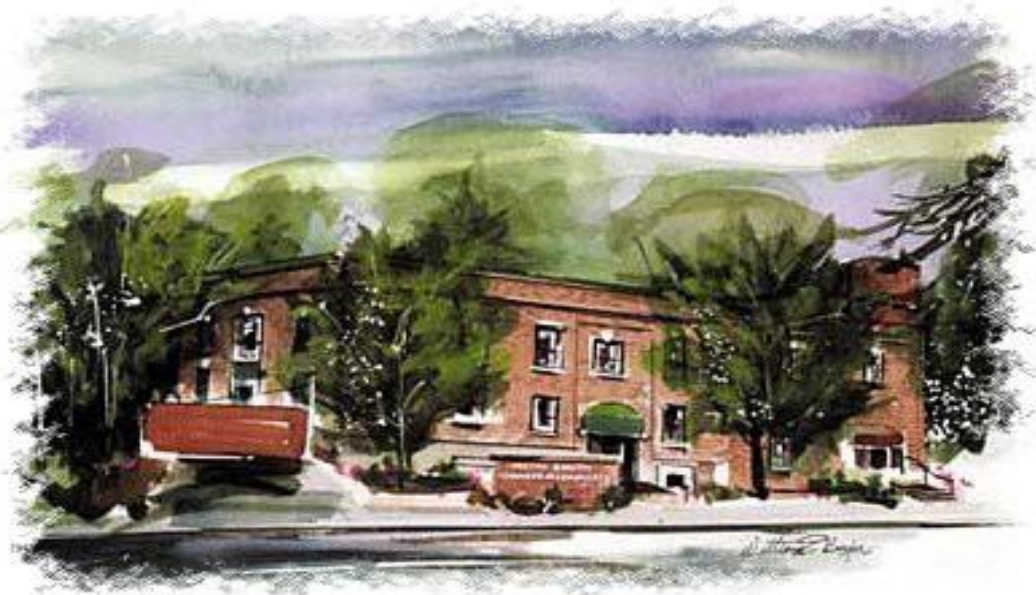


**OLD COLONY 2022 TITLE VI REPORT
(2020-2022)**

**OLD COLONY METROPOLITAN PLANNING
ORGANIZATION**

REVISED DECEMBER 2023



**Prepared by:
Old Colony Planning Council
70 School Street, Brockton, Massachusetts
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**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.

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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.

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I. General Requirements and Guidelines

1. Introduction

The Old Colony Metropolitan Planning Organization (MPO) is responsible for conducting a continuing, cooperative, and comprehensive transportation planning process that results in plans, programs, and projects that encompass all transportation modes and that support the region's vision and the communities' goals. The Old Colony MPO plans for the movement of both people and goods within the region by all modes of travel, including highways, rail, public transportation, bicycles, and foot. It also plans for the connections linking these modes.

The Old Colony MPO develops and endorses the Unified Planning Work Program (UPWP), Regional Transportation Plan (RTP), Transportation Improvement Program (TIP), and Public Participation Plan (PPP) for the region. Membership of the Old Colony MPO is as follows:

- The Secretary of the Executive Office of Transportation
- The Commissioner of the Massachusetts Highway Department
- The President of the Old Colony Planning Council
- The Administrator of the Brockton Area Transit Authority
- The Mayor of the City of Brockton
- The Chief Elected Official of Plymouth
- One Representative from an OCPC Community with a population of 15,000 or less
- One Representative from an OCPC Community with a population of over 15,000

The Chief Elected Officials from two (2) communities, other than Brockton or Plymouth, are duly elected by the Old Colony Planning Council, to represent locally elected communities. No more, or less, than one representative from towns with populations of 15,000 or below (Avon, East Bridgewater, Halifax, Hanover, Hanson, Kingston, Plympton, and West Bridgewater), and, no more, or less, than one representative from towns with populations over 15,000 (Abington, Bridgewater, Duxbury, Easton, Pembroke, Stoughton, and Whitman)

Population growth and the associated travel demand continue to place pressure on the transportation system in the Old Colony Region. The Long Range Transportation Plan (LRTP) represents the Old Colony MPO's effort to create a document and a process that will meet the challenges of preserving and expanding a truly intermodal transportation system. Following the directives of the law, it includes goals and policies, analyses, and recommendations necessary to build and maintain an efficient, effective, and affordable regional transportation system. It is the intention of the Old Colony MPO to build on the current system, striving to make it comprehensive and fully integrated. The goal is a balanced range of well-connected transportation options that will use the best of each travel mode: automobile, transit, rail, bicycle, and pedestrian, boat, air, and truck. The LRTP identifies the region's transportation project needs for the next twenty years. The principal way in which LRTP recommendations will be translated into action is through the Transportation Improvement Program (TIP). The TIP is a multimodal list of projects for which federal surface transportation funds will be used. The TIP covers a five-year period and is updated every year. It must be based on a reasonable estimate of funds available to the region.

Public participation continues to be a vital element of the transportation planning process. The encouragement of participation and provision of meaningful access to all local citizens in metropolitan transportation planning is one of the most important goals of the "3C" (continuing,

cooperative, and comprehensive) process. Community representatives of the Old Colony Joint Transportation Committee (JTC) meet typically monthly on the first Thursday to discuss transportation projects and issues of regional importance. The Old Colony MPO meets several times per year (typically on the third Thursday) to discuss transportation planning issues, and to develop, review and endorse certification documents. A Public Participation Program (PPP) was developed to solicit input to the various tasks and programs undertaken, and to provide a framework of public participation. This process will continually be reviewed and refined as necessary.

Achieving environmental justice is a priority of the Old Colony Metropolitan Planning Organization and Old Colony Planning Council. This is achieved by taking steps to ensure the effects of all programs, policies, and activities on minority populations and low-income population, identified, and addressed in the transportation planning process. There are three fundamental environmental justice principles that are employed in the process:

- To avoid, minimize, or mitigate disproportionately high and adverse human health and environmental effects, including social and economic effects, on minority populations and low-income populations.
- To ensure the full and fair participation by all potentially affected communities in the transportation decision-making process.
- To prevent the denial of, reduction in, or significant delay in the receipt of benefits by minority and low-income populations.

As such, the Old Colony MPO, and OCPC as sub-recipients of federal financial assistance through MassDOT, is responsible for all civil rights compliance, including federal Affirmative Action, and Equal Employment Opportunity, the Americans with Disabilities Act, and the Disadvantaged Business Enterprise programs, and for comparable state level requirements.

2. Requirement to Provide Title VI Assurances

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

3. Requirement to Notify Beneficiaries of Protection Under Title VI

The Old Colony MPO utilizes MassDOT model Notice to Beneficiaries. The Old Colony Planning Council has developed a website specific to Title VI and has posted the Notice to Beneficiaries and information on the MPO's Title VI Program at the following address: <https://oldcolonyplanning.org/title-vi-ada/>.

The Title VI Notice to Beneficiaries is posted in the large conference room of the Old Colony Planning Council office located at 70 School Street as well as on the Title VI webpage of the OCPC website at <https://oldcolonyplanning.org/title-vi-ada/>. The notice is also displayed and distributed at public meetings of the Old Colony JTC, Old Colony MPO, and all other public meetings.

The Title VI Notice to Beneficiaries is included in the MPO certification documents such as the TIP, LRTP, and UPWP, along with other task studies within the UPWP.

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

4. Requirement to Develop Title VI Complaint 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 C and Appendix D respectively. It is noted that 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.

5. Requirement to Record and Report Transit-Related Title VI Investigations, Complaints, and Lawsuits

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 previous or pending investigations, complaints, or lawsuits filed against the Old Colony Planning Council. A sample Old Colony Title VI Complaint Log can be found in Appendix E.

6. Promoting Inclusive Public Participation

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. The current PPP is included in Appendix F. 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. 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.

7. Requirement to Provide Meaningful Access to LEP Persons

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

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G. OCPC has analyzed the US Census 2020 LEP Data for the region and the results are including in Appendix H.

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

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.

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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.

8. Minority Representation on Planning and Advisory Boards

The OCPC is responsible for comprehensive regional planning and is the transportation planning agency for the Old Colony MPO and Old Colony Region. The OCPC maintains qualified transportation planning staff and is principally responsible for the maintenance of the transportation planning process and for the support and operation of the Old Colony JTC and Old Colony MPO. Delegates and Alternates to the OCPC are appointed by the chief elected official of their respective community.

Table 1: Old Colony Planning Council

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

The Old Colony JTC includes a representative from each OCPC community appointed by the Select Board/Mayor in the community. Membership is open to any interested resident, representative from a transportation provider, or interested group. The JTC meets on the first

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Thursday of each month virtually on Zoom. Delegates and Alternates to the Old Colony JTC are appointed by the chief elected official of their respective community.

Table 2: Old Colony Joint Transportation Committee

COMMUNITY	DELEGATE / ALTERNATE	RACE
Abington - <i>Delegate</i>	John Stone	White
Abington - <i>Alternate</i>	Bruce Hughes	White
Avon	Bill Fitzgerald	White
Bridgewater	Robert B. Wood	White
Brockton	Patrick Hill	White
Duxbury	Peter Buttkus	White
East Bridgewater	John Haines	White
Easton - <i>Delegate</i>	David Field, P.E.	White
Easton - <i>Alternate</i>	Greg Swan	White
Halifax	Steven Hayward	White
Hanson	Jamison Shave	White
Kingston	Paul Basler	White
Pembroke	Gene Fulmine	White
Plymouth	James Downey	White
Plympton	Robert Firlotte	White
Stoughton	Marc Tisdelle	White
West Bridgewater	Chris Iannitelli	White
Whitman - <i>Delegate</i>	Noreen O'Toole (Chair)	White
Whitman - <i>Alternate</i>	Daniel Salvucci (Vice Chair)	White
Delegate-at-Large	Iolando Spinola	Black

Agency Representation

MassDOT	David Mohler, AICP	White
MassDOT	Raissah Kouame	Black
MassDOT District 5	Mary-Joe Perry	Black
MassDOT District 5	Pamela Haznar, P.E.	White
BAT	Michael Lambert	White
BAT	Glenn Ann Geiler	White
FHWA	Cassandra Ostrander	White
FTA	Leah Sirmin	White
FTA	Peter Butler	White
Brockton Traffic Commission	Captain Mark Porcaro	White

The Old Colony MPO is the organization of officials that are charged with making and prioritizing transportation policy and funding decisions. The Old Colony MPO is the mechanism from which federal transportation funds are allocated throughout the region. The Chairman of the Old Colony MPO is Jamey Tesler, Secretary and CEO, of the Massachusetts Department of Transportation (MassDOT). In addition, the Old Colony MPO includes the City of Brockton and the Town of Plymouth as permanent voting members.

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In addition to the permanent voting member communities, the Old Colony MPO structure includes two Signatory Member elected official seats, representing the other communities in the Old Colony Region. Beyond the single requirement that the Signatory Member be an elected member of the Board of Selectmen/ Town Council from their community, the following are the guidelines set forth for the election of MPO members:

- No more than one Signatory Member per town
- One Signatory Member from towns with populations less than 15,000 (based on 2020 U.S. Census) (Avon, Halifax, Hanson, Kingston, Plympton, and West Bridgewater)
- One Signatory Member from towns with populations over 15,000 (based on 2020 U.S. Census) (Abington, Bridgewater, Duxbury, East Bridgewater, Easton, Hanover, Pembroke, Stoughton, and Whitman)

Table 3: Old Colony Metropolitan Planning Organization

Member	Title	Race
Robert Sullivan	Mayor, City of Brockton	White
Betty Cavaco	Chair, Select Board, Plymouth	White
Meredith Anderson	Clerk, Board of Selectmen, West Bridgewater	White
Daniel Salvucci	Vice Chairman, Board of Selectmen, Whitman	White
Jamey Tesler	Secretary and Chief Executive Officer, MassDOT	White
Jonathan Gulliver	Administrator, MassDOT Highway Division	White
Michael Lambert	Administrator, BAT	White
Valerie Massard, AICP	President, OCPC	White

9. Documentation of Old Colony 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.

II. Requirements for Metropolitan Transportation Planning Organizations

1. 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.

Tables 4 through 6 provide a demographic profile of the region. Table 4 compares population and race changes. It is noted that the non-white population by 58.0 percent, while the white population decreased by 4.7%.

Table 4: 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 5: 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

Table 6: 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 1: Environmental Justice – Minority Population

Environmental Justice: Minority Population

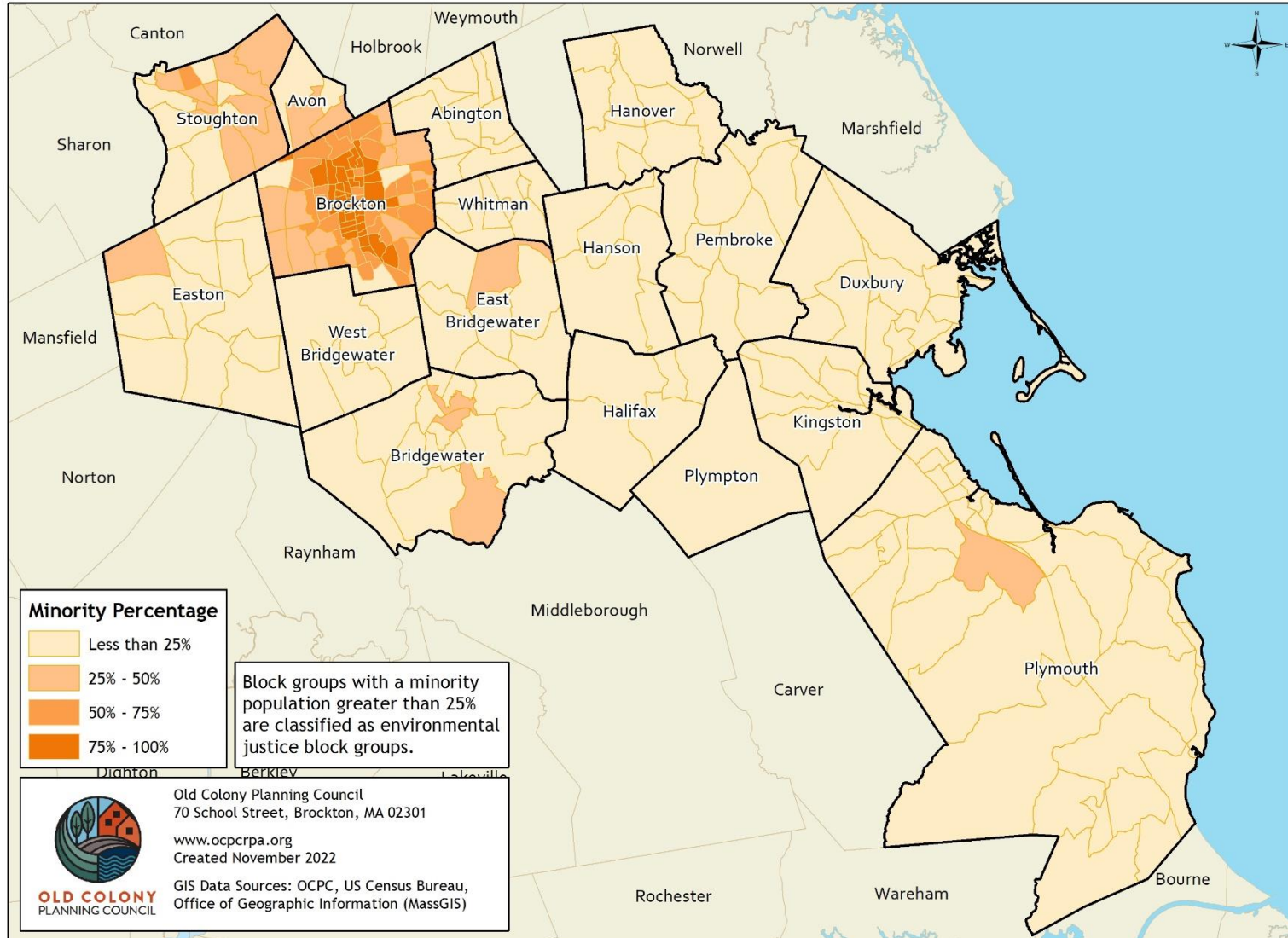
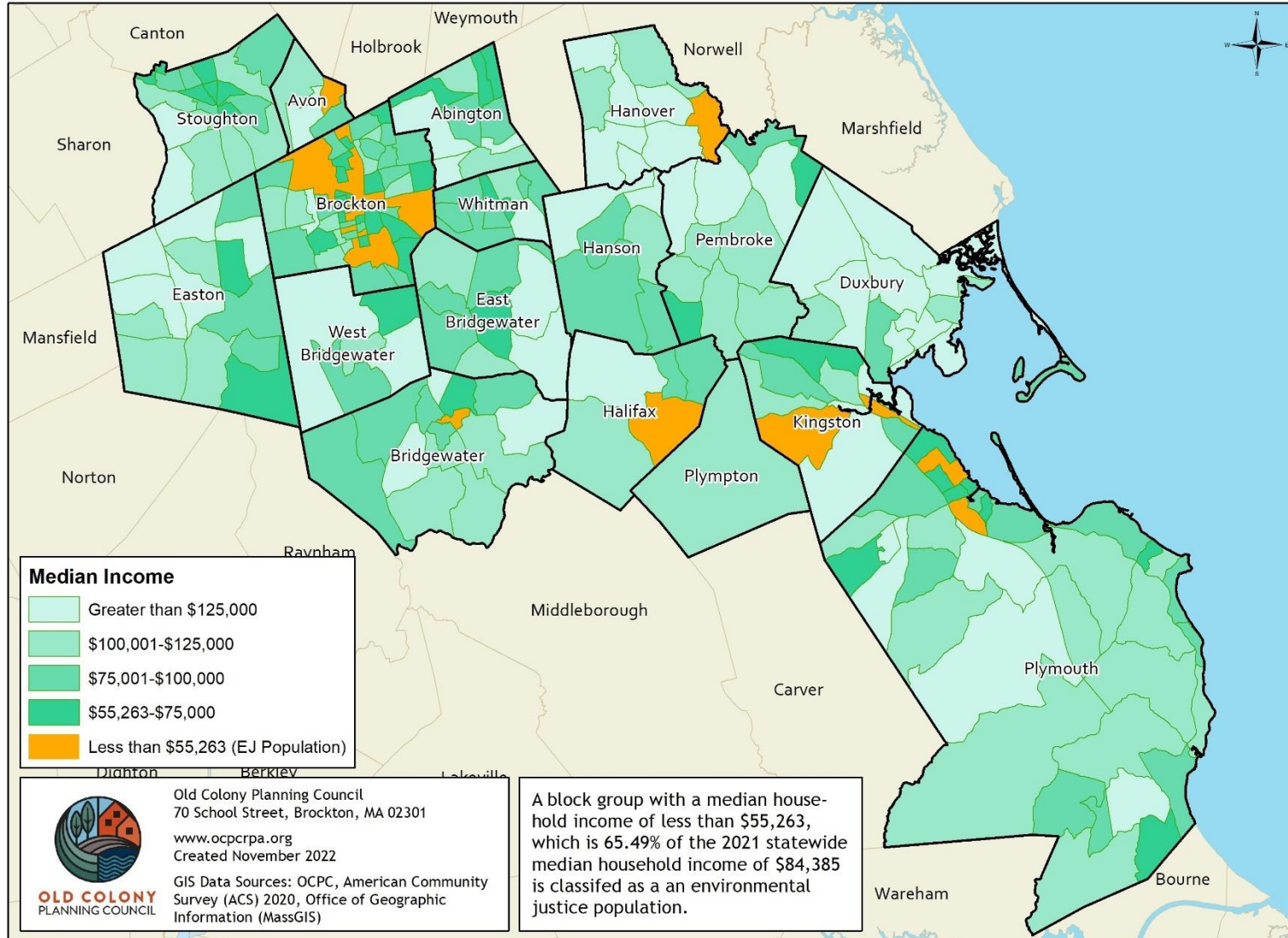


Figure 2: Environmental Justice – Income

Environmental Justice: Median Household Income



2. Description of the Procedures by Which the Mobility Needs of Minority Populations are Identified and Considered Within the Planning Process

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
- Ojornal
- 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.

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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 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.

3. Demographic Maps Showing the Impacts of the Distribution of State and Federal Funds in the Aggregate

Figures 3, 4, 5, and 6 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 3: Environmental Justice – TIP Projects

Environmental Justice: TIP Projects

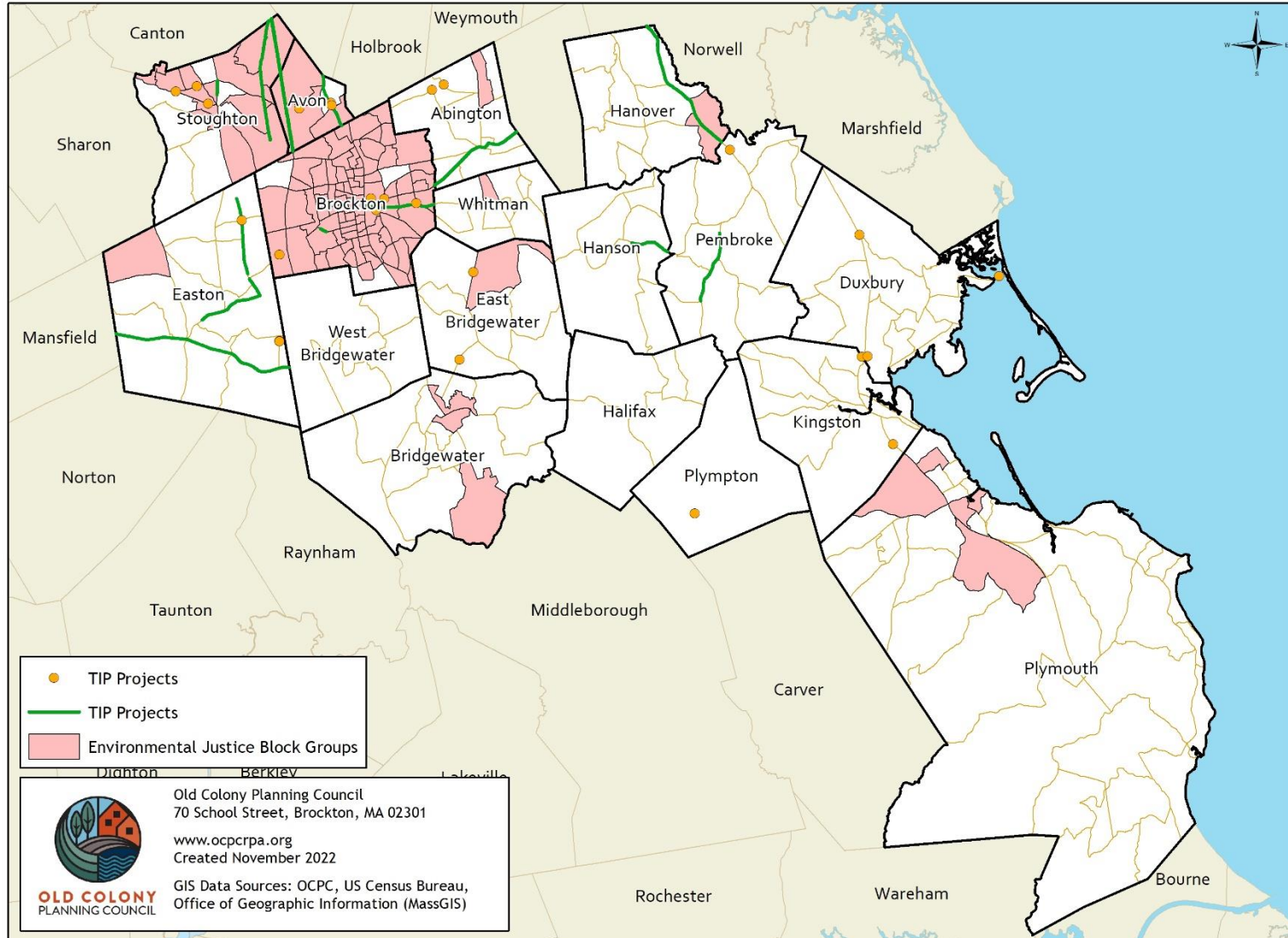


Figure 4: Environmental Justice – Pavement Conditions (2018)

Environmental Justice: Pavement Conditions

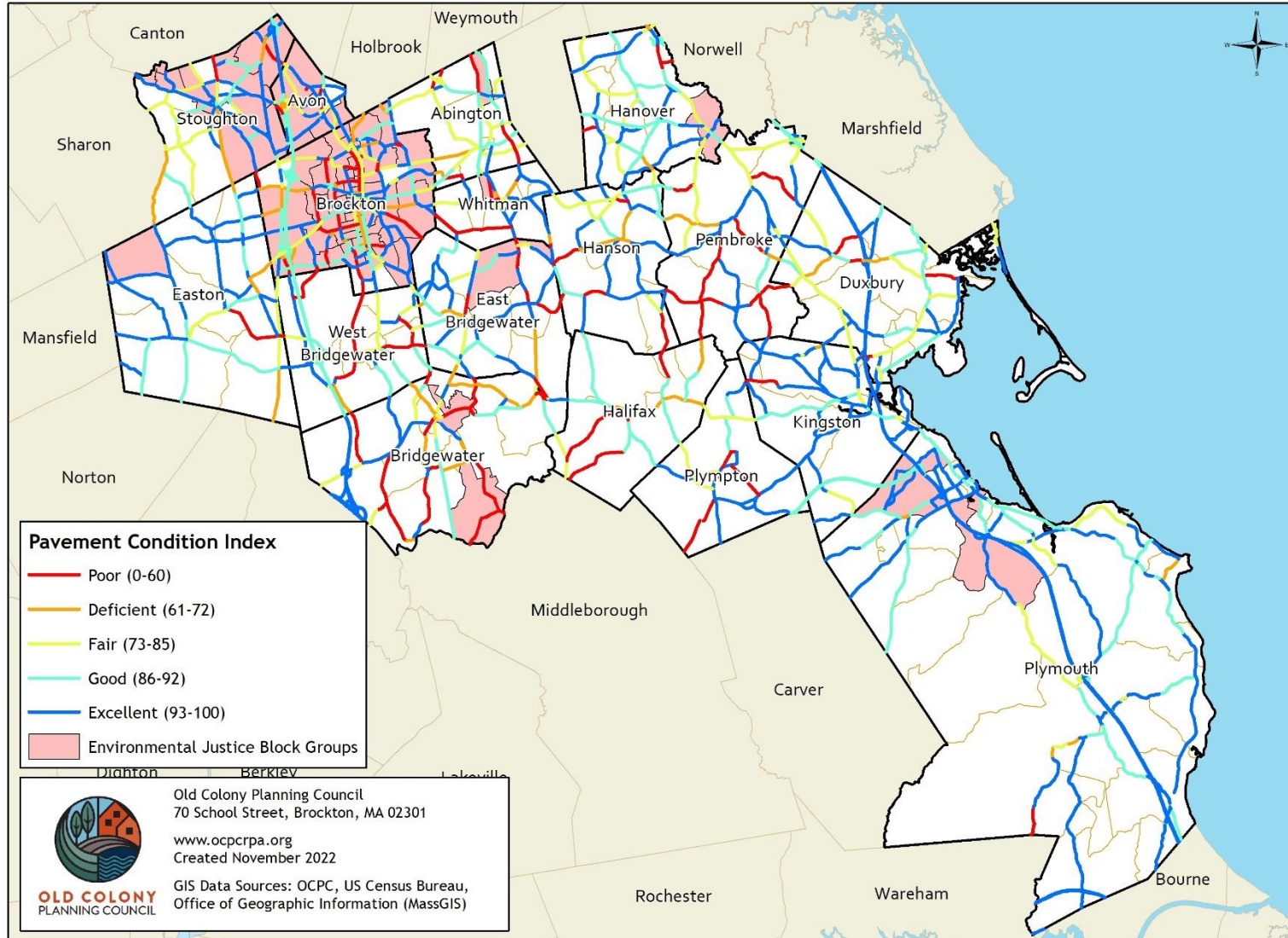


Figure 5: Environmental Justice – Bridge Conditions

Environmental Justice: Bridges

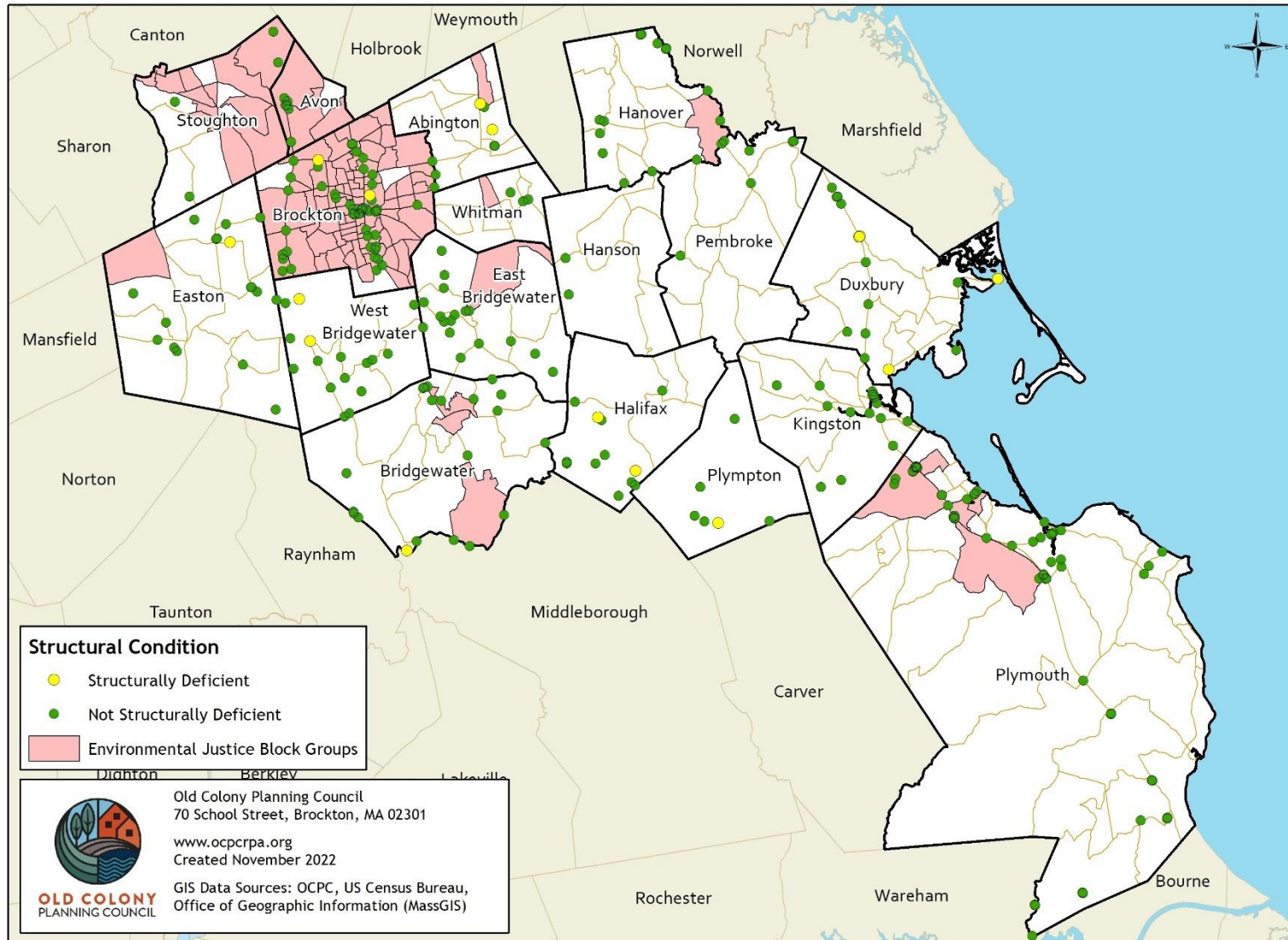
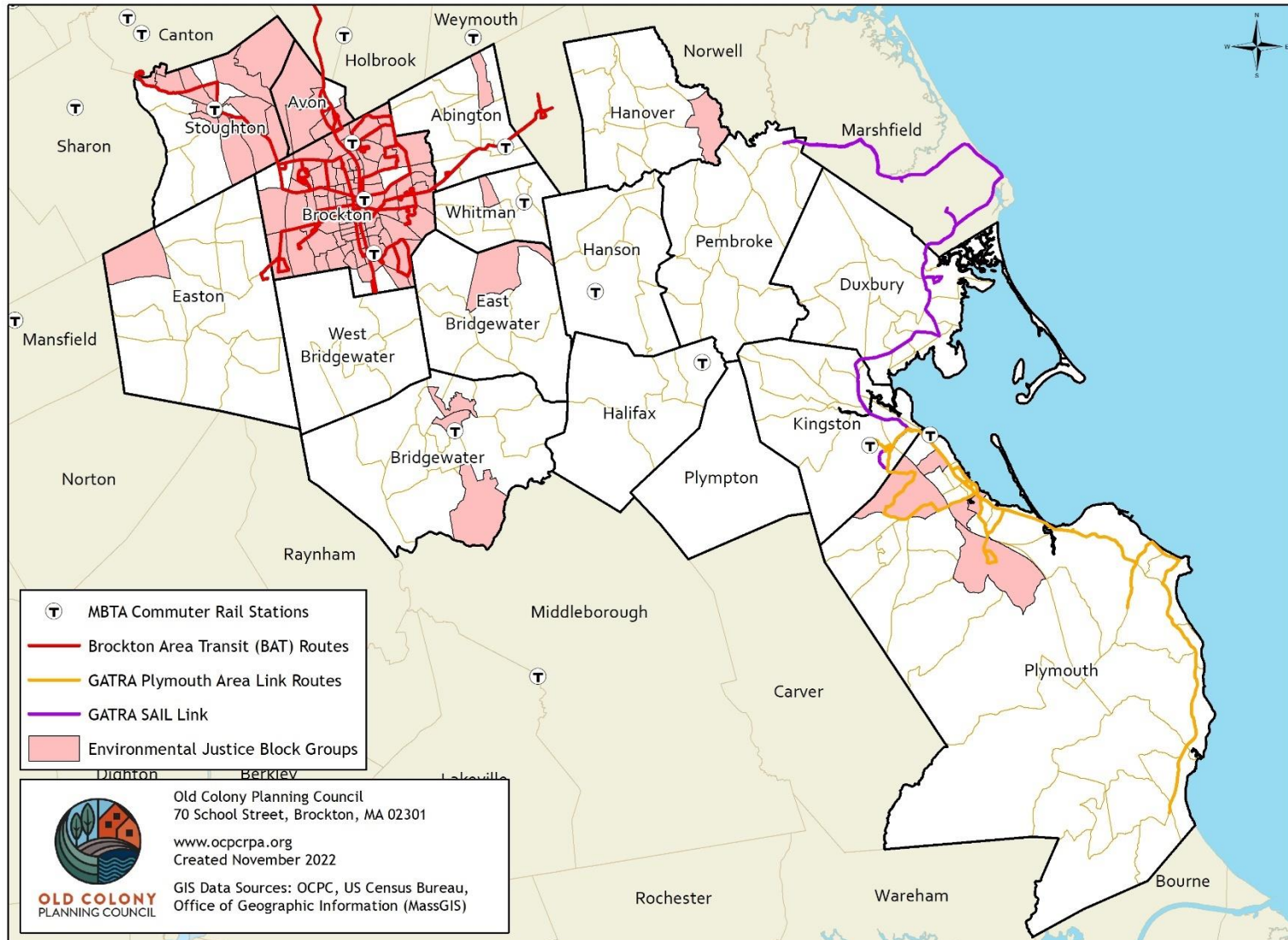


Figure 6: Environmental Justice – Availability of Public Transportation

Environmental Justice: Transit



4. Analysis of the MPO’s Transportation System Investments that Identifies and Addresses 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 project 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-

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 purposes 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.

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 that 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 7: 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 8: 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.*

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.

5. Description of Procedures Utilized to Ensure Nondiscriminatory pass-through of FTA Financial Assistance (if requested)

OCPC will engage resources such as the Supplier Diversity Office (SDO) to diversify the pool of available consultants and contractors for OCPC work. OCPC will relay the nature of the work to be performed by consultants and contractors.

6. Description of Procedures Utilized to Provide Assistance to Potential Subrecipients in a nondiscriminatory manner (if requested)

OCPC will engage resources such as the Supplier Diversity Office (SDO) to diversify the pool of available consultants and contractors for OCPC work. OCPC will relay the nature of the work to be performed by consultants and contractors.

