance notice of a meeting, based on the language(s) to be interpreted.

Request and cancellation timeframes

1. Requests should be submitted at least 10 calendar days in advance of the meeting to ensure interpreter availability.
2. If the meeting is cancelled or rescheduled, interpreter requests must be canceled at least 48 hours advance in order to avoid being billed for the service
3. Interpreter invoices vary by provider but may have a minimum of two to three hours.
4. For meetings that are anticipated to last more than 75 minutes, two interpreters shall be provided.

How to reserve assistive listening devices

To reserve an assistive listening device contact the Old Colony Planning Council at 508-583-1833 Extension 202. For accommodation or language assistance, please contact MassDOT's Chief Diversity and Civil Rights Officer by phone (857-368-8580), fax (857-368-0602), TTD/TTY (857-368-0603) or by email MASSDOT.CivilRights@dot.state.ma.us.

List of Appendices

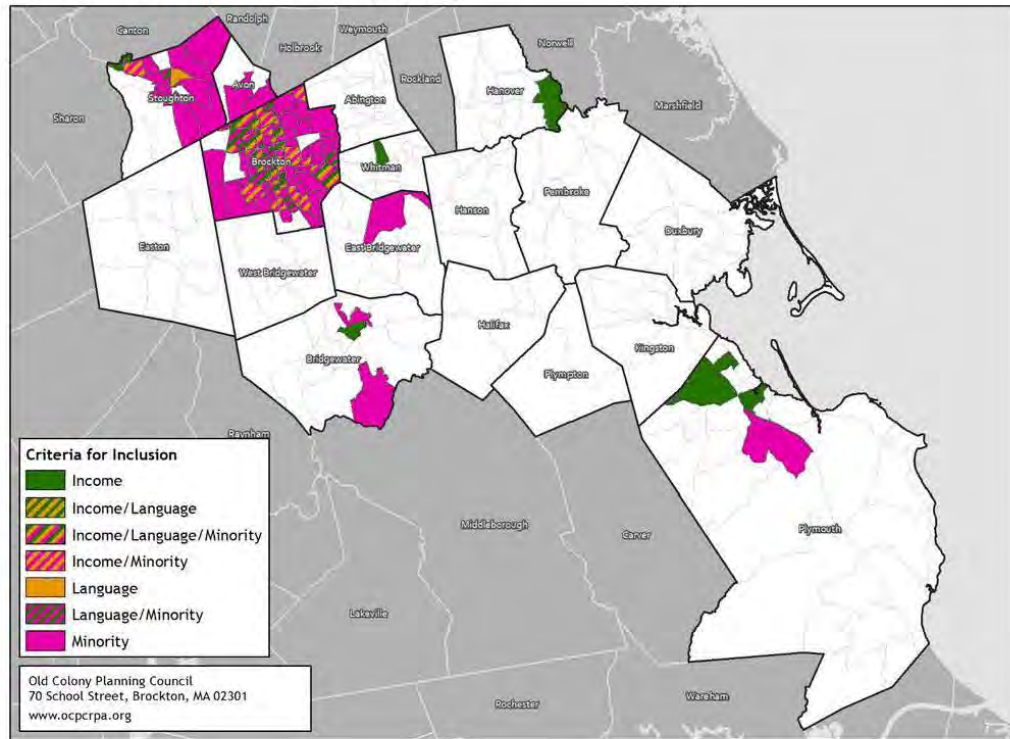
Appendix A: Title VI Maps

Appendix B: Accessibility Checklist for Meeting Planners

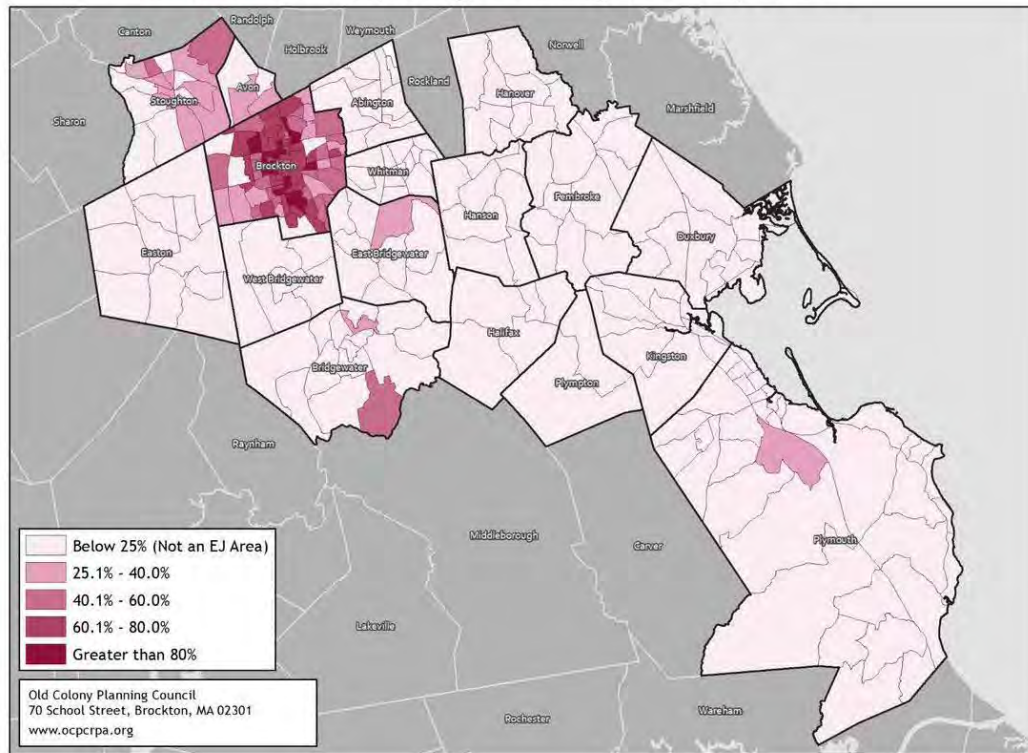
Appendix C: Sample Meeting Posting

Appendix D: Definitions

Environmental Justice Block Groups (2019)



Environmental Justice Block Groups (2019) - Percentage of Minority Residents



Appendix B: Accessibility Checklist for Meeting Planners

Meeting Date: _____

Meeting Time: _____

Subject of Meeting: _____

Location: _____

- The Old Colony MPO Attendees: Is there at least one person or Department who is responsible for ensuring that the public meeting is accessible for all attendees?

Print Name/Department: _____

Publicizing Meeting:

- Has the public meeting been publicized at least 2 weeks in advance?
- Has the meeting been publicized on the calendar section of the OCPC website and made available to the city and town clerks of the region?
- Has the meeting been publicized in the required foreign languages and ethnic newspapers for the relevant populations in the community where the meeting is to be held, if applicable?
- Does the public meeting notice include accessibility information, how to request a reasonable accommodation, relevant dates for making requests and information on whom to contact to request a reasonable accommodation?
- Does the public meeting notice include information on how to request foreign language interpreters?

Facility: _____

Date of Facility Assessment: _____

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- Is the meeting location 1/4 mile or less from the nearest accessible bus stop or rail station, and/ or will BAT service and/ or GATRA service be available at the time of the meeting? If neither of these criteria is possible given unique geographic or temporal challenges, has every reasonable attempt been made to allow interested parties to attend the meeting through alternative means?
- Where applicable, is there an accessible path of travel provided from the public transportation stop to the meeting location and meeting room?
- If parking will be available at the meeting location, are there accessible parking spaces available (review # of car and van accessible spaces)?
- Is there an accessible path of travel provided from the accessible parking area to the meeting area?
- If the main entrance to the building is not accessible, is there directional signage towards the accessible entrance?
- Is the accessible entrance unlocked and able to be used independently? If the meeting is taking place at night, is the path leading to the alternate entrance well lit?
- If there are restrooms that are open to the public, is there a pair of accessible restrooms available within close proximity of the meeting area? If not, is there at least one accessible gender neutral restroom?
- If there are public phones, is there at least one accessible (TTY and within appropriate height range) telephone available?
- If a stage or platform will be used during the public meeting, is it accessible?
- If a podium will be used during the public meeting, is the podium height adjustable? If not, is there a small table (between 28 and 34 inches in height) provided to the side of the podium?
- Is there a high speed internet connection within the meeting space?

Ensuring Appropriate Accommodations:

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- Have sign language and foreign language interpreters, if requested, been reserved for the public meeting?
- Have CART services, if requested, been reserved for the public meeting?
- Are Assistive Listening Devices available for the public meeting? Does someone know how to use the device? Have you checked the devices at least 24 to 48 hours before the meeting and rechecked immediately before the meeting starts? (Note: For large meetings, to avoid the loss of equipment, it is reasonable to ask for a driver's license or other ID as collateral.).
- If requested, are large print copies of meeting handouts available?
- Are printed materials available upon request, in alternative formats and/or relevant foreign languages?
- Are film or video presentations closed captioned and audio described?

Facility/ Room Setup (prior to meeting):

- If the main entrance to the building is not accessible, is the accessible entrance unlocked?
- Is there an integrated seating area for individuals who use a wheeled mobility device in the meeting room?
- Is there seating available for attendees who are deaf or hard of hearing, and have requested an accommodation, near the front of the meeting room so that attendees may see the interpreter/ captioner, or lip read?
- Is there an appropriately lit area in the front of the room for sign/ foreign language interpreters and/ or CART providers?
- Are the aisles at least three feet wide and clear of obstacles or tripping hazards?
- If microphones are used during the public meeting, are adjustable microphone stands available for attendees? Can staff be used as floaters with microphones as an alternative?

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For recordkeeping and reporting purposes, the meeting planner should submit a copy of this completed checklist along with a copy of the meeting agenda to the Old Colony Title VI Coordinator. The Old Colony Title VI coordinator will submit these checklists to the following along with the annual Title VI submission to:

Massachusetts Department of Transportation
Office of Diversity and Civil Rights
10 Park Plaza
Boston, MA 02116

Appendix C: Sample Meeting Posting

Agenda

DATE: <DATE OF EVENT>

TIME: <TIME OF EVENT>

PLACE: <PLACE OF EVENT>

- Agenda item
- Agenda item

This meeting is accessible to people with disabilities. The Old Colony Planning Council/ Old Colony Metropolitan Planning Organization provides reasonable accommodations and/ or language assistance free of charge upon request (including but not limited to interpreters in American Sign Language and languages other than English, assistive listening devices and alternate material formats, such as audio tapes, Braille and large print, as available). For accommodations or language assistance please contact the Old Colony Planning Council by phone: (508) 583-1833 Extension 202, fax (508) 559-8768 or by email at information@ocpcrpa.org.

The Old Colony MPO fully complies with Title VI of the Civil Rights Act of 1964 and related statutes and regulations in all programs and activities. The Old Colony MPO operates without regard to race, color, or national origin (including limited English proficiency), age, sex, disability, ancestry, ethnicity, gender, gender identity or expression, sexual orientation, religion, creed, veteran's status, or background. Any person who believes him/ herself or any specific class of persons, to be subject to discrimination prohibited by Title VI may by him/ herself or by representative file a written complaint with the Old Colony MPO. Complaints are to be filed no later than 180 days from the date of the alleged discrimination. This meeting is accessible to people with disabilities and those with limited English proficiency. Accessibility accommodations and language services will be provided free of charge, upon request, as available. Please contact Mary Waldron at 508-583-1833 Extension 202 for more information.

- If this information is needed in another language, please contact Mary Waldron at 508-583-1833 Extension 202.
- Se esta informação é necessária em outro idioma, entre em contato com Mary Waldron em 508-583-1833 Ramal 202.
- Si se necesita esta información en otro idioma, por favor póngase en contacto con Mary Waldron al 508-583-1833 extensión 202.
- Si yo bezwen enfòmasyon sa a nan yon lòt lang, tanpri kontakte Mary Waldron nan 508-583-1833 Ekstansyon 202.

The public discussion of the Transportation Improvement Program (TIP) at Old Colony JTC, Old Colony MPO, and transportation meetings satisfies the Program of Projects (POP) public hearing requirements of the Federal Transit Administration (FTA).

Appendix D: Definitions

Public Meeting - Any meeting open to the general public, hosted by or on behalf of the Old Colony MPO, during which information is shared.

Attendee - An individual attending a public meeting.

Reasonable Accommodation - Any reasonable service, aid, modification or adjustment to the public meeting that gives a person with a disability the opportunity to be an active participant in the meeting process.

Path of Travel - A continuous, unobstructed way of pedestrian passage by means of which an area may be approached, entered, and exited.

TTY (Text Telephone) - An electronic device for text communication via a telephone line, used when one or more of the parties has a hearing or speech-related disability. Public payphones equipped with TTY have a small keyboard that pulls out underneath the phone. Note: TTYs are gradually phasing out for many people due to the increased use of voice and video relay, but they will remain in use for some period into the future.

Clear floor space - The minimum unobstructed floor or ground space required to accommodate a single, stationary wheelchair and occupant.

Wheeled Mobility Device - Means by which some individuals with physical disabilities travel throughout their environment. Commonly refers to such devices as wheelchairs (manual and motorized) and scooters. Non-traditional wheeled mobility devices may include Segways and bicycles.

American Sign Language (ASL) Interpreter - An individual trained to facilitate communication between a deaf American Sign Language user and hearing individuals via American Sign Language.

Assistive Listening Device - An electronic device used by individuals who are hard of hearing to amplify sound. The assistive listening device is usually used as a system where the audio source is broadcast wirelessly over an FM frequency. The person who is listening may use a small FM Receiver to tune into the signal and listen at their preferred volume. There are other forms of Assistive Listening Devices that exist and could be used as alternatives.

CART (Computer Assisted Real-time Transcription) - A trained operator uses keyboard or stenography methods to transcribe spoken speech into written text. This may be done either on site or remotely by using a voice connection such as a telephone, cell phone, or computer microphone to send the voice to the operator and the real-time text is transmitted back over an Internet connection. For meeting rooms without an internet connection, it is possible to

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establish connectivity via a WIFI router connection or by using a wireless “hot spot.”

Video Remote Interpreting - A contracted video service that allows individuals who are Deaf to communicate over webcams/ video phones with hearing people in real-time, via a sign language interpreter.

Video and Telecommunication (Voice) Relay Services - Video Relay Service (VRS) is a form of Telecommunications Relay Service (TRS) that enables persons with hearing disabilities who use American Sign Language (ASL) to communicate with voice telephone users through video equipment, rather than through typed text. Video equipment links the VRS user with a TRS operator, called a “communications assistant” (CA), so that the VRS user and the CA can see and communicate with each other in signed conversation. The VRS caller, using a television or a computer with a video camera device and a broadband (high speed) Internet connection, contacts a VRS CA, who is a qualified sign language interpreter. They communicate with each other in sign language through a video link. The VRS CA then places a telephone call to the party the VRS user wishes to call. The VRS CA relays the conversation back and forth between the parties in sign language with the VRS user, and by voice with the called party. No typing or text is involved.

Telecommunications Relay Service (TRS) is a telephone service that allows persons with hearing or speech disabilities to place and receive telephone calls. TRS uses operators, called communications assistants (CAs), to facilitate telephone calls between people with hearing and speech disabilities and other individuals. A TRS call may be initiated by either a person with a hearing or speech disability, or a person without such disability. When a person with a hearing or speech disability initiates a TRS call, the person uses a teletypewriter (TTY) or other text input device to call the TRS relay center, and gives a CA the number of the party that he or she wants to call. The CA in turn places an outbound traditional voice call to that person. The CA then serves as a link for the call, relaying the text of the calling party in voice to the called party, and converting to text what the called party voices back to the calling party. VRS and TRS are overseen by the Federal Communications Commission and private contractors who perform the intermediary communication service are reimbursed for this service.

Closed Captioning - A term describing several systems developed to display text on a television, computer or video screen to provide additional or interpretive information to viewers/ listeners who wish to access it. Closed captions typically display a transcription of the audio portion of a program (either verbatim or in edited form), sometimes including non-speech elements.

Descriptive Video/Described Narration - A feature that makes television programs, videos, films, and other visual media accessible to people who are blind or visually impaired by providing descriptive narration of key visual elements in programs. Key visual elements in a program that a viewer who is visually impaired would ordinarily miss are described by voice.

Actions, costumes, gestures and scene changes are just a few of the elements that, when

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described, engage the blind or visually impaired viewer with the story.

Limited English Proficient (LEP) - Individuals who do not speak English as their primary language and who have a limited ability to read, speak, write, or understand English can be limited English proficient, or "LEP." These individuals may be entitled to language assistance with respect to a particular type of service, benefit, or encounter.

Four Factor Analysis - Federal DOT guidance outlines four factors recipients should consider to assess language needs and decide what steps they should take to ensure meaningful access for LEP persons:

1. The number or proportion of LEP persons eligible to be served or likely to be encountered by a program, activity, or service of the recipient or grantee
2. The frequency with which LEP individuals come in contact with the program.
3. The nature and importance of the program, activity, or service provided by the recipient to the LEP community.
4. The resources available to the MPO and overall cost.

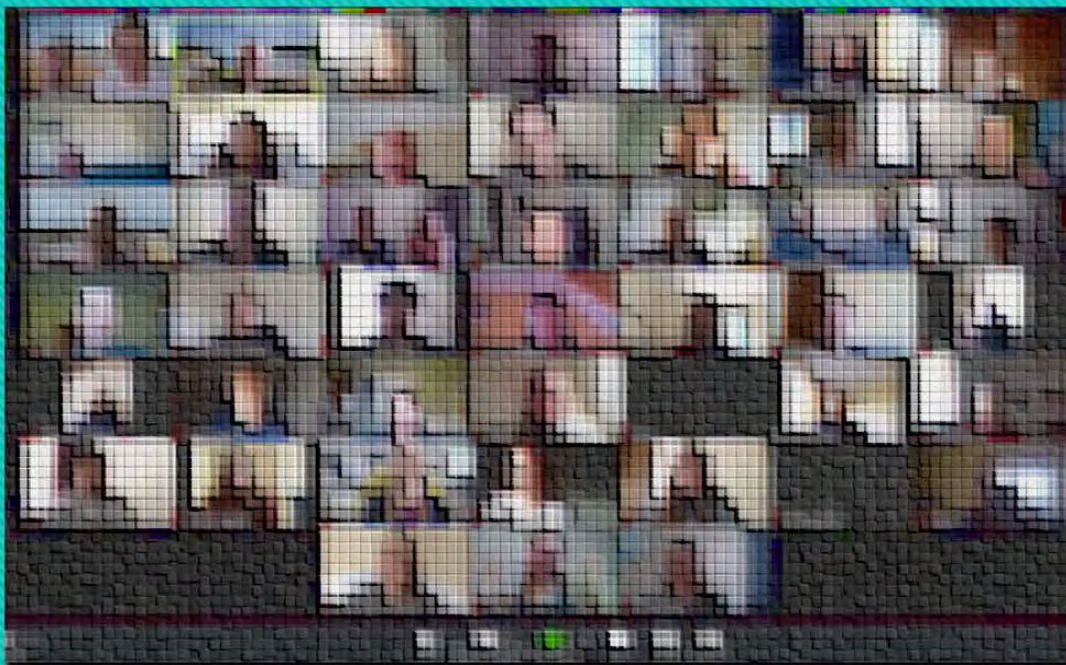
In each instance, this analysis will enable the MPO staff to determine the extent of language assistance that must be provided to enable LEP individuals to participate in a program or activity. For further information, including answers to specific situations that meeting planners may encounter; planners should consult the ADA Coordinator, the Title VI Specialist and/or the Language Access Plan.

Vital Document - A vital document is determined by the context of a program, service or activity, and can include but not be limited to an application, notice, complaint form, legal contract, and outreach material published by a covered entity in a tangible format that informs individuals about their rights or eligibility requirements for benefits and participation.

Language Access Plan - Under Federal Executive Order Executive Order 13166, each Federal agency is required to prepare a plan to improve access to its federally conducted programs and activities by eligible LEP persons. Each plan is required to be consistent with the standards set forth in related guidance, and shall include the steps the agency will take to ensure that eligible LEP persons can meaningfully access the agency's programs and activities.

The Old Colony MPO's Language Assistance Plan is available on the Old Colony MPO webpage at: http://www.ocpcrpa.org/docs/mpo/Old_Colony_LEP_Plan.pdf

Appendix H: Old Colony Measures of Effectiveness Report



Measure of Effectiveness

Measuring Public Participation Engagement

Old Colony Metropolitan Planning Organization

70 School Street Brockton MA 02301

March 2022

Prepared Under MassDOT Contract # **114676**

Old Colony Planning Council (OCPC)

OCPC Officers

President	Christine Joy
Treasurer	Douglas Sylvestre
Secretary	Sandra Wright

COMMUNITY	DELEGATE	ALTERNATE
Abington	Steven Santeusano	Alex Hagerty
Avon	Frank Staffier	John Costa
Bridgewater	Sandra Wright	
Brockton	Sydné Marrow	Preston Huckabee, P.E.
Duxbury	Valerie Massard, AICP	George D. Wadsworth
East Bridgewater	Peter Spagone, Jr.	John Haines
Easton	Jeanmarie Joyce	
Halifax	Ashley A. DiSesa	
Hanover	Vacant	
Hanson	Antonio M. DeFrias	Joe Campbell
Kingston	Valerie Massard, AICP	Paul Basler
Pembroke	Rebecca Colletta	Alysha Siciliano-Perry
Plymouth	Lee Hartmann, AICP	
Plympton	Christine Joy	
Stoughton	Douglas Sylvestre	Forrest Lindwall
West Bridgewater	Eldon F. Moreira	
Whitman	Fred Gilmetti	Daniel Salvucci
Delegate-at-Large		

OCPC Staff

Mary Waldron	Executive Director
Brenda Robinson	Fiscal Officer
Megan Fournier	Senior Executive Assistant
Madison Curtis	Communications Coordinator
David Klein	AAA Administrator
Patrick Hamilton	Assistant AAA Administrator
Sean Noel	AAA Management Assistant
Lila Burgess	Ombudsman Program Director
Jane Selig	Ombudsman Program Assistant Director
Gabrielle Sylvain-Jean	Assisted Living Program Ombudsman
Laurie Muncy, AICP	Community Planning/Economic Development Director
Joanne Zygmunt	Senior Economic Development/Environmental Planner
Elijah Romulus	Senior Comprehensive Planner
Dottie Fulginiti	Economic Recovery Planner
Andrew Vidal	GIS Manager
Charles Kilmer, AICP	Assistant Director/Transportation Program Manager
Raymond Guarino	Principal Transportation Planner
William McNulty	Principal Transportation Planner
Guoqiang Li	Principal Transportation Planner
Kyle Mowatt	Senior Transportation Planner
Shawn Bailey	Senior Transportation Planner
Matthew Cady	Intern

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Old Colony Metropolitan Planning Organization (MPO)

The Honorable Robert F. Sullivan	Mayor, City of Brockton
Richard J. Quintal, Jr.	Chairman, Board of Selectmen, Town of Plymouth
Meredith Anderson	Member, Select Board, Town of West Bridgewater
Daniel Salvucci	Vice Chair, Board of Selectmen, Town of Whitman
Jamey Tesler	Secretary and CEO, Massachusetts Department of Transportation (MassDOT)
Jonathan Gulliver	Highway Administrator, Massachusetts Department of Transportation (MassDOT)
Michael Lambert	Administrator, Brockton Area Transit Authority (BAT)
Christine Joy	President, Old Colony Planning Council (OCPC)

Joint Transportation Committee (JTC)

JTC Officers

JTC Chairman	Noreen O'Toole
JTC Vice Chairman	Daniel Salvucci

COMMUNITY	DELEGATE / ALTERNATE
Abington - Delegate	John Stone
Abington - Alternate	Bruce Hughes
Avon - Delegate	William Fitzgerald
Bridgewater - Delegate	Robert B. Wood
Brockton - Delegate	Patrick Hill
Duxbury - Delegate	Peter Buttkus
East Bridgewater - Delegate	John Haines
Easton - Delegate	David Field, P.E.
Easton - Alternate	Greg Swan, P.E.
Halifax - Delegate	Steven Hayward
Hanover - Delegate	Victor Diniak
Hanson - Delegate	Jamison Shave
Kingston - Delegate	Paul Basler
Pembroke - Delegate	Gene Fulmine
Plymouth - Alternate	James Downey
Plympton - Delegate	Robert Firlotte
Stoughton - Delegate	Marc Tisdelle
West Bridgewater - Delegate	Chris Iannitelli
Whitman - Delegate	Noreen O'Toole
Whitman - Alternate	Daniel Salvucci
Delegate-at-Large	

Agency Representation

MassDOT	David Mohler, AICP
MassDOT	Derek Shooster
MassDOT District 5	Mary-Joe Perry
MassDOT District 5	Pamela Haznar, P.E.
BAT	Michael Lambert
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Kyle Mowatt	Senior Transportation Planner
Andrew Vidal	GIS Manager

Notice of Nondiscrimination Rights and Protections to Beneficiaries

Federal "Title VI/Nondiscrimination" Protections

The Old Colony Metropolitan Planning Organization (MPO) operates its programs, services, and activities in compliance with federal nondiscrimination laws including Title VI of the Civil Rights Act of 1964 (Title VI), the Civil Rights Restoration Act of 1987, and related statutes and regulations. Title VI prohibits discrimination in federally assisted programs and requires that no person in the United States of America shall, on the grounds of **race, color, or national origin** (including **limited English proficiency**), be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity receiving federal assistance. Related federal nondiscrimination laws administered by the Federal Highway Administration, the Federal Transit Administration, or both prohibit discrimination on the basis of **age, sex, and disability**. These protected categories are contemplated within the Old Colony MPO's Title VI Programs consistent with federal interpretation and administration. Additionally, the Old Colony MPO provides meaningful access to its programs, services, and activities to individuals with limited English proficiency, in compliance with US Department of Transportation policy and guidance on federal Executive Order 13166.

State Nondiscrimination Protections

The Old Colony MPO also complies with the Massachusetts Public Accommodation Law, M.G.L. c 272 §§ 92a, 98, 98a, prohibiting making any distinction, discrimination, or restriction in admission to or treatment in a place of public accommodation based on **race, color, religious creed, national origin, sex, sexual orientation, disability, or ancestry**. Likewise, the Old Colony MPO complies with the Governor's Executive Order 526, section 4 requiring all programs, activities, and services provided, performed, licensed, chartered, funded, regulated, or contracted for by the state shall be conducted without unlawful discrimination based on **race, color, age, gender, ethnicity, sexual orientation, gender identity or expression, religion, creed, ancestry, national origin, disability, veteran's status** (including Vietnam-era veterans), or **background**.

Additional Information

To request additional information regarding Title VI and related federal and state nondiscrimination obligations, please contact:

Old Colony Planning Council
Title VI/ Nondiscrimination Coordinator
Mary Waldron
70 School Street
Brockton, MA 02301
508-583-1833 Extension 202
mwaldron@ocpcrpa.org

Old Colony MPO 2022 Annual Title VI Update Report

Title VI Specialist
MassDOT, Office of Diversity and Civil Rights
10 Park Plaza
Boston, MA 02116
857-368-8580
TTY: 857-368-0603
MASSDOT.CivilRights@state.ma.us

Complaint Filing

To file a complaint alleging a violation of Title VI or related federal nondiscrimination law, contact the Title VI Specialist (above) within 180 days of the alleged discriminatory conduct.

To file a complaint alleging a violation of the state's Public Accommodation Law, contact the Massachusetts Commission Against Discrimination within 300 days of the alleged discriminatory conduct at:

Massachusetts Commission Against Discrimination (MCAD)
One Ashburton Place, 6th Floor
Boston, MA 02109
617-994-6000
TTY: 617-994-6196

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Translation

English

If this information is needed in another language, please contact the MPO Title VI Coordinator at 508-583-1833 ext. 202.

Spanish

Si necesita esta información en otro idioma, por favor contacte al coordinador de MPO del Título VI al 508-583-1833 ext. 202.

Portuguese

Caso estas informações sejam necessárias em outro idioma, por favor, contate o Coordenador de Título VI da MPO pelo telefone 508-583-1833, Ramal 202

Chinese Simple

如果需要使用其它语言了解信息，请联系Old Colony大都会规划组织（MPO）《民权法案》第六章协调员，电话508-583-1833，转202。

Chinese Traditional

如果需要使用其他語言瞭解資訊，請聯繫Old Colony大都會規劃組織（MPO）《民權法案》第六章協調員，電話508-583-1833，轉202。

Vietnamese

Nếu quý vị cần thông tin này bằng tiếng khác, vui lòng liên hệ Điều phối viên Luật VI của MPO theo số điện thoại 508-583-1833, số máy nhánh 202.