Appendix

Appendix A: Signed Annual Title VI Assurances Document

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	_____

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

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 Mary Waldron 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 B: Old Colony Title VI Notice to Beneficiaries

Civil Rights Notice to the Public

The Massachusetts Department of Transportation (MassDOT), the Massachusetts Bay Transportation Authority (MBTA), and the Old Colony Planning Council (OCPC) comply with Title VI of the Civil Rights Act of 1964, which prohibits discrimination on the basis of race, color, or national origin (including limited English proficiency). Related federal and state nondiscrimination laws prohibit discrimination on the basis of age, sex, disability, and additional protected characteristics. MassDOT, the MBTA, and OCPC are committed to nondiscrimination in all activities.

Individuals who believe they have been discriminated against may file a complaint with MassDOT/MBTA at:

MassDOT/MBTA Title VI Specialists

Office of Diversity and Civil Rights – Title VI Unit

10 Park Plaza, Suite 3800

Boston, MA 02116

Phone: (857) 368-8580 or 7-1-1 for Relay Service

Email: MassDOT.CivilRights@state.ma.us or MBTAcivilrights@mbta.com

Complaints may also be filed directly with the United States Department of Transportation or OCPC at:

U.S. Department of Transportation

Office of Civil Rights

1200 New Jersey Avenue, SE

Washington, DC 20590

Website: civilrights.justice.gov/

Old Colony Planning Council

Title VI/ Nondiscrimination Coordinator

Mary Waldron

70 School Street

Brockton, MA 02301

Phone: (508) 583-1833

Email: mwaldron@ocpcrpa.org

For additional information, language service requests, or reasonable accommodations, visit mass.gov/nondiscrimination-in-transportation-program, mbta.com/titlevi, or oldcolonyplanning.org/title-vi-ada.



Translation

English: Discrimination is prohibited at MassDOT/MBTA/OCPC. If you believe discrimination has occurred, you have the right to file a complaint. For translations of this notice, visit mass.gov/service-details/title-vi-rights-and-protections, mbta.com/titlevi, or oldcolonyplanning.org/title-vi-ada.

Português: A discriminação é proibida no MassDOT/MBTA/OCPC. Se você acredita que ocorreu discriminação, você tem o direito de apresentar uma queixa. Para traduções desta notificação, visite mass.gov/service-details/title-vi-rights-and-protections, mbta.com/titlevi, or oldcolonyplanning.org/title-vi-ada.

Español: La discriminación se prohíbe en MassDOT/MBTA/OCPC. Si cree que se ha producido una discriminación, tiene derecho a presentar una queja. Para ver las traducciones de este aviso, visite mass.gov/service-details/title-vi-rights-and-protections, mbta.com/titlevi, or oldcolonyplanning.org/title-vi-ada.

英語: MassDOT/MBTA/OCPC 禁止歧視。如果您認為遭遇了歧視，您有權提出投訴。有關本告知書的翻譯，請訪問 mass.gov/service-details/title-vi-rights-and-protections, mbta.com/titlevi, 或 oldcolonyplanning.org/title-vi-ada。

英語: MassDOT/MBTA/OCPC 禁止歧視。如果您認為遭遇了歧視，您有權投訴。有關本告知書的翻譯，請訪問 mass.gov/service-details/title-vi-rights-and-protections, mbta.com/titlevi, 或 oldcolonyplanning.org/title-vi-ada。

Русский: Дискриминация запрещена в MassDOT/MBTA/OCPC. Если вы считаете, что имела место дискриминация, вы имеете право на подачу жалобы. Для перевода этого уведомления посетите сайт mass.gov/service-details/title-vi-rights-and-protections, mbta.com/titlevi, или oldcolonyplanning.org/title-vi-ada.

Kreyòl Ayisyen: Yo defann fè diskriminasyon nan MassDOT/MBTA/OCPC. Si ou kwè gen diskriminasyon ki fèt, ou gen dwa pote plent. Pou wè tradiksyon anons sa a, ale nan adrès mass.gov/service-details/title-vi-rights-and-protections, mbta.com/titlevi, oswa oldcolonyplanning.org/title-vi-ada.

Tiếng Việt: Phân biệt đối xử bị nghiêm cấm ở MassDOT/MBTA/OCPC. Nếu quý vị tin rằng bản thân đã bị phân biệt đối xử, quý vị có quyền nộp đơn khiếu nại. Để xem các bản dịch của thông báo này, vui lòng truy cập mass.gov/service-details/title-vi-rights-and-protections, mbta.com/titlevi, hoặc oldcolonyplanning.org/title-vi-ada.

Français: Tout acte discriminatoire est interdit chez MassDOT/MBTA/OCPC. Si vous pensez avoir été victime d'une discrimination, vous avez le droit de déposer une plainte. Pour les traductions de cet avis, rendez-vous sur le site mass.gov/service-details/title-vi-rights-and-protections, mbta.com/titlevi, ou oldcolonyplanning.org/title-vi-ada.

Italiano: la discriminazione è vietata nel MassDOT/MBTA/OCPC. Se ritiene che si sia verificata una discriminazione, ha il diritto di presentare un reclamo. Per la traduzione di questo avviso visitare il sito mass.gov/service-details/title-vi-rights-and-protections, mbta.com/titlevi, o oldcolonyplanning.org/title-vi-ada.

ខ្មែរ: ហាមដាច់ខាតចំពោះការរើសអើងនៅ MassDOT/MBTA/OCPC។ ប្រសិនបើអ្នកជឿថា មានការរើសអើងកើតឡើង អ្នកមានសិទ្ធិដាក់ពាក្យបណ្តឹង: សម្រាប់សេវាកម្មប្រៃសណីយ៍ដឹកជញ្ជូនដំណើរនេះ សូមចូលមើលវេបសាយ mass.gov/service-details/title-vi-rights-and-protections, mbta.com/titlevi, ឬ oldcolonyplanning.org/title-vi-ada.

لغة للعبي: يحظر كل مرقس مالفى في ولاية ماساتشويتس / سلطة اللقب خاي جم استاشوسيس / مجلس ست خطي طالهم ست عمراق قويم ةالت ييز . واذالكنت تتصدق انك تعرضت لالت ييز في حق لك تقديم شركوى ولحص ولعلى تترجم ل هذا الال عاري رجى زيارة الموقع الالكتروني: mass.gov/service-details/title-vi-rights-and-protections ، mbta.com/titlevi ، أوالموقع: oldcolonyplanning.org/title-vi-ada.

Appendix C: Old Colony Title VI Complaint Procedures



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تتمتع بفرص الإجراء التي تتيح لكم شرح هادئ، والتي هي غرار إجراء مثل شركائنا التي تم التوصل إليها والتي لم يحدثها
وزارات العدل الأمريكية ولقد وفرصنا من أجل عمل مع شركائنا مع الإصرار على الإجراءات الواضحة لتلك من المشركين ولجاءت
المهنة المحلية في بولدينغف إلى عينيها لطلب حل للمشاكل التي تواجهها في شرحها بالتفصيل من إفاريس مالدني في ولاية
مستشارين/سلطة المثل في خليج مستشارين مستخدمين خطوات جديدة لتتبع حل غير لرسومي لأي أو جميع شركائنا الباب
السادس، عن دم ليكون ذلك من باب.

عمل يتقدي المشركين

1 من يمكن أن يقدم شكوى؟

أي شخص من عام تراس، بولدينغف إلى جيج ع القس مالدني في ولاية مستشارين/سلطة المثل في خليج مستشارين،
مقدم الطلبات، مثل أولين، ولقد تم إقرارها في نيو يورك دون أن يتم إساءة معاملة معاملة هو طرف ثالث أو مجموعة أشخاص
وأتم عملهم بشكل غير فني بسبب عرقم أولون هم أو طرلهم الوطني به، كما في ذلك محذوري تلبية في استخدا لمعالجة
الإنجليزية (والذي يحدت هك الباب ليس ادس لقلون لا حقوق لم يفي تل عام 1964، التي ورلين أفدرالي أو قورلين الولية ولظنمها
ذات القة، وأسياسة في حال ضيقة والتي تتبع التبع في مالدني في ولاية مستشارين/سلطة المثل في خليج مستشارين.
ووفقا لباب ايلس ادسوياسة في حال ضيقة والتي يميز فإن التقام من عام الناس في أساس العرق أولون أو الأصل الوطني
هو امر محظور أيضا.

2 كيف فهم الشكوى؟

ي يمكن تقدي المشركين لدى اللجان التالية:

MassDOT/MBTA Title VI Specialists

Office of Diversity and Civil Rights – Title VI Unit

10 Park Plaza, Suite 3800

Boston, MA 02116

ال هاتف: 368-8580 (857) كفاف اقددي السم ع: 711.

البري الإلكتروني: MassDOT.CivilRights@state.ma.us أو MBTAcivilrights@mbta.com

MassDOT/MBTA, Assistant Secretary and Chief Diversity Officer

Office of Diversity and Civil Rights – Investigations Unit

10 Park Plaza, Suite 3800

Boston, MA 02116

ال هاتف: 368-8580 (857)

البري الإلكتروني: odcrcomplaints@dot.state.ma.us

مركز النصح الاتل عملاء قيسم لتي لفي ولاية مجلس مستشارين/سلطة لتي لفي خليج مجلس مستشارين: 222-3200 (617).
سيهي عى موظفو مركز النصح ل حصول في حال عمل ومات الأساسية حول الأمر ذي النصح، وهي تتم إرسالك في حال لظلمة إلى
لجانب التوع ول حقوق المثل مع وفوق ل هذه الإجراءات.



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U.S. Department of Transportation

Office of Civil Rights

1200 New Jersey Avenue, SE

Washington, DC 20590

الموقع الإلكتروني: civilrights.justice.gov/

Old Colony Planning Council

Title VI/ Nondiscrimination Coordinator

Mary Waldron

70 School Street

Brockton, MA 02301

ال هاتف: (508) 583-1833

البريد الإلكتروني: mwaldron@ocpcrpa.org

يرجى احظة لم يلى:

- عنيت عملت لم الإدارة الفيدرالية للنقل شركوى لجوال بابابل سولس فعيما ي خرق س م اللقى في ولاية ماستاشوسيتس / س لطة اللقى لفي خليج ماستاشوسيتس، مؤتل ق ي فرعي أو ق اول قل في جز ل ه ا أن تطلب مرق س م اللقى لفي ولاية ماستاشوسيتس / س لطة اللقى في خليج ماستاشوسيتس اني جري لتخيف في ال م لة .
- ذابت قيدي م لئى م ل ق س م اللقى في ولاية ماستاشوسيتس يتتخ ليقال بابابل س ادسوت دعي حصول ل ه ا ك من قبل شيعا ل طرق ل س و ع ل تنب ل ق س م اللقى في ولاية ماستاشوسيتس فل ه يتم ا ل ل شركوى لى ال ل ك تب الم ح ل ال تنب ل ع ل إدارة ليدرالى ل طرق ل س و ع ل نى بدور ق يوم با ل ل ل شركوى ل ل ك تب ل حقوق الم ح ل تنب ل ع ل ليدرالى ل طرق ل س و ع ل نى ع ل م ع ذك .
- اذنت ل ق س م اللقى لفي و لية م ليش س و س ل شركوى م ل ت ل ق و ب ل بابابل س ادسوت م ق ي م ه اض د ن ط ق ي فرعي من شيعا ل طرق ل س و ع ل نى ق س م اللقى في ولاية ماستاشوسيتس في ل ق س م اللقى في ولاية ماستاشوسيتس ال ن ع ا م ل ل شركوى و ل ت تخيف في ش ن ه ا ، أوي جز ل ه ا ل ه ا ل ك تب ل حقوق الم ح ل نى ع ل ليدرالى ل طرق ل س و ع ل نى ع ل .
- ذابت لقت الإدارة ليدرالى ل س الم ل ق ل ي ا ربت ن لوى تنب ق ي م ه اض ق س م اللقى في ولاية ماستاشوسيتس ف ا ن ل إدارة س ق توم با ل ل ل شركوى ع ل ق س م اللقى في ولاية ماستاشوسيتس ل حصول ل ق ي ر د ل ك تب . و ه ن ي س م ق ق س م اللقى في ولاية ماستاشوسيتس ا ل ل ل شركوى ل ق ي م ر د ل ك تب ع ل ال د ع ا ت . ه يتم اس ت خ د ا م ل ر د ال ك تب ل ح ي د ا ل خط و الت ي س ي ت خ ذ ه ا الإدارة الفيدرالى ل س الم ل ق ل ي ا رات ل م ل ل ل شركوى .

3. ملذي ي جب ع ل ي ق ي م ه م ع ل ل شركوى ؟

ي ت ف و ر ن م و ذ ل ل ل شركوى ال ت م ع ل ق ل بابابل س ادس / ع دم ل ل ي ي ف ل ش ر ك ل ال ل ق ت و ن ي ل ق ي م و ق ع ال ي ب ل ال س ال ي ق س م اللقى في الية ماسيشوسيتس، أوال موقع الإلكتروني ل خاص ب ال ي ب ل ال س ل ل ل ل ق ي ي خ ل ي ج ماسيشوسيتس، أوع لى ش ر ك ل أ و ر ا ق م ط و ع ي ل ك ن ل ا ح ص و ل ع ل ي ه ا م ن ل ك ت ب ال ن ق و ع و ل ل حقوق الم و ر و ق ق س م اللقى في ولاية ماستاشوسيتس / س لطة اللقى في خليج ماستاشوسيتس وال م ك و ر أ ع ل ا ه . و ع و ض ا ع ن ذ ل ك ف ل ه ي ج و ز ل م ش ت ك ي ا ن ي ق د ل ل ش ر ك و ي ل ع ي ش ر ك ل ر س ا ل ع ك ط و ي ق ب ه ي لة ي ج ب ا ن ت خ و ي ل ق ي م ا ي ل ي :



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- اسمك وتتوقعك، وعمل ومات الاصل الال حلبي الال خص قبك (مثل، رقم هاتف ول عنوان).
- اسم الجحان الال مزعوم ورقب طاقته (اذا كان عروفا وفنطقا).
- وصف للهيبة حصول التصرف لم حطور، مع ذكر الزمان وال مكان.
- وصف للهيبة ليظول ما انتقدك تم العمل معك بصور ختلفة.
- أسماء وعمل ومات الاصل الال اضل بأي ش مود.
- أي عمل ومات أخرى يتقدك ل ه ا علاق شرك واك.

- أ. في حال عدم تمكن المشتكي من تقديم بيان مكتوب فلهي مكتوب قيم شكوى شفوية الى مكتب النوع ول حقوق المدنية.
يُجري تحقيق مختص بل حقوق المدنية قبلية مع المشتكي. يقوم تحقيق الحقوق المدنية بمراسلة الشخص، إن تطب الامر ذلك لتحصيل للشكوى والشكوى المكتوبة. يجب ان يكون المشتكي لغى جيل شرك اوى.
ب. يجب تزويد المشتكى لم شرك اوى ماحول فال مدرس نفس الال طيقة يومت مكتوب يلفيل شرك اوى ماحول فال مدرس نفس طيقة
الشرك اوى الأخرى.
ج. يتقبل الشرك اوى أيلغة مغير فب ه ا، وتتوفر ماذج لتقيم الشرك اوى ب عد لغات.

4. كم هي قلوة الال في قلتي مكني خال الال قدي المشكوى؟

- أ. يجب تقديم للشكوى التي تدعي حصول الال الكال باب لس ادس و / أو سياسة فع الال ضيافة والتهيئة لتبليغ في س الال نقل في ولاية ماساتشوستس / سلطة الال في خليج ماساتشوستس في مودق أص امائة وثمانين (180) يوم من تاريخ الال الال مزعوم.
ب. يجب تقديم للشكوى التي تدعي حصول الال الكال نقل لولاية أو النقل ليدر الال من الإطار الال في التي يرضع الال وال فرع، او اللو طاح أولس بلاق القضيبة وفي حالات معينة قد يصل لذلك لغى الال (300) يوم من تاريخ الال الال مزعوم.

5. في في تالمت عمل مع الشكوى الال خص قبي؟

جدي لتسلم شكوى مافل هي متعين الال تحقيق مختص بل حقوق المدنية. في عمل هذا الال تحقيق على:

أ. تحيد الال والي القضيبة في ملك مكتب النوع ول حقوق المدنية الال والي القضيبة إذا كل تمل شكوى:

1) تنطوي لغويها أو سلوكيها لك جلي:

لا. الال والال القلوي انفس الال في ولاية ماساتشوستس سلطه الال في خليج ماساتشوستس الال في انبغ الال في أو الال حرش أو الال على أساس الال ماحق في ميعال قباي مجال من ماح الال خدم الال الال و لطة،

أو

ب. الال الال الذي طع ملتلق وال فرع و ولق اولون الال عملون ميع الال في ولاية ماساتشوستس سلطه الال في خليج ماساتشوستس الال في خليج ماساتشوستس الال في الال على أساس الال في ولاية ماساتشوستس / سلطه الال في خليج ماساتشوستس،



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و

2) ذلّا بتعمق في مفي الوق الذماسب.

تال تكيّف بات الالمشكوي قدي مقررا فيعا ي خص الولاية القضيي خالك عشرة (10) أيام عملمن تايخ اتالم الشركوي.

1) إذق ررال مخرق الختص بل حقوق المويّة أزال شركوي لا توقي لتشكل تال كلال حقوق المويّة فقل هوقم ببللاغ المشكوي وال موظف الختص بل بابل س ادس بشك كل خطي في م لي خص التناي ج هيم إغلاق القضيّة.

ج. اجراء تقيق كُتّف ببل مزاعم لامكور في لشركوي وتك فوق اللاحجاء ات ال داخي تالشركوي لا خص قيسم اللق لفي ولاية مانتاشرويتوس / سلطة اللق في خطي ج مانتاشرويتوس.

6. ماذا ي حصل لتوصل اللزمتاي ج وتقني لم تعوي ات

فيم طية لتتقيق ييسل لامخرق واحدة من لارس طلال الة التاللي لة الى المشكوي ولج هة المبيت جيل لشركوي ذلّا كناء لقي لالتصل جيللي تم التوصل اليها:

- أ. رسال تضيوي لقي حل المشك كل فتوض حال خطوات التي تك خفها أو سيتخ ذهال ج هة المبيت جيل لشركوي التل لال باب الس ادس.
- ب. رسال ت خص التوصل الى التل ج حيم لمداره عن دم ليهال تكند انال ج هة المبيت جيل لشركوي تلمتل لبابل س ادس. توشم ل هذمار رسال ت قوضي ح ليين سبب كونال ج هة المبيت جيل لشركوي مجمل ة تقوقم اش عارب حقوق المشكوي يقندي م اسفن اف.
- ج. رسال ت خص التوصل الى التل ج عن دم ليهال تكند من انال ج هة المبيت جيل لشركوي لا تلمتل لبابل س ادس.

توشم ل هذمار رسال تة كل تال ه الكيتم الإشار ة اليه بناء لقي اللو ط حال ممولب ها، ووصف م خص ربل اللق ج / التوضيات، وعوقب عدم اللع ال الطوعي، وعرض للمسا عفةي وضع خطة ل حل التكم كل من خال اللع ال، إذا كان ذلّا ك من باب.

7. هل يمكن لي ان هم اسفن فلحق نتلج ما؟

إذال جي فوق المتيك ي أو ال ج هة المبيت جيل لشركوي لقي تمل جال قح في لمق ل ل ه ل مقق يم اسفن ل لمسا علل س لقي ر ال خا ص بل لنوع ول حقوق المويّة. ي جب لقي ال ج هة المقق دمل اسفن اف لتوفر لي هم لوم ات جي لقم تك م توفيق اء سي ر لت لاقص لي والتيم من شأنه ان تج عل قسم لقي لفي ولاية مسيتوس تس سلطة لاق لفي لقي ج م اسفن وس تسري ج د لان ظرفي قارات ه ي ج يقندي م طلب الامتن اف ولي ة عل لوات جدي خال اللق (30) (ي وم من تاي خا رسال رسال تة لقي ج. وبعد مراجع ة هذال عل ومك، سري ج يقس م اللق في ولاية مانتاشرويتوس / سلطة اللق في خطي ج مانتاشرويتوس أم ان خال ل صدار رسال ة قح تضيوي لقي رار أو من خلال إعلام لاج هة ل قديم تال اسفن اف أن لرسال ة الاضري ة لا خص قبلق رار أو لالتل جتقي ساري ال فبعول.



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《第六章》 投诉程序

目的及适用范围

本文件旨在明确客户向 MassDOT/MBTA 直接提交的歧视投诉的受理和处置程序，以及由 1964 年《民权法》（第六章）以及相关州级或联邦消除歧视管理部门，包括《美国残疾人法》（ADA）授权 MassDOT/MBTA 处理的歧视投诉。

歧视投诉的处理将遵循以下步骤，并在本文件中进一步详细说明。

- 第 1 步：投诉人提交投诉。
- 第 2 步：MassDOT/MBTA 向投诉人发出确认信。
- 第 3 步：为相应投诉分配调查员并负责审查。
- 第 4 步：调查员对投诉人、证人和被投诉人进行约谈。
- 第 5 步：调查员审查证据和证词，审查是否发生了违规行为。
- 第 6 步：向投诉人和被投诉人各发出解决方案告知信或调查结果告知信，并给予上诉权。
- 第 7 步：上诉期满调查即告结束。

以上规定是一个行政程序，旨在调查和消除联邦政府资助的项目和活动中的歧视现象。以上程序不为寻求个人补偿的投诉人提供救济途径，包括惩罚性赔偿或补偿性报酬；不禁止投诉人向其它州或联邦机构提出投诉；也不否认投诉人寻求私人法律顾问解决受控歧视行为的权利。

本文件所述程序适用于 MassDOT/MBTA 及其次级承接单位、承包商和分包人管理动作的联邦资助项目和活动。

为遵守《民权法案》第六章，我们鼓励通过 MassDOT/MBTA 获得联邦财政资助的次级承接单位采纳此投诉程序。如采纳，次级承接单位承认有义务为公众提供机会投诉其机构项目、服务和活动中违反反歧视要求的行为。根据联邦规定，公交类资助的次级承接单位理解其有权处理《民权法案》第六章投诉，并将知会其上级承接单位 MassDOT/MBTA 收到的投诉以及问题处理调查结果。

公路类资助的次级承接单位应明白其无权调查针对其机构（即该单位是被控违反《民权法案》第六章的被投诉人或一方）的《民权法案》第六章投诉。所有此类投诉须转给



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MassDOT/MBTA 多元化和民权办公室决定合适的调查机构。公路类资助的次级承接单位可以保留将不违反《民权法案》第六章指控作为工作承诺和（或）内部政策承诺的权利，但无权裁定被指控行为是否违反《民权法案》第六章。**MassDOT/MBTA** 鼓励所有次级承接单位在收到《民权法案》第六章投诉时与多样性及民权办公室《民权法案》第六章专员、联邦项目管理人和（或）调查部门负责人沟通，以保证问题得到恰当处理。

定义

投诉人：向 MassDOT/MBTA 提出投诉的人。

投诉：有关歧视指控的书面或电子陈述，其中包含要求受理部门采取行动的诉求。如投诉由残障人士提交，则“投诉”应当涵盖投诉人因其残障而需要使用的替代文本格式。

歧视：无论故意还是无意，在美国的个人仅因种族、肤色、国籍，或其它反歧视机构规定的情形，如性别、年龄，或残障等而受到任何接受联邦资助的项目或活动的不公对待或完全不同影响的行为或无作为。

运营管理机构：美国政府各类机构受资助项目或活动的美国交通部各机构，包括联邦公路管理局（FHWA）、联邦公交管理局（FTA）、联邦铁路管理局（FRA）和全美公路交通安全管理局（NHTSA）和联邦机动车交通安全管理局（FMCSA）。

被投诉人：被控有歧视行为的人员、代理、机构或组织。

提出投诉

本节具体说明麻州交通部处理《民权法案》第六章歧视投诉（基于种族、肤色，或国籍，包括语言）以及基于（年龄、性别和残障）其它联邦反歧视规定的歧视投诉的程序。1964年《民权法案》第六章（Title VI）对应的联邦法律和法规将调查民权投诉的总体协调权授予美国司法部，司法部与履行这一职责的相应联邦机构合作。在交通领域，此调查权被赋予美国交通部及其各类型交通管理机构，包括联邦公路管理局（FHWA）和联邦公交管理局（FTA）。根据美国交通部的规定，联邦公路管理局、联邦公交管理局建立规章制度要求接受联邦财政资助单位及其次级承接单位建立处理针对本机构的《民权法案》第六章投诉程序。

下述程序的制定以美国司法部设立并推荐的投诉程序为模型，其目的是在尊重正当程序的基础上为投诉和被投诉双方解决投诉问题提供公平机会。除以下正式的投诉解决过程，在



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可能的情况下，MassDOT/MBTA 也会采取积极措施寻求对任何、所有《民权法案》第六章相关投诉的非正式解决方法。

投诉流程

1. 谁可以提出投诉？

任何公众群体或个人，包括 MassDOT/MBTA 所有客户、申请人、承包商，或次级承接单位，都可提出投诉，如果他们认为自己、第三方，或一群人因其种族、肤色，或国籍（包括有限的英文水平）而受到不当对待或不公正对待，从而违反了 1964 颁布的《民权法案》第六章、相关联邦、州法律法规，或麻州交通部制定的反歧视/反骚扰预防政策。《民权法案》第六章和反歧视骚扰预防政策也禁止因种族、肤色，或国籍对公众进行报复的行为。

2. 如何提出投诉？

投诉可以通过以下方式提出：

MassDOT/MBTA Title VI Specialists

Office of Diversity and Civil Rights – Title VI Unit

10 Park Plaza, Suite 3800

Boston, MA 02116

电话：(857) 368-8580 或 7-1-1 电话中继服务

电子邮件：MassDOT.CivilRights@state.ma.us 或 MBTAcivilrights@mbta.com

MassDOT/MBTA, Assistant Secretary and Chief Diversity Officer

Office of Diversity and Civil Rights – Investigations Unit

10 Park Plaza, Suite 3800

Boston, MA 02116

电话：(857) 368-8580

电子邮件：odcrcomplaints@dot.state.ma.us

MBTA 客户呼叫中心：(617) 222-3200

呼叫中心工作人员将从来电者收集有关指控事项的基本信息，并将通话的详细信息转发给多元化和民权办公室，以便根据上述程序进行处理。



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U.S. Department of Transportation

Office of Civil Rights

1200 New Jersey Avenue, SE

Washington, DC 20590

网站: civilrights.justice.gov/

Old Colony Planning Council

Title VI/ Nondiscrimination Coordinator

Mary Waldron

70 School Street

Brockton, MA 02301

电话: (508) 583-1833

电子邮件: mwaldron@ocpcrpa.org

请注意:

- FTA 在收到针对 MassDOT/MBTA 或其次级承接单位、承包商的第六章投诉时，FTA 可以要求 MassDOT/MBTA 开展调查。
- 如果相应第六章投诉虽向 MassDOT 提出，但指控对象是 MassDOT 的公路部门，则将转给当地 FHWA 部门办公室，然后转交 FHWA 总部民权办公室（HCR）处理。
- 如果 MassDOT 收到针对 MassDOT 公路部门下属次级承接单位的第六章投诉，则 MassDOT 可以直接处理并开展调查，也可以将投诉提交给 HCR 进行调查。
- 如果 FMCSA 收到针对 MassDOT 的投诉，FMCSA 会将投诉转发给 MassDOT 进行书面回复。MassDOT 收到后可以调查并解决相应投诉，或对相应指控作出书面答复。FMCSA 将根据相应的书面答复确定采取哪些步骤处理投诉。

3. 投诉需说明哪些内容？

《民权法案》第六章/反歧视投诉表可从 [MassDOT 第六章网站](#)、[MBTA 第六章网站](#) 下载，或从 MassDOT/MBTA 多元化和民权办公室获取纸质本填写。投诉人也可以使用其他格式的通信提交，通信应包括以下信息：

- 您的姓名、签名和当前联系信息（即电话号码、电子邮件地址和邮寄地址）；
- 被指控人的姓名和徽章号码（如已知或适用）；
- 描述被投诉行为如何、何时、何处发生；
- 详细描述为什么您认为受到了不公对待；



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- 任何证人的姓名和联系方式；
 - 您认为与您的投诉相关的任何其他信息。
- A. 如果投诉人无法提供书面陈述，可以向多元化和民权办公室（ODCR）提出口头投诉。投诉人将由民权调查员（CRI）进行访谈。如有必要，CRI 将协助投诉人将口头投诉转换为书面投诉。所有投诉应由投诉人签名。
- B. 匿名投诉可以以同样的方式提出。匿名投诉的调查方式与任何其他投诉相同。
- C. 投诉接受任何语言。提供多语种投诉表格。

4. 我必须多久以后提交投诉？

- A. 指控违反《民权法案》第六章和/或 MassDOT/MBTA 反歧视骚扰预防政策（ADHP）的投诉应在事件发生后一百八十（180）天内提交。
- B. 指控违反州或联邦法律的投诉应在相应法律法规或判例法规定的时间范围内提交——在某些情况下，自涉嫌事发之日起最多三百（300）天。

5. 我的投诉将如何处理？

收到的投诉会分配给民权调查员（CRI）。CRI 将：

- A. 确定管辖权：如果投诉符合以下条件，ODCR 具有管辖权：
- 1) 违反以下情况的言论或行为：
 - i. MassDOT/MBTA 预防受保护因素在公众服务中遭受歧视、骚扰或报复的法律义务和承诺；

或

 - ii. MassDOT/MBTA 的次级承接单位和承包商遵守 MassDOT/MBTA 政策的承诺；
- 并且
- 2) 及时提交。
- B. 确认收到投诉、告知管辖权的决定，应在收到投诉后十（10）个工作日内做出。



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1) 如 CRI 裁定相应投诉不具有构成违反民权的可能性，调查员应书面通知投诉人以及《民权法案》第六章专员。相应投诉结案。

C. 根据 MassDOT/MBTA 内部投诉程序对投诉所涉的指控进行彻底调查。

6. 调查结果和处理意见

调查结束时，CRI 将根据调查结果向投诉人和被投诉人转交以下三封通信之一：

- A. 是解决方案，说明被投诉人已经或将会采取何种措施遵守《民权法案》第六章。
- B. 是调查无结果，调查发现被投诉人没有违反第六章的规定。此函将解释被投诉人为什么被认为遵守了《民权法案》第六章，并告知投诉者有申诉的权利。
- C. 是调查属实，调查发现被投诉人确有不合规。

此函将罗列被投诉人所有的不合规情况，简要描述调查结果/处理意见，被投诉人没有自觉遵守相应法律法规的处罚；如合适，提请投诉人协助制定改正方案。

7. 我可以对调查结果提出上诉吗？

如果投诉人或被投诉人不同意 CRI 的调查结果，那么他/她/他们可以向助理秘书兼多元化主管提出上诉。申诉方须提供任何上一轮调查未获得的新信息，以便 **MassDOT/MBTA 重新考虑其结论**。申诉请求和补充的新信息须在调查结果通知传达后三十（30）日内提交。在审查相应信息后，**MassDOT/MBTA** 可以做出的决定包括，修订解决方案并重新发布，或通知上诉方维持原始解决方案或调查结果不变。



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《第六章》投訴流程

目的及適用範圍

本檔旨在明確客戶向MassDOT/MBTA直接呈交歧視投訴的受理和處置流程，以及由1964年《民權法》（第六章）以及相關州級或聯邦消除歧視管理部門，包括《美國殘疾人法》（ADA）授權MassDOT/MBTA處理的歧視投訴。

歧視投訴的處理將遵循以下步驟，並在本檔中進一步詳細說明。

- 第1步：投訴人呈交投訴。
- 第2步：MassDOT/MBTA向投訴人發出確認信。
- 第3步：為相應投訴分配調查員並負責審查。
- 第4步：調查員對投訴人、證人和被投訴人進行約談。
- 第5步：調查員審查證據和證詞，審查是否發生違規行為。
- 第6步：向投訴人和被投訴人各發出解決方案告知信或調查結果告知信，並給予上訴權。
- 第7步：上訴期滿調查即告結束。

以上規定是一個行政流程，旨在調查和消除聯邦政府資助的專案和活動中的歧視現象。以上流程不為尋求個人補償的投訴人提供救濟途徑，包括懲罰性賠償或補償性報酬；不禁止投訴人向其它州或聯邦機構呈交投訴；也不否認投訴人尋求私人法律顧問解決受控歧視行為的權利。

本檔所述流程適用於MassDOT/MBTA及其次級承接單位、承包商和分包人管理動作的聯邦資助專案和活動。

為遵守《民權法案》第六章，我們鼓勵透過MassDOT/MBTA獲得聯邦財政資助的次級承接單位採納此投訴流程。如採納，次級承接單位承認有義務為公眾提供機會投訴其機構專案、服務和活動中違反反歧視要求的行為。根據聯邦規定，公交類資助的次級承接單位理解其有權處理《民權法案》第六章投訴，並將知會其上級承接單位MassDOT/MBTA收到的投訴以及問題處理調查結果。

公路類資助的次級承接單位應明白其無權調查針對其機構（即該單位是被控違反《民權法案》第六章的被投訴人或一方）的《民權法案》第六章投訴。所有此類投訴須轉給



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MassDOT/MBTA多元化和民權辦公室決定合適的調查機構。公路類資助的次級承接單位可以保留將不違反《民權法案》第六章指控作為工作承諾和（或）內部政策承諾的權利，但無權裁定被指控行為是否違反《民權法案》第六章。MassDOT/MBTA鼓勵所有次級承接單位在收到《民權法案》第六章投訴時與多樣性及民權辦公室《民權法案》第六章專員、聯邦專案管理人和（或）調查部門負責人溝通，以保證問題得到恰當處理。

定義

投訴人：向MassDOT/MBTA呈交投訴的人。

投訴：有關歧視指控的書面或電子陳述，其中包含要求受理部門採取行動的訴求。如投訴由殘障人士呈交，則「投訴」應當涵蓋投訴人因其殘障而需要使用的替代文本格式。

歧視：無論故意還是無意，在美國的個人僅因種族、膚色、國籍，或其它反歧視機構規定的情形，如性別、年齡，或殘障等而受到任何接受聯邦資助的項目或活動的不公對待或完全不同影響的行為或無作為。

運營管理機構：美國政府各類機構受資助專案或活動的美國交通部各機構，包括聯邦公路管理局（FHWA）、聯邦公交管理局（FTA）、聯邦鐵路管理局（FRA）和全美公路交通安全管理局（NHTSA）和聯邦機動車交通安全管理局（FMCSA）。

被投訴人：被控有歧視行為的人員、代理、機構或組織。

呈交投訴

本節具體說明麻州交通部處理《民權法案》第六章歧視投訴（基於種族、膚色，或國籍，包括語言）以及基於（年齡、性別和殘障）其它聯邦反歧視規定的歧視投訴的流程。

1964年《民權法案》第六章（Title VI）對應的聯邦法律和法規將調查民權投訴的總體協調權授予美國司法部，司法部與履行這一職責的相應聯邦機構合作。在交通領域，此調查權被賦予美國交通部及其各類型交通管理機構，包括聯邦公路管理局（FHWA）和聯邦公交管理局（FTA）。根據美國交通部的規定，聯邦公路管理局、聯邦公交管理局建立規章制度要求接受聯邦財政資助單位及其次級承接單位建立處理針對本機構的《民權法案》第六章投訴流程。

下述流程的制定以美國司法部設立並推薦的投訴流程為模型，其目的是在尊重正當流程的基礎上為投訴和被投訴雙方解決投訴問題提供公平機會。除以下正式的投訴解決過程，在



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可能的情况下，MassDOT/MBTA 也會採取積極措施尋求對任何、所有《民權法案》第六章相關投訴的非正式解決方法。

投訴流程

1. 誰可以呈交投訴？

任何公眾群體或個人，包括MassDOT/MBTA所有客戶、申請人、承包商，或次級承接單位，都可呈交投訴，如果他們認為自己、協力廠商，或一群人因其種族、膚色，或國籍（包括有限的英文水準）而受到不當對待或不公正對待，從而違反了1964頒佈的《民權法案》第六章、相關聯邦、州法律法規，或麻州交通部制定的反歧視/反騷擾預防政策。《民權法案》第六章和反歧視騷擾預防政策也禁止因種族、膚色，或國籍對公眾進行報復的行為。