Haitian Creole

Si yon moun bezwen enfòmasyon sa a nan yon lòt lang, tanpri kontakte Koòdonatè a Title VI MPO nan 508-583-1833 ext. 202.

French Creole

Si yon moun vle genyen enfòmasyon sa yo nan yon lòt lang, tanpri kontakte Kowòdinatè MPO Title VI la nan nimewo 508-583-1833, ekstansyon 202.

Russian

Если Вам необходима данная информация на любом другом языке, пожалуйста, свяжитесь с Координатором Титула VI в МПО по тел: 508-583-1833, добавочный 202.

Old Colony MPO 2022 Annual Title VI Update Report

French

Si vous avez besoin d'obtenir une copie de la présente dans une autre langue, veuillez contacter le coordinateur du Titre VI de MPO en composant le 508-583-1833, poste 202.

Italian

Se ha bisogno di ricevere queste informazioni in un'altra lingua si prega di contattare il coordinatore MPO del Titolo VI al 508- 583-1833 interno 202

Mon-Khmer, Cambodian

ប្រសិនបើលោក-អ្នកត្រូវការរបកប្រែពីភាសានេះ សូមទាក់ទងអ្នកសម្របសម្រួលជំពូកទី6 របស់ MPO តាមរយៈលេខទូរស័ព្ទ 508-583-1833 រួចភ្ជាប់ទៅលេខ 202។

Arabic

إذا كنت بحاجة إلى هذه المعلومات بلغة أخرى، يُرجى الاتصال بمنسق الفترة السادسة لمنظمة التخطيط الحضري على الهاتف: 508- 583-1833 و ثم اضغط الأرقام 202.

Updated December 2019

Old Colony Planning Council

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Introduction

Public Participation is a key ingredient in the Old Colony Metropolitan Planning Organization (MPO) transportation planning efforts. Public Participation not only leads to better projects, studies, and outcomes, but also helps spend limited funding in a manner in line with community and regional goals. In addition to helping develop better projects, public outreach fosters greater trust between citizens and Local, State, and the Federal Government and their representative entities like the Old Colony MPO. Lastly, the MPO is required by State and Federal partners to ensure it is including members of the public in the transportation planning process.

In order ensure the Old Colony MPO is meeting its public participation requirements, measures are necessary to determine whether its Public Participation Plan (PPP) is accomplishing its goals. Through a series of data collection efforts that take place during outreach efforts, the MPO gets the ability to see where the PPP is succeeding and where there are opportunities for greater participation. This report explores outreach efforts and measures their effectiveness in expanding public participation by members of the public and outside organizations in MPO planning activities.

Measuring Public Participation

In order to better understand how the MPO is meeting its commitment to fostering public engagement in all MPO planning activities, it is key to develop a series of measurements to better understand the effectiveness of the public outreach efforts. It is through the tracking of public engagements, whether it be in person, via email, through social media or utilizing virtual public engagement, that the MPO can determine if its public outreach efforts are delivering the results that are desired and required.

Evaluation of Outreach Efforts

The Old Colony MPO tracks all the outreach efforts it conducts. Public meeting attendance is recorded with additional attention given to attendees that are from Title VI protected classes. The MPO tracks the methods it employs in getting information to the public on upcoming meetings, the release of public documents, and the viewing and engagement of the public through its social media presence. Through the collection of this information the MPO gains greater clarity on where it is doing well and where there is a need to increase public engagement. The items tracked are known as Measures of Effectiveness (MOE). The MOEs are listed below:

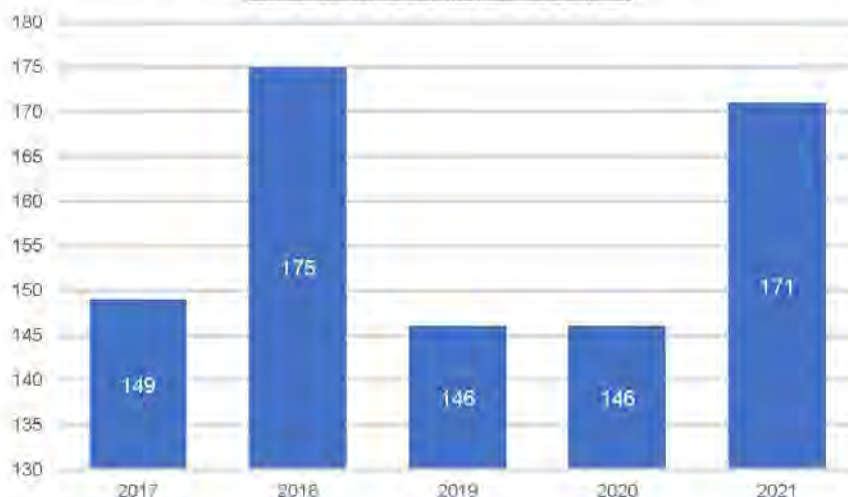
Measures of Effectiveness (MOE)

- Meeting attendance
- Number of LEP/Title VI protect class encounters
- Number of documents translated into the four LEP safe harbor clause languages
- Number of direct engagements with outside organizations
- Number of correspondence (social media, direct mailings, email, etc.)

Engagement Overall

The Old Colony MPO engages in a number of public outreaches each year. Last year in 2021, OCPC either participated in or hosted a total of 171 outreach engagements, which was 25 more than 2020. Some of these engagements were public meetings for projects or initiatives. Other encounters were direct engagement activities with outside organizations or participation in other organization's meetings or events to bring greater attention to the role of the MPO. The MPO also hosts a series of scheduled public meetings throughout the year. Two of those scheduled meetings are the Metropolitan Planning Organization meeting and the Joint Transportation Committee meeting, both of which take place most months throughout the year.

Figure 1: Overall Engagement by Year

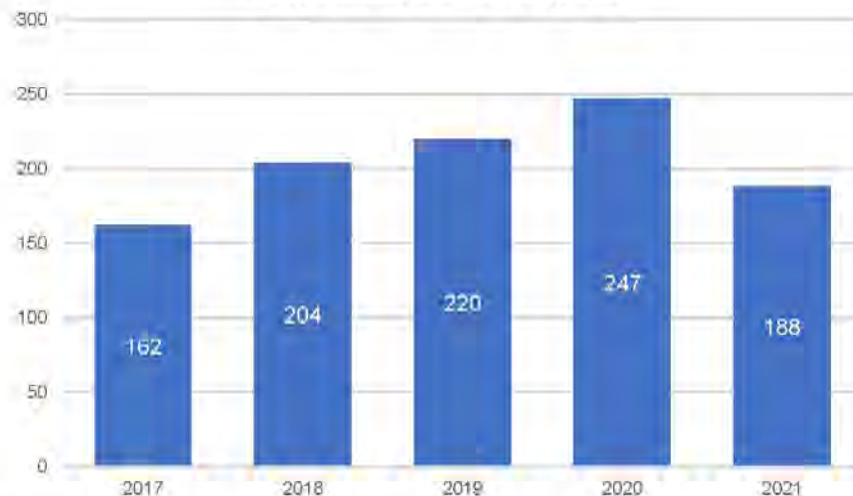


Metropolitan Planning Organization (MPO) Meetings

The Metropolitan Planning Organization meeting is where transportation policy decisions are discussed, and the Transportation Improvement Program's (TIP) list of projects are reviewed. The Old Colony MPO hosts on average of nine (9) MPO meetings throughout the year with an average attendance of 24 persons per meeting during 2021. Total attendance at MPO meetings has increased for four years from 2017 to 2020, with the highest total in 2020 as more people were able to attend remotely because the meetings held starting in March 2020 were virtual meetings. In the year 2021, attendance was lower than the previous three years, however it should be noted that 2021 had two fewer meetings than 2020 (10 meetings) and one fewer meeting than 2018 and 2019 (nine meetings each year). If there were two additional meetings in 2021 that had the average monthly attendance, then the total attendance would have been 236 people.

Since the start of the COVID-19 pandemic, correspondence from the MPO has been only digital via email. Meeting information and agenda are emailed to 345 individuals or various organizations on the Old Colony MPO's contact list. These emailings increased in 2021 due to added individuals and organizations as time has gone by and the continued use of Zoom to host virtual meetings.

Figure 2: MPO Attendance by Year

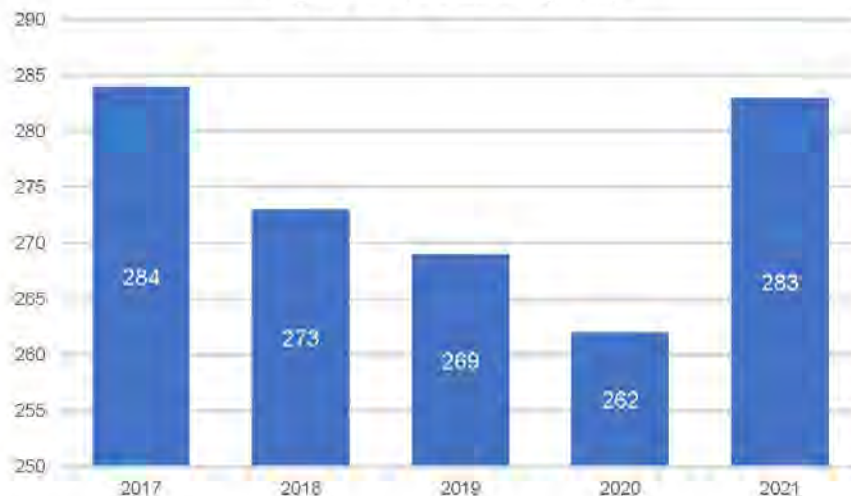


Joint Transportation Committee (JTC)

The Old Colony Joint Transportation Committee (JTC) is an advisory committee to the Old Colony MPO. The JTC is a venue where the public can be involved in the scheduling of transportation projects to better utilize limited funding. These meetings tend to happen monthly with an average of 10 meetings per year. The average JTC meeting attendance was 26 participants for 2021, with an average of 28 participants over the last five years. Over the last five years, the number of total yearly attendance decreased every year from 2017 to 2020 and spiked back to 2017 levels in 2021. Some of the decline can be contributed to weather events canceling JTC meetings and there may be other contributing factors, such as work/meeting schedule conflicts or other personal time constraints that keep members of the public from attending. It should be noted that there were two fewer meetings in 2019 and 2020 than in 2021. If there was one additional meeting in 2019 and 2020 that experienced that year's average attendance (30 and 29 attendees respectively), then the total attendance would have been 299 attendees in 2019 and 291 attendees in 2020. There were also meetings in every month in 2021 except for July, which is a common month missed being the beginning of the Fiscal Year. It should be noted that attendance has increased since the initiation of virtual meetings allowing attendees to participate from home or their office.

As with the MPO, correspondence sent out to the public covering JTC meetings and the topics to be discussed is emailed as well. Meeting information and agenda are emailed to 311 individuals or various organizations on the Old Colony MPO's contact list. These emailings have increased above 2020 like the MPO because JTC shares the same email contact list.

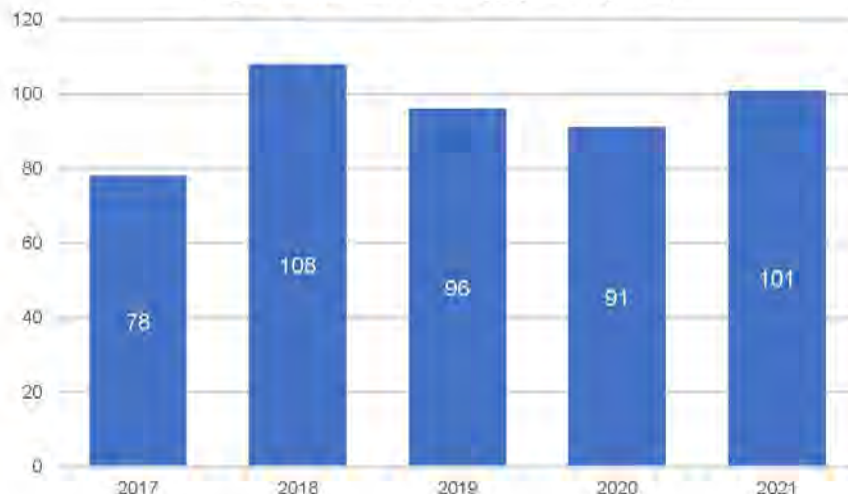
Figure 3: JTC Attendance by Year



External Engagement

Each year the Old Colony MPO engages members of the region on a number of different planning initiatives. Some of these initiatives in 2021 were Road Safety Audits at Multiple Locations, the Resilient Transportation and Climate Adaptation Summit, and the Active Transportation Study to name a few. With such planning studies, public engagement is necessary to understand how the public feels about a project or initiative. In 2021, OCPC conducted and directly engaged in 101 external public engagement activities. These external engagements ranged from hosting virtual Road Safety Audits to attending Select Board meetings to present on traffic safety studies such as Heavy Commercial Vehicle Exclusion Zones. In previous years (before COVID-19), all external engagements were held or conducted in person such as meeting directly with business associations like Brockton's Downtown Business Association. A good portion of the engagements in 2018 and 2019 were related to the Long Range Transportation Plan (LRTP). The fluctuation in engagements over the previous five years is the result of the number of projects and initiatives in which the Old Colony MPO conducted or was involved. Since March 2020, all of the MPO's engagements have been held virtually with the exception of the June 2021 MPO Meeting, at which the signatories attended the meeting in-person while all other attendees attended virtually.

Figure 4: External Public Engagement by Year



Engagement of Protected Classes

The MPO takes every effort to make sure individuals that come from traditionally underserved communities are a major part of the public participation processes. Before COVID-19 when all engagements were held in person, all public outreach event notices were translated into the four Limited English Proficiency (LEP) languages for the MPO's region using the Title VI Safe Harbor Clause. These four languages identified using the Safe Harbor Clause are Haitian Creole, Spanish, Portuguese, and English.

As previously mentioned, since the beginning of the COVID-19 pandemic, all external engagements have been held virtually, thus eliminating the need to mail out meeting documents beforehand and provide printed materials at the engagements. Since March 2020, the Old Colony MPO has continued to be prepared to provide any materials for any engagements in any language requested. However, the MPO has not received any requests for translations of documents in 2020 or 2021 so there is no data to present. Should we have any requests for translation requests, they will be documented in future reports.