2. 如何呈交投訴？

投訴可以透過以下方式呈交：

MassDOT/MBTA Title VI Specialists

Office of Diversity and Civil Rights – Title VI Unit

10 Park Plaza, Suite 3800

Boston, MA 02116

電話：(857) 368-8580 或 7-1-1 電話中繼服務

電子郵件：MassDOT.CivilRights@state.ma.us 或 MBTAcivilrights@mbta.com

MassDOT/MBTA, Assistant Secretary and Chief Diversity Officer

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電子郵件：odcrcomplaints@dot.state.ma.us

MBTA 客戶呼叫中心：(617) 222-3200

呼叫中心工作人員將從來電者收集有關指控事項的基本資訊，並將通話的詳細資訊轉發給多元化和民權辦公室，以便根據上述流程進行處理。



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U.S. Department of Transportation

Office of Civil Rights

1200 New Jersey Avenue, SE

Washington, DC 20590

網站：civilrights.justice.gov/

Old Colony Planning Council

Title VI/ Nondiscrimination Coordinator

Mary Waldron

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Brockton, MA 02301

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電子郵件：mwaldron@ocpcrpa.org

請注意：

- FTA在收到針對MassDOT/MBTA或其次級承接單位、承包商的第六章投訴時，FTA可以要求MassDOT/MBTA開展調查。
- 如果相應第六章投訴雖向MassDOT呈交，但指控物件是MassDOT的公路部門，則將轉給當地FHWA部門辦公室，然後轉交FHWA總部民權辦公室（HCR）處理。
- 如果MassDOT收到針對MassDOT公路部門下屬次級承接單位的第六章投訴，則MassDOT可以直接處理並開展調查，也可以將投訴呈交給HCR進行調查。
- 如果FMCSA收到針對MassDOT的投訴，FMCSA會將投訴轉發給MassDOT進行書面回復。MassDOT收到後可以調查並解決相應投訴，或對相應指控作出書面答覆。FMCSA將根據相應的書面答覆確定採取哪些步驟處理投訴。

3. 投訴需說明哪些內容？

《民權法案》第六章/反歧視投訴表可從[MassDOT第六章網站](#)、[MBTA第六章網站](#)下載，或從MassDOT/MBTA多元化和民權辦公室獲取紙質本填寫。投訴人也可以使用其他格式的通信呈交，通信應包括以下資訊：

- 您的姓名、簽名和當前聯繫資訊（即電話號碼、電子郵寄地址和郵寄位址）；
- 被指控人的姓名和徽章號碼（如已知或適用）；
- 描述被投訴行為如何、何時、何處發生；
- 詳細描述為什麼您認為受到了不公對待；
- 任何證人的姓名和聯繫方式；



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- 您認為與您的投訴相關的任何其他資訊。
- A. 如果投訴人無法提供書面陳述，可以向多元化和民權辦公室（ODCR）呈交口頭投訴。投訴人將由民權調查員（CRI）進行訪談。如有必要，CRI將協助投訴人將口頭投訴轉換為書面投訴。所有投訴應由投訴人簽名。
- B. 匿名投訴可以以同樣的方式呈交。匿名投訴的調查方式與任何其他投訴相同。
- C. 投訴接受任何語言。提供多語種投訴表格。

4. 我必須多久以後呈交投訴？

- A. 指控違反《民權法案》第六章和/或MassDOT/MBTA反歧視騷擾預防政策（ADHP）的投訴應在事件發生後一百八十（180）天內呈交。
- B. 指控違反州或聯邦法律的投訴應在相應法律法規或判例法規定的時間範圍內呈交——在某些情況下，自涉嫌事發之日起最多三百（300）天。

5. 我的投訴將如何處理？

收到的投訴會分配給民權調查員（CRI）。CRI將：

- A. 確定管轄權：如果投訴符合以下條件，ODCR 具有管轄權：
 - 1) 違反以下情況的言論或行為：
 - i. MassDOT/MBTA預防受保護因素在公眾服務中遭受歧視、騷擾或報復的法律義務和承諾；
 - 或
 - ii. MassDOT/MBTA的次級承接單位和承包商遵守MassDOT/MBTA政策的承諾；
- 並且
- 2) 及時呈交。
- B. 確認收到投訴、告知管轄權的決定，應在收到投訴後十（10）個工作日內做出。



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1) 如CRI裁定相應投訴不具有構成違反民權的可能性，調查員應書面通知投訴人以及《民權法案》第六章專員。相應投訴結案。

C. 根據MassDOT/MBTA內部投訴流程對投訴所涉的指控進行徹底調查。

6. 調查結果和處理意見

調查結束時，CRI將根據調查結果向投訴人和被投訴人轉交以下三封通信之一：

- A. 是解決方案，說明被投訴人已經或將會採取何種措施遵守《民權法案》第六章。
- B. 是調查無結果，調查發現被投訴人沒有違反第六章的規定。此函將解釋被投訴人為什麼被認為遵守了《民權法案》第六章，並告知投訴者有申訴的權利。
- C. 是調查屬實，調查發現被投訴人確有不合規。

此函將羅列被投訴人所有的不合規情況，簡要描述調查結果/處理意見，被投訴人沒有自覺遵守相應法律法規的處罰；如合適，提請投訴人協助制定改正方案。

7. 我可以對調查結果上訴嗎？

如果投訴人或被投訴人不同意CRI的調查結果，那麼他/她/他們可以向助理秘書兼多元化主管呈交上訴。申訴方須提供任何上一輪調查未獲得的新資訊，以便MassDOT/MBTA重新考慮其結論。申訴請求和補充的新資訊須在調查結果通知傳達後三十（30）日內呈交。在審查相應資訊後，MassDOT/MBTA可以做出的決定包括，修訂解決方案並重新發佈，或通知上訴方維持原始解決方案或調查結果不變。



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Title VI Complaint Procedures

Purpose and Applicability

The purpose of this document is to establish procedures for the processing and disposition of both discrimination complaints filed directly with the Massachusetts Department of Transportation (MassDOT) or the Massachusetts Bay Transportation Authority (MBTA), and discrimination complaints that MassDOT/MBTA have the delegated authority to process under 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).

The processing of discrimination complaints will follow the steps outlined below and are further detailed throughout this document.

- Step 1: Complainant submits their complaint.
- Step 2: MassDOT/MBTA issues the complainant an acknowledgment letter.
- Step 3: Complaint is assigned to, and reviewed by, an investigator.
- Step 4: Investigator conducts interviews of complainants, witnesses, and the respondent.
- Step 5: Investigator reviews the evidence and testimonies to determine whether a violation has occurred.
- Step 6: Complainant and Respondent are issued a letter of resolution or a letter of finding and offered appeal rights.
- Step 7: Once the appeal period has expired, the investigation is closed.

The procedures describe an administrative process aimed at identifying and eliminating discrimination in federally funded programs and activities. The procedures do not provide an avenue for relief for complainants seeking individual remedies, including punitive damages or compensatory remuneration; they do not prohibit complainants from filing complaints with other state or federal agencies; nor do they deny complainants the right to seek private counsel to address acts of alleged discrimination.

The procedures described in this document apply to MassDOT/MBTA and their subrecipients, contractors, and subcontractors in their administration of federally funded programs and activities.



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As part of their efforts to comply with Title VI, subrecipients of federal financial assistance through MassDOT/MBTA are encouraged to adopt these complaint procedures. In so doing, these subrecipients acknowledge their obligation to afford members of the public with an opportunity to file complaints alleging violations of nondiscrimination policies in place across their organization and in their programs, services, and activities. In accordance with federal guidance, subrecipients of transit-related funds understand they have the authority to process Title VI complaints and will inform their recipients, MassDOT/MBTA, of complaints received and the outcome of investigations as the matters are resolved.

Subrecipients of highway-related funds further understand they do not have the authority to investigate Title VI violation claims filed against their organization (where their organization is the respondent or party alleged to have violated Title VI). All such claims will be forwarded to the MassDOT/MBTA Office of Diversity and Civil Rights (ODCR) to determine the appropriate investigative authority. Highway-funding subrecipients retain the right to consider Title VI violation allegations as a matter of Assurance and/or internal policy compliance but are precluded from making determinations as to possible violations of Title VI. MassDOT/MBTA encourages all subrecipients to communicate with ODCR's Title VI Specialists, the Director of Title VI and Accessibility, and/or the Director of Investigations when/if Title VI complaints are received to ensure proper handling.

Definitions

Complainant – A person who files a complaint with MassDOT/MBTA.

Complaint – Written, verbal or electronic statement concerning an allegation of discrimination that contains a request for the receiving office to take action. Where a complaint is filed by a person with a disability, the term complaint encompasses alternative formats to accommodate the complainant's disability.

Discrimination – That act or inaction, whether intentional or unintentional, through which a person in the United States, solely because of race, color, national origin, or bases covered by other nondiscrimination authorities, such as gender, age, or disability, has been subjected to unequal treatment or disparate impact under any program or activity receiving federal assistance.

Operating Administrations – Agencies of the U.S. Department of Transportation, including the Federal Highway Administration (FHWA), the Federal Transit Administration (FTA), the Federal Rail Administration (FRA), the National Highway Traffic Safety



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Administration (NHTSA), and the Federal Motor Carrier Safety Administration (FMSCA), that fund transportation programs or activities.

Respondent – The person, agency, institution, or organization alleged to have engaged in discrimination.

Filing of Complaints

This section details MassDOT/MBTA's procedures for processing Title VI discrimination complaints (on the basis of race, color, or national origin, including language) and complaints alleging discrimination on the basis of additional federal nondiscrimination provisions (on the basis of age, sex, and disability). Federal law and regulations governing Title VI of the Civil Rights Act of 1964 (Title VI) places the overall coordination authority for the investigation of civil rights complaints in the United States Department of Justice, which works collaboratively with federal agencies that carry out this responsibility. In the transportation sector, this investigative authority rests with the US Department of Transportation (US DOT) and its agencies for the different modes of transportation, including the Federal Highway Administration (FHWA) and the Federal Transit Administration (FTA). In coordination with USDOT requirements, FHWA and FTA have established regulations and guidance that require recipients and subrecipients of federal financial assistance to establish procedures for processing Title VI complaints filed with these organizations.

The procedures described below, modeled on recommended complaint procedures promulgated by the US Department of Justice (US DOJ), are designed to provide a fair opportunity to have complaints addressed that respect due process for both complainants and respondents. In addition to the formal complaint resolution process detailed herein, MassDOT/MBTA shall take affirmative steps to pursue informal resolution of any and all Title VI complaints, when possible.

The Complaint Process

1. Who can file a complaint?

ANY member of the public, along with all MassDOT/MBTA customers, applicants, contractors, or subrecipients who believe that they themselves, a third party, or a class of persons were mistreated or treated unfairly because of their race, color, or national origin (including limited English proficiency) in violation of Title VI of the Civil Rights Act of 1964, related federal and state laws and orders, or MassDOT/MBTA's Anti-Discrimination/



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Harassment Prevention (ADHP) Policy. Retaliation against a member of the public on the basis of race, color, or national origin is also prohibited under Title VI and the ADHP Policy.

2. How do I file a complaint?

A complaint may be filed with the following:

MassDOT/MBTA Title VI Specialists

Office of Diversity and Civil Rights – Title VI Unit

10 Park Plaza, Suite 3800

Boston, MA 02116

Phone: (857) 368-8580 or 7-1-1 for Relay Service

Email: MassDOT.CivilRights@state.ma.us or MBTAcivilrights@mbta.com

MassDOT/MBTA, Assistant Secretary and Chief Diversity Officer

Office of Diversity and Civil Rights – Investigations Unit

10 Park Plaza, Suite 3800

Boston, MA 02116

Phone: (857) 368-8580

Email: odcrcomplaints@dot.state.ma.us

MBTA Customer Call Center: (617) 222-3200

The Call Center staff will seek to obtain basic information about the matter from the caller, and details of the call will be forwarded to the Office of Diversity and Civil Rights for processing according to these procedures.

U.S. Department of Transportation

Office of Civil Rights

1200 New Jersey Avenue, SE

Washington, DC 20590

Website: civilrights.justice.gov/

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Please note:

- When FTA receives a Title VI complaint regarding MassDOT/MBTA, a subrecipient, or a contractor, the FTA may request the matter be investigated by MassDOT/MBTA.
- If a Title VI complaint is filed with MassDOT that alleges a violation by MassDOT's Highway Division, then it will be forwarded to the local FHWA Division Office which will then forward the complaint to the FHWA Headquarters Office of Civil Rights (HCR) for processing.
- If a Title VI complaint is received by MassDOT that is filed against a subrecipient of the MassDOT Highway Division, then MassDOT may process and investigate the complaint or may refer to HCR for investigation.
- If FMCSA receives a complaint filed against MassDOT, FMCSA will forward the complaint to MassDOT for a written response. This allows MassDOT to either resolve the complaint or to provide a written response to the allegations. The written response is used to determine what steps FMCSA will take to process the complaint.

3. What do I need to include in a complaint?

A Title VI/Nondiscrimination Complaint form is available electronically on the [MassDOT Title VI website](#), the [MBTA Title VI website](#), or in hardcopy at the MassDOT/MBTA Office of Diversity and Civil Rights. Alternatively, a complainant may submit correspondence in an alternative format that should include:

- Your name, signature and, current contact information (i.e., telephone number, email address and postal mailing address);
 - The name and badge number (if known and applicable) of the alleged perpetrator;
 - A description of how, when, and where the alleged prohibited conduct occurred;
 - A detailed description of why you believe you were treated differently;
 - Names and contact information of any witnesses; and
 - Any other information you believe is relevant to your complaint.
- A. In cases where the complainant is unable to provide a written statement, a verbal complaint may be made to the Office of Diversity & Civil Rights (ODCR). Complainants will be interviewed by a Civil Rights Investigator (CRI). If necessary, the CRI will assist the person in converting the verbal complaint to writing. All complaints should be signed by the complainant.
- B. Anonymous complaints may be filed in the same manner. Anonymous complaints shall be investigated in the same manner as any other complaint.



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- C. Complaints will be accepted in any recognized language. Multi-lingual complaint forms are available.

4. How long do I have to file a complaint?

- A. A complaint alleging violation of Title VI and/or MassDOT/MBTA's ADHP policy should be filed no later than one hundred and eighty (180) days from the date of the alleged violation.
- B. Complaints alleging violations of state or federal law must be filed within the time frames established by statute, regulation, or case law – in certain instances up to three hundred (300) days from the date of the alleged violation.

5. How will my complaint be handled?

When a complaint is received, it is assigned to a Civil Rights Investigator (CRI). The CRI will:

- A. Determine Jurisdiction: ODCR has jurisdiction if the complaint:

- 1) involves a statement or conduct that violates:

- i. MassDOT/MBTA's legal obligation and commitment to prevent discrimination, harassment, or retaliation on the basis of a protected characteristic with regard to any aspect of the Agency's service to the public;

or

- ii. The commitment made by subrecipients and contractors working with MassDOT/MBTA to adhere to MassDOT/MBTA policies;

AND

- 2) is timely filed.

- B. Acknowledge receipt of the complaint and provide jurisdictional determination within ten (10) business days of receipt of the complaint.



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- 1) If the CRI determines that any complaint does not have the potential to establish a civil rights violation, then the CRI shall notify the complainant and Title VI Specialist in writing of its finding and the matter shall be closed.

- C. Conduct a thorough investigation of the allegations contained in the complaint in accordance with the MassDOT/MBTA Internal Complaint Procedures.

6. Findings and Recommendations

At the conclusion of the investigation, the CRI will transmit to the complainant and the respondent one of the following three letters based on the findings:

- A. A letter of resolution that explains the steps the respondent has taken or will take to comply with Title VI.
- B. A letter of finding that is issued when the respondent is found to be in compliance with Title VI. This letter will include an explanation of why the respondent was found to be in compliance and provide notification of the complainant's appeal rights.
- C. A letter of finding that is issued when the respondent is found to be in noncompliance.

This letter will include each violation referenced as to the applicable regulations, a brief description of findings/recommendations, the consequences of failure to achieve voluntary compliance, and an offer of assistance in devising a remedial plan for compliance, if appropriate.

7. Can I appeal a Finding?

If a complainant or respondent does not agree with the findings of the CRI then he/she/they may appeal to the Assistant Secretary and Chief Diversity Officer. The appealing party must provide any **new information that was not readily available during the course of the original investigation that would lead MassDOT/MBTA to reconsider its determinations**. The request for an appeal and any new information must be submitted within thirty (30) days of the date the letter of finding was transmitted. After reviewing this information, MassDOT/MBTA will respond either by issuing a revised letter of resolution or by informing the appealing party that the original letter of resolution or finding remains in force.



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Procédures de plainte en vertu du Titre VI

But et applicabilité

Le présent document vise à établir les procédures pour le traitement et l'arrangement des deux formes de plaintes contre la discrimination déposées directement après de MassDOT (Massachusetts Department of Transportation) ou de MBTA (Massachusetts Bay Transportation Authority) ainsi que les plaintes de discrimination pour lesquelles MassDOT /MBTA possèdent l'autorité déléguée de traiter en vertu du Titre VI du Civil Rights Act of 1964 et les autorités connexes des juridictions de l'état et fédérales de non-discrimination, y compris le Americans with Disabilities Act ou ADA.

Le traitement des plaintes de discrimination devra respecter les démarches indiquées ci-dessous qui seront décrites de manière plus détaillée dans le reste de la présente.

- Étape 1 : Le plaignant [Complainant] dépose sa plainte.
- Étape 2 : MassDOT/MBTA envoie un accusé de réception au plaignant.
- Étape 3 : La plainte est assignée à un enquêteur qui est chargé de l'examiner.
- Étape 4 : L'enquêteur va procéder à l'entretien des plaignants, des témoins et de la personne dont l'attitude est à l'origine de la plainte (l'intimé).
- Étape 5 : L'enquêteur examine les preuves et les témoignages afin de décider si une violation des droits a bien eu lieu.
- Étape 6 : Le plaignant et l'intimé recevront une lettre de résolution ou une lettre de conclusion. Leurs droits en termes d'appel leur seront expliqués.
- Étape 7 : À l'expiration de la période d'appel, l'enquête sera considérée classée.

Les procédures décrivent un processus administratif visant à identifier et à éliminer la discrimination dans les programmes et les activités financées par le gouvernement fédéral. Les procédures ne prévoient pas de recours pour les plaignants cherchant des voies de recours individuels, y compris les dommages-intérêts punitifs ou la rémunération compensatoire; elles n'interdisent pas aux plaignants de porter plainte auprès d'autres organismes publics ou fédéraux; elles ne refusent pas non plus aux plaignants le droit de s'adresser à un conseiller privé pour traiter les actes de discrimination allégués.



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Les procédures décrites dans le présent document s'appliquent à MassDOT/MBTA et à leurs sous-bénéficiaires, contractants et sous-contractants dans l'administration des programmes et activités financés par le gouvernement fédéral.

Dans le cadre de leurs efforts pour se conformer au Titre VI, les sous-bénéficiaires de l'aide financière fédérale par l'intermédiaire de MassDOT/MBTA sont encouragés à adopter ces procédures de plainte. Ce faisant, ces sous bénéficiaires reconnaissent leur obligation d'accorder aux membres du public l'occasion de déposer des plaintes alléguant des violations aux politiques de non-discrimination dans l'ensemble des programmes, services et activités de l'organisation. Conformément aux directives fédérales, les sous bénéficiaires de fonds liés aux transports en commun comprennent qu'ils ont le droit de traiter les plaintes du Titre VI et informeront leurs destinataires, MassDOT/MBTA, des plaintes reçues et des résultats des enquêtes au fur et à mesure que les affaires sont traitées.

Les sous bénéficiaires de fonds liés au réseau routier comprennent également qu'ils n'ont pas l'autorité nécessaire pour enquêter sur les allégations de violation du Titre VI déposées contre leur organisation (lorsque leur organisation est l'intimée ou partie alléguée d'avoir enfreint le Titre VI). Toutes ces plaintes seront transmises au bureau de la diversité et des droits civils (Office of Diversity and Civil Rights ou ODCR) de MassDOT/MBTA afin de déterminer qui aura juridiction pour enquêter en la matière. Les sous bénéficiaires du financement du réseau routier se réservent le droit d'examiner les allégations de violation du Titre VI comme une question d'assurance et/ou de conformité aux règlements internes, mais ils sont dans l'impossibilité de prendre des décisions relatives à d'éventuelles violations du Titre VI. MassDOT/MBTA encourage tous les sous bénéficiaires à communiquer avec les spécialistes du Titre VI, le directeur du Titre VI et de l'accessibilité et/ou le directeur des enquêtes d'ODCR quand / si les plaintes concernant l'article VI sont reçues afin d'assurer une gestion correcte.

Définitions

Plaignant (Complainant) – une personne qui dépose une plainte auprès de MassDOT/MBTA.

Plainte (Complaint) – Déclaration écrite, verbale ou électronique concernant une allégation de discrimination qui contient une demande d'intervention de la part de l'office récepteur. Lorsqu'une personne handicapée dépose une plainte, le terme « plainte » englobe d'autres formats pour accommoder le handicap du plaignant.



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Discrimination (Discrimination) – Cet acte ou inaction, intentionnel ou non, par lequel une personne aux États-Unis a été soumise à un traitement inégal ou a des effets disparates dans le cadre de tout programme ou activité bénéficiant d’une aide financière fédérale, uniquement en raison de sa race, de la couleur de sa peau, de son origine nationale ou des bases couvertes par d’autres dispositions légales non-discriminatoires, tels que le sexe, l’âge ou le handicap.

Administrations (Operating Administrations) – Agences du Ministère des Transports des États-Unis, y compris l’administration fédérale responsable des autoroutes (*Federal Highway Administration* ou FHWA), l’administration fédérale des transports publics (*Federal Transit Administration* ou FTA), l’administration fédérale du réseau ferroviaire (*Federal Rail Administration* ou FRA), l’administration nationale de la sécurité routière (*National Highway Traffic Safety Administration* ou NHTSA), et l’administration fédérale pour la sécurité des transporteurs routiers (*Federal Motor Carrier Safety Administration* ou FMCSA), qui assurent le financement des programmes ou activités liés aux transports.

Intimé (Respondent) – La personne, l’organisme, l’institution ou l’organisation accusé(e) de discrimination.

Dépôt de plaintes

Cette section détaille les procédures de MassDOT/MBTA pour le traitement des plaintes de discrimination en vertu du Titre VI (sur la base de la race, de la couleur de peau ou de l’origine nationale, y compris la langue) et des plaintes alléguant une discrimination sur la base de dispositions fédérales non discriminatoires supplémentaires (sur la base de l’âge, du sexe et du handicap). La loi fédérale et les règlements fédéraux régissant le Titre VI du Civil Rights Act of 1964 placent l’autorité générale de coordination des enquêtes sur les plaintes de droits civils entre les mains du ministère de la Justice des États-Unis, qui travaille en collaboration avec les organismes fédéraux à qui incombe cette responsabilité. Dans le secteur des transports, cette autorité d’enquête incombe au Ministère des transports des États-Unis (US Department of Transportation ou US DOT) et à ses agences pour les différents modes de transport, y compris la Federal Highway Administration (FHWA) et la Federal Transit Administration (FTA). En coordination avec les exigences de USDOT, la FHWA et la FTA ont établi des règlements et directives qui exigent que les bénéficiaires et les sous bénéficiaires de l’aide financière fédérale établissent des procédures de traitement des plaintes en vertu du Titre VI déposées auprès de ces organisations.

Les procédures de plainte décrites ci-dessous s’appuient sur les recommandations de procédure promulguées par le Ministère de la justice des États-Unis (US Department of



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Justice ou US DOJ) et sont conçues pour offrir une chance équitable de saisir des plaintes tout en respectant les procédures établies pour les deux parties concernées : plaignants et intimés. Outre le processus de résolution de plainte formelle décrit dans les présentes, MassDOT/MBTA prendront des mesures positives pour poursuivre, dans la mesure du possible, le règlement à l'amiable de toutes les plaintes en vertu du Titre VI.

Le processus de plainte

1. Qui peut déposer une plainte?

TOUT membre du public, ainsi que tous les clients de MassDOT/MBTA, les postulants, les contractants ou les sous bénéficiaires qui sont persuadés qu'eux-mêmes, un tiers, ou une classe de personnes ont été maltraités ou traités injustement en raison de leur race, de la couleur de leur peau ou de leur origine nationale (y compris une maîtrise limitée de l'anglais) en violation du Titre VI du Civil Rights Act of 1964, des lois et des ordonnances fédérales et étatiques, ou de la politique de prévention et de la lutte contre la discrimination et le harcèlement (Anti-Discrimination Harassment Prevention ou ADHP] de MassDOT/MBTA. Les représailles contre un membre du public sur la base de la race, de la couleur de la peau ou de l'origine nationale sont également interdites en vertu du Titre VI et du règlement de l'ADHP.

2. Comment puis-je déposer une plainte?

Une plainte peut être déposée aux services suivants :

MassDOT/MBTA Title VI Specialists

Office of Diversity and Civil Rights – Title VI Unit

10 Park Plaza, Suite 3800

Boston, MA 02116 - É.U.

Tél. : (857) 368-8580 ou 7-1-1 pour le service de relais

Courriel : MassDOT.CivilRights@state.ma.us ou MBTAcivilrights@mbta.com

MassDOT/MBTA, Assistant Secretary and Chief Diversity Officer

Office of Diversity and Civil Rights – Investigations Unit

10 Park Plaza, Suite 3800

Boston, MA 02116

Tél. : (857) 368-8580

Courriel : odcrcomplaints@dot.state.ma.us



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Centre d'appel de MBTA : (617) 222-3200

Le personnel du centre d'appel s'efforcera de recueillir les renseignements essentiels sur la plainte en parlant avec l'interlocuteur. Les détails de l'appel seront ensuite envoyés au bureau de la diversité et des droits civils (Office of Diversity and Civil Rights) pour qu'il soit traité conformément à ces procédures.

U.S. Department of Transportation

Office of Civil Rights

1200 New Jersey Avenue, SE

Washington, DC 20590

Site internet : civilrights.justice.gov/

Old Colony Planning Council

Title VI/ Nondiscrimination Coordinator

Mary Waldron

70 School Street

Brockton, MA 02301

Tél. : (508) 583-1833

Courriel : mwaldron@ocpcrpa.org

Veillez noter que :

- Lorsque FTA reçoit une plainte en vertu du Titre VI concernant MassDOT/MBTA, un sous bénéficiaire ou un contractant, FTA peut demander à MassDOT d'examiner l'affaire.
- Si une plainte en vertu du Titre VI est déposée auprès de MassDOT alléguant une violation de la part de la division des autoroutes de MassDOT, cette plainte sera transmise au bureau local de la division FHWA qui la transmettra ensuite pour résolution au bureau des droits civils [Office of Civil Rights ou HCR) du siège de la FHWA.
- Si MassDOT reçoit une plainte en vertu du Titre VI contre un sous bénéficiaire de la division des autoroutes de MassDOT, MassDOT peut alors traiter la plainte et enquêter sur celle-ci, ou la transmettre à HCR pour qu'une enquête soit menée à ce niveau-là.
- Si FMCSA reçoit une plainte déposée contre MassDOT, FMCSA la transmettra à MassDOT pour qu'une réponse écrite soit envoyée. Cela permettra à MassDOT soit d'apporter une résolution à la plainte, soit de répondre par écrit aux allégations. La correspondance servira à déterminer quelles étapes FMCSA devra suivre pour traiter la plainte.



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3. Que dois-je inclure dans une plainte?

Un formulaire de plainte en vertu du Titre VI/de non-discrimination est disponible en version électronique sur le [site internet MassDOT Title VI](#), le [site internet MBTA Title VI](#), ou en version sur papier que l'on peut se procurer auprès du bureau de la diversité et des droits civils de MassDOT/MBTA (*Office of Diversity and Civil Rights*). Il est également possible, par ailleurs, qu'un plaignant soumette une correspondance sous un autre format qui doit inclure les détails suivants :

- Votre nom, votre signature et vos coordonnées actuelles (c.-à-d. numéro de téléphone, courriel et adresse postale);
 - Le nom et le numéro de badge (si vous le connaissez et le cas échéant) de l'auteur présumé de l'acte;
 - Une description de comment, quand et où la conduite interdite alléguée a eu lieu;
 - Une description détaillée des raisons pour lesquelles vous croyez avoir été traité(e) différemment;
 - Noms et coordonnées des témoins, et
 - Toute autre information que vous jugez pertinente à votre plainte.
- A. Dans les cas où le plaignant est incapable de fournir une déclaration écrite, une plainte verbale peut être déposée auprès du bureau de la diversité et des droits civils (Office of Diversity & Civil Rights, ODCR). Les plaignants seront interviewés par un enquêteur de droits civils [Civil Rights Investigator ou CRI]. Si nécessaire, le CRI aidera la personne à rédiger la plainte verbale. Toutes les plaintes doivent être signées par le plaignant.
- B. Les plaintes anonymes peuvent être déposées de la même manière. Les plaintes anonymes font l'objet d'une enquête similaire à toute autre plainte.
- C. Les plaintes seront acceptées dans toutes les langues reconnues. Des formulaires de plainte multilingues sont disponibles.

4. De combien de temps est-ce que je dispose pour déposer une plainte?

- A. Une plainte alléguant une violation du Titre VI et/ou du règlement ADHP de MassDOT/MBTA doit être déposée dans un délai de cent quatre-vingts (180) jours suivant la date de l'incident allégué.
- B. Les plaintes alléguant des violations des lois régionales ou fédérales doivent être déposées dans des délais fixés par les ordonnances, réglementations ou la



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jurisprudence – dans certains cas jusqu'à trois cent (300) jours après la date de l'incident allégué.

5. Comment ma plainte sera-t-elle traitée?

Lorsqu'une plainte est reçue, elle est assignée à un enquêteur des droits civils (Civil Rights Investigator ou CRI). Ce CRI procédera comme suit :

A. Déterminer la juridiction : ODCR a compétence si la plainte :

1) concerne une déclaration ou un comportement qui transgresse :

i. L'obligation légale de MassDOT/MBTA et son engagement pour prévenir la discrimination, le harcèlement ou les représailles sur la base d'une caractéristique protégée concernant tout aspect du service au public de l'agence;

ou

ii. L'engagement pris par les sous bénéficiaires et les contractants collaborant avec MassDOT/MBTA pour se conformer aux règlements de MassDOT/MBTA;

ET

2) est déposée dans des délais raisonnables.

B. Accuser réception de la plainte et fournir une décision quant à la juridiction compétente dans les dix (10) jours ouvrables qui suivent la réception de la plainte.

1) Si le CRI détermine qu'une plainte n'a pas le potentiel d'établir une violation des droits civils, il doit alors aviser le plaignant et le spécialiste du Titre VI par écrit de ses conclusions et l'affaire sera considérée classée.

C. Mener une enquête approfondie sur les allégations contenues dans la plainte conformément aux procédures internes de traitement des plaintes de MassDOT/MBTA.



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6. Conclusions et recommandations

À l'issue de l'enquête, le CRI transmettra au plaignant et à l'intimé, l'une des trois lettres suivantes en fonction des conclusions qu'il aura tirées :

- A. Une lettre de résolution expliquant les mesures que l'intimé a prises ou prendra pour se conformer au Titre VI.
- B. Une lettre de conclusion qui est émise lorsque le comportement de l'intimé s'avère être conforme aux normes du Titre VI. Cette lettre comportera une explication des raisons pour lesquelles le comportement de l'intimé s'est avéré conforme et avertira le plaignant de ses droits en termes d'appel.
- C. Une lettre de conclusion qui est émise lorsque le comportement de l'intimé est jugé être en non-conformité.

Cette lettre comprendra chaque violation avec un renvoi aux règlements applicables, une description succincte des conclusions et recommandations, les conséquences d'un défaut de conformité volontaire et une offre d'assistance à l'élaboration d'un plan correctif de conformité, le cas échéant.

7. Puis-je faire appel?

Si le plaignant ou l'intimé n'accepte pas les conclusions du CRI, il/elle peut faire appel auprès du secrétaire adjoint à la diversité & droits civils (*Assistant Secretary and Chief Diversity Officer*). La partie faisant appel doit fournir toute **nouvelle information qui n'était pas disponible lors de l'enquête initiale et qui conduirait MassDOT/MBTA à reconsidérer ses conclusions**. La demande en appel et toute nouvelle information doivent être soumises dans les soixante (60) jours de la date à laquelle la lettre de conclusion a été envoyée. Après avoir examiné ces informations, MassDOT/MBTA répondront soit en publiant une lettre révisée de la résolution, soit en avisant la partie faisant appel que la lettre originale de résolution ou de conclusion reste en vigueur.



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Pwosedì pou Pote Plent dapre Tit 6

Objektif ak Posiblite pou Aplikasyon

Objektif dokiman sa a, se pou tabli pwosedì pou trete ak pran desizyon sou toude kalite plent pou diskriminasyon sa yo: plent dirèk yo pote devan MassDOT (Massachusetts Department of Transportation), oswa MBTA (Massachusetts Bay Transportation Authority), ak plent MassDOT/MBTA resevwa delegasyon otorite pou yo trete dapre Tit 6 nan Lwa sou Dwa Sivik 1964 la [Civil Rights Act of 1964 (Title VI)], ansanm ak otorite yo resevwa dapre règleman kont diskriminasyon Eta ak gouvènman federal la, tankou Lwa pou Moun Andikape nan Etazini yo [Americans with Disabilities Act (ADA)].

Tretman plent kont diskriminasyon yo ap swiv etap ki dekri pi ba la yo, epi pral genyen plis detay sou yo nan tout dokiman sa a.

- Etap 1: Pleyan an depoze pwòt plent li.
- Etap 2: MassDOT/MBTA ap voye yon lèt konfimasyon bay Pleyan an.
- Etap 3: Pleyan an afekte bay yon anketè, ki etidye dosye a.
- Etap 4: Anketè a fè entèvyou avèk Pleyan an, temwen yo, ak Repondè a.
- Etap 5: Anketè a analize prèv ak temwayaj yo pou gade si gen yon vyolasyon ki komèt.
- Etap 6: Y ap bay Pleyan an ak Repondè a yon lèt desizyon oswa yon lèt konklizyon, epi y ap ofri yo dwa pou yo fè apèl.
- Etap 7: Depi peryòd pou fè apèl la fin pase, ankèt la ap fèmen.

Pwosedì yo dekri pwosesis administratif ki fèt pou idantifye ak eliminen diskriminasyon nan pwogram ak nan aktivite gouvènman federal la finanse. Pwosedì sa yo pa louvri chimen pou pèmèt moun ki pote plent yo jwenn konpansasyon pèsònèl, tankou sanksyon poutèt abi yo fè yo, ni konpansasyon lajan; yo pa anpeche moun ki pote plent yo ale pote plent bay lòt ajans nan Eta a, oswa lòt ajans gouvènman; ni yo pa anpeche moun ki pote plent yo non plis, pou yo pran yon avoka prive, pou ede yo regle ka diskriminasyon yo vle rapòte.

Pwosedì ki dekri nan dokiman sa a aplikab pou MassDOT/MBTA ansanm ak filyal yo, kontraktè yo, ak soutretan yo nan jan y ap mennen pwogram ak aktivite gouvènman federal la finanse.



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Nan travay y ap fè dapre Tit 6 la, soutretan ki resevwa asistans federal nan men MassDOT yo dwe sèvi avèk pwosedi sa yo, pou trete plent moun pote. Lè yo fè sa, soutretan yo rekonnèt obligasyon yo genyen pou bay moun nan piblik la yon chans pou yo pote plent kont sa yo kwè ki vyolasyon prensip kont diskriminasyon yo nan tout pwogram, sèvis, ak aktivite ògànizasyon yo ap fè. Dapre direktiv gouvènman federal la, soutretan k ap administre finansman ki anrapò avèk transpò yo byen konprann yo gen otorite pou yo trete plent moun pote dapre Tit 6 la, epi pou yo fè MassDOT, ki reprezante yo, konnen plent yo resevwa, ansanm ak rezilta pandan ankèt pandan y ap rezoud ka sa yo.