Other services and resources that the MPO provides is the Old Colony Planning Council website can be translated into 109 different languages and the newsletter can be translated into 49 different languages. Per federal regulations, the Title VI Notice of Protection is included on all agendas which the Council hosts and is also on the website. For anyone who needs to file a Title VI complaint, the process is explained on the Title VI page on the OCPC website and has the phrase "If this information is needed in another language, please contact the MPO Title VI Coordinator at 508-583-1833 ext. 202" provided in 12 languages. The Title VI webpage can be found at http://ocpcrpa.org/title_vi.html for more information.

Correspondence

The Old Colony MPO utilizes several different media to communicate with members of the public about current planning invites, upcoming outreach events and the release of public documents for a period of review and comment. The methods of correspondence span a wide range, from standard sources like the OCPC website and newsletter to social media such as Facebook and Twitter. As times have changed, the MPO relies more on social media platforms to engage members of the public and is always looking for new tools to keep the public engaged. For example, all public meetings like the MPO meeting and the JTC meeting notices are published on OCPC Facebook page and Twitter account. Since the beginning of COVID-19, OCPC has ceased the traditional method of mailing printed copies of agendas and notices for meetings and events as sending the notices via email and the newsletter were faster and more convenient. In 2019 (the last full year of utilizing mailings for notices), there were 3,600 direct mailings sent out for just the JTC and MPO meetings, not including other meetings and events that OCPC hosted.

Digital

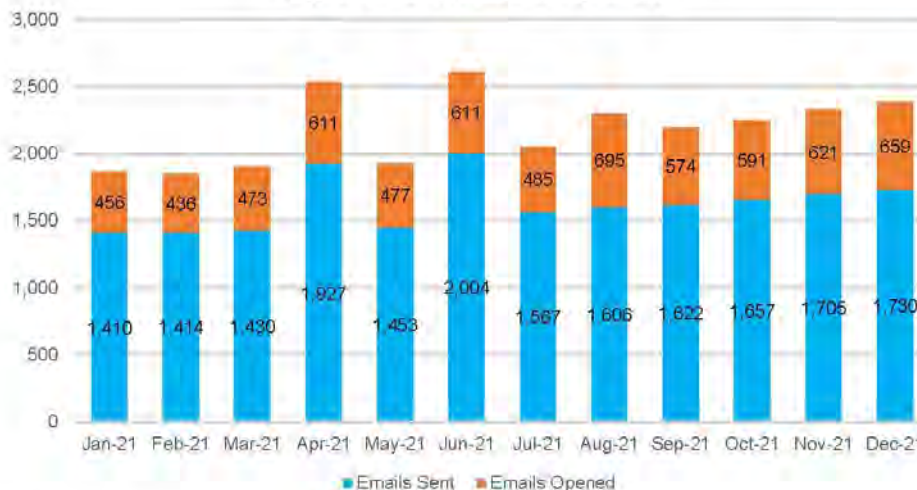
Digital correspondences, such as email and social media, are readily used by the Old Colony MPO in its outreach activities. Email is the primary method of communication used by MPO and is employed to send out meeting notifications and to respond to members of the public about MPO activities when utilized for public outreach purposes. Along with email, the MPO has established a strong social media presence. Currently the Old Colony MPO uses three different types of social media platforms in its outreach efforts. These three social media platforms are Facebook, Twitter, and YouTube. It is through these social media platforms the MPO seeks to raise awareness about its initiatives at a time when so many things are competing for people's attention. Also, the MPO seeks to get younger people involved in MPO activities and sees social media as the way to do it since this cohort tends to get most of their information through these platforms.

Email

The Old Colony MPO sends out large number of emails every year as part of its public outreach efforts. In 2021, the MPO sent over 4,140 emails to inform members of the public and their officials of planning initiatives being conducted by the MPO. Contained in such emails are meeting flyers, agendas, and additional information about who they should contact if they have any questions. Additionally, the MPO also solicits feedback from members of the public on publicly released documents such as the TIP and LRTP for which they can email in their comments and recommendations.

In 2020, OCPC started producing an organizational newsletter that is sent out to our 17 communities, partner organizations, and stakeholders. The purpose of the newsletter is to inform the reader about what is currently happening at the Council. The newsletter touches upon recently released documents, grant opportunities, and other relevant information the Council believes our partners should know about. During 2021, OCPC sent out a total 19,525 newsletters and 6,689 (34%) were opened and read by the receiver. These numbers were higher than 2020, with 12,081 newsletters sent and 3,606 (30%) opened and read. The two total amounts for newsletters was calculated by multiplying the number of recipients by the number of newsletters. June 2021 was the month with the most newsletters sent with 2,004, and August had the most newsletters opened/read with 695 as well as the highest open rate with 43%.

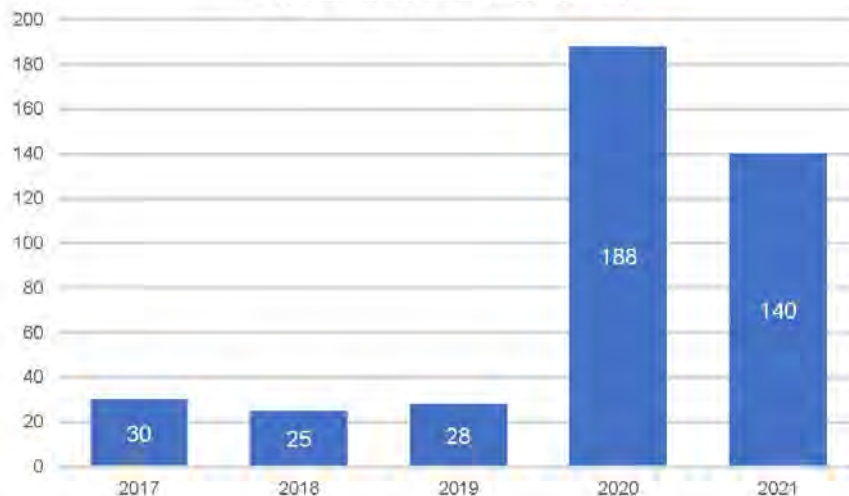
Figure 5: OCPC Newsletter by Month



Social Media

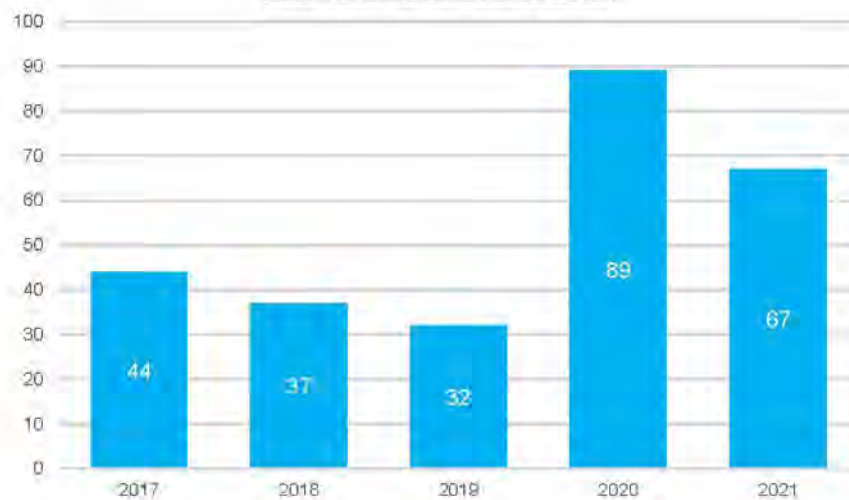
Social media platforms like Facebook, Twitter, and YouTube have become a larger part the Old Colony MPO's go to for dissemination of public outreach notifications, especially since the beginning of the COVID-19 pandemic. In 2021, the MPO made 140 Facebook posts about public engagement events along with other regional and Commonwealth initiatives, which was 48 fewer than 2020, and those posts yielded 13,738 impressions (likes, reactions, comments, and shares). The use of Facebook by the MPO has dramatically increased over the last two years. This increase in Facebook utilization has to do with the number of projects needing a public participation component and some project requiring a higher degree of public engagement such as the Long Range Transportation Plan, but also to have an additional platform to conduct outreach for the Council. Going forward the MPO sees a continued increasing usage of Facebook as a platform for public engagement.

Figure 6: Facebook Postings by Year



The MPO uses Twitter to send out information on upcoming outreach events, the release of public documents for review, and to disseminate other regional information to members of the public. Last year in 2021 the MPO sent out 67 Twitter notifications which yielded 15,700 impressions. Twitter impressions convey how many times a tweet has been viewed, retweeted, or liked. The use of Twitter by the MPO is down from the previous year but is the second highest when observing the last five-year period, similar to Facebook.

Figure 7: Twitter Utilization by Year



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YouTube has been one of the social media platforms that historically has not been fully utilized by the MPO. Before the COVID-19 pandemic, the MPO had only uploaded two informational videos which yielded 107 combined views. During COVID-19, businesses and organizations turned to Zoom to have their meeting, both internal and external. The benefit of using YouTube is that it gives members of the public a chance to see a presentation on a project or other planning initiative if they cannot make a public meeting. The Old Colony Planning Council has expanded the utilization of its YouTube channel and uploads videos for public meetings and engagements that it hosts. In keeping with this desire to use YouTube more, the Old Colony MPO uploads videos on a regular basis, including public meetings (e.g., monthly JTC and MPO Meetings), public engagements regarding UPWP Projects (e.g., Road Safety Audits and Resilient Transportation & Climate Adaptation Summit), as well as specialized videos (e.g., the Logo Launch video and a Happy Holidays video, the videos with the most and second most views last year respectively).

Over the course of 2020 affected by COVID-19, YouTube usage had increased as the MPO has been conducting public meetings online with the use of tools such as Zoom the online virtual meeting platform and it continued in 2021. In 2020, 14 videos were posted with a total of 420 views and 2021 saw 64 videos posted with a total of 1,021 views. Compared to 2020, 2021 had more than four times more videos with over twice the number of views. The two videos that yielded the highest number of views were the Logo Launch video with 238 views and the Happy Holidays video with 181 views.

Conclusion and Next Steps

Calendar years 2020 and 2021 were great years for increased attendance at public engagements as well as increased utilization of OCPC's social media accounts.

The Old Colony MPO is diligent in its efforts to engage members of the public, especially those from underserved communities and populations. Using a multiprong approach to public engagement, the MPO has sought to bring more individuals and organizations into the planning process. However, despite the efforts to move the needle and increase public participation, participations rates have fluctuated over the last five years, with a recent spike in the previous two years due to virtual meetings. This fluctuation in public participation stems from the number of projects happening each year and the public appetite to participate which seems to be waning due to competing priorities and interest.

With the movement towards public participation taking place virtually on platforms like Zoom due to COVID-19, the MPO has seen public participation increase. The addition of virtual meeting platforms is something the Old Colony MPO plans to continue using to provide greater access to members of the public and organizations to participate in public meetings even after COVID- 19 has passed. Allowing people to attend public meetings from the comfort of their homes or their offices seems to be a valuable tool going forward for the MPO to increase participation in the planning process.

After reviewing MOE Reports from the Hillsborough MPO¹ and the MPO and Planning Council for Pinellas County², OCPC will look into the following recommendations to increase attendance at

¹ <https://planhillsborough.org/wp-content/uploads/2021/01/MOE-Report-FINAL.pdf>

² <https://forwardpinellas.org/document-portal/public-participation-plan-evaluation-report/?wpdmdl=47524&refresh=622a161db08731646925341&nd=1613089511723&filename=Public-Participation-Plan-Evaluation-Report.pdf>

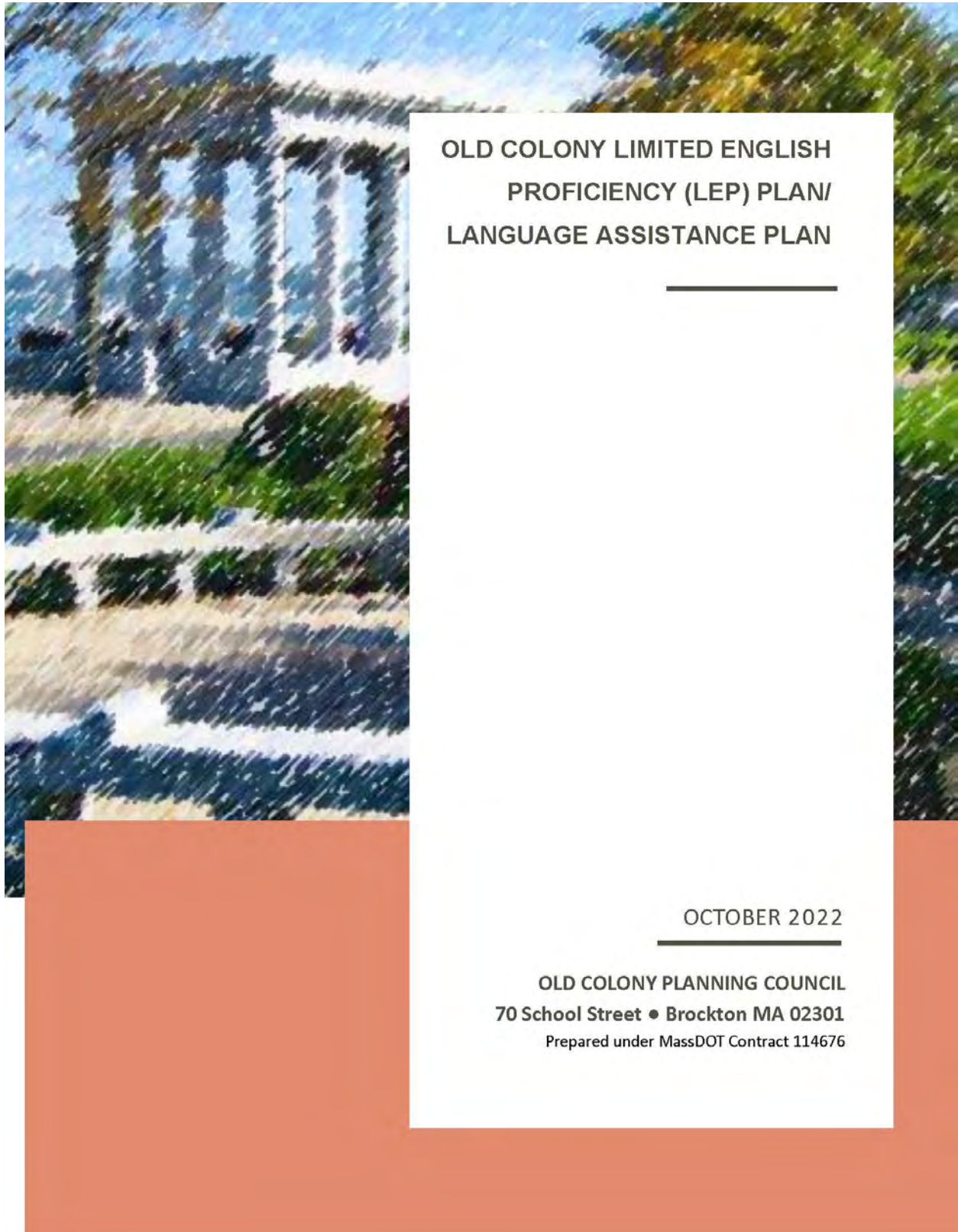
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OCPC held events in the future as well as continue its desire to build more connections with underserved communities and populations:

- Increase live streaming options such as Facebook live or public tv broadcasts
- Utilize short videos to inform with less attention commitment
- Use local radio to inform public of upcoming events
- Optical character recognition and alt text images on web accessible documents for visually impaired users
- Work with human and social service agencies to identify issues and needs of underserved populations

These recommendations could yield better results for attendance and participation and can create and strengthen bonds with communities, populations, and organizations. OCPC looks forward to the future of this Report and hopes to have more on which to report in the coming years.