Soutretan k ap administre finansman ki anrapò avèk transpò sou granwout yo byen konprann yo pa gen otorite pou mennen ankèt sou reklamasyon ki fèt kont pwòp ògànizasyon yo dapre Tit 6 (sa ki vle di, lè se pwòp ògànizasyon yo ki defandè oswa ki akize dèske li te patisipe nan vyolasyon kont Tit 6 la). Tout reklamasyon konsa yo dwe transfere bay Biwo sou Divèsite ak Dwa Sivik MassDOT/MBTA a, pou li deside ki kote ki pral gen otorite pou mennen ankèt la. Soutretan k ap administre finansman ki anrapò avèk transpò sou granwout yo toujou gen dwa pou yo konsidere deklarasyon vyolasyon dapre Tit 6 yo tankou yon kesyon kontwòl ak/oswa obsèvasyon règleman entèn, men yo pa gen dwa pran okenn desizyon sou ka ki kapab se vyolasyon dapre Tit 6 la. MassDOT ankouraje tout soutretan yo kominike avèk Espesyalis ODCR pou Tit 6 la, avèk Direktè Pwogram Federal yo, ak/oswa avèk Direktè Envestigasyon an si yo resevwa yon plent dapre Tit 6 la, pou yo kapab sèten ka a trete yon jan ki kòrèk.

Definisyon

Pleyan [*Complainant*] – Se yon moun ki pote yon plent bay MassDOT.

Plent [*Complaint*] – Se yon deklarasyon ekri oubyen elektwonik sou sa yo rapòte kòm yon ka diskriminasyon, ki genyen yon demann pou biwo ki resevwa plent lan pran yon aksyon. Lè moun ki pote plent lan se yon moun andikape, sa yo rele plent lan kapab fèt tou nan yon fòm altènatif ki koresponn avèk andikap pleyan an genyen an.

Diskriminasyon [*Discrimination*] – Se aksyon oubyen inaksyon, kit li fèt avèk oubyen san entansyon, kote yon moun ki nan Etazini sibi yon tretman ki pa menm ak lòt moun, oswa resevwa yon lòt kalite sèvis nan nenpòt pwogram oswa nenpòt aktivite ki resevwa asistans federal, sèlman poutèt ras moun lan, koulè li, peyi li soti, oswa poutèt lòt rezon ki kouvri dapre lòt règleman kont diskriminasyon, tankou si moun lan se gason oubyen fi, laj li, oubyen andikap li genyen.



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Administrasyon pou Operasyon [*Operating Administrations*] – Se ajans nan Depatman Transpò Etazini [U.S. Department of Transportation], tankou Administrasyon Federal pou Granwout [Federal Highway Administration (FHWA)], ak Administrasyon Federal pou Transpò [Federal Transit Administration (FTA)], ak Administrasyon Federal pou Wout Tren [Federal Rail Administration (FRA)], ak Administrasyon Nasyonan pou Sekirite nan Sikilasyon sou Granwout [National Highway Traffic Safety Administration (NHTSA)], ak Administrasyon Federal pou Sekirite nan Transporteur Motor [Federal Motor Carrier Safety Administration (FMCSA)] ki finanse pwogram oswa aktivite pou transpò.

Defandè [*Respondent*] – Se moun, oswa ajans, oswa enstitisyon, oswa òganizasyon yo di ki fè diskriminasyon an.

Pou Depoze yon Plent

Seksyon sa a esplike an detay pwosedi Depatman Transpò Massachusetts la [Massachusetts Department of Transportation (MassDOT)] sèvi pou trete plent pou diskriminasyon dapre Tit 6 la (diskriminasyon ki fèt poutèt ras yon moun, peyi li soti, oswa tou lang li pale) ak plent pou diskriminasyon yo di ki fèt dapre lòt dispozisyon federal ankò (tankou laj, si moun lan se gason oubyen fi, oubyen andikap li genyen). Lwa ak règleman federal ki gouvènè Tit 6 nan Lwa sou Dwa Sivik 1964 la [Title VI of the Civil Rights Act of 1964 (Title VI)] mete responsablite pou kowòdinasyon jeneral pou ankèt sou plent pou dwa sivik yo nan men Depatman Lajistis Etazini [United States Department of Justice], ki travay an kolaborasyon avèk ajans federal ki egzekite responsablite sa yo. Nan sektè transpò a, otorite pou mennen ankèt konsa chita nan men Depatman Transpò Etazini [US Department of Transportation (US DOT)] ansanm ak ajans li yo pou diferan mòd transpò, tankou Administrasyon Federal pou Granwout [Federal Highway Administration (FHWA)], ak Administrasyon Federal pou Transpò [Federal Transit Administration (FTA)]. An konfòmite avèk sa USDOT mande yo, FHWA ak FTA tabli règleman ak direktiv ki egzije benefisyè ak soutretan pou asistans federal yo, pou yo defini pwosedi pou trete plent moun pote devan yo dapre Tit 6.

Pwosedi pi ba la yo, ki ekri dapre pwosedi pou plent ki rekòmande epi ki adopte nan Depatman Lajistis Etazini [US Department of Justice (US DOJ)], fèt yon jan pou pèmèt moun jwenn yon chans nòmal pou fè konnen plent yo, ki aplike yon metòd ekritab ni pou pleyan an, ni pou defandè a. Anplis pwosedi fòmèl pou rezoud plent ki dekri la a, MassDOT/MBTA pran aksyon afimatif pou jwenn solisyon enfòmèl pou tout plent ki pote dapre Tit 6, lè sa posib.



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Pwosesis pou Pote Plent lan

1. Kimoun ki kapab depoze yon plent?

NENPÒT moun nan piblik la, ansanm ak tout kliyan, demandè enskripsyon, kontraktè, oswa benefisyè segondè MassDOT ki kwè yomenm, oswa yon moun yo konnen, oswa yon klas moun te resevwa move sèvis oswa yon tretman ki pa ekitab poutèt ras yo, koulè yo, oswa peyi kote yo soti (sa ki vle di tou, moun ki pa pale angle byen) an vyolasyon Tit 6 nan Lwa sou Dwa Sivik 1964 la [Title VI of the Civil Rights Act of 1964], anrapò avèk lwa ak direktiv nan Eta a, oswa avèk règleman MassDOT pou Prevansyon kont Pèsekisyon poutèt Diskriminasyon [Discrimination Harassment Prevention (ADHP)]. Tit 6 ak Règleman ADHP yo defann tou pou fè vanjans kont yon moun nan piblik la poutèt ras, koulè, oswa peyi kote moun lan soti.

2. Kouman pou mwen depoze yon plent?

Ou ka depoze yon plent devan youn nan kote sa yo:

MassDOT/MBTA Title VI Specialists

Office of Diversity and Civil Rights – Title VI Unit

10 Park Plaza, Suite 3800

Boston, MA 02116

Telefòn: (857) 368-8580 oswa 7-1-1 pou Sèvis Relè

Adrès elekwonnik: MassDOT.CivilRights@state.ma.us oswa

MBTAcivilrights@mbta.com

MassDOT/MBTA, Assistant Secretary and Chief Diversity Officer

Office of Diversity and Civil Rights – Investigations Unit

10 Park Plaza, Suite 3800

Boston, MA 02116

Telefòn: (857) 368-8580

Adrès elekwonnik: odcrcomplaints@dot.state.ma.us

Sant Apèl pou Kliyan MBTA: (617) 222-3200

Sant Apèl la ap mande moun ki rele a enfòmasyon bazik sou kesyon an, epi l ap voye enfòmasyon yo bay Biwo Divèsite ak Dwa Sivik la pou li trete yo dapre pwosedi sa yo.



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U.S. Department of Transportation

Office of Civil Rights

1200 New Jersey Avenue, SE

Washington, DC 20590

Sit Entènèt: civilrights.justice.gov/

Old Colony Planning Council

Title VI/ Nondiscrimination Coordinator

Mary Waldron

70 School Street

Brockton, MA 02301

Telefòn: (508) 583-1833

Adrès elektwonnik: mwaldron@ocpcrpa.org

Remak:

- Lè FTA resevwa yon plent dapre Tit 6, ki anrapò avèk MassDOT, oswa avèk yon soutretan, oswa avèk yon kontraktè, FTA kapab mande pou MassDOT mennen yon ankèt sou zafè a.
- Si yo depoze yon plent dapre Tit 6 devan MassDOT pou fè rapò sou yon vyolasyon Divizyon pou Granwout [Highway Division] MassDOT la komèt, lè sa a yo pral voye plent lan bay Biwo Divizyon FHWA lokal la, ki pral voye li bay Biwo Katye Jenneral pou Dwa Sivik FHWA a [Headquarters Office of Civil Rights (HCR)] pou li trete plent lan.
- Si MassDOT resevwa yon plent dapre Tit 6 ki depoze kont yon soutretan nan Divizyon pou Granwout MassDOT la, lè sa a MassDOT kapab trete plent lan ak mennen yon ankèt oubyen voye li nan HCR pour yo fè yon ankèt.
- Si FMCSA resevwa yon plent kont MassDOT, FMCSA ap voye plent lan bay MassDOT pou mande li yon repons ekri. Sa pèmèt MassDOT swa rezoud plent lan, swa bay yon repons ekri sou sa yo di ki rive a. Repons ekri a ap sèvi pou decide ki etap FMCSA pral pran pou trete plent lan.

3. Kisa mwen dwe mete nan yon plent?

Ou ka jwenn yon fòmilè elektwonnik pou Plent kont diskriminasyon dapre Tit 6 nan pòtay Entènèt [MassDOT Title VI](#) la, oswa [MBTA Title VI](#) la, oswa yon fòmilè sou papyè nan biwo Espesyalis MassDOT/MBTA pou Divèsite ak Dwa Sivik la. Osinon, ou ka remèt yon plent nan yon lèt ki ekri nan yon lòt fòm, ki dwe genyen:



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- Non, siyati, ak enfòmasyon ki valab kounye a si pou yo kontakte w (tankou nimewo telefòn ak adrès potal ou);
 - Non ak nimewo idantifikasyon (si li genyen, epi si ou konnen li) moun ou kwè ki fè vyolasyon an;
 - Yon deskripsyon ki di kouman, kilè, ak ki kote aksyon ou kwè ki vyolasyon an rive;
 - Yon deskripsyon detaye ki di pou kisa ou kwè yo pa te trete w menm jan ak tout moun;
 - Non ak enfòmasyon pou kontakte nenpòt ki temwen ou ka bay; epi
 - Nenpòt ki lòt enfòmasyon ou kwè ki kapab anrapò avèk plent ou pote a.
- A. Si moun k ap pote plent lan pa kapab bay yon deklarasyon ekri, li ka pote yon plent nan bouch nan Biwo pou Divèsite ak Dwa Sivik la [Office of Diversity & Civil Rights (ODCR)]. Pleyan yo pral gen yon entèvyou avèk yon Anketè Dwa Sivik [Civil Rights Investigator (CRI)]. Si pleyan an bezwen sa, CRI ka ede l mete plent nan bouch li a sou papyè. Pleyan an dwe siyen tout plent li pote.
- B. Plent anonim yo kapab fèt menm jan an. Plent anonim yo pral pase nan yon ankèt menm jan ak nenpòt ki lòt plent.
- C. Yo kapab aksepte plent ki pote nan nenpòt ki lang yo rekonnèt. Ou ka jwenn fòmilè pou plent ki nan plizyè lang.

4. Konbyen tan mwen genyen pou mwen depoze yon plent?

- A. Si ou vle depoze yon plent pou rapòte sa ou kwè ki yon vyolasyon prensip nan Tit 6 ak/oswa nan ADHP MassDOT/MBTA âa, ou dwe depoze li anvan san katreven (180) jou pase apre dat vyolasyon ou kwè ki rive a.
- B. Si yon plent ap fèt kont yon aksyon ki sanble yon vyolasyon lwa Eta oswa lwa federal yo, li dwe depoze pandan tan ki tabli nan règ, ak nan règleman, oswa nan lwa sou ka konsa yo – nan sèten ka jiska twasan (300) jou apati dat swadizan vyolasyon an.

5. Kouman yo pral trete yon plent mwen pote?

Lè yo resevwa yon plent, yo mete ka a nan men yon Anketè Dwa Sivik [Civil Rights Investigator (CRI)]. CRI a pral:



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A. Pran desizyon sou dwa jiridiksyon: ODCR gen dwa jiridiksyon si pleyan an:

1) ankòz nan yon deklarasyon oswa nan yon aksyon ki vyole:

i. obligasyon legal ak angajman MassDOT/MBTA nan anpeche diskriminasyon, pèsekisyon, oswa vanjans poutèt youn nan karakteristik ki gen pwoteksyon nenpòt ki jan, nan sèvis Ajans lan fè pou piblik la;

oswa

ii. angajman soutretan ak kontraktè yo pran, nan travay y ap fè avèk MassDOT /MBTA pou respekte prensip MassDOT/MBTA;

EPI

2) plent lan depoze anvan tan an pase pou sa.

B. Fè konnen li resevwa plent lan, epi deside sou jiridiksyon konpetan an anvan dis (10) jou pase apre li resevwa plent lan.

1) Si CRI a wè yon plent pa gen posiblite pou li montre gen yon vyolasyon dwa sivik ki rive, CRI a ap fè pleyan an ak Espesyalis pou Tit 6 la konnen sa nan yon lèt, epi zafè a ap rete kanpe la.

C. Mennen yon ankèt total sou deklarasyon ki nan plent lan, dapre pwosedi entèn MassDOT/MBTA sou plent yo.

6. Konklizyon ak Rekòmandasyon

Lè ankèt la fini, CRI pral voye bay pleyan an ak bay defandè a youn nan twa lèt sa yo, sou konklizyon li jwenn yo:

A. Yon lèt rezolisyon, ki pral esplike ki aksyon defandè a pran oubyen pral pran pou satisfè sa Tit 6 la mande.

B. Yon lèt sou konklizyon, si yo wè defandè a satisfè sa Tit 6 la mande. Lèt sa a pral esplike pou kisa yo wè defandè a satisfè kondisyon ki nesèsè yo, epi l ap fè pleyan an konnen dwa li pou mande yon apèl.



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- C. Yon lèt sou konklizyon, si yo wè defandè a pa satisfè kondisyon ki nesèsè yo. Lèt sa a pral genyen ladan yon referans pou chak vyolasyon, k ap montre règleman ki aplikab la; yon deskripsyon kout sou konklizyon ak rekòmandasyon yo, ak konsekans k ap genyen si yon moun pa pote koreksyon an volontèman; epi yon pwopozisyon pou asistans nan tabli yon plan pou koreksyon an, si sa nesèsè.

7. Èske mwen ka mande yon apèl kont konklizyon an?

Si yon pleyan oswa yon defandè pa dakò avèk konklizyon CRI la, li ka fè yon apèl devan Sekretè Adjwen pou Divèsite ak Dwa Sivik la [Assistant Secretary of Diversity & Civil Rights]. Moun ki fè apèl la dwe bay tout **nouvo enfòmasyon yo pa te kapab jwenn fasil pandan yo t ap mennen premye ankèt la, ki ta kapab lakòz MassDOT retounen gade desizyon yo pran an.** Lè gen yon demann apèl k ap fèt, yo dwe prezante demann lan, ansanm ak nouvo enfòmasyon yo, anvan swasant (60) jou pase apre dat yo te voye lèt ki gen desizyon an. Lè li fin gade enfòmasyon sa yo, MassDOT ap reponn swa nan yon lèt kote li korije desizyon an, swa nan yon notifikasyon pou fè moun ki fè apèl la konnen desizyon oswa konklizyon an ap rete menm jan.



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Procedure di ricorso ai sensi del Titolo VI

Scopo e applicabilità

Scopo di questo documento è stabilire le procedure relative alla lavorazione e alla risoluzione di ricorsi relativi a casi di discriminazione presentate direttamente al Massachusetts Department of Transportation (MassDOT, Dipartimento dei Trasporti del Massachusetts) o alla Massachusetts Bay Transportation Authority (Autorità dei Trasporti della Baia del Massachusetts, MBTA) nonché di ricorsi relativi a casi di discriminazione per cui MassDOT/MBTA hanno autorità delegata ai sensi del Titolo VI della Legge sui Diritti Civili del 1964 (Titolo VI) e delle relative autorità statali e federali competenti in materia di non discriminazione, inclusa la Legge degli Stati Uniti sui Disabili (Americans with Disabilities Act, ADA).

Il trattamento dei ricorsi per discriminazione seguirà l'iter descritto di seguito e ulteriormente dettagliato nel presente documento.

- Fase 1: Il ricorrente presenta il proprio ricorso.
- Fase 2: Il MassDOT/MBTA invia al ricorrente una lettera di conferma.
- Fase 3: Al ricorso viene assegnato un investigatore che lo esamina.
- Fase 4: L'investigatore conduce colloqui con ricorrenti, testimoni e con il convenuto.
- Fase 5: L'investigatore esamina le prove e le testimonianze per determinare se si è verificata una violazione.
- Fase 6: Il ricorrente e il convenuto ricevono una lettera di risoluzione o una lettera di constatazione e hanno la possibilità di ricorrere in appello.
- Fase 7: Una volta scaduto il periodo di appello, l'indagine è chiusa.

Le procedure delineano un iter amministrativo finalizzato ad identificare ed eliminare la discriminazione nei programmi e nelle attività finanziate a livello federale. Le procedure non rappresentano una via d'uscita per ricorrenti in cerca di risarcimenti individuali, inclusi danni punitivi o indennizzi; non impediscono ai ricorrenti di presentare i ricorsi presso altre agenzie federali o statali; e non negano neanche ai ricorrenti il diritto di rivolgersi a un difensore di fiducia affinché si occupi di presunti atti di discriminazione.



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Le procedure descritte in questo documento si applicano a MassDOT/MBTA e ai suoi beneficiari secondari, appaltatori e subappaltatori per ciò che riguarda la gestione dei programmi e delle attività finanziate a livello federale.

Nel quadro delle azioni rivolte all'adeguamento con il Titolo VI, i beneficiari secondari che ricevono assistenza finanziaria federale tramite MassDOT/MBTA sono incoraggiati ad adottare queste procedure di ricorso. In tal modo, i suddetti beneficiari secondari riconoscono l'obbligo di offrire ai cittadini la possibilità di presentare ricorso per presunte violazioni dei requisiti di non discriminazione nei programmi, servizi ed attività dell'organizzazione. Conformemente a quanto stabilito dall'orientamento federale- i beneficiari secondari dei fondi relativi ai trasporti riconoscono la loro autorità nell'esame dei ricorsi ai sensi del Titolo VI e notificheranno al loro beneficiario, MassDOT/MBTA, i ricorsi presentati e l'esito delle indagini riguardanti la gestione dei casi.

I beneficiari secondari dei fondi relativi alle autostrade riconoscono inoltre di non avere autorità-per esaminare le richieste di violazione presentate contro la loro organizzazione (laddove l'organizzazione è la parte convenuta oppure la parte accusata di aver violato il Titolo VI). Tutti i ricorsi verranno inoltrati all'Office of Diversity and Civil Rights (ODCR) di MassDOT/MBTA al fine di determinare l'autorità investigativa competente. I beneficiari secondari- dei finanziamenti relativi alle autostrade conservano il diritto di considerare le dichiarazioni di violazione del Titolo VI come una questione di Assicurazione e/o di adempimento della politica interna ma non gli è consentito di prendere decisioni riguardo alle possibili violazioni del Titolo VI. Il MassDOT/MBTA incoraggia tutti i beneficiari secondari a contattare lo Specialista del Titolo VI dell'Ufficio per la Diversità e i Diritti Civili (ODCR), il Direttore dei Programmi Federali e/o il Direttore delle Indagini quando/se i ricorsi sono presentati al fine di garantirne il corretto svolgimento.

Definizioni

Ricorrente – Persona che presenta un ricorso presso MassDOT/MBTA.

Ricorso – Dichiarazione scritta o elettronica riguardante un'accusa di discriminazione in cui viene richiesto all'ufficio ricevente di adottare provvedimenti. Laddove il ricorso sia presentato da una persona con disabilità, il termine ricorso include formati alternativi che si adattino alla disabilità del ricorrente.

Discriminazione – Atto o inazione, intenzionale o meno, attraverso cui una persona negli Stati Uniti esclusivamente per motivi di razza, colore, paese di origine, o categorie protette da altre autorità competenti in materia di non discriminazione, quali sesso, età o



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disabilità, viene sottoposta ad una disparità di trattamento o ad un diverso impatto in qualunque programma o attività finanziata a livello federale.

Amministrazioni operanti – Agenzie del Dipartimento degli Stati Uniti dei Trasporti, incluso l'Amministrazione Federale delle Autostrade (Federal Highway Administration, FHWA), l'Amministrazione Federale dei Trasporti (Federal Transit Administration, FTA), l'Amministrazione Federale delle Ferrovie (Federal Rail Administration, FRA), l'Amministrazione Nazionale per la Sicurezza Stradale (National Highway Traffic Safety Administration, NHTSA) e l'Amministrazione Federale per la Sicurezza dei Vettori Automobilistici (Federal Motor Carrier Safety Administration, FMSCA), che finanzia i programmi e le attività sui trasporti.

Convenuto – La persona, agenzia, istituzione od organizzazione accusate di discriminazione.

Presentazione dei ricorsi

Questa sezione descrive le procedure del Dipartimento dei Trasporti del Massachusetts (MassDOT) per presentare ricorsi relativi al Titolo VI sulla discriminazione (sulla base di razza, colore, paese di origine, inclusa la lingua) e i ricorsi di presunta discriminazione sulla base di ulteriori disposizioni federali di non discriminazione (sulla base di età, sesso e disabilità). La legge federale e le normative che disciplinano il Titolo VI delle Legge degli Stati Uniti sui Diritti Civili del 1964 (Titolo VI) assegnano al Dipartimento di Giustizia degli Stati Uniti l'autorità di coordinamento generale nell'ambito dell'indagine sui ricorsi riguardanti i diritti civili, in collaborazione con le agenzie federali che svolgono tale funzione. Nel settore dei trasporti, l'autorità investigativa competente è il Dipartimento dei Trasporti degli Stati Uniti (US Department of Transportation, US DOT) e le sue agenzie suddivise nelle varie modalità di trasporto, incluso l'Amministrazione Federale delle Autostrade (Federal Highway Administration, FHWA) e l'Amministrazione Federale dei Trasporti (Federal Transit Administration, FTA). In coordinamento con i requisiti del Dipartimento dei Trasporti degli Stati Uniti (USDOT), l'Amministrazione Federale delle Autostrade (FHWA) e l'Amministrazione Federale dei Trasporti (FTA) hanno stabilito delle normative ed un orientamento per cui i beneficiari ed i beneficiari secondari che ricevono assistenza finanziaria federale sono obbligati a stabilire delle procedure per l'esame dei ricorsi presentati a tali organizzazioni.

Le procedure, come successivamente indicato, basate sulle procedure raccomandate emanate dal Dipartimento di Giustizia degli Stati Uniti (US DOJ), si propongono di garantire eque opportunità affinché i ricorsi presentati rispettino il principio del giusto processo per il ricorrente e per il convenuto Oltre all'iter di risoluzione dei casi di ricorso



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qui dettagliato, e quando possibile, MassDOT/MBTA adotta misure concrete per cercare una risoluzione informale di tutti e di ciascun ricorso ai sensi del Titolo VI.

Il processo di ricorso

1. Chi può presentare ricorso?

OGNI cittadino, oltre ai clienti, richiedenti, appaltatori o beneficiari secondari che creda di essere stato oggetto, lui stesso, di maltrattamenti, una parte terza o una categoria di persone o di essere stato trattato ingiustamente a causa della sua razza, colore od origine nazionale (inclusa limitata padronanza della lingua inglese) in violazione a quanto stabilito dal Titolo VI della Legge degli Stati Uniti sui Diritti Civili del 1964, le relative leggi ed ordinamenti federali e statali, o dalla Politica Antidiscriminatoria di-Prevenzione delle Molestie di MassDOT (MassDOT's Anti-Discrimination Harassment Prevention (ADHP) Policy). La politica ADHP e il Titolo VI proibiscono ogni forma di ritorsione nei confronti di un cittadino sulla base della razza, origine nazionale o colore.

2. Come si presenta un ricorso?

Il ricorso può essere presentato a:

MassDOT/MBTA Title VI Specialists

Office of Diversity and Civil Rights – Title VI Unit

10 Park Plaza, Suite 3800

Boston, MA 02116

Telefono: (857) 368-8580 o 7-1-1 per il servizio ponte telefono

E-mail: MassDOT.CivilRights@state.ma.us o MBTAcivilrights@mbta.com

MassDOT/MBTA, Assistant Secretary and Chief Diversity Officer

Office of Diversity and Civil Rights – Investigations Unit

10 Park Plaza, Suite 3800

Boston, MA 02116

Telefono: (857) 368-8580

E-mail: odcrcomplaints@dot.state.ma.us

Call Center clienti MBTA: (617) 222-3200

Il personale del call center cercherà di ottenere dal chiamante le informazioni di base sulla questione e i dettagli della chiamata saranno inoltrati all'Ufficio per le diversità e i diritti civili per l'elaborazione secondo le presenti procedure.



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U.S. Department of Transportation

Office of Civil Rights

1200 New Jersey Avenue, SE

Washington, DC 20590

Sito web: civilrights.justice.gov/

Old Colony Planning Council

Title VI/ Nondiscrimination Coordinator

Mary Waldron

70 School Street

Brockton, MA 02301

Telefono: (508) 583-1833

E-mail: mwaldron@ocpcrpa.org

Si segnala inoltre che:

- Quando si presenta un ricorso in base al Titolo VI all'Amministrazione Federale dei Trasporti (FTA) nei confronti di MassDOT/MBTA, un beneficiario secondario o un appaltatore, l'FTA può richiedere che la questione sia esaminata da MassDOT/MBTA.
- Se un ricorso in base al Titolo VI presentato presso MassDOT sostiene che ci sia stata una violazione da parte della Divisione Autostrade, in questo caso il ricorso verrà inoltrato all'Ufficio Divisione locale FHWA che a sua volta lo inoltrerà alla Sede Centrale dei Diritti Civili FHWA affinché venga esaminato.
- Se un ricorso in base al Titolo VI nei confronti di un beneficiario secondario della Divisione Autostrade di MassDOT viene presentato presso MassDOT, in questo caso MassDOT può esaminare e effettuare le indagini del caso o rivolgersi a HCR per le attività di indagine.
- Se FMCSA riceve un reclamo presentato contro il MassDOT, FMCSA lo inoltra al MassDOT per una risposta scritta. Ciò consente al MassDOT di risolvere il ricorso o di fornire una risposta scritta alle accuse. La risposta scritta viene utilizzata per determinare le misure che FMCSA adotterà per trattare il ricorso.

3. Cosa devo inserire nel ricorso?

Un modulo di ricorso ai sensi della legge sulla Non discriminazione/Titolo VI è disponibile in formato elettronico sul [sito web Titolo VI di MassDOT](#), sul [sito web Titolo VI di MBTA](#) o in formato cartaceo presso l'Ufficio per la diversità e i diritti civili di MassDOT/MBTA. In alternativa, il ricorrente può presentare la documentazione in formato alternativo che preveda:



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- Nome, firma e informazione di contatto attuale (ovvero numero di telefono, indirizzo e-mail e indirizzo postale);
 - Nome e numero di tesserino (se conosciuti e se del caso) del presunto autore;
 - Una descrizione di come, quando e dove sia avvenuta la presunta infrazione;
 - Una descrizione dettagliata del perché lei ritenga di essere stato trattato diversamente;
 - Nomi e informazioni di contatto di qualunque testimone; e
 - Ogni altra informazione ritenuta utile ai fini del ricorso.
- A. Qualora il ricorrente non sia in grado di presentare una dichiarazione scritta, una denuncia verbale può essere rilasciata all'Ufficio per la Diversità e i Diritti Civili (ODCR). I ricorrenti verranno interrogati da un Inquirente per i Diritti Civili (CRI). Se necessario, l'Inquirente per i Diritti Civili (CRI) aiuterà la persona a mettere per iscritto la denuncia verbale. Tutti i ricorsi devono essere firmati dal ricorrente.
- B. Le denunce anonime possono essere presentate nello stesso modo. Le denunce anonime vanno esaminate esattamente come ogni altro ricorso.
- C. I ricorsi verranno accettati in ogni lingua riconosciuta. Sono- disponibili moduli multilingue.

4. Quando devo presentare un ricorso?

- A. Un ricorso di presunta violazione del Titolo VI e/o alla Politica ADHP di MassDOT deve essere presentata entro (180) giorni dalla data della presunta violazione.
- B. I ricorsi di presunte violazioni della legge statale o federale devono essere presentati nel rispetto dei tempi stabiliti dallo statuto, norma o giurisprudenza, in alcuni casi fino a trecento (300) giorni dalla data della presunta violazione.

5. In che modo verrà gestito il mio ricorso?

Quando si presenta un ricorso, questo viene assegnato ad un Inquirente per I Diritti Civili (CRI). Il CRI dovrà:

- A. Determinare la competenza giurisdizionale: L'ODCR ha giurisdizione se il ricorso:
- 1) Comporta una dichiarazione o condotta che viola:
 - i. L'obbligo legale e l'impegno di MassDOT/MBTA di prevenire ogni forma di discriminazione, molestia e ritorsione sulla base di una



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categoria protetta con riferimento ad ogni aspetto del servizio che l'Agenzia offre al pubblico;

o

ii.L'impegno preso dai beneficiari secondari e dagli appaltatori che lavorano per MassDOT/MBTA di rispettare le politiche di MassDOT/MBTA;

E

- 2) Viene presentato al momento opportuno.
- B. Notifica l'avvenuto ricevimento del ricorso e indica la competenza giurisdizionale entro dieci (10) giorni lavorativi dal ricevimento del ricorso.
- 1) Se il CRI decide che il ricorso non ha il potenziale di stabilire una violazione dei diritti civili, allora il CRI dovrà notificare per iscritto al ricorrente e allo Specialista del Titolo VI i suoi risultati e il caso dovrà essere chiuso.
- C. Condurre un'indagine approfondita delle accuse contenute nel ricorso in conformità con le Procedure di Denuncia Interne di MassDOT/MBTA.

6. Conclusioni e raccomandazioni

Una volta terminata l'indagine, il CRI invierà al ricorrente e al convenuto una delle tre seguenti lettere in base alle sue conclusioni:

- A. Una lettera di risoluzione in cui vengono spiegate le misure che il convenuto ha adottato o dovrà adottare per adempiere a quanto stabilito dal Titolo VI.
- B. Una lettera di constatazione che viene inviata quando la condotta del convenuto è giudicata conforme al Titolo VI. Questa lettera spiegherà perché la condotta del convenuto è giudicata conforme e comunicherà al ricorrente i suoi diritti di appello.
- C. Una lettera di constatazione che viene inviata quando si ritiene che il comportamento del convenuto configuri una discriminazione.

Questa lettera comprenderà ciascuna violazione con riferimento alla normativa vigente, una breve descrizione delle conclusioni/raccomandazioni, le conseguenze del mancato raggiungimento di una condotta volontariamente conforme alla legge, e un'offerta di assistenza nella definizione di un piano di azioni correttive, se del caso.



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7. Posso presentare appello contro una constatazione?

Se un ricorrente o un convenuto non sono d'accordo con le conclusioni del CRI, in questo caso possono presentare appello al Sottosegretario per la Diversità e i Diritti Civili. La parte che ha presentato ricorso deve apportare **elementi nuovi, che non erano disponibili nel corso della prima indagine e che porterebbero MassDOT/MBT a riconsiderare le proprie decisioni**. La richiesta di appello e ogni nuovo elemento deve essere presentato entro sessanta (60) giorni dalla data in cui è stata trasmessa la lettera di constatazione. Dopo aver riesaminato questi elementi, MassDOT/MBT risponderà con l'invio di una nuova lettera di risoluzione oppure informando la parte che ha presentato ricorso che la lettera originale di risoluzione o di constatazione resta valida.



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នីតិវិធីដាក់ពាក្យបណ្តឹងតាមមាត្រា 6

គោលបំណង និងវិសាលភាពអនុវត្ត

ឯកសារនេះមានគោលបំណងដើម្បីបង្កើតនីតិវិធីសម្រាប់ដំណើរការ និងចាត់ចែងទាំងបណ្តឹងស្តីពីការរើសអើងដែលបានដាក់ដោយផ្ទាល់ទៅកាន់នាយកដ្ឋានដឹកជញ្ជូនរដ្ឋ Massachusetts (MassDOT) ឬអាជ្ញាធរដឹកជញ្ជូន Massachusetts Bay (MBTA) និងពាក្យបណ្តឹងស្តីពីការរើសអើងដែល MassDOT/MBTA មានសិទ្ធិអំណាចដែលបានប្រគល់ជូន ដើម្បីដំណើរការក្រោមមាត្រា 6 នៃច្បាប់ស្តីពីសិទ្ធិពលរដ្ឋឆ្នាំ 1964 (មាត្រា 6) និងអាជ្ញាធរប្រឆាំងការរើសអើងថ្នាក់រដ្ឋ និងសហព័ន្ធដែលពាក់ព័ន្ធ រួមទាំងច្បាប់ស្តីពីជនពិការអាមេរិក (ADA) ផងដែរ។

ដំណើរការពាក្យបណ្តឹងស្តីពីការរើសអើងនឹងអនុវត្តតាមដំណាក់កាលដូចដែលបានរៀបរាប់ខាងក្រោម ហើយមានរៀបរាប់លម្អិតបន្ថែមនៅក្នុងឯកសារនេះ។

- ដំណាក់កាលទី 1: ដើមបណ្តឹងដាក់ពាក្យបណ្តឹង។
- ដំណាក់កាលទី 2: MassDOT/MBTA ចេញលិខិតទទួលស្គាល់ជូនដើមបណ្តឹង។
- ដំណាក់កាលទី 3: ពាក្យបណ្តឹងត្រូវបានចាត់តាំង និងពិនិត្យដោយអ្នកស៊ើបអង្កេត។
- ដំណាក់កាលទី 4: អ្នកស៊ើបអង្កេតដើមបណ្តឹង សាក្សី និងចុងបណ្តឹង។
- ដំណាក់កាលទី 5: អ្នកស៊ើបអង្កេតពិនិត្យមើលភស្តុតាង និងសក្ខីកម្មដើម្បីកំណត់ថាតើមានការរំលោភបំពាន ដែរឬទេ។
- ដំណាក់កាលទី 6: ដើមបណ្តឹង និងចុងបណ្តឹងត្រូវបានចេញលិខិតដោះស្រាយ ឬលិខិតស្វែងរក និងផ្តល់សិទ្ធិប្តឹងឧទ្ធរណ៍។
- ដំណាក់កាលទី 7: នៅពេលដែលរយៈពេលនៃការប្តឹងឧទ្ធរណ៍ផុតកំណត់ការស៊ើបអង្កេតនឹងបិទ។

នីតិវិធីទាំងនេះរៀបរាប់ពីដំណើរការរដ្ឋបាលដែលមានគោលដៅកំណត់សម្គាល់ និងលុបបំបាត់ការរើសអើងនៅក្នុងសកម្មភាព និងកម្មវិធីនានាដែលទទួលជំនួយពីសហព័ន្ធ។ នីតិវិធីទាំងនេះមិនផ្តល់មធ្យោបាយដោះស្រាយដល់ដើមបណ្តឹងដែលស្វែងរកដំណោះស្រាយផ្លូវច្បាប់ ដែលរួមមានសំណងជំងឺចិត្ត ឬប្រាក់ទូទាត់ឡើយ។ នីតិវិធីទាំងនេះក៏មិនហាមឃាត់ដើមបណ្តឹងមិនឱ្យទៅដាក់ពាក្យប្តឹងទៅកាន់និងភ្នាក់ងាររដ្ឋ និងសហព័ន្ធផ្សេងទៀត ឬក៏បដិសេធសិទ្ធិរបស់ដើមបណ្តឹងក្នុងការស្នើសុំការផ្តល់ប្រឹក្សាជាលក្ខណៈឯកជនសម្រាប់ដោះស្រាយទង្វើរើសអើងដែលបានចោទក្នុងពាក្យបណ្តឹងនោះដែរ។

នីតិវិធីដែលបានរៀបរាប់ក្នុងឯកសារនេះត្រូវបានអនុវត្តចំពោះ MassDOT/MBTA និងអ្នកទទួលជំនួយបន្ត ក្រុមហ៊ុនម៉ៅការ និងក្រុមហ៊ុនម៉ៅការបន្ត នៅក្នុងការការគ្រប់គ្រងសកម្មភាព និងកម្មវិធីនានាដែលទទួលជំនួយពីសហព័ន្ធ។



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អ្នកទទួលជំនួយបន្តទាក់ទងនឹងការធ្វើដំណើរលើផ្លូវធំ កាន់តែយល់ថា ពួកគេគ្មានសិទ្ធិអំណាចក្នុងការស៊ើបអង្កេត ពាក្យបណ្តឹងស្តីពីបទល្មើសមាត្រា 6 ដែលមានអង្គការរបស់ពួកគេជាចុងបណ្តឹងនោះទេ (ប្រសិនបើអង្គការរបស់ពួកគេជាចុងបណ្តឹង ឬភាគីដែលត្រូវបានគេចោទថាបានល្មើសមាត្រា 6) ។ គ្រប់ពាក្យបណ្តឹងទាំងនេះ នឹងត្រូវគេបញ្ជូនទៅ MassDOT/MBTA ដើម្បីធ្វើការសម្រេចថា អង្គការណាមានសិទ្ធិស៊ើបអង្កេត។ អ្នកទទួលជំនួយបន្តទាក់ទងនឹងការធ្វើដំណើរលើផ្លូវធំ រក្សាសិទ្ធិពិចារណាថាការចោទប្រកាន់នៃការល្មើសមាត្រា 6 ជាបញ្ហារ៉ាប់រង និង/ឬ បញ្ហានៃការគោរពគោលការណ៍ផ្ទៃក្នុង ប៉ុន្តែពួកគេត្រូវបានហាមឃាត់មិនឱ្យចេញសេចក្តីសម្រេច ព្រោះនេះអាចជាការល្មើសទៅនឹងមាត្រា 6។ MassDOT/MBTA សូមលើកទឹកចិត្តឱ្យអ្នកទទួលជំនួយបន្តទាំងអស់ទាក់ទងទៅអ្នកជំនាញមាត្រា 6 របស់ ODCR ដែលជានាយកគ្រប់គ្រងកម្មវិធីសហព័ន្ធ និង/ឬ នាយកគ្រប់គ្រងស៊ើបអង្កេត នៅពេលដែល/ប្រសិនបើពួកគេបានទទួលពាក្យបណ្តឹងទាក់ទងនឹងមាត្រា 6 ដើម្បីធានាថាមានការដោះស្រាយត្រឹមត្រូវ។

និយមន័យ

ដើមបណ្តឹង (Complainant): បុគ្គលដែលដាក់ពាក្យបណ្តឹងទៅ MassDOT/MBTA។

ពាក្យបណ្តឹង (Complaint): ឯកសារស្តីពីការចោទប្រកាន់ទាក់ទងនឹងការរើសអើង ជាលិខិតសរសេរដោយដៃ ឬ ជាសារអេឡិចត្រូនិចដែលទាមទារឱ្យការិយាល័យដែលបានទទួលឯកសារនោះចាត់វិធានការដោះស្រាយ។ ប្រសិនបើអ្នកដាក់ពាក្យបណ្តឹងមានពិការភាព នោះនិយមន័យនៃពាក្យបណ្តឹងនេះ រាប់បញ្ចូលទាំងទម្រង់ផ្សេងៗដែលជួយសម្រួលដល់ពិការភាពរបស់ដើមបណ្តឹង។

ការរើសអើង (Discrimination): សកម្មភាព ឬ អសកម្មភាព ដោយចេតនា ឬ អចេតនា ចំពោះជនណាម្នាក់ក្នុងសហរដ្ឋអាមេរិកដែលបានទទួលរងភាពមិនស្មើគ្នា ឬ



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ភាពខុសគ្នាដាច់ស្រឡះក្នុងសកម្មភាពឬកម្មវិធីណាមួយដែលទទួលជំនួយពីសហព័ន្ធ
ដោយសារតែជាតិសាសន៍, ពណ៌សម្បុរ ដើមកំណើត
ឬលក្ខណៈផ្សេងទៀតដែលទទួលស្គាល់ដោយអាជ្ញាធរទប់ស្កាត់ការរើសអើងដូចជា ភេទ អាយុ
ឬពិការភាព។

រដ្ឋបាលប្រតិបត្តិការ (Operating Administrations):

- ភ្នាក់ងារផ្សេងៗនៃនាយកដ្ឋានដឹកជញ្ជូនរបស់សហរដ្ឋអាមេរិក រួមមាន
- រដ្ឋបាលផ្លូវធំរបស់សហព័ន្ធ (FHWA: Federal Highway Administration)
- រដ្ឋបាលសេវាធ្វើដំណើរសាធារណៈរបស់សហព័ន្ធ (FTA: Federal Transit Administration)
- រដ្ឋបាលផ្លូវដែកសហព័ន្ធ (FRA: Federal Rail Administration)
- រដ្ឋបាលសុវត្ថិភាពចរាចរណ៍ផ្លូវជាតិ (NHTSA: National Highway Traffic Safety Administration) និងរដ្ឋបាលសុវត្ថិភាពក្រុមហ៊ុនដឹកជញ្ជូនរថយន្តសហព័ន្ធ (FMCSA: Federal Motor Carrier Safety Administration) ដែលផ្តល់ជំនួយសម្រាប់សកម្មភាពឬកម្មវិធីទាំងឡាយណាទាក់ទងនឹងការដឹកជញ្ជូន។

ចុងបណ្តឹង (Respondent): បុគ្គល ភ្នាក់ងារ ស្ថាប័ន ឬ អង្គការដែលត្រូវបានចោទប្រកាន់ថាមានជាប់ពាក់ព័ន្ធនឹងការរើសអើង។

ការដាក់ពាក្យបណ្តឹង

ផ្នែកនេះនឹងរៀបរាប់លម្អិតអំពីនីតិវិធីរបស់នាយកដ្ឋានដឹកជញ្ជូនរដ្ឋម៉ាសាឈូសេត (MassDOT/MBTA) ក្នុងការចាត់ចែងពាក្យបណ្តឹងស្តីពីការរើសអើងមាត្រា 6 (រើសអើងដោយសារជាតិសាសន៍ ពណ៌សម្បុរ ឬដើមកំណើត រួមបញ្ចូលទាំងភាសា) និងពាក្យបណ្តឹងស្តីពីការរើសអើងដែលមានចែងបន្ថែមក្នុងច្បាប់ស្តីពីភាពគ្មានការរើសអើងរបស់សហព័ន្ធ (រើសអើងដោយសារ ភេទ អាយុ ឬពិការភាព)។

ច្បាប់និងនីតិបញ្ញត្តិរបស់សហព័ន្ធដែលគ្របដណ្តប់មាត្រា 6 នៃច្បាប់ស្តីពីសិទ្ធិពលរដ្ឋឆ្នាំ1964 (មាត្រា 6)

ផ្តល់សិទ្ធិអំណាចសម្របសម្រួលក្នុងការស៊ើបអង្កេតពាក្យបណ្តឹងទាក់ទងនឹងសិទ្ធិពលរដ្ឋទៅឱ្យក្រសួងយុត្តិធម៌សហរដ្ឋអាមេរិក (US DOT)

ដែលសហការយ៉ាងជិតស្និទ្ធជាមួយនិងភ្នាក់ងារសហព័ន្ធដែលមានទំនួលខុសត្រូវនេះ។ ក្នុងវិស័យដឹកជញ្ជូន សិទ្ធិអំណាចស៊ើបអង្កេតនេះស្ថិតក្នុងដៃក្រសួងដឹកជញ្ជូនសហរដ្ឋអាមេរិក (US DOT) និងភ្នាក់ងារផ្សេងៗរបស់នាយកដ្ឋាននេះសម្រាប់មធ្យោបាយដឹកជញ្ជូនផ្សេងៗ រួមទាំងរដ្ឋបាលផ្លូវធំរបស់សហព័ន្ធ (FHWA) និងរដ្ឋបាលសេវាធ្វើដំណើរសាធារណៈរបស់សហព័ន្ធ (FTA)។ ដើម្បីឱ្យស្របទៅតាមលក្ខខណ្ឌរបស់ក្រសួងដឹកជញ្ជូនសហរដ្ឋអាមេរិក FHWA និងFTA បានបង្កើតបទបញ្ញត្តិ និងការណែនាំ ដែលតម្រូវឱ្យអ្នកទទួលជំនួយ និងអ្នកទទួលជំនួយសហព័ន្ធបន្ត បង្កើតនីតិវិធីសំរាប់ចាត់ចែងពាក្យបណ្តឹងមាត្រា6 ដែលគេបានដាក់ជាមួយនិងអង្គការទាំងនេះ។

នីតិវិធីដែលមានរៀបរាប់ខាងក្រោម ត្រូវបានកែសម្រួលពីនីតិវិធីដែលត្រូវបានណែនាំឱ្យប្រើប្រាស់



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ដោយក្រសួងយុត្តិធម៌សហរដ្ឋអាមេរិក (US DOJ) ហើយត្រូវបានរៀបចំឡើង ដើម្បីផ្តល់ឱកាសស្នើសុំការពិនិត្យ ក្នុងការដោះស្រាយពាក្យបណ្តឹងដែលគោរពតាមនីតិវិធីត្រឹមត្រូវ ឱ្យទាំងដើមបណ្តឹង និងចុងបណ្តឹង។ ក្រោពិនីតិវិធីដោះស្រាយពាក្យបណ្តឹងជាផ្លូវការដែលបានរៀបរាប់ជាលម្អិតនៅទីនេះ: [MassDOT/MBTA និងចាត់វិធានការរបស់ស្ថាប័នការរើសអើង](#) ដើម្បីស្វែងរកដំណោះស្រាយក្រៅផ្លូវការចំពោះពាក្យបណ្តឹងមាត្រា 6 ទាំងអស់នៅពេលណាដែលអាចធ្វើបាន។

ដំណើរការនៃការដាក់ពាក្យបណ្តឹង

1. តើអ្នកណាអាចដាក់ពាក្យបណ្តឹងបាន?

គ្រប់សាធារណជន រួមទាំងអតិថិជន បេក្ខជន ក្រុមហ៊ុនម៉ៅការ ឬ អ្នកទទួលជំនួយបន្តរបស់ MassDOT/MBTA ទាំងអស់ដែលយល់ថា ពួកគេផ្ទាល់ ឬភាគីទីបី ឬក្រុមណាមួយទទួលរងការធ្វើបាប ឬការប្រព្រឹត្តិកម្មនៃស្នើសុំការពិនិត្យដោយសារតែជាតិសាសន៍ ពណ៌សម្បុរ ឬដើមកំណើត (រួមទាំង ចំណេះដឹងភាសាអង់គ្លេសមានកម្រិត) ដែលល្មើសនឹងមាត្រា 6 នៃច្បាប់ស្តីពីសិទ្ធិពលរដ្ឋឆ្នាំ1964 ពាក់ព័ន្ធនឹងដីការ និងច្បាប់រដ្ឋ និងសហព័ន្ធ ឬល្មើសនឹងគោលនយោបាយប្រឆាំងការរើសអើង/របស់ស្ថាប័នការរើសអើងរបស់ MassDOT/MBTA (ADHP)។ មាត្រា 6 និងគោលការណ៍ ADHP ក៏បានហាមមិនឱ្យមានការសងសឹកចំពោះសាធារណជន ដោយសារតែមូលហេតុជាតិសាសន៍ ពណ៌សម្បុរ ឬដើមកំណើតផងដែរ។

2. តើខ្ញុំដាក់ពាក្យបណ្តឹងដោយរបៀបណា?

ពាក្យបណ្តឹងអាចដាក់បានតាមរយៈ ៖

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បុគ្គលិកមជ្ឈមណ្ឌលហៅទូរសព្ទ និងទទួលបានព័ត៌មានមូលដ្ឋានអំពីបញ្ហានេះពីអ្នកហៅទូរសព្ទ។ ព័ត៌មានលម្អិតនៃការហៅទូរសព្ទនឹងត្រូវបញ្ជូនបន្តទៅ ការិយាល័យសិទ្ធិពលរដ្ឋនិងចម្រុះរបស់ ដើម្បីដំណើរការ។

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សម្រាប់ករណីទាំងនេះ៖

- នៅពេល FTA ទទួលបានពាក្យបណ្តឹងមាត្រា 6 ទាក់ទងនឹង MassDOT/MBTA អ្នកទទួលជំនួយបន្ត ឬក្រុមហ៊ុនម៉ៅការ នោះFTA អាចស្នើ MassDOT/MBTA ឱ្យស៊ើបអង្កេតករណីនេះ។
- ប្រសិនបើពាក្យបណ្តឹងមាត្រា6 ត្រូវបានដាក់ទៅឱ្យ MassDOT ដោយចោទអង្គការផ្នែកផ្លូវជំរុំរបស់ MassDOT (MassDOT's Highway Division) ពីបទបំពាន នោះពាក្យបណ្តឹងនឹងត្រូវបញ្ជូនបន្តទៅ ការិយាល័យផ្នែក FHWA ប្រចាំតំបន់ដែលនឹងបញ្ជូនពាក្យបណ្តឹងបន្តទៅការិយាល័យកណ្តាលផ្នែកសិទ្ធិពលរដ្ឋរបស់ FHWA សម្រាប់ចាត់ការបន្ត។
- ប្រសិនបើ FMCSA ទទួលបានពាក្យបណ្តឹងប្រឆាំងនឹង MassDOT នោះ FMCSA នឹងបញ្ជូនពាក្យបណ្តឹងទៅ MassDOT សម្រាប់ការឆ្លើយតបជាលាយលក្ខណ៍អក្សរ។ នេះអនុញ្ញាតឱ្យ MassDOT ដោះស្រាយពាក្យបណ្តឹង ឬផ្តល់ការឆ្លើយតបជាលាយលក្ខណ៍អក្សរចំពោះការចោទប្រកាន់។ ការឆ្លើយតបជាលាយលក្ខណ៍អក្សរត្រូវបានប្រើដើម្បីកំណត់ថាតើជំហានណាដែល FMCSA នឹងចាត់វិធានការដើម្បីដំណើរការបណ្តឹង។

3. តើខ្ញុំត្រូវមានអ្វីខ្លះនៅក្នុងពាក្យបណ្តឹងរបស់ខ្ញុំ?

ទម្រង់បែបបទនៃពាក្យបណ្តឹងមាត្រា 6/ភាពគ្មានការរើសអើង អាចទាញយកបានតាមរយៈប្រព័ន្ធអេឡិចត្រូនិច ពីគេហទំព័រមាត្រា [6របស់MassDOT](#)



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គេហទំព័រ មាត្រា [6របស់MBTA](#) ឬ ជានប្រដាប់ក្រដាសបំពេញដោយដៃ ពីអ្នកជំនាញមាត្រា 6 របស់ MassDOT/MBTA ដែលបានរៀបរាប់ខាងលើ។ ម៉្យាងវិញទៀត ដើមបណ្តឹងអាចដាក់ពាក្យបណ្តឹងដែលមានលក្ខណៈស្រដៀងគ្នាក្នុងទម្រង់ផ្សេងទៀតដែលរួមមាន៖

- ឈ្មោះ ហត្ថលេខា និងព័ត៌មានទំនាក់ទំនងក្នុងពេលបច្ចុប្បន្នរបស់អ្នក (ដូចជាលេខទូរស័ព្ទ និងអាសយដ្ឋាន)
- ឈ្មោះ និងលេខសម្គាល់របស់ជនជាប់ចោទ (ប្រសិនបើអ្នកដឹង ហើយប្រសិនបើចាំបាច់)
- ការរៀបរាប់ពីពេលវេលា ទីកន្លែង និងវិធីដែលទង្វើហាមឃាត់ដែលអ្នកកំពុងចោទប្តឹងនេះបានកើតឡើង
- ការរៀបរាប់លម្អិតថា តើហេតុអ្វីបានជាអ្នកយល់ថា គេប្រព្រឹត្តិទៅលើអ្នក ខុសពីអ្នកដទៃ
- ឈ្មោះ និងព័ត៌មានទំនាក់ទំនងរបស់សាក្សី និង
- ព័ត៌មាននានាទាំងឡាយណាដែលអ្នកយល់ថាមានជាប់ទាក់ទងនឹងពាក្យបណ្តឹងរបស់អ្នក

- ក. ក្នុងករណីដែលដើមបណ្តឹងមិនអាចផ្តល់លិខិតជាលាយលក្ខណ៍អក្សរបានទេ ពាក្យបណ្តឹងជាពាក្យសុំដីអាចធ្វើទៅបានទៅកាន់ការិយាល័យសិទ្ធិពលរដ្ឋ និងចម្រុះ (ODCR)។ ដើមបណ្តឹងនឹងត្រូវសម្ភាសដោយមន្ត្រីស៊ើបអង្កេតសិទ្ធិពលរដ្ឋ (CRI)។ ប្រសិនបើចាំបាច់ មន្ត្រី CRI នឹងជួយដើមបណ្តឹងក្នុងការប្រែក្លាយពាក្យបណ្តឹងជាពាក្យសុំដីមកជាពាក្យបណ្តឹងលាយលក្ខណ៍អក្សរ។ ដើមបណ្តឹងគួរតែចុះហត្ថលេខាលើក្របពាក្យបណ្តឹងទាំងអស់។
- ខ. ពាក្យបណ្តឹងអនាមិកអាចនឹងដាក់តាមវិធីដូចគ្នា។ ពាក្យបណ្តឹងអនាមិកនឹងត្រូវបានស៊ើបអង្កេតតាមវិធីដូចគ្នានឹងពាក្យបណ្តឹងដទៃទៀត។
- គ. ពាក្យបណ្តឹងសរសេរជាភាសាណាមួយដោយដែលត្រូវបានគេទទួល។ បែបបទពាក្យបណ្តឹងជាដែល សរសេរជាភាសាណាមួយមានផ្តល់ជូនផងដែរ។

4. តើខ្ញុំត្រូវដាក់ពាក្យបណ្តឹងក្នុងរយៈពេលប៉ុន្មាន?

- ក. ពាក្យបណ្តឹងចោទប្រកាន់ពីបទល្មើសមាត្រា 6 និង/ឬ គោលការណ៍ADHPរបស់MassDOT/MBTA ត្រូវដាក់ មិនឱ្យលើសមួយរយប៉ែតសិបថ្ងៃ (180) ចាប់ពីថ្ងៃដែលបទល្មើសបានកើតឡើង។
- ខ. ពាក្យបណ្តឹងចោទប្រកាន់ពីបទល្មើសច្បាប់រដ្ឋ ឬសហព័ន្ធ ត្រូវដាក់ក្នុងអំឡុងពេលដែលកំណត់ដោយបញ្ញត្តិ បទបញ្ជា ឬច្បាប់យុត្តិសាស្ត្រ៖ ក្នុងករណីខ្លះរហូតដល់បីរយ (300) ថ្ងៃគិតចាប់ពីថ្ងៃនៃការរំលោភដែលបានចោទប្រកាន់។



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5. តើពាក្យបណ្តឹងរបស់ខ្ញុំនឹងត្រូវដោះស្រាយដោយរបៀបណា?

នៅពេលដែលពាក្យបណ្តឹងត្រូវបានទទួល

ពាក្យបណ្តឹងនោះនឹងត្រូវបានប្រគល់ឱ្យទៅមន្ត្រីស៊ើបអង្កេតសិទ្ធិពលរដ្ឋ (CRI)។

មន្ត្រីCRIនេះនឹង៖

ក. កំណត់ដែនសមត្ថកិច្ច៖ ODCR មានដែនសមត្ថកិច្ច ប្រសិនបើពាក្យបណ្តឹង៖

1. ពាក់ព័ន្ធនឹងការអះអាង ឬ ការប្រព្រឹត្តិដែលរំលោភបំពាន៖

- ការប្តេជ្ញាចិត្ត និង ភាគពូកែច្នៃរច្យាបរបស់ MassDOT/MBTA ដើម្បីទប់ស្កាត់ការរើសអើង ការរំលោភបំពាន ឬ ការសងសឹក ដោយពឹងផ្អែកទៅលើលក្ខណៈការពារ ចំពោះផ្នែកណាមួយនៃសេវាកម្មផ្តល់ដោយភ្នាក់ងារជូនសាធារណជន។

ឬ

- ការប្តេជ្ញាចិត្តធ្វើឡើងដោយអ្នកទទួលជំនួយបន្ត និងក្រុមហ៊ុនម៉ៅការដែលកំពុងធ្វើការជាមួយ MassDOT/MBTA ប្រកាន់ខ្ជាប់នឹងគោលការណ៍របស់ MassDOT/MBTA ហើយ

និង

2. ពាក្យបណ្តឹងនេះត្រូវបានដាក់ទាន់ពេលវេលា។

ខ. ជូនដំណឹងថាបានទទួលពាក្យបណ្តឹង ហើយផ្តល់សេចក្តីសម្រេចដែនសមត្ថកិច្ច ក្នុងរយៈពេល 10 ថ្ងៃធ្វើការ គិតចាប់ពីថ្ងៃទទួលពាក្យបណ្តឹងនេះ។

1. ប្រសិនបើមន្ត្រី CRI សម្រេចថា ពាក្យបណ្តឹងមិនមានពាក់ព័ន្ធនឹងការបំពានសិទ្ធិពលរដ្ឋ នោះមន្ត្រី CRI នឹងផ្តល់ដំណឹងទៅដើមបណ្តឹង និងអ្នកជំនាញមាត្រា 6 ជាលាយលក្ខណ៍អក្សរអំពីលទ្ធផល ហើយករណីនោះនឹងត្រូវបញ្ចប់។

គ. ធ្វើការស៊ើបអង្កេតយ៉ាងល្អិតល្អន់លើការចោទប្រកាន់ដែលមាននៅក្នុងពាក្យបណ្តឹង ស្របទៅតាមនីតិវិធីនៃការដាក់ពាក្យបណ្តឹងផ្ទៃក្នុងរបស់ MassDOT/MBTA។



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6. លទ្ធផល និងការណែនាំ

នៅពេលបញ្ចប់ការស៊ើបអង្កេត មន្ត្រី CRI នឹងផ្ញើលិខិតមួយ ក្នុងចំណោមលិខិតទាំងបីខាងក្រោមទៅដើមបណ្តឹង និងចុងបណ្តឹងអាស្រ័យទៅលើលទ្ធផលនៃការស៊ើបអង្កេត៖

- ក. លិខិតបញ្ជាក់ពីដំណោះស្រាយដែលពន្យល់ចុងបណ្តឹងពីវិធានការដែលចុងបណ្តឹងបានអនុវត្ត ឬនឹង អនុវត្តដើម្បីអនុវត្តតាមមាត្រា 6។
- ខ. លិខិតបញ្ជាក់ពីលទ្ធផលថា ចុងបណ្តឹងបានប្រព្រឹត្តត្រឹមត្រូវទៅតាមមាត្រា 6។ លិខិតនេះនឹងមានការពន្យល់បកស្រាយអំពីមូលហេតុដែលចុងបណ្តឹងត្រូវបានរកឃើញ ថាបានប្រព្រឹត្តត្រឹមត្រូវ និងផ្តល់ព័ត៌មានទៅដើមបណ្តឹងថាដើមបណ្តឹងមានសិទ្ធិប្តឹងជំទាស់។
- គ. លិខិតបញ្ជាក់ពីលទ្ធផលថា ចុងបណ្តឹងត្រូវបានរកឃើញថាបានប្រព្រឹត្តខុស។ លិខិតនេះនឹងបញ្ជាក់ពីបទល្មើសនីមួយៗ ដោយយោងទៅតាមបទបញ្ជាដែលកំពុងដាក់ឱ្យប្រើប្រាស់ ការរៀបរាប់សង្ខេបអំពីលទ្ធផល/ការណែនាំ ផលវិបាកនៃការមិនបានបំពេញការប្រព្រឹត្តតាមច្បាប់ដោយស្ម័គ្រចិត្ត និងសំណើផ្តល់ជំនួយក្នុងការរៀបចំផែនការអនុលោមតាមច្បាប់ ប្រសិនបើសមស្រប។

7. តើខ្ញុំអាចប្តឹងជំទាស់លទ្ធផលបានទេ?

ប្រសិនបើដើមបណ្តឹង ឬ ចុងបណ្តឹងមិនយល់ស្របនឹងការរកឃើញរបស់មន្ត្រីCRI ទេ គេអាចប្តឹងជំទាស់ទៅជំនួយការលេខាធិការនៃការិយាល័យសិទ្ធិពលរដ្ឋនិងចម្រុះ។ ភាគីប្តឹងជំទាស់ត្រូវតែផ្តល់ព័ត៌មានថ្នាក់ដំបូងដែលមិនមានក្នុងអំឡុងពេលស៊ើបអង្កេតដំបូង ដែលនឹងធ្វើឱ្យ MassDOT/MBTA ពិចារណាលើការសម្រេចរបស់ខ្លួនសារជាថ្មីម្តងទៀត។ ពាក្យស្នើប្តឹងជំទាស់ និងព័ត៌មានថ្មីទាំងឡាយត្រូវតែដាក់បញ្ជូនមកក្នុងរយៈពេល 30 ថ្ងៃ រាប់ចាប់ពីថ្ងៃដែលលិខិតបញ្ជាក់លទ្ធផលបានបញ្ជូនចេញទៅ។ បន្ទាប់ពីធ្វើការពិនិត្យសើរើព័ត៌មាននេះ MassDOT/MBTA នឹងឆ្លើយតប ដោយចេញលិខិតបញ្ជាក់ដំណោះស្រាយដែលពួកគេបានកែសម្រួល ឬ ផ្តល់ដំណឹងទៅភាគីប្តឹងជំទាស់ថា លិខិតបញ្ជាក់អំពីដំណោះស្រាយ ឬលិខិតបញ្ជាក់អំពីលទ្ធផលច្បាប់ដើមនៅតែមានប្រសិទ្ធភាព។



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Procedimentos de Queixa sob o Título VI

Objetivo e aplicabilidade

O objetivo deste documento é estabelecer procedimentos para o processamento e disposição tanto de queixas de discriminação apresentadas diretamente ao Departamento de Transportes de Massachusetts (MassDOT) ou à Autoridade de Transporte da Baía de Massachusetts (MBTA), quanto de queixas de discriminação que o MassDOT/MBTA tenha autoridade delegada de processar sob o Título VI da Lei de Direitos Civis de 1964 (Título VI) e sob autoridades não-discriminatórias estaduais e federais relacionadas, incluindo a Lei Americana de Portadores de Deficiência (ADA).

O processamento das queixas de discriminação seguirá os passos descritos abaixo e são especificados mais detalhadamente ao longo deste documento.

- Passo 1: O reclamante apresenta sua queixa.
- Passo 2: O MassDOT/MBTA emite ao reclamante uma carta de reconhecimento.
- Passo 3: A queixa é atribuída a um investigador e analisada por ele.
- Passo 4: O investigador entrevista os reclamantes, testemunhas e réus.
- Passo 5: O investigador analisa as provas e os testemunhos para determinar se ocorreu uma violação.
- Passo 6: O reclamante e o réu recebem uma carta de resolução ou uma carta de constatação e são oferecidos direitos de apelação.
- Passo 7: Uma vez expirado o prazo de apelação, a investigação é encerrada.

Os procedimentos descrevem um processo administrativo destinado a identificar e eliminar a discriminação em programas e atividades financiadas pelo governo federal. Os procedimentos não oferecem um meio de alívio para os reclamantes que buscam recursos individuais, incluindo danos punitivos ou remuneração compensatória; nem proíbem os reclamantes de apresentar queixas a outros órgãos estaduais ou federais; nem negam aos reclamantes o direito de procurar um advogado particular para tratar de supostos atos de discriminação.

Os procedimentos descritos neste documento se aplicam ao MassDOT/MBTA e seus sub-recipientes, empreiteiros e subcontratados que administram programas e atividades com financiamento federal.



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Como parte dos esforços para cumprir o Título VI, os sub-recipientes de assistência financeira federal através do MassDOT/MBTA são encorajados a adotar estes procedimentos de queixa. Ao fazer isso, esses sub-recipientes reconhecem a obrigação de dar ao público a oportunidade de apresentar queixas alegando violações das políticas de não-discriminação em vigor em toda a sua organização, programas, serviços e atividades. Segundo orientação federal, os sub-recipientes de fundos relacionados ao trânsito entendem que têm a autoridade para processar queixas do Título VI e que informarão os réus, MassDOT/MBTA, das queixas recebidas e do resultado das investigações à medida que são resolvidos.

Sub-recipientes de fundos relacionados a rodovias entendem ainda que não têm autoridade para investigar queixas de violação do Título VI apresentadas contra sua organização (quando a organização é o réu alegado de ter violado o Título VI). Todas essas reivindicações serão encaminhadas ao Escritório de Diversidade e Direitos Civis do MassDOT/MBTA (ODCR) para determinar a autoridade de investigação apropriada. Os sub-recipientes de financiamento de rodovias mantêm o direito de considerar as alegações de violação do Título VI como uma questão de Garantia e/ou cumprimento de política interna, mas estão impedidos de fazer determinações quanto a possíveis violações do Título VI. O MassDOT/MBTA incentiva todos os sub-recipientes a se comunicarem com Especialistas em Título VI da ODCR, o Diretor de Título VI e Acessibilidade, e/ou o Diretor de Investigações quando/se forem recebidas queixas de Título VI para garantir um tratamento adequado.

Definições

Reclamante – Uma pessoa que apresenta uma queixa ao MassDOT/MBTA.

Queixa – Declaração escrita, verbal ou eletrônica relativa a uma alegação de discriminação que contém um pedido para que o escritório receptor tome providências. Quando uma queixa é apresentada por uma pessoa com deficiência, o termo queixa engloba formatos alternativos para acomodar a deficiência do reclamante.

Discriminação – O ato ou inação, seja intencional ou não intencional, através do qual uma pessoa nos Estados Unidos, apenas por causa de sua raça, cor, origem nacional ou bases cobertas por outras autoridades não discriminatórias, tais como sexo, idade ou deficiência, foi sujeita a tratamento desigual ou impacto desigual sob qualquer programa ou atividade que recebe assistência federal.

Administrações operacionais – Agências do Departamento de Transporte dos EUA, incluindo a Administração Federal de Rodovias (FHWA), a Administração Federal de



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Trânsito (FTA), a Administração Federal de Ferrovias (FRA), a Administração Nacional de Segurança do Trânsito Rodoviário (NHTSA), e a Administração Federal de Segurança do Transporte Rodoviário (FMCSA), que financiam programas ou atividades de transporte.

Réu – A pessoa, agência, instituição ou organização supostamente envolvida em discriminação.

Apresentação de queixas

Esta seção detalha os procedimentos do MassDOT/MBTA para o processamento de queixas de discriminação sob o Título VI (com base em raça, cor ou origem nacional, incluindo idioma) e queixas alegando discriminação com base em disposições federais adicionais de não discriminação (com base em idade, sexo e deficiência). A lei federal e os regulamentos que regem o Título VI da Lei de Direitos Civis de 1964 (Título VI) coloca a autoridade de coordenação geral para a investigação de queixas de direitos civis no Departamento de Justiça dos Estados Unidos, que trabalha em colaboração com os órgãos federais que executam essa responsabilidade. No setor de transportes, essa autoridade investigativa fica com o Departamento de Transportes dos Estados Unidos (US DOT) e suas agências para os diferentes meios de transporte, incluindo a Administração Federal de Rodovias (FHWA) e a Administração Federal de Trânsito (FTA). Em coordenação com exigências do USDOT, a FHWA e FTA estabeleceram regulamentos e orientações que exigem que recipientes e sub-recipientes de assistência financeira federal estabeleçam procedimentos para o processamento de queixas sob o Título VI apresentadas a essas organizações.

Os procedimentos descritos abaixo, baseados nos recomendados procedimentos de queixa promulgados pelo Departamento de Justiça dos EUA (US DOJ), são projetados para proporcionar uma oportunidade justa de ter queixas tratadas que dizem respeito ao devido processo tanto para os reclamantes quanto para os réus. Além do processo formal de resolução de queixa aqui detalhado, o MassDOT/MBTA tomará medidas afirmativas para buscar resoluções informais de toda e qualquer queixa sob o Título VI, quando possível.

O processo de queixas

1. Quem pode apresentar uma queixa?



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QUALQUER membro do público, juntamente com todos os clientes do MassDOT/MBTA, candidatos, contratantes ou sub-recipientes que acreditam que eles mesmos, um terceiro ou uma classe de pessoas foram maltratados ou tratados injustamente por causa de sua raça, cor ou origem nacional (incluindo proficiência limitada em inglês) em violação ao Título VI da Lei de Direitos Civis de 1964, às leis e ordens federais e estaduais relacionadas, ou à Política de anti-discriminação/prevenção de assédio (ADHP) do MassDOT/MBTA. A retaliação contra um membro do público com base em raça, cor ou origem nacional também é proibida sob os termos do Título VI e da Política ADHP.

2. Como faço para registrar uma queixa?

Uma queixa pode ser apresentada perante as seguintes agências:

MassDOT/MBTA Title VI Specialists

Office of Diversity and Civil Rights – Title VI Unit

10 Park Plaza, Suite 3800

Boston, MA 02116

Fone: (857) 368-8580 ou 7-1-1 para o Serviço de Relay

E-mail: MassDOT.CivilRights@state.ma.us ou MBTAcivilrights@mbta.com

MassDOT/MBTA, Assistant Secretary and Chief Diversity Officer

Office of Diversity and Civil Rights – Investigations Unit

10 Park Plaza, Suite 3800

Boston, MA 02116

Fone: (857) 368-8580

E-mail: odcrcomplaints@dot.state.ma.us

Central de Atendimento ao Cliente da MBTA: (617) 222-3200

Os funcionários do call center procurarão obter informações básicas sobre o assunto junto ao chamador, e os detalhes da chamada serão encaminhados ao Escritório de Diversidade e Direitos Civis para processamento de acordo com estes procedimentos.

U.S. Department of Transportation

Office of Civil Rights

1200 New Jersey Avenue, SE

Washington, DC 20590

Site: civilrights.justice.gov/

Old Colony Planning Council

Title VI/ Nondiscrimination Coordinator



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Favor notar:

- Quando a FTA recebe uma queixa de Título VI relativa ao MassDOT/MBTA, ou a um sub-recipiente ou um empreiteiro, a FTA pode solicitar que o assunto seja investigado pelo MassDOT/MBTA.
- Se uma queixa de Título VI é apresentada ao MassDOT que alega uma violação pela Divisão de Rodovias do MassDOT, ela será encaminhada ao escritório local da Divisão FHWA que então encaminhará a queixa ao Escritório Central de Direitos Civis (HCR) da FHWA para processamento.
- Se uma queixa de Título VI é recebida pelo MassDOT que foi apresentada contra um sub-recipiente da Divisão de Rodovias da MassDOT, então o MassDOT poderá processar e investigar a queixa ou poderá recorrer ao HCR para investigação.
- Se a FMCSA receber uma queixa apresentada contra o MassDOT, a FMCSA encaminhará a queixa ao MassDOT para uma resposta por escrito. Isto permite que o MassDOT ou resolva a queixa ou forneça uma resposta por escrito às alegações. A resposta por escrito é usada para determinar quais passos a FMCSA tomará para processar a queixa.

3. O que eu preciso incluir em uma queixa?

Um formulário de Queixa de Título VI/Não Discriminação está disponível eletronicamente no [Site do Title VI do MassDOT](#), no [Site do Title VI da MBTA](#), ou em cópia impressa no Escritório de Diversidade e Direitos Civis do MassDOT/MBTA. Alternativamente, um reclamante pode apresentar correspondência em formato alternativo que inclua:

- Seu nome, assinatura e informações de contato atuais (ou seja, número de telefone, endereço de e-mail e endereço postal);
- O nome e número do crachá (se conhecido e aplicável) do suposto infrator;
- Uma descrição de como, quando e onde ocorreu a alegada conduta proibida;
- Uma descrição detalhada do motivo pelo qual você acredita ter sido tratado de forma diferente;
- Nomes e informações de contato de quaisquer testemunhas; e
- Qualquer outra informação que você acredita ser relevante para sua queixa.



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- A. Nos casos em que o reclamante não puder fornecer uma declaração escrita, uma queixa verbal pode ser feita ao Escritório da Diversidade e Direitos Civis (ODCR). Os reclamantes serão entrevistados por um Investigador de Direitos Civis (CRI). Se necessário, o CRI ajudará a pessoa a converter a queixa verbal em escrita. Todas as queixas devem ser assinadas pelo reclamante.
- B. Queixas anônimas podem ser apresentadas da mesma forma. As queixas anônimas devem ser investigadas da mesma forma que qualquer outra queixa.
- C. Queixas serão aceitas em qualquer língua reconhecida. Estão disponíveis formulários de queixa em vários idiomas.