Appendix I: Old Colony 2022 LEP/LAP Plan



OLD COLONY LIMITED ENGLISH
PROFICIENCY (LEP) PLAN/
LANGUAGE ASSISTANCE PLAN

OCTOBER 2022

OLD COLONY PLANNING COUNCIL
70 School Street • Brockton MA 02301
Prepared under MassDOT Contract 114676

Old Colony MPO 2022 Annual Title VI Update Report

Old Colony Planning Council (OCPC)

OCPC Officers

President	Valerie Massard, AICP
Treasurer	Rebecca Coletta
Secretary	Sandra Wright

COMMUNITY	DELEGATE	ALTERNATE
Abington	Steven Santeusano	Alex Hagerty
Avon	Frank Staffier	John Costa
Bridgewater	Sandra Wright	
Brockton	Sydné Marrow	Preston Huckabee, P.E.
Duxbury	Vacant	George D. Wadsworth
East Bridgewater	Peter Spagone, Jr.	John Haines
Easton	Jeanmarie Joyce	
Halifax	Vacant	
Hanover	Rhonda Nyman	Steve Louko
Hanson	Antonio M. DeFrias	Joe Campbell
Kingston	Valerie Massard, AICP	Paul Basler
Pembroke	Rebecca Colletta	Alysha Siciliano-Perry
Plymouth	Lee Hartmann, AICP	
Plympton	Christine Joy	
Stoughton	Marc Tisdelle	Craig Horsfall
West Bridgewater	Eldon F. Moreira	
Whitman	Noreen O'Toole	Daniel Salvucci
Delegate-at-Large	Vacant	

OCPC Staff

Mary Waldron	Executive Director
Brenda Robinson	Fiscal Officer
Megan Fournier	Senior Executive Assistant
David Klein	AAA Administrator
Sean Noel	AAA Management Assistant
Lila Burgess	Ombudsman Program Director
Jane A. Selig, LCSW	Ombudsman Program Assistant
Gabrielle Sylvain-Jean	Assisted Living Program Ombudsman
Richard Henry	Ombudsman Assistant Director
Laurie Muncy, AICP	Principal Comprehensive Planner
Joanne Zygmunt	Senior Economic Development and Environmental Planner
Dottie Fulginiti	Economic Recovery Planner
Andrew Vidal	GIS Manager
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William McNulty, PTP	Principal Transportation Planner
Guoqiang Li, PTP, RSP1	Principal Transportation Planner
Kyle Mowatt	Senior Transportation Planner
Shawn Bailey	Senior Transportation Planner

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Old Colony Metropolitan Planning Organization (MPO)

The Honorable Robert F. Sullivan	Mayor, City of Brockton
Betty Cavaco	Chairman, Select Board, Town of Plymouth
Meredith Anderson	Clerk, Board of Selectmen, Town of West Bridgewater
Daniel Salvucci	Vice Chairman, Board of Selectmen, Town of Whitman
Jamey Tesler	Secretary and CEO, Massachusetts Department of Transportation (MassDOT)
Jonathan Gulliver	Highway Administrator, Massachusetts Department of Transportation (MassDOT)
Michael Lambert	Administrator, Brockton Area Transit Authority (BAT)
Valerie Massard, AICP	President, Old Colony Planning Council (OCPC)

Joint Transportation Committee (JTC)

JTC Officers

JTC Chairman	Noreen O'Toole
JTC Vice Chairman	Daniel Salvucci

COMMUNITY	DELEGATE / ALTERNATE
Abington - Delegate	John Stone
Abington - Alternate	Bruce Hughes
Avon - Delegate	William Fitzgerald
Bridgewater - Delegate	Robert B. Wood
Brockton - Delegate	Patrick Hill
Duxbury - Delegate	Peter Buttkus
East Bridgewater - Delegate	John Haines
Easton - Delegate	David Field, P.E.
Easton - Alternate	Greg Swan, P.E.
Halifax - Delegate	Steven Hayward
Hanover - Delegate	Victor Diniak
Hanson - Delegate	Jamison Shave
Kingston - Delegate	Paul Basler
Pembroke - Delegate	Gene Fulmine
Plymouth - Alternate	James Downey
Plympton - Delegate	Robert Firlotte
Stoughton - Delegate	Marc Tisdelle
West Bridgewater - Delegate	Chris Iannitelli
Whitman - Delegate	Noreen O'Toole
Whitman - Alternate	Daniel Salvucci
Delegate-at-Large	

Agency Representation

MassDOT	David Mohler, AICP
MassDOT	Raissah Kouame
MassDOT District 5	Mary-Joe Perry
MassDOT District 5	Pamela Haznar, P.E.
BAT	Michael Lambert
BAT	Glenn Ann Geiler
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Kyle Mowatt	Senior Transportation Planner
Andrew Vidal	GIS Manager

Notice of Nondiscrimination Rights and Protections to Beneficiaries

Federal "Title VI/Nondiscrimination" Protections

The Old Colony Metropolitan Planning Organization (MPO) operates its programs, services, and activities in compliance with federal nondiscrimination laws including Title VI of the Civil Rights Act of 1964 (Title VI), the Civil Rights Restoration Act of 1987, and related statutes and regulations. Title VI prohibits discrimination in federally assisted programs and requires that no person in the United States of America shall, on the grounds of **race, color, or national origin** (including **limited English proficiency**), be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity receiving federal assistance. Related federal nondiscrimination laws administered by the Federal Highway Administration, the Federal Transit Administration, or both prohibit discrimination on the basis of **age, sex, and disability**. These protected categories are contemplated within the Old Colony MPO's Title VI Programs consistent with federal interpretation and administration. Additionally, the Old Colony MPO provides meaningful access to its programs, services, and activities to individuals with limited English proficiency, in compliance with US Department of Transportation policy and guidance on federal Executive Order 13166.

State Nondiscrimination Protections

The Old Colony MPO also complies with the Massachusetts Public Accommodation Law, M.G.L. c 272 §§ 92a, 98, 98a, prohibiting making any distinction, discrimination, or restriction in admission to or treatment in a place of public accommodation based on **race, color, religious creed, national origin, sex, sexual orientation, disability, or ancestry**. Likewise, the Old Colony MPO complies with the Governor's Executive Order 526, section 4 requiring all programs, activities, and services provided, performed, licensed, chartered, funded, regulated, or contracted for by the state shall be conducted without unlawful discrimination based on **race, color, age, gender, ethnicity, sexual orientation, gender identity or expression, religion, creed, ancestry, national origin, disability, veteran's status** (including Vietnam-era veterans), or **background**.

Additional Information

To file a complaint or to request additional information regarding Title VI and related federal and state nondiscrimination obligations, please contact:

Old Colony Planning Council
Title VI/ Nondiscrimination Coordinator
Mary Waldron
70 School Street
Brockton, MA 02301
508-583-1833
mwaldron@ocpcrpa.org

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Title VI Specialist
MassDOT, Office of Diversity and Civil Rights
10 Park Plaza
Boston, MA 02116
857-368-8580
TTY: 857-368-0603
MASSDOT.CivilRights@state.ma.us

Complaint Filing

To file a complaint alleging a violation of Title VI or related federal nondiscrimination law, contact the Title VI Specialists (above) within 180 days of the alleged discriminatory conduct.

To file a complaint alleging a violation of the state's Public Accommodation Law, contact the Massachusetts Commission Against Discrimination within 300 days of the alleged discriminatory conduct at:

Massachusetts Commission Against Discrimination (MCAD)
One Ashburton Place, 6th Floor
Boston, MA 02109
617-994-6000
TTY: 617-994-6196

Old Colony MPO 2022 Annual Title VI Update Report

Translation

English

If this information is needed in another language, please contact the MPO Title VI Coordinator at 508-583-1833.

Spanish

Si necesita esta información en otro idioma, por favor contacte al coordinador de MPO del Título VI al 508-583-1833.

Portuguese

Caso estas informações sejam necessárias em outro idioma, por favor, contate o Coordenador de Título VI da MPO pelo telefone 508-583-1833.

Chinese Simple

如果需要使用其它语言了解信息，请联系Old Colony大都会规划组织（MPO）《民权法案》第六章协调员，电话508-583-1833。

Chinese Traditional

如果需要使用其他語言瞭解資訊，請聯繫Old Colony大都會規劃組織（MPO）《民權法案》第六章協調員，電話508-583-1833。

Vietnamese

Nếu quý vị cần thông tin này bằng tiếng khác, vui lòng liên hệ Điều phối viên Luật VI của MPO theo số điện thoại 508-583-1833.

Haitian Creole

Si you moun bezwen enfòmasyon sa a nan youn lòt lang, tanpri kontakte Koòdonatè a Titre VI MPO nan 508-583-1833.

French Creole

Si you moun vle genyen enfòmasyon sa yo nan youn lòt lang, tanpri kontakte Kowòdinatè MPO Titre VI la nan nimewo 508-583-1833.

Russian

Если Вам необходима данная информация на любом другом языке, пожалуйста, свяжитесь с Координатором Титула VI в МПО по тел: 508-583-1833.

French

Si vous avez besoin d'obtenir une copie de la présente dans une autre langue, veuillez contacter le coordinateur du Titre VI de MPO en composant le 508-583-1833.

Old Colony MPO 2022 Annual Title VI Update Report

Italian

Se ha bisogno di ricevere queste informazioni in un'altra lingua si prega di contattare il coordinatore MPO del Titolo VI al 508- 583-1833.

Mon-Khmer, Cambodian

ប្រសិនបើលោក-អ្នកត្រូវការរបកប្រែពីភាសានេះ សូមទាក់ទងអ្នកសម្របសម្រួលផ្នែកទី៦ របស់ MPO តាមរយៈលេខទូរស័ព្ទ **508-583-1833**។

Arabic

إذا كنت بحاجة إلى هذه المعلومات بلغة أخرى، يرجى الاتصال بمنسق الفترة السادسة لمنظمة التخطيط الحضري على الهاتف: 508- 583-1833.

Updated October 2022

Old Colony Planning Council

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INTRODUCTION

The Old Colony Metropolitan Planning Organization (MPO) is responsible for a continuing, cooperative, and comprehensive transportation planning process in the Old Colony Region that encompasses the communities of Abington, Avon, Bridgewater, Brockton, Duxbury, East Bridgewater, Easton, Halifax, Hanover, Hanson, Kingston, Pembroke, Plymouth, Plympton, Stoughton, West Bridgewater, and Whitman. This planning process guides the use of federal and state dollars spent on existing and future transportation projects or programs. The Limited English Proficiency (LEP) Plan/ Language Assistance Plan (LAP) plays an integral role in the MPO process. This document will detail the LEP Plan developed in conjunction with best-practice standards for public involvement.

The intent of this Limited English Proficiency Plan is to ensure access to the planning process and information published by the MPO where it is determined that a substantial number of residents in the Old Colony Region do not speak or read English proficiently. The production of multilingual publications and documents and/or interpretation at meetings or events will be provided to the degree that funding permits based on current laws and regulations.

LAW AND POLICIES GUIDING LIMITED ENGLISH PROFICIENCY PLANS

The LEP/ LAP Plan will be assessed and evaluated as part of the Metropolitan Planning Organization certification by the Federal Highway Administration (FHWA) and the Federal Transit Administration (FTA). The following matrix illustrates these laws, policies, and considerations:

Title VI of the Civil Rights Act of 1964	Limited English Proficiency Executive Order 13166
Federal Law	Federal Policy
Enacted in 1964	Enacted in August 2000
Considers all persons	Considers eligible population
Contains monitoring and oversight compliance review requirements	Contains monitoring and oversight compliance review requirements
Factor criteria is required, no numerical or percentage thresholds	Factor criteria is required, no numerical or percentage thresholds
Provide protection on the basis of race, color, and national origin	Provides protection on the basis of origin
Focuses on eliminating discrimination in federally funded programs	Focuses on providing LEP persons with meaningful access to services using four factor criteria
Annual Accomplishment and Upcoming Goals Report to FHWA	Annual Accomplishment and Upcoming Goals Report to FHWA

WHO IS AN LEP INDIVIDUAL?

According to the United States Department of Justice, a Limited English Proficiency individual or LEP is a person who does not speak English as their primary language and who have a limited ability to read, speak, write, or understand English. As a recipient of federal funding, the MPO must take reasonable steps to ensure meaningful access to the information and services it provides. As noticed in the [Federal Register/Volume 70, Number 239/Wednesday December 14, 2005/Notices](#), there are four factors to consider in determining “reasonable steps”.