4. Quanto tempo tenho que apresentar uma queixa?

- A. Uma queixa alegando violação do Título VI e/ou da política ADHP do MassDOT/MBTA deve ser apresentada no máximo cento e oitenta (180) dias a partir da data da suposta violação.
- B. Queixas alegando violações da lei estadual ou federal devem ser apresentadas dentro dos prazos estabelecidos por lei, regulamento ou jurisprudência - em certos casos até trezentos (300) dias a partir da data da suposta violação.

5. Como a minha queixa será tratada?

Quando uma queixa é recebida, ela é atribuída a um Investigador de Direitos Civis (CRI). O CRI:

- A. Determinará a jurisdição: a ODCR tem jurisdição se a queixa:

1) envolve uma declaração ou conduta que viola:

- i. A obrigação legal e o compromisso do MassDOT/MBTA de impedir a discriminação, o assédio ou a retaliação com base em uma característica protegida em relação a qualquer aspecto do serviço da Agência ao público;

ou

- ii. O compromisso assumido por sub-recipientes e empreiteiros que trabalham com o MassDOT/MBTA de aderir às políticas do MassDOT/MBTA;

E



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- 2) é apresentada em tempo hábil.
- B. Confirmará o recebimento da queixa e fornecerá uma determinação jurisdicional dentro de dez (10) dias úteis a partir do recebimento da queixa.
- 1) Se o CRI determinar que a queixa não tem o potencial de se enquadrar como violação de direitos civis, o CRI deverá notificar o reclamante e o Especialista em Título VI por escrito de sua constatação e o assunto deverá ser encerrado.
- C. Conduzirá uma investigação completa das alegações contidas na queixa de acordo com os Procedimentos Internos de Queixa do MassDOT/MBTA.

6. Constatações e recomendações

No fim da investigação, a CRI transmitirá ao reclamante e ao réu uma das três cartas a seguir, com base nas constatações:

- A. Uma carta de resolução que explica os passos que o réu tomou ou tomará para cumprir com o Título VI.
- B. Uma carta de constatação que é emitida quando o réu é considerado em conformidade com o Título VI. Esta carta incluirá uma explicação do motivo pelo qual o réu foi considerado em conformidade e fornecerá notificação dos direitos de apelação do reclamante.
- C. Uma carta de constatação que é emitida quando o réu é considerado em desacordo.

Esta carta incluirá todas as violações referidas quanto aos regulamentos aplicáveis, uma breve descrição das constatações/recomendações, as consequências do não cumprimento voluntário e uma oferta de assistência na elaboração de um plano de remediação para o cumprimento, se apropriado.

7. Posso apelar uma constatação?

Se o reclamante ou réu não concordar com as constatações do CRI, ele(a) poderá recorrer ao Secretário Assistente e ao Diretor de Diversidade. A parte apelante deve fornecer qualquer **nova informação que não foi prontamente disponível durante a investigação original e que levaria o MassDOT/MBTA a reconsiderar suas determinações**. O pedido de apelo e qualquer nova informação devem ser apresentados dentro de trinta (30) dias a partir da data em que a carta de constatação foi transmitida.



OLD COLONY
PLANNING COUNCIL

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Após a revisão dessas informações, o MassDOT/MBTA responderá ou emitindo uma carta de resolução revisada ou informando à parte apelante que a carta de resolução ou constatação original permanece em vigor.



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Титул VI Процедуры подачи жалоб

Цель и применимость

Цель этого документа заключается в том, чтобы установить процедуры обработки и распоряжения как дискриминационными жалобами, поданными непосредственно в организацию MassDOT или в Управление транспорта Массачусетского залива (MBTA), так и дискриминационными жалобами, которые может обрабатывать MassDOT, имеющий делегированные полномочия, согласно Титулу VI Закона о гражданских правах 1964 года (Титул VI) и связанных с ним правовых документов по недискриминации на уровне штата и федеральном уровне, включая Закон об американцах с инвалидностью (ADA).

Обработка жалоб на дискриминацию будет осуществляться в соответствии с шагами, описанными ниже и более подробно описанными в этом документе.

- Шаг 1: Истец подает жалобу.
- Шаг 2: MassDOT/MBTA выдает истцу письмо-подтверждение.
- Шаг 3: Жалоба направляется следователю и рассматривается им.
- Шаг 4: Следователь допрашивает истцов, свидетелей и ответчика.
- Шаг 5: Следователь изучает доказательства и свидетельские показания, чтобы определить, имело ли место нарушение.
- Шаг 6: Истцу и Ответчику выдается письмо с резолюцией или письмо с заключением и предлагаются права на апелляцию.
- Шаг 7: По истечении срока обжалования расследование закрывается.

Эти процедуры описывают административный процесс, направленный на выявление и ликвидацию дискриминации в программах и мероприятиях, финансируемых из федерального бюджета. Эти процедуры не предоставляют возможности для оказания помощи истцам, обращающимся за индивидуальными средствами правовой защиты, включая штрафные убытки или компенсационное вознаграждение; они не запрещают истцам подавать жалобы в другие штатные или федеральные агентства; и они не отказывают истцам в праве искать частных адвокатов для рассмотрения актов предполагаемой дискриминации.

Процедуры, описанные в этом документе, применяются к MassDOT/MBTA и их субподрядчикам, контрактникам и субконтрактникам при их администрировании программ и мероприятий, финансируемых из федерального бюджета.



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В рамках своих усилий по соблюдению Титула VI субподрядчикам, получающим федеральную финансовую помощь через MassDOT/MBTA, советуют принять данные процедуры рассмотрения жалоб. При этом эти субподрядчики признают свое обязательство предоставлять членам общественности возможность подавать жалобы, в которых утверждается нарушение требований о недискриминации в рамках программ, услуг и мероприятий организации. В соответствии с федеральным руководством, субподрядчики, получающие гранты, связанные с транспортом, понимают, что они имеют право обрабатывать жалобы по Титулу VI и сообщать MassDOT/MBTA о полученных жалобах и результатах расследований по мере рассмотрения этих вопросов.

Субподрядчики, получающие финансирование, связанное с автомагистралями, понимают, что они не имеют права расследовать жалобы на нарушение Титула VI, поданные против их организации (если их организация является ответчиком или стороной, предположительно нарушившей Титул VI). Все такие претензии будут направлены в Управление разнообразия и гражданских прав MassDOT/MBTA (ODCR) для определения соответствующих следственных органов. Данные субподрядчики сохраняют за собой право рассматривать заявления о нарушении Титула VI в качестве вопроса в рамках обеспечения и / или соблюдения внутренней политики, но не могут принимать решения о возможных нарушениях Титула VI. MassDOT/MBTA советует всем субподрядчикам связываться со специалистом ODCR по Титулу VI, менеджером по Титулу VI и вопросам доступности и / или менеджером расследований, когда / если были получены жалобы по Титулу VI для обеспечения надлежащего их рассмотрения.

Определения

Истец (Complainant) – лицо, подающее жалобу в MassDOT/MBTA.

Жалоба (Complaint) – Письменное или электронное заявление, касающееся утверждения о дискриминации, в котором содержится просьба в соответствующую инстанцию о принятии соответствующих мер. В тех случаях, когда жалоба подана лицом с инвалидностью, термин жалоба включает в себя альтернативные пути для учета инвалидности истца при разрешении данной жалобы.

Дискриминация (Discrimination) – это действие или бездействие, будь то преднамеренное или непреднамеренное, посредством которого лица в Соединенных Штатах подвергаются неравному или различному обращению в рамках любой программы или деятельности, получающей федеральную помощь, исключительно по признаку расы, цвета кожи, национального происхождения или



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по дополнительным защищаемым категориям, таким как пол, возраст или инвалидность.

Рабочие инстанции (Operating Administrations) – агентства Министерства транспорта США, в том числе Федеральная администрация автомобильных дорог (FHWA), Федеральная администрация транзита (FTA), Федеральное управление железных дорог (FRA), Национальная администрация безопасности дорожного движения (NHTSA), и Федеральное управление безопасности автотранспортных средств (FMSCA), которые финансируют транспортные программы или мероприятия.

Ответчик (Respondent) – лицо, агентство, учреждение или организация, которые предположительно участвуют в дискриминации.

Подача жалоб

В этом разделе описываются процедуры MassDOT/MBTA для обработки жалоб на дискриминацию по Титулу VI (по признаку расы, цвета кожи или национального происхождения, включая язык) и жалоб на возможную дискриминацию на основе дополнительных федеральных положений о недискриминации (на основе возраста, пола и инвалидности). Федеральный закон и правила, регулирующие Титул VI Закона о гражданских правах 1964 года (Титул VI), определяют Министерство юстиции Соединенных Штатов в качестве общего координационного органа для расследования жалоб на нарушение гражданских прав. Данный орган работает совместно с федеральными агентствами, на которые возложена эта ответственность. В транспортном секторе такие полномочия принадлежат Департаменту транспорта США (US DOT) и его агентствам для различных видов транспорта, включая Федеральную администрацию автомобильных дорог (FHWA) и Федеральную администрацию транзита (FTA). В соответствии с требованиями Департамента транспорта США, FHWA и FTA установили правила и рекомендации, которые требуют, чтобы подрядчики и субподрядчики, получающие федеральную финансовую помощь, устанавливали процедуры обработки поданных в эти организации жалоб в соответствии с Титулом VI.

Описанные ниже процедуры, составленные по образцу рекомендуемых процедур подачи жалоб, обнародованных Министерством юстиции США (US DOJ), призваны обеспечить справедливую возможность рассмотрения жалоб с соблюдением надлежащей правовой процедуры как для истцов, так и для ответчиков. В дополнение к формальному процессу рассмотрения жалоб, подробно описанному в данном документе, MassDOT/MBTA предпринимают позитивные шаги для



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обеспечения неофициального разрешения любых жалоб по Титулу VI, когда это возможно.

Процесс подачи жалоб

1. Кто может подать жалобу?

ЛЮБОЙ человек, включая всех клиентов MassDOT/MBTA, заявителей, подрядчиков или субподрядчиков, которые считают, что они сами, третье лицо или класс лиц подвергались жестокому обращению или к ним относились несправедливо по причине их расы, цвета кожи или национального происхождения (включая ограниченный уровень владения английским языком) в нарушение Титула VI Закона о гражданских правах 1964 года, соответствующих федеральных законов и законов штата, а также Политики MassDOT/MBTA по Предотвращению Дискриминации и Домогательств (ADHP). Месть против любого человека по признаку расы, цвета кожи или национального происхождения также запрещена, согласно Титулу VI и политике ADHP.

2. Как подать жалобу?

Жалоба может быть подана следующим образом:

MassDOT/MBTA Title VI Specialists

Office of Diversity and Civil Rights – Title VI Unit

10 Park Plaza, Suite 3800

Boston, MA 02116

Тел: (857) 368-8580 or 7-1-1 for Relay Service

Эл. почта: MassDOT.CivilRights@state.ma.us or MBTAcivilrights@mbta.com

MassDOT/MBTA, Assistant Secretary and Chief Diversity Officer

Office of Diversity and Civil Rights – Investigations Unit

10 Park Plaza, Suite 3800

Boston, MA 02116

Тел: (857) 368-8580

Эл. почта: odcrcomplaints@dot.state.ma.us

Центр обслуживания клиентов MBTA: (617) 222-3200

Сотрудники центра обслуживания попытаются получить от звонящего основную информацию, и детали звонка будут переданы в Управление по вопросам



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разнообразия и гражданских прав для обработки в соответствии с этими процедурами.

U.S. Department of Transportation

Office of Civil Rights
1200 New Jersey Avenue, SE
Washington, DC 20590
Вебсайт: civilrights.justice.gov/

Old Colony Planning Council

Title VI/ Nondiscrimination Coordinator
Mary Waldron
70 School Street
Brockton, MA 02301
Тел: (508) 583-1833
Эл. почта: mwaldron@ocpcrpa.org

Пожалуйста, обратите внимание:

- Когда FTA получает жалобу по Титулу VI относительно MassDOT/MBTA, субподрядчика или подрядчика, FTA может запросить, чтобы вопрос был исследован самими организациями MassDOT/MBTA.
- Если жалоба по Титулу VI подана в MassDOT и заявляет о нарушении со стороны Отдела автомобильных дорог MassDOT, она будет отправлена в местное отделение отдела FHWA, которое затем направит жалобу в Главное управление по гражданским правам FHWA (HCR) для ее обработки.
- Если жалоба по Титулу VI получена MassDOT и подана против субподрядчика Отдела автомобильных дорог MassDOT, MassDOT может обработать и расследовать жалобу или обратиться к HCR для расследования.
- Если FMCSA получит жалобу, поданную против MassDOT, FMCSA направит жалобу в MassDOT для письменного ответа. Это позволяет MassDOT либо разрешить жалобу, либо предоставить письменный ответ на обвинения. Письменный ответ используется для определения того, какие шаги предпримет FMCSA для обработки жалобы.

3. Что мне нужно включить в жалобу?

Форма жалобы по Титулу VI / недискриминация доступна в электронном виде на сайте [MassDOT Title VI](#) сайте [MBTA Title VI website](#) или в печатном виде у



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специалиста по Титулу VI MassDOT/MBTA. В качестве альтернативы, истец может отправить корреспонденцию в альтернативном формате, которая должна включать следующее:

- Ваше имя, подпись и текущая контактная информация (например, номер телефона, адрес электронной почты и почтовый адрес);
 - Имя и идентификационный номер (если известно и применимо) предполагаемого нарушителя;
 - Описание того, как, когда, где произошло предполагаемое запрещенное поведение;
 - Подробное описание того, почему вы считаете, что к вам относились несправедливо;
 - Имена и контактная информация любых свидетелей; а также
 - Любая другая информация, которая, по вашему мнению, имеет отношение к вашей жалобе.
- A. В случаях, когда истец не может представить письменное заявление, может быть подана устная жалоба в Управление по вопросам разнообразия и гражданских прав (ODCR). Истцы будут опрошены следователем по гражданским правам (CRI). В случае необходимости, CRI поможет человеку преобразовать вербальную жалобу в письменной форме. Все жалобы должны быть подписаны истцом.
- B. Анонимные жалобы могут быть поданы таким же образом. Анонимные жалобы расследуются таким же образом, как и любая другая жалоба.
- B. Жалобы принимаются на любом признанном языке. Доступны многоязычные формы жалоб.

4. Как скоро я должен подать жалобу?

- A. Жалоба, в которой утверждается нарушение Титула VI и/или политики ADHP от MassDOT/MBTA, должна быть подана не позднее, чем через сто восемьдесят (180) дней с даты предполагаемого нарушения.
- B. Жалобы, в которых утверждается нарушение государственного или федерального закона, должны быть поданы в сроки, установленные уставом, постановлением или прецедентным правом - в некоторых случаях в срок до трехсот (300) дней с даты предполагаемого нарушения.



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5. Как будет обрабатываться моя жалоба?

Когда жалоба получена, она выносится на рассмотрение следователя по гражданским правам (CRI). CRI предпримет следующие действия:

A. Определит юрисдикцию: ODCR имеет юрисдикцию, если жалоба:

1) включает в себя заявление или поведение, которое нарушает:

i. Юридическое обязательство и задачи MassDOT/MBTA по предотвращению дискриминации, преследований или актов мести в рамках любой из программ данной организации;

или

ii. Обязательство, данное субподрядчиками и подрядчиками, работающими с MassDOT/MBTA, придерживаться политики MassDOT/MBTA;

A ТАКЖЕ

2) своевременно подана.

B. Подтвердит получение жалобы и обеспечит юрисдикционное определение в течение десяти (10) рабочих дней с момента получения жалобы.

1) Если CRI определяет, что жалоба не является результатом нарушения гражданских прав, тогда он должен письменно известить об этом истца и специалиста по Титулу VI, и дело будет закрыто.

V. Проведет тщательное расследование утверждений, содержащихся в жалобе, в соответствии с внутренними процедурами MassDOT/MBTA по рассмотрению жалоб.

6. Выводы и рекомендации?

По завершении расследования CRI передаст истцу и ответчику одно из следующих трех писем, основанное на результатах:



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- A. Письмо с резолюцией, в котором объясняются шаги, предпринятые или принимаемые ответчиком для соблюдения Титула VI.
- Б. Письмо о результатах, которое выдается, когда установлено, что действия ответчика не нарушают положения Титула VI. Данное письмо указывает, почему ответчик был признан невиновным, и уведомляет об апелляционных правах истца.
- В. Письмо о результатах, которое выдается, когда действия ответчика нарушают положения Титула VI.

Это письмо будет содержать информацию о каждом нарушении со ссылками на соответствующие правила, краткое описание выводов / рекомендаций, последствия неспособности добиться добровольного соблюдения и предложение помощи в разработке исправительного плана для соблюдения Титула VI, если это необходимо.

7. Могу ли я подать апелляцию?

Если истец или ответчик не согласны с выводами CRI, то он / она / они могут обратиться к помощнику секретаря по вопросам разнообразия и гражданских прав. Апелляционная сторона должна предоставить любую **новую информацию, которая не была доступна в ходе первоначального расследования, что приведет MassDOT/MBTA к пересмотру своих решений**. Запрос на апелляцию и предоставление любой новой информации должен быть представлен в течение тридцати (30) дней с даты, когда было отправлено письмо с результатами. После рассмотрения этой информации MassDOT/MBTA ответит либо с помощью пересмотренного письма с разрешением, либо путем информирования апелляционной стороны о том, что первоначальное письмо с резолюцией или определенными выводами остается в силе.



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Procedimientos de reclamación del Título VI

Propósito y aplicabilidad

El propósito de este documento es establecer los procedimientos para la tramitación y disposición tanto de las quejas por discriminación presentadas directamente ante el Massachusetts Department of Transportation [Departamento de Transporte de Massachusetts] (MassDOT) o la Massachusetts Bay Transportation Authority [Autoridad de Transporte de la Bahía de Massachusetts] (MBTA), como de las quejas por discriminación que MassDOT/MBTA tienen la autoridad delegada para tramitar en virtud del Título VI de la Ley de Derechos Civiles de 1964 (Título VI) y de las autoridades estatales y federales relacionadas con la no discriminación, incluida la Ley de Estadounidenses con Discapacidades (ADA).

La tramitación de las quejas por discriminación seguirá los pasos que se indican a continuación y que se detallan más a lo largo de este documento.

- Paso 1: El denunciante presenta su queja.
- Paso 2: MassDOT/MBTA envía al denunciante una carta de acuse de recibo.
- Paso 3: La queja se asigna a un investigador y es revisada.
- Paso 4: El investigador realiza entrevistas a los denunciantes, a los testigos y al denunciado.
- Paso 5: El investigador revisa las pruebas y los testimonios para determinar si se ha producido una infracción.
- Paso 6: El demandante y el demandado reciben una carta de resolución o una carta de constatación y se les ofrecen derechos de apelación.
- Paso 7: Una vez que el periodo de apelación ha expirado, la investigación se cierra.

Los procedimientos describen un proceso administrativo destinado a identificar y eliminar la discriminación en los programas y actividades financiados con fondos federales. Los procedimientos no ofrecen una vía de desagravio a los denunciantes que busquen remedios individuales, incluyendo daños punitivos o remuneración compensatoria; no prohíben a los denunciantes presentar quejas ante otras agencias estatales o federales; ni niegan a los denunciantes el derecho a buscar un abogado privado para abordar los actos de presunta discriminación.



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Los procedimientos descritos en este documento se aplican a MassDOT/MBTA y a sus subreceptores, contratistas y subcontratistas en su administración de programas y actividades financiados con fondos federales.

Como parte de sus esfuerzos para cumplir con el Título VI, se anima a los subreceptores de ayuda financiera federal a través de MassDOT/MBTA a adoptar estos procedimientos de reclamación. Al hacerlo, estos subreceptores reconocen su obligación de ofrecer a los miembros del público la oportunidad de presentar quejas que aleguen violaciones de las políticas de no discriminación vigentes en su organización y en sus programas, servicios y actividades. De acuerdo con las orientaciones federales, los subreceptores de fondos relacionados con el tránsito entienden que tienen la autoridad para procesar las quejas del Título VI e informarán a sus receptores, MassDOT/MBTA, de las quejas recibidas y del resultado de las investigaciones a medida que se resuelvan los asuntos.

Los subreceptores de fondos relacionados con las autopistas entienden además que no tienen autoridad para investigar las reclamaciones de violación del Título VI presentadas contra su organización (cuando su organización es la parte demandada o la parte que supuestamente ha violado el Título VI). Todas las reclamaciones de este tipo se remitirán a la Oficina de Diversidad y Derechos Civiles (ODCR) de MassDOT/MBTA para determinar la autoridad de investigación apropiada. Los subreceptores que financian las autopistas conservan el derecho a considerar las alegaciones de violación del Título VI como una cuestión de garantía y/o de cumplimiento de la política interna, pero están excluidos de hacer determinaciones en cuanto a posibles violaciones del Título VI. El MassDOT/MBTA anima a todos los subreceptores a comunicarse con los Especialistas del Título VI de la ODCR, el Director del Título VI y Accesibilidad, y/o el Director de Investigaciones cuando/si se reciben quejas sobre el Título VI para asegurar un manejo adecuado.

Definiciones

Reclamante – Persona que presenta una reclamación ante MassDOT/MBTA.

Queja – Declaración escrita, verbal o electrónica relativa a una alegación de discriminación que contiene una solicitud para que la oficina receptora tome medidas. Cuando la queja es presentada por una persona con discapacidad, el término queja abarca formatos alternativos para adaptarse a la discapacidad del demandante.

Discriminación – Aquel acto o inacción, ya sea intencional o no, por el cual una persona en los Estados Unidos, únicamente por motivos de raza, color, origen nacional o bases cubiertas por otras autoridades de no discriminación, como el género, la edad o la



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discapacidad, ha sido sometida a un trato desigual o a un impacto dispar en cualquier programa o actividad que reciba asistencia federal.

Administraciones operativas – Agencias del Departamento de Transporte de EE.UU., incluyendo la Administración Federal de Carreteras (FHWA), la Administración Federal de Tránsito (FTA), la Administración Federal de Ferrocarriles (FRA), la Administración Nacional de Seguridad Vial (NHTSA) y la Administración Federal de Seguridad de Autotransportes (FMSCA), que financian programas o actividades de transporte.

Demandado – La persona, agencia, institución u organización que supuestamente ha incurrido en discriminación.

Presentación de reclamaciones

Esta sección detalla los procedimientos de MassDOT/MBTA para la tramitación de las denuncias de discriminación en virtud del Título VI (por motivos de raza, color u origen nacional, incluido el idioma) y de las denuncias de discriminación en virtud de otras disposiciones federales de no discriminación (por motivos de edad, sexo y discapacidad). La ley y los reglamentos federales que rigen el Título VI de la Ley de Derechos Civiles de 1964 (Título VI) otorgan la autoridad de coordinación general para la investigación de las quejas sobre derechos civiles al Departamento de Justicia de los Estados Unidos, que trabaja en colaboración con los organismos federales que desempeñan esta responsabilidad. En el sector del transporte, esta autoridad de investigación recae en el Departamento de Transporte de EE.UU. (US DOT) y en sus agencias para los diferentes modos de transporte, incluidas la Administración Federal de Carreteras (FHWA) y la Administración Federal de Tránsito (FTA). En coordinación con los requisitos del USDOT, la FHWA y la FTA han establecido reglamentos y orientaciones que exigen a los receptores y subreceptores de ayuda financiera federal que establezcan procedimientos para tramitar las quejas del Título VI presentadas ante estas organizaciones.

Los procedimientos que se describen a continuación, basados en los procedimientos recomendados para la presentación de quejas promulgados por el Departamento de Justicia de los Estados Unidos (US DOJ), están diseñados para ofrecer una oportunidad justa de que se aborden las quejas que respeten el debido proceso tanto para los demandantes como para los demandados. Además del proceso formal de resolución de quejas aquí detallado, MassDOT/MBTA tomará medidas afirmativas para buscar una resolución informal de todas y cada una de las quejas del Título VI, cuando sea posible.



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El proceso de reclamación

1. ¿Quién puede presentar una queja?

Cualquier miembro del público, junto con todos los clientes, solicitantes, contratistas o subreceptores de MassDOT/MBTA que creen que ellos mismos, un tercero o una clase de personas fueron maltratados o tratados injustamente debido a su raza, color u origen nacional (incluyendo el dominio limitado del inglés) en violación del Título VI de la Ley de Derechos Civiles de 1964, las leyes y órdenes federales y estatales relacionadas, o la Política de Prevención de la Discriminación/Acoso (ADHP) de MassDOT/MBTA. Las represalias contra un miembro del público por motivos de raza, color u origen nacional también están prohibidas en virtud del Título VI y de la Política ADHP.

2. ¿Cómo puedo presentar una queja?

Se puede presentar una queja ante lo siguiente:

MassDOT/MBTA Title VI Specialists

Office of Diversity and Civil Rights – Title VI Unit

10 Park Plaza, Suite 3800

Boston, MA 02116

Teléfono: (857) 368-8580 o 7-1-1 para el servicio de retransmisión

Correo electrónico: MassDOT.CivilRights@state.ma.us o MBTAcivilrights@mbta.com

MassDOT/MBTA, Assistant Secretary and Chief Diversity Officer

Office of Diversity and Civil Rights – Investigations Unit

10 Park Plaza, Suite 3800

Boston, MA 02116

Teléfono: (857) 368-8580

Correo electrónico: odcrcomplaints@dot.state.ma.us

Centro de atención al cliente de la MBTA: (617) 222-3200

El personal del Centro de Llamadas tratará de obtener la información básica sobre el asunto de la persona que llama, y los detalles de la llamada se remitirán a la Oficina de Diversidad y Derechos Civiles para su procesamiento de acuerdo con estos procedimientos.



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U.S. Department of Transportation

Office of Civil Rights

1200 New Jersey Avenue, SE

Washington, DC 20590

Página web: civilrights.justice.gov/

Old Colony Planning Council

Title VI/ Nondiscrimination Coordinator

Mary Waldron

70 School Street

Brockton, MA 02301

Teléfono: (508) 583-1833

Correo electrónico: mwaldron@ocpcrpa.org

Tenga en cuenta:

- Cuando la FTA reciba una queja sobre el Título VI en relación con el MassDOT/MBTA, un subreceptor o un contratista, la FTA puede solicitar que el asunto sea investigado por el MassDOT/MBTA.
- Si se presenta una queja sobre el Título VI en MassDOT que alegue una infracción por parte de la División de Carreteras de MassDOT, se remitirá a la Oficina de la División local de la FHWA, que a su vez remitirá la queja a la Oficina de Derechos Civiles (HCR) de la sede central de la FHWA para su tramitación.
- Si MassDOT recibe una queja del Título VI presentada contra un subreceptor de la División de Carreteras de MassDOT, entonces MassDOT puede procesar e investigar la queja o puede remitirla a HCR para su investigación.
- Si la FMCSA recibe una queja presentada contra el MassDOT, la FMCSA remitirá la queja al MassDOT para que responda por escrito. Esto permite a MassDOT resolver la queja o proporcionar una respuesta por escrito a las alegaciones. La respuesta escrita se utiliza para determinar los pasos que dará la FMCSA para procesar la queja.

3. ¿Qué debo incluir en una reclamación?

Hay un formulario de queja sobre el Título VI/no discriminación disponible en formato electrónico en el [sitio web del Título VI del MassDOT](#), en el [sitio web del Título VI de la MBTA](#) o en formato impreso en la Oficina de Diversidad y Derechos Civiles del MassDOT/MBTA. Alternativamente, un demandante puede presentar la correspondencia en un formato alternativo que debe incluir:



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- Su nombre, firma y, información de contacto actual (es decir, número de teléfono, dirección de correo electrónico y dirección postal);
 - El nombre y el número de placa (si se conoce y es aplicable) del presunto autor;
 - Una descripción de cómo, cuándo y dónde ocurrió la supuesta conducta prohibida;
 - Una descripción detallada de por qué cree que se le trató de forma diferente;
 - Nombres e información de contacto de cualquier testigo; y
 - Cualquier otra información que considere relevante para su queja.
- A. En los casos en los que el denunciante no pueda proporcionar una declaración escrita, podrá presentar una queja verbal a la Oficina de Diversidad y Derechos Civiles (ODCR). Los denunciantes serán entrevistados por un Investigador de Derechos Civiles (IRC). Si es necesario, el IRC ayudará a la persona a convertir la queja verbal en escrita. Todas las quejas deben estar firmadas por el denunciante.
- B. Las quejas anónimas pueden presentarse de la misma manera. Las quejas anónimas se investigarán de la misma manera que cualquier otra queja.
- C. Se aceptarán quejas en cualquier idioma reconocido. Existen formularios de reclamación multilingües.

4. ¿De cuánto tiempo dispongo para presentar una denuncia?

- A. Una queja en la que se alegue una violación del Título VI y/o de la política de ADHP de MassDOT/MBTA debe presentarse a más tardar en los ciento ochenta (180) días siguientes a la fecha de la supuesta violación.
- B. Las quejas que alegan violaciones de la ley estatal o federal deben presentarse dentro de los plazos establecidos por la ley, el reglamento o la jurisprudencia - en ciertos casos hasta trescientos (300) días a partir de la fecha de la supuesta violación.

5. ¿Cómo se tramitará mi queja?

Cuando se recibe una queja, se asigna a un Investigador de Derechos Civiles (IRC). El IRC lo hará:

- A. Determine la jurisdicción: La ODCR tiene jurisdicción si la queja:
- 1) implica una declaración o una conducta que viola:



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- i. La obligación legal y el compromiso de MassDOT/MBTA de evitar la discriminación, el acoso o las represalias en base a una característica protegida con respecto a cualquier aspecto del servicio de la Agencia al público;

o

- ii. El compromiso asumido por los subreceptores y contratistas que trabajan con MassDOT/MBTA de adherirse a las políticas de MassDOT/MBTA;

Y

2) se presenta a tiempo.

B. Acusar recibo de la queja y proporcionar la determinación jurisdiccional dentro de los diez (10) días hábiles siguientes a la recepción de la queja.

- 1) Si la IRC determina que alguna queja no tiene el potencial de establecer una violación de los derechos civiles, entonces la IRC notificará por escrito al demandante y al Especialista del Título VI su hallazgo y el asunto se cerrará.

C. Llevar a cabo una investigación exhaustiva de las alegaciones contenidas en la queja de acuerdo con los procedimientos internos de quejas de MassDOT/MBTA.

6. Conclusiones y recomendaciones

Al concluir la investigación, el IRC transmitirá al denunciante y al denunciado una de las tres cartas siguientes en función de las conclusiones:

- A. Una carta de resolución que explique las medidas que el demandado ha tomado o tomará para cumplir con el Título VI.
- B. Una carta de constatación que se emite cuando se determina que el demandado cumple con el Título VI. Esta carta incluirá una explicación de por qué se ha determinado que el demandado cumple con las normas y proporcionará una notificación de los derechos de apelación del demandante.
- C. Una carta de constatación que se emite cuando se comprueba que el demandado no cumple.



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Esta carta incluirá cada una de las infracciones a las que se hace referencia en cuanto a la normativa aplicable, una breve descripción de los hallazgos/recomendaciones, las consecuencias de no lograr el cumplimiento voluntario y una oferta de asistencia para elaborar un plan de recuperación para el cumplimiento, si procede.

7. ¿Puedo apelar un dictamen?

Si un demandante o demandado no está de acuerdo con las conclusiones de la IRC, puede apelar al Secretario Adjunto y Jefe de Diversidad. La parte que apele deberá aportar cualquier **información nueva que no estuviera disponible durante el curso de la investigación original y que pudiera llevar a MassDOT/MBTA a reconsiderar sus determinaciones**. La solicitud de apelación y cualquier información nueva deberán presentarse en un plazo de treinta (30) días a partir de la fecha de transmisión de la carta de constatación. Después de revisar esta información, MassDOT/MBTA responderá emitiendo una carta de resolución revisada o informando a la parte apelante de que la carta de resolución o constatación original sigue vigente.



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Trình tự, thủ tục khiếu nại Tiêu Đề VI

Mục đích và Phạm vi áp dụng

Mục đích của tài liệu này là xây dựng trình tự, thủ tục xử lý và giải quyết cả những khiếu nại phân biệt đối xử nộp trực tiếp với Sở Giao thông Vận tải Massachusetts (MassDOT) hoặc Cơ quan Giao thông Vận tải Vịnh Massachusetts (MBTA), và những khiếu nại phân biệt đối xử mà MassDOT/MBTA được ủy quyền xử lý theo Tiêu Đề VI của Đạo luật Dân Quyền năm 1964 (Tiêu Đề VI) và các quyền không phân biệt đối xử có liên quan của tiểu bang và liên bang, bao gồm Đạo luật Người Mỹ Khuyết tật (ADA).

Việc xử lý các khiếu nại phân biệt đối xử sẽ được tiến hành theo các bước dưới đây và được giải thích cụ thể trong tài liệu này.

- Bước 1: Người khiếu nại nộp đơn khiếu nại.
- Bước 2: MassDOT/MBTA ban hành thư xác nhận đến người khiếu nại.
- Bước 3: Đơn khiếu nại được phân công cho một điều tra viên xem xét.
- Bước 4: Điều tra viên thực hiện phỏng vấn với người khiếu nại, nhân chứng, và bị đơn.
- Bước 5: Điều tra viên xem xét chứng cứ và lời khai để xác định liệu vi phạm có xảy ra hay không.
- Bước 6: Người khiếu nại và Bị đơn nhận được thư giải quyết khiếu nại hoặc thư thông báo kết quả điều tra và có quyền kháng cáo.
- Bước 7: Một khi quá thời hạn kháng cáo, việc điều tra sẽ khép lại.

Trình tự, thủ tục này mô tả quy trình hành chính hướng đến phát hiện và loại bỏ phân biệt đối xử trong các chương trình và hoạt động được liên bang tài trợ. Trình tự, thủ tục này không phải là một cứu cánh cho những người khiếu nại tìm kiếm giải pháp mang tính cá nhân, bao gồm những thiệt hại mang tính trừng phạt hay tiền đền bù; trình tự, thủ tục này không cấm người khiếu nại nộp đơn khiếu nại cho các cơ quan tiểu bang hay liên bang khác, và cũng không chối bỏ quyền tìm kiếm luật sư tư của người khiếu nại để giải quyết hành vi phân biệt đối xử bị cáo buộc.

Trình tự, thủ tục được miêu tả trong tài liệu này áp dụng cho MassDOT/MBTA và các đơn vị cấp dưới, các nhà thầu, và nhà thầu phụ trong công tác quản lý những chương trình và hoạt động được liên bang tài trợ.



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Với nỗ lực tuân thủ Tiêu Đề VI, các đơn vị cấp dưới nhận hỗ trợ tài chính từ liên bang thông qua MassDOT/MBTA được khuyến khích áp dụng trình tự, thủ tục khiếu nại này. Như vậy, các đơn vị cấp dưới này thừa nhận nghĩa vụ tạo cơ hội cho công chúng nộp đơn khiếu nại các cáo buộc vi phạm chính sách không phân biệt đối xử hiện hành trong chính tổ chức và trong các chương trình, dịch vụ và hoạt động của họ. Theo hướng dẫn của liên bang, các đơn vị cấp dưới nhận tài trợ liên quan đến vận chuyển hiểu rằng họ có thẩm quyền xử lý những khiếu nại về vi phạm Tiêu Đề VI và sẽ thông báo cho đơn vị nhận tài trợ, MassDOT/MBTA, về những khiếu nại nhận được và kết quả điều tra khi vấn đề được giải quyết.