- Factor 1: The number and proportion of LEP persons in the eligible service area
- Factor 2: The frequency with which LEP persons encounter MPO programs
- Factor 3: The nature or importance of the service provided by MPO programs
- Factor 4: The resources available and overall cost of MPO programs

The USDOT Policy Guidance provides recipients of federal funds substantial flexibility in determining what language assistance is appropriate based on a local assessment of the four factors listed above. The following is an assessment of need in the Old Colony Region in relation to the four factors and the transportation planning process.

LEP ASSESSMENT FOR THE OLD COLONY METROPOLITAN PLANNING ORGANIZATION

Factor 1: The Number and Proportion of LEP Persons in the Eligible Service Area.

The first step towards understanding the profile of individuals that could participate in the transportation planning process is a review of U.S Census data. Tables 1 and 2 below display languages spoken and the number of individuals who are LEP. For our planning purposes, we are considering people that speak English “less than very well” and only the top three language groups (Spanish; Haitian, Creole, or Cajun; and Other Indo-European Languages (in which Portuguese is included) are included in the analysis.

Table 1, derived from the 2020 US Census American Community Survey, shows the number and percent of persons who are five (5) and older, with regard to their English language skills, for the communities within the MPO area. It should be noted that the U.S. Census has changed how it collects data on the number of LEP individuals in a given area. In years past, the U.S. Census collected LEP data down to the census block level, but due to privacy concerns, the U.S. Census no longer pursues as granular a level in its LEP data collection efforts. In the case of the Old Colony Region, LEP data is collected on the community level, and with some communities, LEP information is provided only on a multi-community level.

As seen in the table below, approximately 6.5% of the MPO area population is not proficient in English. The City of Brockton has the greatest total of LEP persons at 20.1%. The second-highest total of LEP individuals is in the Town of Stoughton at 6.7%.

**Table 1: Limited English Proficient Person by Community
2020 ACS 5-Year Estimates (Table C16001) – LEP Languages**

Community	Population 5 Years and Older	Number of LEP Persons	Percent of LEP Persons
Abington	15,353	559	3.6%
Avon	4,250	253	6.0%
Bridgewater	26,200	333	1.3%
Brockton	89,169	17,296	20.1%
Duxbury	15,124	77	0.5%
East Bridgewater	13,623	277	2.0%
Easton	24,119	297	1.2%
Halifax	7,495	11	0.1%
Hanover	13,608	167	1.2%
Hanson	10,483	129	1.2%
Kingston	13,091	136	1.0%
Pembroke	17,597	58	0.3%
Plymouth	58,428	1,111	1.9%
Plympton	2,803	4	0.1%
Stoughton	27,471	1,853	6.7%
West Bridgewater	6,842	108	1.6%
Whitman	14,435	233	1.6%
Total:	360,091	23,532	6.5%

Table 2 shows the number and percent of LEP persons by language spoken at the individual's home constituting 5% of the Old Colony MPOs region area's population or 1,000 people or more in said area. Of the total LEP persons within the Old Colony MPO's area meeting this measure, 46.8% speak French, Haitian, or Cajun Languages, making this the most significant percentage of the area's LEP population. The second most common language of the area's LEP population is Other Indo-European Languages (which include Portuguese and Cape Verdean Creole) at 32.1%. Spanish speakers make up 21% of the service area's LEP population.

**Table 2: Language Spoken at Home by LEP Persons – Old Colony MPO Area
2020 ACS 5-Year Estimates (Table C16001) – LEP Languages**

LEP Person	Spanish Language	French, Haitian, or Cajun Languages	Other Indo-European Languages
5 years older Total	4,946	11,022	7,564
Percent of all LEP Persons	21.0%	46.8%	32.1%

Factor 2: The Frequency in which LEP Encounter MPO Programs

Since the Old Colony MPO 2020 LEP Plan update, which used the 2018 U.S. Census American Community Survey five-year data estimates, the MPO region has seen growth in the number of LEP individuals. The number of LEP individuals has grown from 22,432 to 23,532, an 4.9%

increase. In the previous report, U.S. Census ACS data was only available in multiple community levels. This report utilized a different data set that provided data on the community level, but not as language specific. To date, no requests have been made to the MPO by individuals or groups for Spanish, Portuguese (Cape Verdean Creole), Haitian French Creole, or any other language interpreters or publications. The MPO staff continue to utilize the 2020 U.S. Census Language Identification Flashcards (which are listed in Appendix A) along with the language capabilities of staff members.

An underlying principle of the Old Colony Metropolitan Planning Process is public participation, coordination, and consultation with appropriate agencies and groups. The MPO staff engages the public to the maximum extent possible through outlets such as social media pages, the OCPC newsletter, and OCPC's ROA (Reflections, Opportunities, and Action) Taskforce. The various strategies are deployed, documented, and evaluated through the annual MOE (Measures of Effectiveness) Report. These strategies consist of activities designed to build better relationships with residents that are engaged with their communities and businesses, along with individuals of "traditionally underserved" communities and Limited English Proficiency, local officials, non-profit organizations, and transportation agencies. The main purpose of the public participation process is to engage, educate, and inform stakeholders on new initiatives affecting transportation, economic development, and land-use policy changes. The process is designed to fulfill federal aid requirements and to document people's transportation and land use needs in their communities.

The strategies the Old Colony MPO staff employ to reach out to the Limited English Proficiency population in the region are developed through surveys and direct engagement through LEP community support groups. Surveys are a reliable tool to reach individuals that feel too timid to participate with the public and for individuals that cannot attend meetings and outreach activities. Surveys are available in multiple languages: English, Spanish, Portuguese (Cape Verdean Creole), and Haitian French Creole. Consultation with community groups such as Associacao Caboverdiana de Brockton, Inc., Brockton Area Multi-Services, Inc., Latin American Health Institute, South Shore Haitians United for Progress, and Brockton Interfaith Community also supports the efforts of reaching the LEP population.

Factor 3: The Importance of the Service Provided by the MPO Program

MPO programs use federal funds to plan for future transportation projects and therefore do not include any direct service or programs that require vital, immediate, or emergency assistance, such as medical treatment or services for basic needs (like food and shelter). Further, the MPO does not conduct required activities such as applications, interviews, or other activities before participation in its programs or events. Involvement by any resident with the MPO or its committees is voluntary. The MPO, however, must ensure that all segments of the population, including LEP persons, have been involved or have had the opportunity to be involved in the transportation planning process, in order to be consistent with the goals of the Federal Environmental Justice program and policy. The impact of proposed transportation investments on underserved and underrepresented population groups is part of the evaluation process in the use of federal funds in four major areas for the MPO:

-
- The [Unified Planning Work Program](#)
 - The [Transportation Improvement Program](#)
 - The [Long-Range Transportation Plan](#) (covering 20 + years into the future)
 - [Public Participation Plan](#) (which includes the [Measures of Effectiveness Report](#))

Inclusive public transportation is a priority consideration in Old Colony MPO plans, studies, and programs. The impacts of transportation improvements resulting from these planning activities have an impact on all residents. Understanding and continued involvement are encouraged throughout the process. The MPO welcomes and embraces input from all stakeholders, and every effort is taken to make the planning process as inclusive as possible. As a result of the long-range transportation planning process, selected projects receive approval for federal funding and progress towards project planning and construction under the responsibility of local jurisdictions or state transportation agencies. These state and local organizations have policies to ensure LEP individuals can participate in the process that shapes where, how, and when a specific transportation project is implemented.

Factor 4: The Resources Available and Overall MPO Cost

Given the size of the LEP population in the MPO area and current financial constraints, full multilanguage translations of large transportation plan documents and maps are not considered warranted at this time; however, the continued presence of large populations of Spanish, Haitian French Creole, and Portuguese (Cape Verdean Creole) speaking populations in the MPO service area makes offering translation in these languages when requested a sound community investment.

The MPO intends to make the Executive Summary for the Regional Transportation Plan, the Transportation Improvement Program, the Public Participation Plan, and other key documents available in multiple languages by request. To accommodate the cost, these summaries may be presented in alternative formats, such as brochures or newsletters, which are designed to capture all of the significant points of the full document. The MPO will continue collaborative efforts with state and local agencies to provide language translation and interpretation services when practical and in consideration of the funding available. The translation of these documents will be offered after the final English version has been completed and a request made to the Title VI Coordinator. Spanish, Haitian French Creole, and Portuguese (Cape Verdean Creole) outreach materials from organizations such as federal, state, and local transportation agencies will be used when possible.

MEETING THE REQUIREMENTS

Engaging the diverse population within the MPO area is important. The MPO is committed to providing quality services to all residents, including those with limited English proficiency. French, Haitian, or Cajun Languages are the most dominant languages spoken by LEP individuals in the Old Colony MPO Area, followed by Other Indo-European Languages (which include Portuguese and Cape Verdean Creole) and then Spanish.

Safe Harbor Stipulation and LEP Thresholds

Federal law provides a “safe harbor” stipulation so recipients of federal funding can ensure compliance with their obligation to provide written translations in languages other than English with greater certainty. A “safe harbor” means that as long as a recipient (the MPO) has created a plan for the provision of written translations under a specific set of circumstances, such action will be considered strong evidence of compliance with written translation obligations under Title VI. However, failure to provide written translations under the circumstances does not mean there is noncompliance, but rather provides for recipients a guide for greater certainty of compliance in accordance with the four-factor analysis. Evidence of compliance with the recipient’s written translation obligations under “safe harbor” includes providing written translations of vital documents for each eligible LEP language group that constitutes 5% or 1,000 persons, whichever is less, of eligible persons served or likely to be affected. Translation can also be provided verbally.

The “safe harbor” provision applies to the translation of written documents only. It does not affect the requirement to provide meaningful access to LEP individuals through competent oral interpreters where oral language services are needed and reasonable to provide.

Providing Notice to LEP Persons

US DOT guidance indicates that once an agency has decided, based on the four factors, to provide language services, it is important that the recipient notify LEP persons of services available free of charge in a language the LEP persons would understand. Where appropriate and feasible, the staff will include the following language in English, Spanish, Portuguese (Cape Verdean Creole) and Haitian Creole on meeting notifications and other informational materials: Public participation is solicited without regard to race, color, national origin, age, sex, religion, disability, or family status. Persons who require special accommodations under the Americans with Disabilities Act or persons who require translation services for a meeting (free of charge) should contact Mary Waldron at (508) 583-1833 or mwaldron@ocpcrpa.org at least seven days in advance. Se solicita La participación del público, sin importar la raza, color, nacionalidad, edad, sexo, religión, incapacidad o estado familiar. Personas que requieran facilidades especiales bajo el Acta de Americanos con Discapacidad (Americans with Disabilities Act) o personas que requieren servicios de traducción (sin cargo alguno) deben contactar a Mary Waldron al teléfono 508 - 583 - 1833 o mwaldron@ocpcrpa.org por lo menos siete días antes de la reunión. As pessoas que requerem acomodações especiais sob a Lei dos Americanos Portadores de Deficiência ou pessoas que necessitam de serviços de tradução para uma reunião (grátis) devem contatar Mary Waldron pelo telefone 508-583 - 1833 ou mwaldron@ocpcrpa.org com pelo menos sete dias de antecedência. Moun ki mande pou akomodasyon espesyal anba Lwa Ameriken ak Enfimite yo oswa moun ki bezwen sèvis tradiksyon pou yon reyinyon (gratis) yo ta dwe kontakte Mary Waldron nan 508-583-1833 oswa mwaldron@ocpcrpa.org omwen sèt jou an davans.

The Old Colony MPO will use the following methods of notification:

- Signage indicating that free language assistance is available with advanced notice

- Stating in outreach documents that language services are available
- Working with community-based organizations and other stakeholders to inform LEP individuals of MPO services and the availability of language assistance
- Using automated telephone voicemail or menu to provide information about available language assistance services
- Including notices in local newspapers in languages other than English
- Providing notices on non-English language radio and television stations about MPO services and the availability of language assistance
- Providing presentations and/or notices at schools and community-based organizations
- Website translation tools
- The MPO will publicize the availability of interpreter services, free of charge, at least seven (7) days prior to MPO Board and Committee meetings, workshops, forums, or events which will be noticed on the MPO webpage of the OCPC website, in meeting notices (packets), and using the following additional tools as appropriate:
 - Signage
 - Public outreach material
 - Community-based organizations
 - Local newspapers
 - Old Colony website

The MPO defines an interpreter as a person who translates spoken languages orally, as opposed to a translator, who translates written languages and transfers the meaning of the written text from one language into another. The MPO will request language interpreter services from Old Colony MPO staff or through contracted interpreter service agencies as needed/requested. The MPO can post meeting notices in the Cape Verdean media that serves the Cape Verdean community throughout the greater Brockton area. As covered under Title VI, the material will be provided in an alternative language when applicable.

Identifying Persons Who May Need Language Assistance

When encountering an LEP person, staff will use Language Identification Flashcards to identify that person's primary language. [Language Identification Flashcards](#), as developed by the U.S. Census Bureau, are translated into 60 different languages. The flashcards are used by the Census Bureau and other federal agencies to identify the primary language of LEP persons during face-to-face encounters. The staff will make the Language Identification Cards available to the public through its website so that LEP persons contacting the Planning Council online can communicate their primary language to the staff. The staff then can then use that information to provide language assistance to the LEP person. The staff will make the Language Identification Flashcards available at all public meetings. Once an LEP person's primary language is identified using the flashcards, the staff will assess the feasibility of providing written translation service and/or oral interpretation assistance to the LEP person.

Language Assistance

Information regarding MPO transportation planning processes is made available through multiple means, including translated public meeting notices and providing a bilingual staff whenever possible. The MPO's future programs and services to enhance the accessibility of transit services to LEP persons may include the following:

- Continued partnerships with Brockton Area Transit (BAT) and community organizations to continuously develop a list of language translation volunteers who are available for public meetings. This option could be used where advanced notice is provided that translator services are needed. This option may also help increase the number of languages for which translation services are available.
- Continued development of written translation and oral interpreter service providers' database. This would improve the speed and convenience with which written documents can be translated for the public and reduce the need to have public requests for them.
- Ensuring that MPO members are aware of the USDOT LEP guidance and support their LEP planning activities, as appropriate.
- Regular updates to this LEP Plan, as needed by new events, such as the release of language related demographic data from future decennial census, American Community Survey updates and/or indications of increases in LEP population.
- Continued identification of community-based organizations that are not being contacted through existing outreach.