Các đơn vị cấp dưới nhận tài trợ liên quan đến cao tốc cũng hiểu rằng họ không có thẩm quyền điều tra những khiếu nại vi phạm Tiêu Đề VI đối với chính tổ chức của họ (khi tổ chức của họ là bị đơn hoặc bên bị cáo buộc vi phạm Tiêu Đề VI). Tất cả những khiếu nại như vậy sẽ được chuyển đến Văn phòng về Đa Dạng và Dân Quyền (ODCR) của MassDOT/MBTA để quyết định cơ quan điều tra thích hợp. Các đơn vị cấp dưới nhận tài trợ liên quan đến cao tốc vẫn có quyền xem xét những cáo buộc vi phạm Tiêu Đề VI như là một vấn đề về Đảm bảo và/hoặc tuân thủ chính sách nội bộ nhưng không được phép đưa ra quyết định về khả năng vi phạm Tiêu Đề VI. MassDOT/MBTA khuyến khích tất cả các đơn vị cấp dưới liên lạc với Chuyên viên Tiêu Đề VI của ODCR, Giám đốc Phụ trách Tiêu Đề VI và Tính dễ tiếp cận, và/hoặc Giám đốc Điều tra khi/nếu tiếp nhận những khiếu nại về vi phạm Tiêu Đề VI để đảm bảo xử lý đúng mực.

Định nghĩa

Người khiếu nại – Người nộp đơn khiếu nại cho MassDOT/MBTA.

(Đơn) khiếu nại – Trường trình dưới dạng văn bản, lời nói hoặc điện tử liên quan đến cáo buộc phân biệt đối xử và yêu cầu cơ quan tiếp nhận có hành động xử lý. Trong trường hợp người nộp đơn khiếu nại là người khuyết tật, đơn khiếu nại sẽ gồm những hình thức thay thế để phù hợp với tình trạng khuyết tật của người khiếu nại.

Phân biệt đối xử – Là hành động hoặc không phải hành động, dù cố ý hay vô ý, mà qua đó một cá nhân tại Hoa Kỳ bị đối xử bất bình đẳng hay phân biệt trong bất kỳ chương trình hay hoạt động nào có hỗ trợ từ liên bang, chỉ vì chủng tộc, màu da, dân tộc, hay dựa trên những cơ sở được quy định bởi các cơ quan không phân biệt đối xử khác như là giới tính, tuổi tác, hay khuyết tật.

Các Cơ quan Điều hành – Các cơ quan của Bộ Giao thông Vận tải Hoa Kỳ, bao gồm Cơ quan Quản lý Cao tốc Liên bang (FHWA), Cơ quan Quản lý Vận chuyển Liên bang (FTA), Cơ quan Quản lý Đường sắt Liên bang (FRA), Cơ quan Quản lý An toàn Giao



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thông Cao tốc Quốc gia (NHTSA), và Cơ quan Quản lý An Toàn Xe hạng nặng Liên bang (FMCSA), tài trợ cho các chương trình hay hoạt động giao thông.

Bị đơn – Cá nhân, cơ quan, hoặc tổ chức bị cáo buộc có liên quan đến phân biệt đối xử.

Nộp đơn khiếu nại

Phần này miêu tả chi tiết trình tự, thủ tục MassDOT/MBTA xử lý những đơn khiếu nại phân biệt đối xử vi phạm Tiêu Đề VI (dựa trên chủng tộc, màu da, hoặc nguồn gốc quốc gia, bao gồm ngôn ngữ) và những khiếu nại cáo buộc phân biệt đối xử liên quan đến những điều khoản bổ sung về không phân biệt đối xử của liên bang (dựa trên tuổi tác, giới tính, và khuyết tật). Luật pháp và các quy định của liên bang quản lý Tiêu Đề VI của Đạo luật Dân Quyền năm 1964 (Tiêu Đề VI) quy định Bộ Tư Pháp Hoa Kỳ là cơ quan có thẩm quyền điều phối chung việc điều tra các khiếu nại dân quyền; Bộ Tư Pháp Hoa Kỳ phối hợp với các cơ quan liên bang thực hiện trách nhiệm này. Trong lĩnh vực giao thông, thẩm quyền điều tra này thuộc về Bộ Giao thông Vận tải Hoa Kỳ (US DOT) và các cơ quan trực thuộc phụ trách các phương thức giao thông khác nhau, bao gồm Cơ quan Quản lý Cao tốc Liên bang (FHWA) và Cơ quan Quản lý Vận tải Liên bang (FTA). Dựa theo những yêu cầu của USDOT, FHWA và FTA đã thiết lập những quy định và hướng dẫn đòi hỏi các đơn vị nhận tài trợ và đơn vị cấp dưới nhận hỗ trợ tài chính từ liên bang xây dựng trình tự, thủ tục xử lý các khiếu nại về vi phạm Tiêu Đề VI được nộp cho những tổ chức này.

Trình tự, thủ tục được miêu tả dưới đây, mô phỏng theo trình tự, thủ tục khiếu nại được khuyến nghị do Bộ Tư Pháp Hoa Kỳ (US DOJ) ban hành, được thiết kế nhằm tạo cơ hội công bằng để những khiếu nại được xử lý theo trình tự, thủ tục tố tụng hợp pháp cho cả người khiếu nại và bị đơn. Ngoài trình tự, thủ tục giải quyết khiếu nại chính thức nêu chi tiết ở đây, MassDOT/MBTA sẽ thực hiện các bước cụ thể để xử lý không chính thức bất kỳ và tất cả những khiếu nại về vi phạm Tiêu Đề VI, khi có thể.

Quy trình Khiếu nại

1. Ai có thể nộp đơn khiếu nại?

BẤT KỲ người dân nào, cùng với tất cả các khách hàng, ứng viên, nhà thầu, hay đơn vị cấp dưới của MassDOT/MBTA nếu tin rằng bản thân họ, một bên thứ ba, hoặc một tầng lớp người đã bị ngược đãi hay bị đối xử không công bằng vì chủng tộc, màu da hay nguồn gốc quốc gia (bao gồm trình độ tiếng Anh hạn chế), vi phạm Tiêu Đề VI của Đạo luật Dân Quyền năm 1964, các điều luật và pháp lệnh liên quan của liên bang và tiêu



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bang, hay Chính sách Chống Phân biệt Đối xử/Quấy rối (ADHP) của MassDOT/MBTA. Hành vi trả thù một người dân dựa trên chủng tộc, màu da hay nguồn gốc quốc gia cũng bị nghiêm cấm theo Tiêu Đề VI và Chính sách Chống Phân biệt Đối xử/Quấy rối (ADHP).

2. Tôi nộp đơn khiếu nại bằng cách nào?

Có thể nộp đơn khiếu nại cho các đơn vị sau đây:

MassDOT/MBTA Title VI Specialists

Office of Diversity and Civil Rights – Title VI Unit

10 Park Plaza, Suite 3800

Boston, MA 02116

Điện thoại: (857) 368-8580 hoặc 7-1-1 đối với Dịch vụ Chuyển tiếp

Email: MassDOT.CivilRights@state.ma.us hoặc MBTAcivilrights@mbta.com

MassDOT/MBTA, Assistant Secretary and Chief Diversity Officer

Office of Diversity and Civil Rights – Investigations Unit

10 Park Plaza, Suite 3800

Boston, MA 02116

Điện thoại: (857) 368-8580

Email: odcrcomplaints@dot.state.ma.us

(Tổng đài Hỗ trợ Khách hàng của MBTA): (617) 222-3200

Các nhân viên Tổng đài sẽ tìm hiểu thu thập thông tin cơ bản về vấn đề từ người gọi đến, và chi tiết cuộc gọi sẽ được chuyển đến Văn phòng về Đa dạng và Dân Quyền để tiến hành xử lý theo trình tự, thủ tục này.

U.S. Department of Transportation

Office of Civil Rights

1200 New Jersey Avenue, SE

Washington, DC 20590

Trang web: civilrights.justice.gov/

Old Colony Planning Council

Title VI/ Nondiscrimination Coordinator

Mary Waldron

70 School Street

Brockton, MA 02301

Điện thoại: (508) 583-1833

Email: mwaldron@ocpcrpa.org



Rebecca Coletta, President | Mary Waldron, Executive Director

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Xin lưu ý:

- Khi FTA tiếp nhận đơn khiếu nại về vi phạm Tiêu Đề VI liên quan đến MassDOT/MBTA, một đơn vị nhận cấp dưới, hay một nhà thầu, FTA có thể yêu cầu MassDOT/MBTA điều tra vấn đề này.
- Nếu đơn khiếu nại về vi phạm Tiêu Đề VI được nộp cho MassDOT cáo buộc một vi phạm của Ban Cao tốc thuộc MassDOT, thì đơn khiếu nại sẽ được chuyển đến Văn phòng Ban FHWA địa phương, văn phòng này sau đó sẽ chuyển đơn khiếu nại đến Trụ sở của Văn phòng Dân Quyền (HCR) của FHWA để xử lý.
- Nếu đơn khiếu nại về vi phạm Tiêu Đề VI được nộp cho MassDOT cáo buộc một đơn vị cấp dưới của Ban Cao tốc thuộc MassDOT, thì MassDOT có thể xử lý và điều tra khiếu nại này hoặc chuyển cho HCR điều tra.
- Nếu FMCSA nhận được một khiếu nại cáo buộc MassDOT, FMCSA sẽ chuyển khiếu nại này đến MassDOT để nhận phản hồi bằng văn bản. Việc này cho phép MassDOT hoặc xử lý khiếu nại hoặc phản hồi cáo buộc bằng văn bản. Phản hồi bằng văn bản được sử dụng để xác định các bước mà FMCSA sẽ tiến hành để xử lý khiếu nại.

3. Đơn khiếu nại của tôi cần bao gồm những gì?

Mẫu đơn khiếu nại về vi phạm Tiêu Đề VI/Không phân biệt đối xử có sẵn dưới dạng điện tử trên [trang web Tiêu Đề VI của MassDOT](#), [trang web Tiêu Đề VI của MBTA](#), hoặc dưới dạng giấy tại Văn phòng về Đa Dạng và Dân Quyền của MassDOT/MBTA. Hoặc, người khiếu nại có thể nộp các thông tin trao đổi dưới hình thức khác và phải bao gồm:

- Tên, chữ ký và thông tin liên hệ hiện tại của quý vị (ví dụ như số điện thoại, địa chỉ email và địa chỉ nhận thư bưu chính);
- Tên và số hiệu (nếu biết và nếu có) của người bị cáo buộc có hành vi phân biệt đối xử;
- Mô tả cách thức, thời gian và địa điểm hành động phân biệt đối xử bị cáo buộc đó xảy ra;
- Mô tả chi tiết vì sao quý vị tin rằng mình bị đối xử khác biệt;
- Tên và thông tin liên hệ của bất kỳ nhân chứng nào; và
- Bất kỳ thông tin nào khác mà quý vị tin là có liên quan đến khiếu nại của mình.

A. Trong trường hợp người khiếu nại không thể cung cấp đơn khiếu nại bằng văn bản, khiếu nại bằng lời nói có thể được nộp cho Văn phòng về Đa Dạng và Dân Quyền (ODCR). Người khiếu nại sẽ được Điều tra viên Dân Quyền (CRI) phỏng vấn. Nếu cần thiết, Điều tra viên Dân Quyền sẽ hỗ trợ người đó chuyển khiếu nại



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bằng lời nói sang khiếu nại bằng văn bản. Tất cả các đơn khiếu nại phải có chữ ký của người khiếu nại.

- B. Những đơn khiếu nại ẩn danh có thể được nộp tương tự. Những đơn khiếu nại ẩn danh sẽ được điều tra tương tự như bất kỳ đơn khiếu nại nào khác.
- C. Đơn khiếu nại được chấp nhận bằng bất kỳ ngôn ngữ được công nhận nào. Chúng tôi có mẫu đơn khiếu nại bằng nhiều ngôn ngữ.

4. Tôi có bao lâu để nộp đơn khiếu nại?

- A. Đơn khiếu nại cáo buộc vi phạm Tiêu Đề VI và/hay chính sách ADHP của MassDOT/MBTA nên được nộp trong thời hạn một trăm tám mươi (180) ngày kể từ ngày vi phạm bị cáo buộc xảy ra.
- B. Đơn khiếu nại cáo buộc các vi phạm luật tiểu bang và liên bang phải được nộp trong khung thời gian được thiết lập bởi quy chế, quy định, hoặc án lệ – trong các trường hợp nhất định lên đến ba trăm (300) ngày kể từ ngày vi phạm bị cáo buộc xảy ra.

5. Đơn khiếu nại của tôi sẽ được xử lý như thế nào?

Khi được tiếp nhận, đơn khiếu nại sẽ được phân công cho một Điều tra viên Dân Quyền (CRI). Điều tra viên Dân Quyền này sẽ:

- A. Xác định Thẩm quyền: ODCR có thẩm quyền nếu đơn khiếu nại:

1) liên quan đến một tuyên bố hoặc hành vi vi phạm:

- i. Nghĩa vụ và cam kết pháp lý của MassDOT/MBTA chống phân biệt đối xử, quấy rối, hoặc trả thù vì một đặc trưng được bảo vệ liên quan đến bất kỳ khía cạnh nào của dịch vụ của Cơ quan dành cho công chúng;

hoặc

- ii. Cam kết của các đơn vị cấp dưới và nhà thầu làm việc với MassDOT/MBTA tuân thủ các chính sách của MassDOT/MBTA;

2) được nộp đúng hạn.

- B. Xác nhận việc tiếp nhận đơn khiếu nại và xác định thẩm quyền trong vòng mười (10) ngày làm việc kể từ khi tiếp nhận đơn khiếu nại.



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- 1) Nếu Điều tra viên Dân Quyền xác định đơn khiếu nại không có khả năng thiết lập một vi phạm dân quyền, thì Điều tra viên Dân quyền này sẽ thông báo kết quả khiếu nại cho người nộp đơn khiếu nại và Chuyên viên Tiêu Đề VI bằng văn bản và vấn đề sẽ được khép lại.

C. Thực hiện một cuộc điều tra thấu đáo những cáo buộc nêu trong đơn khiếu nại theo Trình tự, thủ tục Khiếu nại Nội bộ của MassDOT/MBTA.

6. Kết quả điều tra và Kiến nghị xử lý

Khi kết thúc điều tra, Điều tra viên Dân Quyền sẽ gửi cho người khiếu nại và bị đơn một trong ba thư dưới đây tùy vào kết quả điều tra:

- A. Thư giải quyết khiếu nại giải thích các bước mà bị đơn đã hoặc sẽ thực hiện để tuân thủ Tiêu Đề VI.
- B. Thư thông báo kết quả sẽ được ban hành khi bị đơn được xác định là có tuân thủ Tiêu Đề VI. Thư này sẽ bao gồm một phần giải thích tại sao bị đơn được xác định là có tuân thủ và thông báo về quyền kháng cáo của người khiếu nại.
- C. Thư thông báo kết quả được ban hành khi bị đơn được xác định là không tuân thủ Tiêu Đề VI.

Thư này sẽ bao gồm từng vi phạm được tham chiếu với quy định được áp dụng, mô tả ngắn gọn kết quả điều tra/kiến nghị xử lý, hệ quả của việc không tự giác tuân thủ, và đề nghị hỗ trợ lập kế hoạch khắc phục đối với việc tuân thủ, nếu thích hợp.

7. Tôi có thể kháng cáo Kết quả điều tra không?

Nếu người khiếu nại hoặc bị đơn không đồng ý với kết quả điều tra của Điều tra viên Dân Quyền, thì anh ấy/cô ấy/họ có thể kháng cáo với Trợ lý Thư ký và Giám đốc về Đa Dạng. Bên kháng cáo phải cung cấp bất kỳ thông tin mới nào chưa được đưa ra trong quá trình điều tra ban đầu mà sẽ khiến MassDOT/MBTA cân nhắc lại các quyết định của mình. Yêu cầu kháng cáo và bất kỳ thông tin mới nào phải được nộp trong vòng ba mươi (30) ngày kể từ ngày thư thông báo kết quả được gửi đi. Sau khi xem xét thông tin này, MassDOT/MBTA sẽ phản hồi bằng cách gửi thư giải quyết khiếu nại có chỉnh sửa hoặc bằng cách thông báo với bên kháng cáo rằng thư giải quyết hoặc kết quả điều tra ban đầu vẫn giữ nguyên hiệu lực.

Appendix D: Old Colony Title VI Complaint Forms



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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 رغبتكم 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 تدعون:

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

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

الفئات الاضافية التي تحميها القوانين/ الاوامر 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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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



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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

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



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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?

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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Formulaire de plainte pour discrimination

Veillez 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 : _____

Veillez 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

Veillez décrire la discrimination alléguée. Vous devez inclure des détails précis comme des noms, des dates, des rendez-vous, des témoins ainsi que toute autre information qui pourrait nous aider dans l'enquête menée au sujet de vos allégations. Incluez toute autre documentation que vous jugez pertinente pour votre plainte. Vous pouvez attacher des pages supplémentaires pour expliquer votre plainte.

La plainte a-t-elle été déposée auprès d'un autre organisme ou d'un tribunal (fédéral, d'état ou local)?

Oui Non

Si oui, nom complet de l'organisme : _____

Avez-vous engagé une action en justice à propos de cette plainte?

Oui Non

Si oui, veuillez fournir une copie de la plainte.

Signature : _____ Date : _____

Poste : 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

Courriel :

mwaldron@ocpcrpa.org

MassDOT.CivilRights@state.ma.us



Rebecca Coletta, President | Mary Waldron, Executive Director

(508) 583-1833

70 School Street, Brockton, MA 02301

www.oldcolonyplanning.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 fòm, ak nan plizyè lang. Si ou bezwen li nan lòt fòm 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 pèsonel sou ou, si sa kapab ede nan ankèt sou plent ou fè a, oswa rezoud pwoblèm lan?



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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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ពាក្យបណ្តឹងសិទ្ធិភាពរើសអើង

សូមផ្តល់ព័ត៌មានខាងក្រោម ដើម្បីអោយយើងខ្ញុំធ្វើការលើបណ្តឹងរបស់អ្នក។ ពាក្យបណ្តឹងនេះមានទម្រង់ផ្សេងៗគ្នា និងមានជាច្រើនភាសា។ ប្រសិនបើអ្នកចង់បានសេវាកម្មទាំងនោះ ឬជំនួយផ្សេងៗទៀតក្នុងការបំពេញពាក្យបណ្តឹង សូមប្រាប់យើងខ្ញុំ។

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

សូមបង្ហាញពីប្រភេទនៃភាពរើសអើងដែលអ្នកចោទប្រកាន់:

ប្រភេទទាំងឡាយណាដែលត្រូវបានការពារដោយមាត្រាទីVI នៃច្បាប់សិទ្ធិស៊ីវិលឆ្នាំ1964:

- អម្បូរ ពណ៌សម្បុរ ប្រភពកំណើត (រួមទាំងសមត្ថភាពប្រើភាសាអង់គ្លេសមានកម្រិត)

ប្រភេទផ្សេងទៀតដែលត្រូវបានការពារដោយដីការ/ច្បាប់រដ្ឋ ឬ/និងដីការ/ច្បាប់សហព័ន្ធដែលពាក់ព័ន្ធ:

- ពិការភាព អាយុ ភេទ ទំនោរផ្លូវភេទ សាសនា ដូនតា
- យេនឌ័រ ជាតិសាសន៍ អក្ខសញ្ញាណយេនឌ័រ ការបង្ហាញយេនឌ័រ ជំនឿ អភិកយុទ្ធជន
- ប្រវត្តិ ប្រាក់ចំណូលទាប

តើនរណាជាមនុស្សដែលអ្នកចោទប្រកាន់ថាជាអ្នករងគ្រោះពីភាពរើសអើង?

- អ្នក បុគ្គលទីបី មនុស្សមួយក្រុម

សូមផ្តល់ឈ្មោះបុគ្គល និង/ឬអង្គការដែលអ្នកចោទប្រកាន់ពីភាពរើសអើង:

តើអ្នកអនុញ្ញាតអោយអ្នកស៊ើបអង្កេតបង្ហាញឈ្មោះនិងព័ត៌មានផ្ទាល់ខ្លួនរបស់អ្នកទៅកាន់បុគ្គលផ្សេងទៀត ទាក់ទងនឹងបញ្ហានេះដែរឬទេ ប្រសិនបើព័ត៌មានទាំងនេះជួយដល់ការស៊ើបអង្កេត និងដោះស្រាយបណ្តឹងរបស់អ្នក?

- បាទ/ចាស ទេ



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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

Por favor, descreva sua reclamação. Você deve incluir pormenores específicos tais como nomes, datas, horários, testemunhas, e quaisquer outras informações que possam ajudar em nossa investigação de suas alegações. Por favor, inclua também qualquer outra documentação relevante a esta reclamação. Você pode adicionar páginas à explicação de sua reclamação.

Você registrou esta reclamação com qualquer outra agência (federal, estadual ou local)?

Sim Não

Caso afirmativo, por favor, identifique: _____

Você protocolou uma ação judicial relativa a esta reclamação?

Sim Não

Caso afirmativo, por favor, forneça uma cópia da ação.

Assinatura: _____ Data: _____

Envie pelos correios para:

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

Envie por email para:

mwaldron@ocpcrpa.org
MassDOT.CivilRights@state.ma.us



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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:

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



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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.

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, identifíquelo: _____

¿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:

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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?

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 E: 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 F: Old Colony 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

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.

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 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-អ្នកត្រូវការរបកប្រែព័ត៌មាននេះ 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.

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.

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

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

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

- 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

- 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.

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=fa](https://data.census.gov/cedsci/table?t=Language%20Spoken%20at%20Home&g=7950000US2504000&tid=ACSDT5Y2019.B16001&hidePreview=fa)
[lse](#)

 - 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.

- 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/bs/> 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>

- 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

<https://www.commbuys.com/bsol/> 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.

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

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

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

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

- 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.language.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 inquiries 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

following services are available in those instances:

Language Line (<https://www.languageline.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.

- 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.

- 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

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

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

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

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=WyJ0b2lsZXQiLCJ0b2lsZXRzliwidG9pbGV0aW5nIl0=> for Americans with Disabilities Act Architectural Guidelines (ADAAG)

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-

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

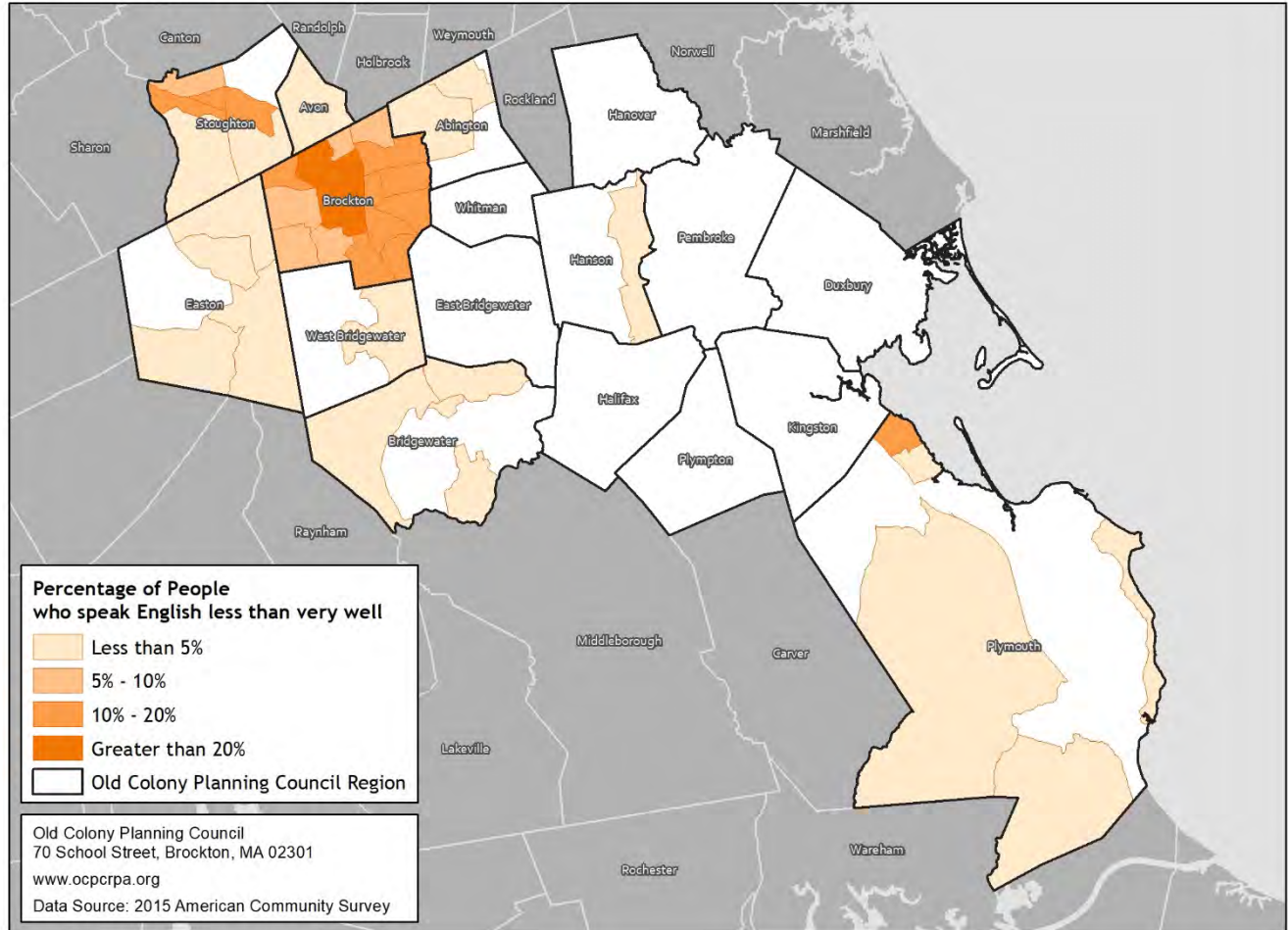
Appendix B: Accessibility Checklist for Meeting Planners

Appendix C: Sample Meeting Posting

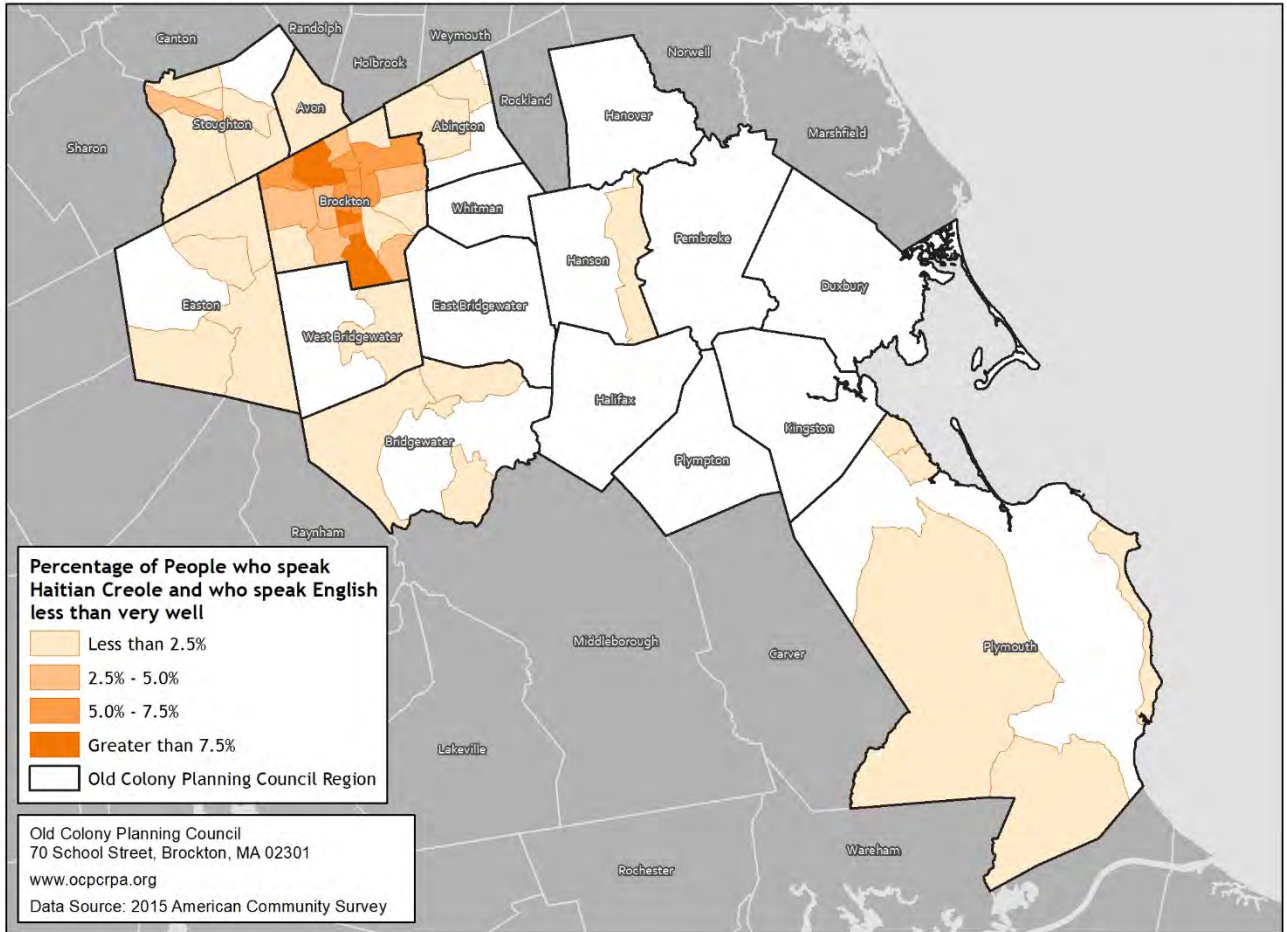
Appendix D: Definitions

Appendix A: Title VI Maps

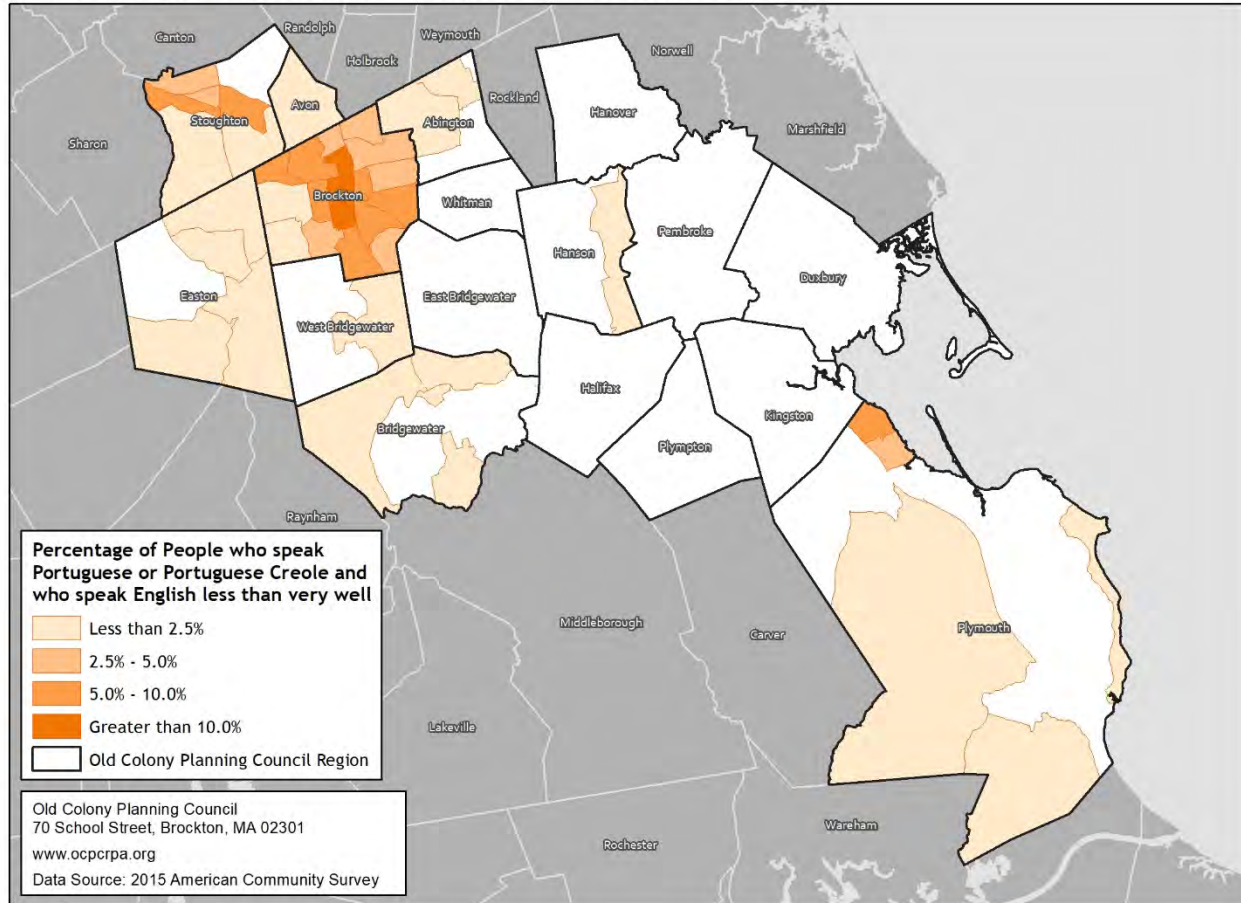
Limited English Proficiency



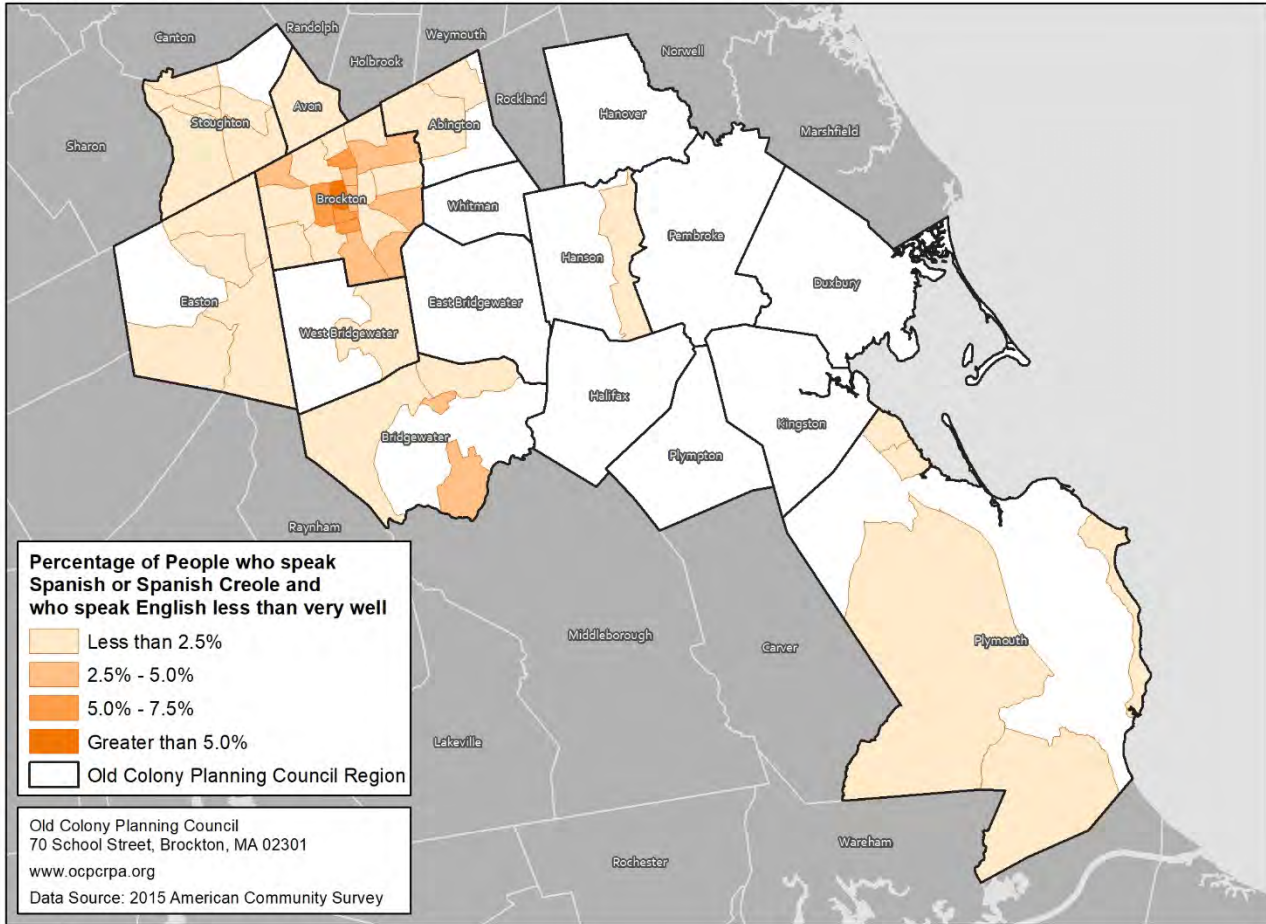
Limited English Proficiency: Haitian Creole