The MPO intends to initiate a program to make the Executive Summaries for key documents available in Portuguese (Cape Verdean Creole), Haitian Creole, and Spanish. Key documents include the Regional Transportation Plan, the Transportation Improvement Program, the Public Participation Plan, and other identified key documents. A goal of the MPO's Public Participation Plan is to provide user-friendly material that will be appealing and easy to understand. The MPO may provide Executive Summaries in alternative formats, such as brochures or newsletters, depending on the work product.

The MPO encourages staff to explore and utilize visualization techniques, methods, and devices that do not solely use language. For example, the use of pictograms, symbol signs, diagrams, color code warnings, illustrations, graphics, and pictures can be considered information using few words in any language. Schematic maps can similarly communicate large amounts of information without words.

MPO Staff Training

To establish meaningful access to information and services for LEP individuals, the MPO will continuously train its employees to assist in-person, and/or by telephone LEP individuals who request assistance. MPO Board members will receive a copy of the LEP Plan and have access to training, assuring that they are fully aware of and understand the plan and its implementation,

Monitoring and Updating the Language Assistance Plan

The LEP/ Language Assistance Plan, as part of the Old Colony MPO's Title VI Plan, will be reviewed annually by OCPC Title VI coordinators on staff and included in the Annual Title VI Update provided to MassDOT. This annual review will also include a review of whether existing assistance is meeting the needs of LEP persons, and whether new documents, programs, services, and activities need to be made accessible for LEP individuals. Such guidance will also be based on consideration of the frequency of encounters with LEP language groups and the availability of resources. Additionally, as new data is made available on the demographics of the region and the resulting transportation needs (e.g., 2020 U.S. Census Data), this Language Assistance Plan will be reviewed and updated to respond to the needs of the region's growing and changing population.

Appendix A: 2020 U.S. CENSUS LANGUAGE IDENTIFICATION FLASHCARDS

OMB No. 0607-1006; Approval Expires 11/30/2021

United States
Census
2020
Language Identification Card

I work for the U.S. Census Bureau. Is someone here now who speaks English and can help us? If not, someone may contact you who speaks _____.

Español (Spanish 02)
 Trabajo para la Oficina del Censo de los EE. UU. ¿Se encuentra alguien que hable inglés y pueda ayudarnos? Si no, alguien que habla español podría comunicarse con usted.

普通话, 广东话 (Chinese simplified)
 我是美国人口普查局的工作人员。请问您这里有没有会说英语的人可以帮助我们?
 (Mandarin 03): 如果没有, 可能会有会讲普通话的人与您联系。
 (Cantonese 04): 如果没有, 可能会有会讲广东话的人与您联系。
 如果您閱讀繁體中文, 請參閱第2頁 (普通话或廣東話) (Chinese traditional on pg.2)

Tiếng Việt (Vietnamese 05)
 Tôi làm việc cho Cục Thống Kê Dân Số Hoa Kỳ. Hiện có ai ở đây biết nói tiếng Anh và có thể giúp quý vị và tôi không? Nếu không, một nhân viên nói tiếng Việt có thể sẽ liên lạc với quý vị.

한국어 (Korean 06)
 저는 미국 인구조사국에서 일하고 있습니다. 여기 계산 분 중에서, 영어를 하실 수 있어서 저희를 도와주실 수 있는 분이 혹시 계신지요? 없으시면, 한국어를 하시는 분이 연락을 드릴 수도 있습니다.

Русский (Russian 07)
 Я представляю Бюро переписи населения США. Присутствует здесь кто-нибудь, кто говорит по-английски и мог бы помочь нам? Если нет, то тогда возможно, с Вами свяжется наш сотрудник, говорящий по-русски.

العربية (Arabic 08)
 أنا أعمل لمكتب الإحصاء الأمريكي. هل يوجد شخص هنا يتكلم الإنجليزية و يمكنه ان يساعدنا الآن؟ إذا لا, فقد يتصل بكم شخص يتكلم اللغة العربية.

Tagalog (Tagalog 09)
 Nagtatrabaho ako para sa Kawanihan ng Senso ng U.S. Mayroon ba rito ngayong nagsasalita ng Ingles at maaaring tumulong sa amin? Kung wala, maaaring may kumontak sa inyo na nagsasalita ng Tagalog.

Polski (Polish 10)
 Jestem pracownikiem Urzędu Spisu Ludności USA. Czy w tej chwili jest tu ktoś, kto mówi po angielsku i może nam pomóc? Jeżeli nie, może skontaktować się z Państwem ktoś, kto mówi po polsku.

Français (French 11)
 Je travaille pour le Bureau de recensement des États-Unis. Y a-t-il quelqu'un ici qui parle anglais et qui pourrait nous aider? Sinon, quelqu'un qui parle français pourrait vous contacter.

Kreyòl Ayisyen (Haitian Creole 12)
 Mwen travay pou Biwo Resansman Etazini. Èske gen yon moun la ki pale anglè ki ka ede nou? Si pa genyen, yon moun isit la ki pale kreyòl ka rele ou.

Português (Portuguese 13)
 Trabalho para a Agência do Censo dos EUA. Há alguém aqui, agora, que fale inglês e que possa nos ajudar? Caso não haja, uma pessoa que fala português poderá entrar em contato com você.

日本語 (Japanese 14)
 私はアメリカ合衆国国勢調査局の係員です。こちらには英語を理解できこの調査にご協力いただける方がいらっしゃいますか?もしない場合は、日本語を話す係員があなたに連絡をすることがあります。

D-ID (09-19-19)

Shqip (Albanian 15)

Unë punoj për Byronë Amerikane të Censurit. A ka njeri këtu tani që flet anglisht dhe mund të na ndihmojë? Nëse jo, dikush që flet shqip mund t'ju kontaktojë.

አማርኛ (Amharic 17)

እኔ የአሜሪካ ህዝብ ቅጠራ ቢሮ ሰራተኛ ነኝ። እንግሊዝኛ የሚናገር ለረዳን የሚችል ሰው አለ? ከሌለ አማርኛ የሚችል ሰው ሊያገኛልዎ ይችላል።

Հայերեն (Armenian 18)

Ես աշխատում եմ ԱՄՆ Մարդահամարի բյուրոյի համար: 'Արևիկ' է աղանդը ուղևոր մեկը, ով խոսում է անգլերեն և կարող է օգնել մեզ: Եթե ոչ, ապա կարելի է խոսող որևէ մեկը կարող է կազմել Ձեզ հետ:

বাংলা (Bengali 19)

আমি ইউ.এস. জনগণনা ব্যুরোতে কাজ করি। এখানে এখন কি এমন কেউ আছেন যিনি ইংরেজি বলতে পারেন এবং আমাদের সাহায্য করতে পারবেন? না থাকলে বাংলা বলতে পারেন এমন কেউ আপনার সাথে যোগাযোগ করতে পারেন।

Босански / Bosanski (Bosnian 20)

Ja radim za Američki biro za popis stanovništva. Ima li ovdje nekoga ko govori engleski i može nam pomoći? Ako nema, s Vama bi mogao kontaktirati neko ko govori bosanski.

Ja radim za Američki biro za popis stanovništva. Ima li ovdje nekoga ko govori engleski i može nam pomoći? Ako nema, s Vama bi mogao kontaktirati neko ko govori bosanski.

Български (Bulgarian 21)

Служител съм на Бюрото за преброяване на населението на САЩ. Има ли тук някой, който говори английски и би могъл да ни помогне? Ако няма, с вас може да се свърже някой от нашите служители, който говори български.

မြန်မာဘာသာ (Burmese 22)

ကျွန်တော်/ကျွန်မက အမေရိကန်ပြည်ထောင်စု သန်းခေါင်စာရင်းဌာနအတွက် အလုပ်လုပ်ပါတယ်။ ဒီမှာ အင်္ဂလိပ်စကားပြောတတ်ပြီး ကျွန်တော်/ကျွန်မတို့ကို ကူညီနိုင်သူ ရှိပါသလား။ မရှိဘူးဆိုရင်တော့ မြန်မာစကားပြောတတ်သူတစ်ဦးက လူကြီးမင်းကို ဆက်သွယ်ပါလိမ့်မယ်။

普通话 · 廣東話 (Chinese traditional)

我是美國人口普查局的工作人員。請問您這裡有沒有會說英語的人可以幫助我們?

(Mandarin 03): 如果沒有，可能會有人會講粵語的人聯絡您。

(Cantonese 04): 如果沒有，可能會有人會講廣東話的人聯絡您。

Hrvatski (Croatian 23)

Ja radim za američki Ured za popis stanovništva. Ima li trenutno ovdje nekoga tko govori engleski i tko bi nam mogao pomoći? Ako nema, mogao bi Vas kontaktirati netko tko govori hrvatski.

Čeština (Czech 24)

Pracuji pro Americký úřad pro sčítání lidu. Je zde někdo, kdo hovoří anglicky a může nám pomoci? Pokud ne, je možné, že Vás bude kontaktovat někdo, kdo hovoří česky.

Nederlands (Dutch 25)

Ik werk voor het Censusbureau van de VS. Is er hier iemand die Engels spreekt en ons kan helpen? Zo niet, dan kan iemand contact met u opnemen die Nederlands spreekt.

فارسی (Farsi 26)

من برای اداره سرشماری ایالات متحده کار می‌کنم. آیا هم‌اکنون اینجا کسی هست که به زبان انگلیسی حرف بزند و بتواند به من و شما کمک کند؟ اگر نیست، در این صورت احتمال دارد یک نفر از اداره سرشماری که به زبان فارسی صحبت می‌کند یا شما تماس بگیرید.

Deutsch (German 27)

Ich arbeite für die US-amerikanische Statistikbehörde. Kann ich mit jemandem sprechen, der Englisch spricht und der uns helfen kann? Wenn nicht, kann jemand, der Deutsch spricht, Kontakt mit Ihnen aufnehmen.

Ελληνικά (Greek 28)

Εργάζομαι στο Γραφείο Απογραφής Πληθυσμού των ΗΠΑ. Είναι κανείς εδώ αυτή τη στιγμή που μιλάει Αγγλικά να μας εξυπηρετήσει; Αν όχι, μπορεί κάποιος να επικοινωνήσει μαζί σας στα Ελληνικά.

ગુજરાતી (Gujarati 29)

હું યુ.એસ. સન આફિસમાં અધિકારી છું. શું કોઈ અહીં અહીં કોઈ અહીં છે જે અંગ્રેજી બોલી શકે અને અમને મદદ કરી શકે? જો કોઈ નહીં હોય તો, ગુજરાતી બોલતી કોઈપણ અહીં તમારી સહાય શી શકે કરી શકે છે.

עברית (Hebrew 30)

אני עובד עבור לשכת מפקד האוכלוסין של ארה"ב. האם נמצא כאן עכשיו מישהו שמדבר אנגלית ויכול לעזור לנו במידה ונא, ישנה אפשרות שיש צורך אצלכם קשר מישהו שמדבר עברית.

हिंदी (Hindi 31)

मैं यू.एस. जनगणना ब्यूरो के लिए काम करता हूँ। क्या यहाँ अभी कोई ऐसा है जो अंग्रेजी बोलता हो और हमारी मदद कर सकता हो? अगर नहीं तो, कौन आपसे संपर्क करेगा जो हिंदी में बात करता हो।

Hmoob (Hmong 32)

Kuv ua hauj lwj rau Teb Chaws Asmeskas Koom Haum Suav Pej Xeem. Puas muaj leej twg tam sim no txawj hais lus Askiv thiab yuav pab tau peb? Yog tsis muaj, muaj neeg hais Lus Hmoob yuav hu rau koj.

Magyar (Hungarian 33)

Az Egyesült Államok Népszámlálási Hivatalánál dolgozom. Van a közelben valaki, aki beszél angolul, és segíteni tud most nekünk? Ha nincs, akkor lehet, hogy egy magyarul beszélő munkatársunk fel fogja venni Önnel a kapcsolatot.

Igbo (Igbo 34)

Ana m aruru ndi Ngalaba Goomenti U.S. na-ahu maka Onyogugu ndi mmadu oru. E nwere onye no ebe a ugbo, a bu onye na-asu Igbo nwere ike inyere anyi aka? O buru na e nweghi, otu onye na-asu Igbo nwere ike jkpọturu gi.

Ilokano (Ilocano 35)

Agtrabtrabahoak para iti U.S. Census Bureau. Adda kadi ditoy ita iti siasinoman a makapagsao iti Ingles ken makatulong kadakami? No awan, adda maysa a mangkontak kadakayo a makapagsao iti Ilokano.

Bahasa Indonesia (Indonesian 35)

Saya bekerja untuk Biro Sensus A.S. Apakah di sini ada yang bisa berbahasa Inggris dan dapat membantu kami? Jika tidak, seseorang yang berbahasa Indonesia mungkin menghubungi Anda.

Italiano (Italian 37)

Lavoro per conto dell'Ufficio Censimento degli Stati Uniti. C'è qualcuno qui adesso che parli inglese e possa aiutarci? In caso contrario, qualcuno che parla italiano potrebbe contattarla.

ខ្មែរ (Khmer 38)

ខ្ញុំធ្វើការឲ្យការិយាល័យជំរឿនរបស់សហរដ្ឋអាមេរិក តើនៅទីនេះ មាននរណាម្នាក់ ចេះនិយាយភាសា អង់គ្លេស ហើយអាចជួយយើងខ្ញុំបានទេ? បើគិតជាគ្មានទេ នោះនឹងមានគេនៃយើងនិយាយភាសាខ្មែរ ទាក់ទងទៅលើការជំរឿន។

ພາສາລາວ (Lao 39)

ຂ້າພະເຈົ້າຈະຕ້ອງກຳລັງສຳນືກສາຫຼວດພົບວ່າເມືອງແຫ່ງຂະໜາດນີ້. ຕອນນີ້ມີໃຜຢູ່ທີ່ນີ້ທີ່ສາມາດເວົ້າ ພາສາອັງກິດ ແລະ ຈ່ວຍເຫຼືອພວກເຮົາໄດ້ບໍ່? ຖ້າບໍ່ມີ, ຈະມີໃບທີ່ເວົ້າພາສາລາວໄດ້ຕົວຕໍ່ຫາບ່າບໍ່?

Lietuvių (Lithuanian 40)

Aš esu iš JAV gyventojų surašymo biuro. Ar čia dabar yra kas nors, kas kalba angliškai ir galėtų mums ir jums padėti? Jei ne, su jumis gali susisiekti lietuviškai kalbantis asmuo.

മലയാളം (Malayalam 41)

ഞായർ യു.എസ്. സെൻസസ് ബ്യൂറോയിൽ ജോലി ചെയ്യുന്നു. ഇപ്പോൾ ഇംഗ്ലീഷ് ഭാഷ സംസാരിക്കുന്ന, അങ്ങനെയൊരാൾക്ക് കഴിയുന്ന ഒരാൾ ഇവിടെ ഉണ്ടോ? ഇല്ലെങ്കിൽ, മലയാളം സംസാരിക്കുന്ന ആരെങ്കിലും നമ്മളെ ബന്ധപ്പെടുത്താൻ

मराठी (Marathi 42)

मी यू.एस. जनगणना कार्यालयासाठी काम करतो. इथे आता कुणी अशी व्यक्ती आहे का जी इंग्रजी बोलते व आम्हाला मदत करू शकेल? नसेल तर, कुणी मराठी बोलणारी व्यक्ती आपल्याशी संपर्क करेल.

Diné (Navajo 43)

U.S. Wááshindoondi Diné Nídawóltá' Bina'amishgi naashnish. Ła'k'óóh hóloh k'ad Bilagáana bizaad yoo yááti'ígíí dóó nihíká' adoolwohígíí? Doodago éí la' da shjį naamidínootaał Dinék'ehjí yááti'ígíí.

नेपाली (Nepali 44)

म अमेरिकी जनगणना कार्यालयमा काम गर्छु। अहिले यहाँ अंग्रेजी बोल्न जाने र हामीलाई मदत गर्न सक्ने कोही मान्छे हुनुहुन्छ? यदि कोही छैन भने, तपाईंसँग नेपाली भाषामा कुरा गर्न सक्ने सम्पर्क गर्न सक्नुहुन्छ।

ਪੰਜਾਬੀ (Punjabi 45)

ਮੈਂ ਯੂ.ਐਸ. ਜਨਗਣਨਾ ਬਿਊਰੋ ਲਈ ਕੰਮ ਕਰਦਾ ਹਾਂ। ਕੀ ਇਥੇ ਹੁਣ ਕੋਈ ਅੰਗਰੇਜ਼ੀ ਬੋਲਣ ਅਤੇ ਸਾਡੀ ਮਦਦ ਕਰਨ ਵਾਲਾ ਵਿਅਕਤੀ ਹੈ? ਜੇਕਰ ਨਹੀਂ, ਤਾਂ ਤੁਹਾਡੇ ਨਾਲ ਪੰਜਾਬੀ ਬੋਲਣ ਵਾਲਾ ਵਿਅਕਤੀ ਸੰਪਰਕ ਕਰੇਗਾ।

Română (Romanian 46)

Lucrez pentru Biroul pentru recensământ al SUA. Aveți pe cineva lângă dumneavoastră care vorbește limba engleză și ne poate ajuta? Dacă nu aveți pe nimeni, este posibil să fiți contactat(ă) de o altă persoană care vorbește limba română.

Twi (Twi 57)

Me ne U.S. Nnipakan Asoee a woye nnipakan ne nhwehwemu adwuma na eye adwuma. Obi a aka Brɔfo kasa a obɛtumi aboa yen wo ha seesei anaa? Se obiara nni ha saa a, yebema obi a aka Twi ne mo abekasa.

Українська (Ukrainian 58)

Я представляю Бюро перепису населення США. Поряд із Вами в будь-яка особа, що розмовляє англійською мовою та зможе нам допомогти? Якщо ні, можливо, до Вас звернеться наш представник, що розмовляє українською мовою.

اردو (Urdu 59)

میں امریکی مردم شماری بیورو کیے لیے کام کرتا ہوں، کیا ابھی یہاں کوئی ایسا شخص ہے جو انگریزی بول سکتا ہو اور ہماری مدد کر سکتا ہو؟ اگر نہیں، تو کوئی شخص آپ سے رابطہ کرے گا جو اردو میں بات کرے گا۔

יידיש (Yiddish 60)

איך ארבעט פאר דעם צענזוס ביוראָ פֿון די פֿאראייניקטע שטאטן, איז עמעצער אצט דאָ אין דער היים וואָס וואָס רעדט ענגליש און קען אונדז העלפֿן? אויב נישט, וועט עמעצער וואָס רעדט יידיש אייך אפשר קאָנטאָקטירן.

Yorùbá (Yoruba 61)

Mo nbá llé-ìsọ̀ ìkàniyàn llẹ̀ Amẹ̀ríkà síṣẹ̀. Njé ẹnikan wá nibi yif nisisiyi ti ó nsọ̀ Èdè Gẹ̀gẹ̀sì ti ó sí lẹ̀ ràn wá lówọ̀? Bì bẹ̀ẹ̀kọ̀, ẹnikan lẹ̀ kàn sí ọ̀ ti ó nsọ̀ edè Yorùbá.



2020CENSUS.GOV

Appendix J: 2020 U.S. Census LEP Analysis

Community	Abington	Avon	Bridgewater	Brockton	Duxbury	East Bridgewater	Easton	Halifax	Hanover	Hanson	Kingston	Pembroke	Plymouth	Plympton	Stoughton	West Bridgewater	Whitman
Population 5 Years and Over	15,353	4,250	26,200	89,169	15,124	13,623	24,119	7,495	13,608	10,483	13,091	17,597	58,428	2,803	27,471	6,842	14,435
English Only	13,512	3,583	24,167	46,463	14,559	12,606	21,681	7,415	12,997	9,606	12,431	16,868	54,304	2,721	20,156	6,413	13,617
Language Other Than English	1,841	667	2,033	42,706	565	1,017	2,438	80	611	877	660	729	4,124	82	7,315	429	818
Speak English less than "very well"	692	289	442	18,729	92	354	527	11	302	147	136	124	1,274	13	2,756	114	313
Spanish:	344	174	517	8,202	183	200	795	49	57	79	249	169	707	16	724	177	304
Speak English less than "very well"	155	26	139	3,694	72	139	103	11	32	14	61	6	266	0	120	0	108
French, Haitian, or Cajun:	361	309	298	22,716	42	311	339	0	130	85	22	77	226	4	1,839	14	69
Speak English less than "very well"	49	162	105	10,080	0	23	55	0	0	11	11	0	45	4	446	0	31
German or other West Germanic languages:	77	0	41	77	67	4	122	0	0	0	0	0	77	5	52	6	0
Speak English less than "very well"	0	0	0	6	0	0	85	0	0	0	0	0	0	0	0	0	0
Russian, Polish, or other Slavic languages:	33	25	28	85	15	0	191	0	0	0	38	73	114	0	420	15	10
Speak English less than "very well"	0	16	16	59	0	0	60	0	0	0	0	33	10	0	185	6	10
Other Indo-European languages:	665	117	679	9,488	165	307	681	15	219	677	285	285	2,089	45	2,395	217	305
Speak English less than "very well"	355	65	89	4,152	5	115	139	0	135	104	64	52	800	0	1,287	108	94
Korean:	0	6	5	37	5	106	18	0	0	0	0	0	0	0	55	0	0
Speak English less than "very well"	0	6	0	17	0	52	18	0	0	0	0	0	0	0	17	0	0
Chinese (incl. Mandarin, Cantonese):	158	0	33	415	87	0	117	0	44	36	14	68	113	0	311	0	39
Speak English less than "very well"	68	0	15	176	14	0	59	0	0	18	0	16	50	0	145	0	39
Vietnamese:	20	0	79	283	1	0	29	0	150	0	0	0	194	0	439	0	0
Speak English less than "very well"	0	0	48	177	1	0	8	0	135	0	0	0	94	0	269	0	0
Tagalog (incl. Filipino):	32	13	16	128	0	12	36	16	0	0	0	0	0	0	50	0	9
Speak English less than "very well"	0	13	0	0	0	0	0	0	0	0	0	0	0	0	22	0	0
Other Asian and Pacific Island languages:	70	1	235	268	0	0	24	0	0	0	0	0	103	0	203	0	0
Speak English less than "very well"	0	1	17	138	0	0	0	0	0	0	0	0	0	0	0	0	0
Arabic:	65	10	47	80	0	77	56	0	0	0	52	0	462	0	341	0	18
Speak English less than "very well"	65	0	0	15	0	25	0	0	0	0	0	0	9	0	141	0	9
Other and unspecified languages:	16	12	55	927	0	0	30	0	11	0	0	57	39	9	486	0	64
Speak English less than "very well"	0	0	13	215	0	0	0	0	0	0	0	17	0	9	124	0	22

Source: American Community Survey 2020 5-Year Estimates Table C16001: Language Spoken at Home for the Population 5 Years and Over

Old Colony MPO 2022 Annual Title VI Update Report

Community	Abington	Avon	Bridgewater	Brockton	Duxbury	East Bridgewater	Easton	Halifax	Hanover	Hanson	Kingston	Pembroke	Plymouth	Plympton	Stoughton	West Bridgewater	Whitman
Population 5 Years and Over	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
English Only	88.0%	84.3%	92.2%	52.1%	96.3%	92.5%	89.9%	98.9%	95.5%	91.6%	95.0%	95.9%	92.9%	97.1%	73.4%	93.7%	94.3%
Language Other Than English	12.0%	15.7%	7.8%	47.9%	3.7%	7.5%	10.1%	1.1%	4.5%	8.4%	5.0%	4.1%	7.1%	2.9%	26.6%	6.3%	5.7%
Speak English less than "very well"	4.5%	6.8%	1.7%	21.0%	0.6%	2.6%	2.2%	0.1%	2.2%	1.4%	1.0%	0.7%	2.2%	0.5%	10.0%	1.7%	2.2%
Spanish:	2.2%	4.1%	2.0%	9.2%	1.2%	1.5%	3.3%	0.7%	0.4%	0.8%	1.9%	1.0%	1.2%	0.6%	2.6%	2.6%	2.1%
Speak English less than "very well"	1.0%	0.6%	0.5%	4.1%	0.5%	1.0%	0.4%	0.1%	0.2%	0.1%	0.5%	0.0%	0.5%	0.0%	0.4%	0.0%	0.7%
French, Haitian, or Cajun:	2.4%	7.3%	1.1%	25.5%	0.3%	2.3%	1.4%	0.0%	1.0%	0.8%	0.2%	0.4%	0.4%	0.1%	6.7%	0.2%	0.5%
Speak English less than "very well"	0.3%	3.8%	0.4%	11.3%	0.0%	0.2%	0.2%	0.0%	0.0%	0.1%	0.1%	0.0%	0.1%	0.1%	1.6%	0.0%	0.2%
German or other West Germanic languages:	0.5%	0.0%	0.2%	0.1%	0.4%	0.0%	0.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.1%	0.2%	0.2%	0.1%	0.0%
Speak English less than "very well"	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Russian, Polish, or other Slavic languages:	0.2%	0.6%	0.1%	0.1%	0.1%	0.0%	0.8%	0.0%	0.0%	0.0%	0.3%	0.4%	0.2%	0.0%	1.5%	0.2%	0.1%
Speak English less than "very well"	0.0%	0.4%	0.1%	0.1%	0.0%	0.0%	0.2%	0.0%	0.0%	0.0%	0.0%	0.2%	0.0%	0.0%	0.7%	0.1%	0.1%
Other Indo-European languages:	4.3%	2.8%	2.6%	10.6%	1.1%	2.3%	2.8%	0.2%	1.6%	6.5%	2.2%	1.6%	3.6%	1.6%	8.7%	3.2%	2.1%
Speak English less than "very well"	2.3%	1.5%	0.3%	4.7%	0.0%	0.8%	0.6%	0.0%	1.0%	1.0%	0.5%	0.3%	1.4%	0.0%	4.7%	1.6%	0.7%
Korean:	0.0%	0.1%	0.0%	0.0%	0.0%	0.8%	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.2%	0.0%	0.0%
Speak English less than "very well"	0.0%	0.1%	0.0%	0.0%	0.0%	0.4%	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.1%	0.0%	0.0%
Chinese (incl. Mandarin, Cantonese):	1.0%	0.0%	0.1%	0.5%	0.6%	0.0%	0.5%	0.0%	0.3%	0.3%	0.1%	0.4%	0.2%	0.0%	1.1%	0.0%	0.3%
Speak English less than "very well"	0.4%	0.0%	0.1%	0.2%	0.1%	0.0%	0.2%	0.0%	0.0%	0.2%	0.0%	0.1%	0.1%	0.0%	0.5%	0.0%	0.3%
Vietnamese:	0.1%	0.0%	0.3%	0.3%	0.0%	0.0%	0.1%	0.0%	1.1%	0.0%	0.0%	0.0%	0.3%	0.0%	1.6%	0.0%	0.0%
Speak English less than "very well"	0.0%	0.0%	0.2%	0.2%	0.0%	0.0%	0.0%	0.0%	1.0%	0.0%	0.0%	0.0%	0.2%	0.0%	1.0%	0.0%	0.0%
Tagalog (incl. Filipino):	0.2%	0.3%	0.1%	0.1%	0.0%	0.1%	0.1%	0.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.2%	0.0%	0.1%
Speak English less than "very well"	0.0%	0.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.1%	0.0%	0.0%
Other Asian and Pacific Island languages:	0.5%	0.0%	0.9%	0.3%	0.0%	0.0%	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.2%	0.0%	0.7%	0.0%	0.0%
Speak English less than "very well"	0.0%	0.0%	0.1%	0.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Arabic:	0.4%	0.2%	0.2%	0.1%	0.0%	0.6%	0.2%	0.0%	0.0%	0.0%	0.4%	0.0%	0.8%	0.0%	1.2%	0.0%	0.1%
Speak English less than "very well"	0.4%	0.0%	0.0%	0.0%	0.0%	0.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.5%	0.0%	0.1%
Other and unspecified languages:	0.1%	0.3%	0.2%	1.0%	0.0%	0.0%	0.1%	0.0%	0.1%	0.0%	0.0%	0.3%	0.1%	0.3%	1.8%	0.0%	0.4%
Speak English less than "very well"	0.0%	0.0%	0.0%	0.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.1%	0.0%	0.3%	0.5%	0.0%	0.2%

Source: American Community Survey 2020 5-Year Estimates Table C16001: Language Spoken at Home for the Population 5 Years and Over

Appendix K: Signed Approval of the 2022 Old Colony Title VI Report