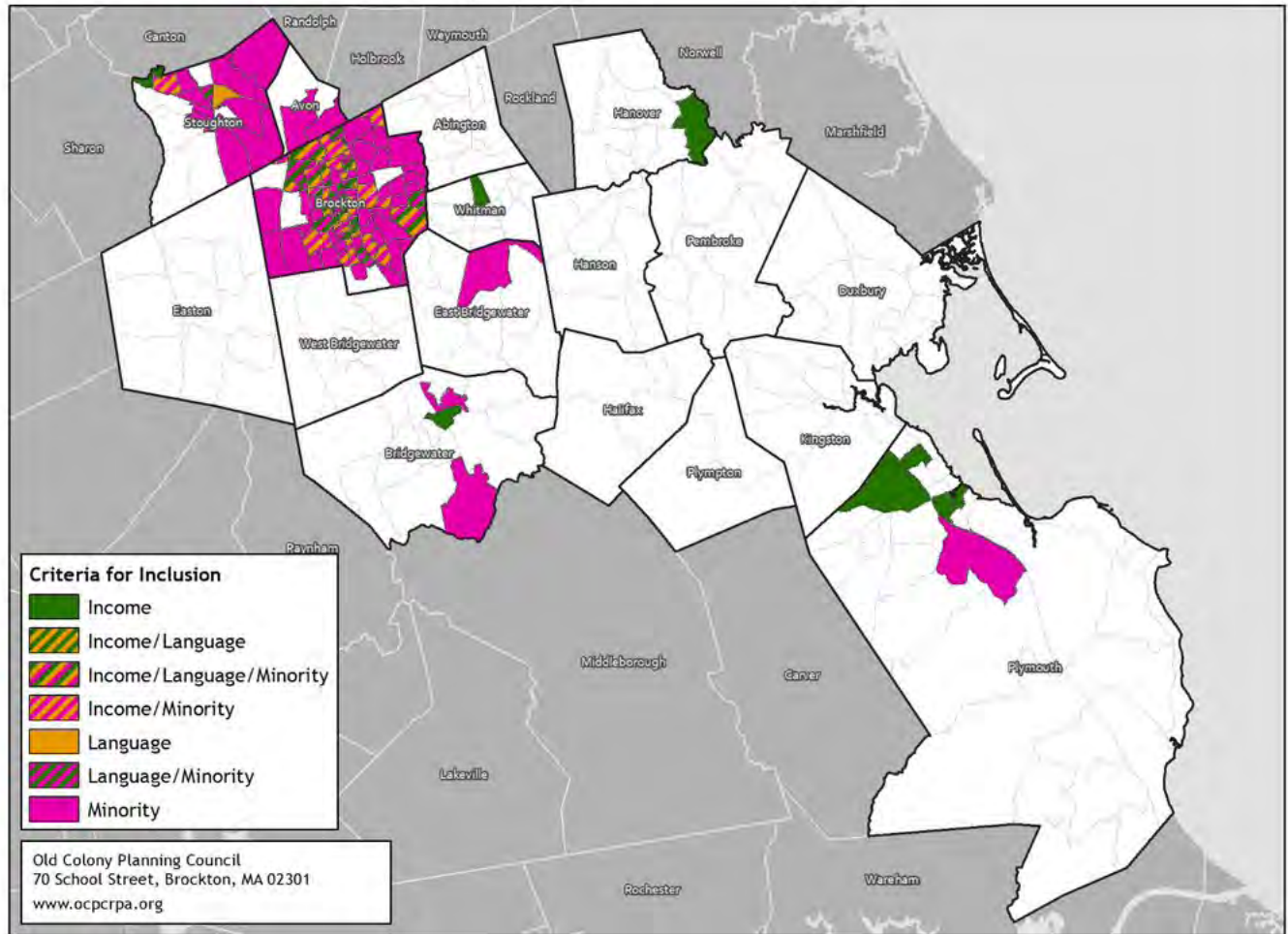
Limited English Proficiency: Portuguese or Portuguese Creole



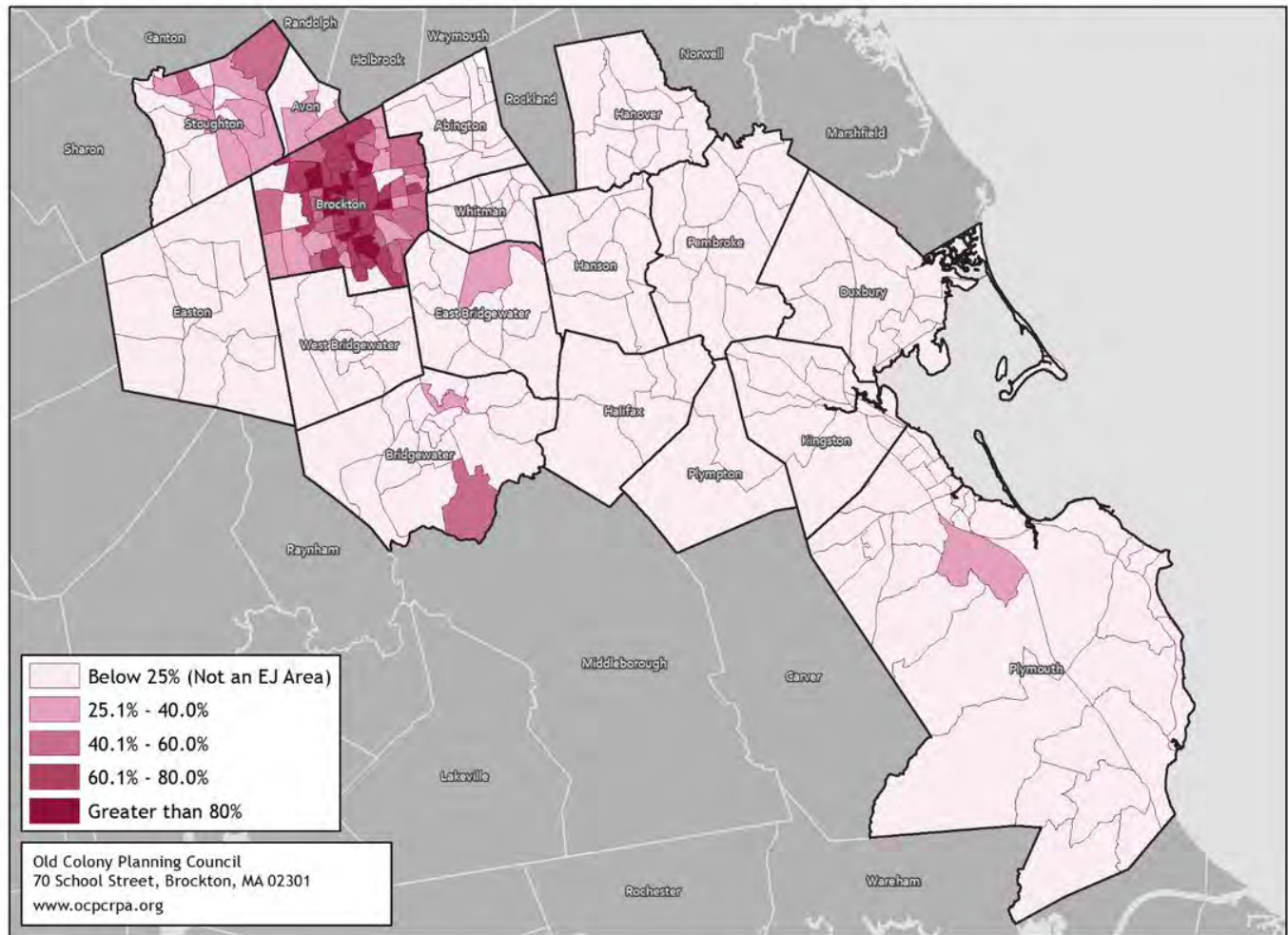
Limited English Proficiency: Spanish or Spanish Creole



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: _____

- 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:

- 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?

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

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

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.

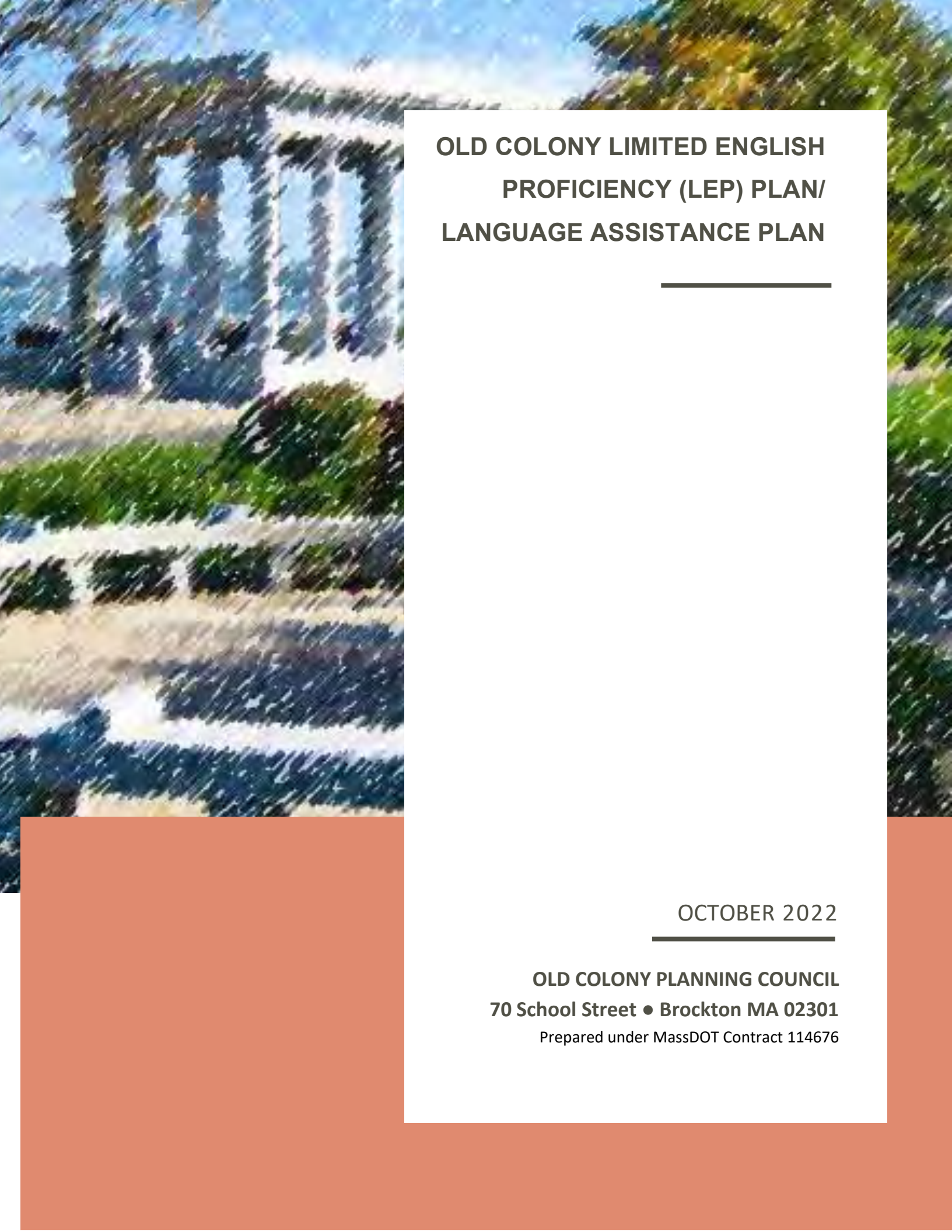
In each instance, this analysis will enable the MPO staff to determine the extent of language assistance that must be provided to enable LEP individuals to participate in a program or activity. For further information, including answers to specific situations that meeting planners may encounter; planners 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 G: 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 Planning Council (OCPC)

OCPC Officers

President	Valerie Massard, AICP
Treasurer	Rebecca Coletta
Secretary	Sandra Wright

COMMUNITY	DELEGATE	ALTERNATE
Abington	Steven Santeusanio	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 Coletta	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
Charles Kilmer, AICP	Assistant Director/ Transportation Program Manager
Raymond Guarino	Principal Transportation Planner
William McNulty, PTP	Principal Transportation Planner
Guoqiang Li, PTP, RSP1	Principal Transportation Planner
Kyle Mowatt	Senior Transportation Planner
Shawn Bailey	Senior Transportation Planner

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
FHWA	Andrew Reovan
FTA	Leah Sirmin
FTA	Peter Butler
Brockton Traffic Commission	Captain Mark Porcaro

OCPC Transportation Staff

Charles Kilmer, AICP	Assistant Director/ Transportation Program Manager
Shawn Bailey	Senior Transportation Planner
Raymond Guarino	Principal Transportation Planner
Guoqiang Li, PTP, RSP1	Principal Transportation Planner
William McNulty, PTP	Principal Transportation Planner
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

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 МРО 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-អ្នកត្រូវការរបកប្រែព័ត៌មាននេះ សូមទាក់ទងអ្នកសម្របសម្រួលជំពូកទី**6** របស់ **MPO** តាមរយៈលេខទូរស័ព្ទ **508-583-1833**។

Arabic

إذا كنت بحاجة إلى هذه المعلومات بلغات أخرى يرجى الاتصال بمسؤول وحدة التخطيط الحضري في مكتب: 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（普通話或廣東話）(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 계신 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 بـمكتب 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 Spisów 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 ቆጠራ ቢሮ ሰራተኛ ነኝ። እንግሊዝኛ የሚናገርና ሊረዳን የሚችል ሰው አለ? ከሌለ አማርኛ የሚችል ሰው ሊያነጋግርዎ ይችላል።

Հայերեն (Armenian 18)

Ես աշխատում եմ ԱՄՆ Մարդահամարի բյուրոյի համար: Երկու՞ է սլոսեզ այժմ որեէ մեկը, ով խոսում է անգլերեն ե կարող է օգնել մեզ: Եթե ոչ, ապա հայերեն խոսող որեէ մեկը կարող է կապվել 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，可能會有會講普通話的人聯絡您。

(Cantonese 04): 如果沒有，可能會有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 با شما تماس بگیرد.

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. જન ગણના બ્યુરો માટે કામ કરું છું. હું હાલમાં અહીં એવી કોઈ વ્યક્તિ છે જે અંગ્રેજી બોલી શકે અને અમને મદદ કરી શકે? જો કોઈ ના હોય તો, ગુજરાતી બોલતી કોઈપણ વ્યક્તિ તમારી સાથે સંપર્ક કરી શકે છે.

עברית (Hebrew 30)

אני עובד עבור לשכת מפקד האוכלוסין של ארה"ב. האם נמצא כאן עכשיו משהו שמדבר אנגלית ויכול לעזור לנו? ישנה אפשרות שיש צורך אתכם קשר משהו שמדבר עברית.

हिंदी (Hindi 31)

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

Hmoob (Hmong 32)

Kuv ua hau 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 arụrụ ndị Ngalaba Gọọmentị U.S. na-ahụ maka Ọnụọgụgụ ndị mmadụ oru. Ẹ nwèrè onye nọ ebe à ugbo, a bụ onye na-asụ Igbo nwere ike inyere anyị aka? Ọ bụrụ nà ẹ nweghi, otú onye nà-asụ Igbo nwèrè ike jkpọturu gi.

Ilokano 35)

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

Bahasa Indonesia (Indonesian 36)

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)

ខ្ញុំធ្វើការត្រួតពិនិត្យស្តីពីជំនាញរបស់សហរដ្ឋអាមេរិក តើនៅទីនេះ មាននរណាម្នាក់ ចេះនិយាយភាសាអង់គ្លេស ហើយអាចជួយយើងខ្ញុំបានទេ? បើសិនជាគ្មានទេ នោះនឹងមានគេដេញចេះនិយាយភាសាខ្មែរទាក់ទងទៅលោកអ្នក។

ພາສາລາວ (Lao 39)

ຂ້າພະເຈົ້າເຮັດວຽກຢູ່ສຳນັກງານສຳຫຼວດພົນລະເມືອງແຫ່ງສະຫະລັດ. ຕອນນີ້ມີໃຜຢູ່ທີ່ນີ້ທີ່ສາມາດເວົ້າພາສາອັງກິດ ແລະ ຊ່ວຍເຫຼືອພວກເຮົາໄດ້ບໍ່? ຖ້າບໍ່ມີ, ຈະມີຄົນທີ່ເວົ້າພາສາລາວໄດ້ຕິດຕໍ່ຫາທ່ານ

Lietuvių (Lithuanian 40)

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

മലയാളം (Malayalam 41)

ഞാൻ യു.എസ്. സെൻസസ് ബ്യൂറോയിൽ ജോലി ചെയ്യുന്നു. ഇപ്പോൾ ഇംഗ്ലീഷ് ഭാഷ സംസാരിക്കുന്ന, ഞങ്ങളെ സഹായിക്കാൻ കഴിയുന്ന ഒരാൾ ഇവിടെ ഉണ്ടോ? ഇല്ലെങ്കിൽ, മലയാളം സംസാരിക്കുന്ന ആരെങ്കിലും നിങ്ങളെ ബന്ധപ്പെടുത്താം

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 Nídawólta' Bina'anishgi naashnish. Ła'kóóh hóló k'ad Bilagáana bizaad yee yáhtí'ígíí dóó nihíká adoolwołígíí? Doodago éí ta' da shíí naanidinóotaał Dinék'ehjí yáhtí'ígíí.

नेपाली (Nepali 44)

म अमेरिकी जनगणना ब्यूरोमा काम गर्छु। अहिले यहाँ अंग्रेजी बोल्न जाने र हामीलाई मदत गर्नसक्ने कोही मान्छे छुनुहुन्छ? यदि कोही छैन भने, तपाईंसँग नेपाली भाषामा कुरा गर्ने कसैले सम्पर्क गर्न सक्दछ।

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.

Српски / Srpski (Serbian 47)

Ja radim za Američki biro za popis stanovništva. Da li ovde ima nekoga ko govori engleski i može da nam pomogne? Ako nema, postoji mogućnost da sa Vama kontaktira osoba koja govori srpski jezik.

Ja radim za Američki biro za popis stanovništva. Da li ovde ima nekoga ko govori engleski i može da nam pomogne? Ako nema, postoji mogućnost da sa Vama kontaktira osoba koja govori srpski jezik.

සිංහල (Sinhala 48)

මම එක්සත් ජනපද සංගණන කාර්යාලයේ සේවය කරමි. මෙහි සිටින ඉංග්‍රීසි බස කථා කරන කෙනෙක්ට අපට උදව් කළ හැකිද? එසේ නොමැති නම් සිංහල බස කථා කරන කෙනෙක් ඔබව සම්බන්ධ කරගනු ඇත.

Slovenčina (Slovak 49)

Pracujem pre Úrad pre sčítanie obyvateľstva USA. Je tu teraz niekto, kto hovorí po anglicky a môže nám pomôcť? Ak nie, možno Vás bude kontaktovať niekto, kto hovorí po slovensky.

Soomaali (Somali 50)

Waxaan u shaqeeyaa Xafiiska Tirakoobka Mareykanka. Hadda ma joogaa qof ku hadla af Ingiriis oo na caawin kara? Haddii uusan joogin, waxaa laga yaabaa inuu idin la soo xiriiro qof ku hadla af Soomaali.

Kiswahili (Swahili 51)

Ninafanya kazi na Shirika la Sensa ya Marekani. Je, kuna mtu hapa ambaye anazungumza Kiingereza na anaweza kutusaidia? Ikiwa hamna, mtu anaweza kuwasiliana nawe anayezungumza Kiswahili.

தமிழ் (Tamil 52)

நான் அமெரிக்க மக்கள்தொகைக் கணக்கெடுப்பு பணியகத்தில் வேலை செய்கிறேன். இங்கே இப்போது யாராவது ஆங்கிலம் பேசுபவர் இருக்கிறாரா மேலும் அவரால் நமக்கு உதவி செய்ய முடியுமா? இல்லையென்றால் யாராவது தமிழ் பேசும் ஒருவர் உங்களைத் தொடர்புகொள்ளலாம்.

తెలుగు (Telugu 53)

నేను యు.ఎస్. జనాభా గణన బ్యూరో కోసం పని చేస్తున్నాను. నాకు సహాయం చెయ్యడానికి ఆంగ్లంలో మాట్లాడేవారు ఎవరైనా ప్రస్తుతం ఇక్కడ ఉన్నారా? లేకపోతే, తెలుగు మాట్లాడే వారు మిమ్మల్ని సంప్రదించారు.

ไทย (Thai 54)

ฉันทำงานให้สำนักงานสำมะโนสหรัฐฯ ตอนนี้อยู่ที่ใครที่พูดภาษาอังกฤษได้และสามารถช่วยเราแปล ไส้หรือไม่ หากไม่มี อาจมีคนทีพูดภาษาไทยได้ติดต่อกับเราในภายหลัง

ትግርኛ (Tigrinya 55)

የደብዳቤ ስርዓት ቆይራ ህዝቢ ቢሮ እየ ዝሰርኩ። ኣብዚ ሕዚ ቋንቋ እንግሊዝ ዝፈልጡን ክትግዙፍ ዝክእልን ሰብ ኣሎዶ? ተዘየለ ካለኡ ትግርኛ ዝፈልጡ ከዘርበኩም ይክእል እዩ።

Türkçe (Turkish 56)

A.B.D. Nüfus Sayım Bürosu'ndanım. Burada İngilizce konuşan ve bize yardımcı olabilecek birisi var mı? Yoksa, Türkçe konuşan biri sizinle irtibata geçebilir.

Twí (Twi 57)

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

Українська (Ukrainian 58)

Я представляю Бюро перепису населення США. Поряд із Вами є 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 کے لئے 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 פֿאַראַײניקטע שטאַטן. איז עמעצער איצט דאָ אין דער היים וואָס רעדט ענגליש און קען אונדז העלפֿן? אויב נישט, וועט עמעצער וואָס רעדט ייִדיש אייך אפֿשר קאָנטאַקטירן.

Yorùbá (Yoruba 61)

Mo nbá Ilẹ̀-ìṣẹ́ Ìkàniyàn Ilẹ̀ Amẹ́rìkà síṣẹ̀. Njẹ̀ ẹnìkàn wà níbí yìí nìsìsìyí tí ó nsọ̀ Èdè Gẹ̀gẹ̀sì tí ó sì lè ràn wá lówó? Bí bẹ̀ẹ̀kọ̀, ẹnìkàn lè kàn sí ọ̀ tí ó nsọ̀ èdè Yorùbá.



2020CENSUS.GOV

Appendix H: 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 Title VI Report – Revised December 2023

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 I: Examples of Inclusion of Notice to Beneficiaries of Protection Under Title VI

<p>OLD COLONY JOINT TRANSPORTATION COMMITTEE <i>Advising the Old Colony Metropolitan Planning Organization (MPO) and the Old Colony Planning Council (OCPC)</i> C/o Old Colony Planning Council, 70 School Street, Brockton, MA 02301 Phone: 508-583-1833 / www.oldcolonyplanning.org / @OldColonyPC</p>	 <p>OLD COLONY PLANNING COUNCIL</p>
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Thursday, November 3, 2022, 12:00 P.M. to 1:00 P.M.

Held Virtually via Zoom

Join Zoom Virtual Meeting

<https://zoom.us/join>

Meeting ID: 829 1622 1251

Passcode: 734734

Dial by your location

+1-646-518-9805 or +1-646-558-8656

AGENDA

1. Call to Order and Introductions
2. Public Comments
3. Minutes of October 6, 2022 Meeting
4. Communications
5. Reports
 - A. Brockton Area Regional Transit Authority (BAT)
 - B. Greater Attleboro-Taunton Regional Transit Authority (GATRA)
 - C. South Coast Rail (SCR) Project
6. Old Business
 - A. FFY 2023-2027 Transportation Improvement Program (TIP) Implementation
7. New Business
 - A. TransitMatters: Regional Rail on the South Shore and Greater Brockton
 - Guest Speaker: Ethan Finlan, TransitMatters
 - B. Old Colony Congestion Management Process (CMP)
 - Results of October 2022 Commuter Parking Utilization Survey
 - C. Old Colony 2050 Long Range Transportation Plan (LRTP)
 - Draft Public Survey
8. Other Business
 - A. Community Local Technical Assistance Studies
 - B. Staff Reviews on ENFs, EIRs and NPCs
 - C. Regional Concerns and Local Community Transportation Issues
9. Adjournment

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.

Abington - Avon - Bridgewater - Brockton - Duxbury - East Bridgewater - Easton - Halifax - Hanover - Hanson - Kingston
Pembroke - Plymouth - Plympton - Stoughton - West Bridgewater - Whitman

Old Colony MPO 2022 Title VI Report – Revised December 2023

Any person who believes that they or any specific class of persons to be subject to discrimination prohibited by Title VI may by themselves or by a 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 for more information.

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

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).

OLD COLONY
METROPOLITAN PLANNING ORGANIZATION (MPO)
C/o Old Colony Planning Council, 70 School Street, Brockton, MA / Phone: 508-583-1833 / www.ocpcrpa.org

OLD COLONY MPO VOTING MEMBERS

CITY OF BROCKTON

TOWN OF PLYMOUTH

TOWN OF WEST BRIDGEWATER - REPRESENTING
AVON, EAST BRIDGEWATER, HALIFAX, HANOVER,
HANSON, KINGSTON, PLYMPTON, AND
WEST BRIDGEWATER

TOWN OF WHITMAN - REPRESENTING
ABINGTON, BRIDGEWATER, DUXBURY, EASTON,
PEMBROKE, STOUGHTON, AND WHITMAN

BROCKTON AREA TRANSIT AUTHORITY (BAT)

MASSACHUSETTS DEPARTMENT OF
TRANSPORTATION (MASSDOT)

MASSACHUSETTS DEPARTMENT OF
TRANSPORTATION (MASSDOT) HIGHWAY DIVISION

OLD COLONY PLANNING COUNCIL (OCPC)

**OLD COLONY MPO EX-OFFICIO
NON-VOTING MEMBERS**

OLD COLONY JOINT TRANSPORTATION COMMITTEE
(JTC)

FEDERAL HIGHWAY ADMINISTRATION (FHWA)
MASSACHUSETTS DIVISION

FEDERAL TRANSIT ADMINISTRATION (FTA)
REGION 1

NOTICE OF VIRTUAL MEETING

Tuesday, July 19, 2022, 10:00 A.M.

Join Zoom Virtual Meeting:

<https://zoom.us/join>

Meeting ID: 828 6889 7278 | Password: 370367

Dial by your phone: +1-646-518-9805

Meeting ID: 828 6889 7278 | Password: 370367

AGENDA

- 1. Call to Order, Accessibility Statement, Title VI Notice of Protection, and Introductions**
- 2. Public Comments**
- 3. Minutes of June 21, 2022 Old Colony MPO Meeting**
- 4. Brockton Area Transit (BAT) Report**
- 5. MassDOT District 5 Updates on Projects Under Design or Construction**
- 6. FFY 2022-2026 Old Colony Transportation Improvement Program (TIP) Adjustments and/ or Amendments**
 - **Adjustment 2 - Review and Potential Endorsement**
 - **Amendment 3 - Public Comments, Review, and Potential Endorsement**
- 7. Bipartisan Infrastructure Law (BIL)**
 - **Safe Streets for All (SS4A) Grant Program: Overview and Funding Opportunity**
 - **Reconnecting Communities Pilot Program - Planning Grants and Capital Construction Grants: Overview and Funding Opportunity**
- 8. Administrative Matters, Other Business, and Date and Time of Next Meeting(s)**
- 9. Adjournment**

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 that they or any specific class of persons to be subject to discrimination prohibited by Title VI may by themselves 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. Please contact Mary Waldron at 508-583-1833 Extension 202 for more information.

Abington - Avon - Bridgewater - Brockton - Duxbury - East Bridgewater - Easton - Halifax - Hanover - Hanson - Kingston
Pembroke - Plymouth - Plympton - Stoughton - West Bridgewater - Whitman

Old Colony MPO 2022 Title VI Report – Revised December 2023

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. For more information or to request reasonable accommodation and/or language services please, contact Mary Waldron at 508-583-1833 Extension 202.

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- 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).

Old Colony MPO 2022 Title VI Report – Revised December 2023

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Notice of Public Review and Comment Period - Draft FFY 2022-2026 TIP Amendment 3

CK Charles Kilmer
To: Charles Kilmer
Tue 6/21/2022 11:38 AM

FFY 2022-2026 Old Colony TI...
391 KB

NOTICE OF PUBLIC REVIEW AND COMMENT PERIOD

- **Draft FFY 2022-2026 Transportation Improvement Program (TIP) Amendment 3 - Comments Due by 4:00 PM (EST) on July 15, 2022.**

The Old Colony Metropolitan Planning Organization (MPO) has released the **Draft FFY 2022-2026 Transportation Improvement Program (TIP) Amendment 3** to a public review and comment period. The public is invited to review Amendment 3, which is attached to this email, and provide comments.

The **Draft FFY 2022-2026 Transportation Improvement Program (TIP) Amendment 3** is also available for at this link: **Draft FFY 2022-2026 Transportation Improvement Program (TIP) Amendment 3**

Comments may be submitted as follows::

- Mail: Charles Kilmer, OCPC, [70 School Street, Brockton MA 02301](mailto:ckilmer@ocpcrpa.org)
- Phone: 774-539-5126
- Fax: 508-559-8768
- Email: ckilmer@ocpcrpa.org
- Attend the Old Colony Metropolitan Planning Organization (MPO) Virtual Meeting scheduled for July 19, 2022 at 10 AM

For more information, please contact Charles Kilmer at 774-539-5126 or ckilmer@ocpcrpa.org.

Charles Kilmer, AICP
Assistant Director & Transportation Program Manager
tel (508) 583-1833 ext. 206 | cell (774) 539-5126

Old Colony Planning Council
70 School Street, Brockton, MA 02301 | fax (508) 559-8768

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The public discussion of the Transportation Improvement Plan (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).

Reply Forward

Appendix J: 2020 U.S. Census Language Identification Cards

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（普通話或廣東話） (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 계신 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。

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 ቆጠራ ቢሮ ሰራተኛ ነኝ። እንግሊዝኛ የሚናገርና ሊረዳን የሚችል ሰው አለ? ከሌለ አማርኛ የሚችል ሰው ሊያነጋግርዎ ይችላል።

Հայերեն (Armenian 18)

Ես աշխատում եմ ԱՄՆ Մարդահամարի բյուրոյի համար: Ներկա՞ է այստեղ այժմ որևէ մեկը, ով խոսում է անգլերեն և կարող է օգնել մեզ: Եթե ոչ, ապա հայերեն խոսող որևէ մեկը կարող է կապվել 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，可能會有會講普通話的人聯絡您。
(Cantonese 04): 如果沒有，可能會有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 با شما تماس بگیرد.

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. જન ગણના બ્યુરો માટે કામ કરું છું. શું હાલમાં અહીં એવી કોઈ વ્યક્તિ છે જે અંગ્રેજી બોલી શકે અને અમને મદદ કરી શકે? જો કોઈ ના હોય તો, ગુજરાતી બોલતી કોઈપણ વ્યક્તિ તમારી સાથે સંપર્ક 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 ולא, ישנה אפשרות שייצור אתכם קשר מישהו שמדבר עברית.

हिंदी (Hindi 31)

मैं यू.एस. जनगणना ब्यूरो के लिए काम करता हूँ। क्या यहां अभी कोई ऐसा है जो अंग्रेज़ी बोलता हो और हमारी मदद कर सकता हो? अगर नहीं तो, कोई 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 arurụ ndị Ngalaba Gọmentị U.S. na-ahụ maka Ọnụọgụgụ ndị mmadụ oru. È nwèrè onye nọ ebe à ugbo, a bụ onye na-asụ Igbo nwere ike inyere anyị aka? Ọ bụrụ nà è nweghị, otù onye nà-asụ Igbo nwèrè ike ịkpọturụ gi.

Ilokano (Ilocano 35)

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

Bahasa Indonesia (Indonesian 36)

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)

ខ្ញុំធ្វើការឱ្យការិយាល័យជំរឿនរបស់សហរដ្ឋអាមេរិក តើនៅទីនេះ មាននរណាម្នាក់ ចេះនិយាយភាសាអង់គ្លេស ហើយអាចជួយយើងខ្ញុំបានទេ? បើសិនជាគ្មានទេ នោះនឹងមានគេដែលចេះនិយាយភាសាខ្មែរទាក់ទងទៅលោកអ្នក។

ພາສາລາວ (Lao 39)

ຂ້າພະເຈົ້າເຮັດວຽກຢູ່ສຳນັກງານສຳຫຼວດພົນລະເມືອງແຫ່ງສະຫະລັດ. ຕອນນີ້ມີໃຜຢູ່ທີ່ນີ້ທີ່ສາມາດເວົ້າພາສາອັງກິດ ແລະ ຊ່ວຍເຫຼືອພວກເຮົາໄດ້ບໍ່? ຖ້າບໍ່ມີ, ຈະມີຄົນທີ່ເວົ້າພາສາລາວໄດ້ຕິດຕໍ່ຫາທ່ານ

Lietuvių (Lithuanian 40)

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

മലയാളം (Malayalam 41)

ഞാൻ യു.എസ്. സെൻസസ് ബ്യൂറോയിൽ ജോലി ചെയ്യുന്നു. ഇപ്പോൾ ഇംഗ്ലീഷ് ഭാഷ സംസാരിക്കുന്ന, ഞങ്ങളെ സഹായിക്കാൻ കഴിയുന്ന ഒരാൾ ഇവിടെ ഉണ്ടോ? ഇല്ലെങ്കിൽ, മലയാളം സംസാരിക്കുന്ന ആരെങ്കിലും നിങ്ങളെ ബന്ധപ്പെട്ടേക്കാം

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 Nídawólta' Bina'anishgi naashnish. Ła'kóóh hóló k'ad Bilagáana bizaad yee yáłti'ígíí dóó nihíká adoolwołígíí? Doodago éí ła' da shíí naanidínóotaal Dinék'ehjí yáłti'ígíí.

नेपाली (Nepali 44)

म अमेरिकी जनगणना ब्यूरोमा काम गर्छु । अहिले यहाँ अंग्रेजी बोलन जाने र हामीलाई मद्दत गर्नसक्ने कोही मान्छे हुनुहुन्छ? यदि कोही छैन भने, तपाईंसँग नेपाली भाषामा कुरा गर्ने कसैले सम्पर्क गर्न सक्दछ ।

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.

Српски / Srpski (Serbian 47)

Ja radim za Američki biro za popis stanovništva. Da li ovde ima nekoga ko govori engleski i može da nam pomogne? Ako nema, postoji mogućnost da sa Vama kontaktira osoba koja govori srpski jezik.

Ja radim za Američki biro za popis stanovništva. Da li ovde ima nekoga ko govori engleski i može da nam pomogne? Ako nema, postoji mogućnost da sa Vama kontaktira osoba koja govori srpski jezik.

සිංහල (Sinhala 48)

මම එක්සත් ජනපද සංගණන කාර්යාංශයේ සේවය කරමි. මෙහි සිටින ඉංග්‍රීසි බස කථා කරන කෙනෙක්ට අපට උදව් කළ හැකිද? එසේ නොමැති නම් සිංහල බස කථා කරන කෙනෙක් ඔබට සම්බන්ධ කරගනු ඇත.

Slovenčina (Slovak 49)

Pracujem pre Úrad pre sčítanie obyvateľstva USA. Je tu teraz niekto, kto hovorí po anglicky a môže nám pomôcť? Ak nie, možno Vás bude kontaktovať niekto, kto hovorí po slovensky.

Soomaali (Somali 50)

Waxaan u shaqeeyaa Xafiiska Tirakoobka Mareykanka. Hadda ma joogaa qof ku hadla af Ingiriis oo na caawin kara? Haddii uusan joogin, waxaa laga yaabaa inuu idin la soo xiriiro qof ku hadla af Soomaali.

Kiswahili (Swahili 51)

Ninafanya kazi na Shirika la Sensa ya Marekani. Je, kuna mtu hapa ambaye anazungumza Kiingereza na anaweza kutusaidia? Ikiwa hamna, mtu anaweza kuwasiliana nawe anayezungumza Kiswahili.

தமிழ் (Tamil 52)

நான் அமெரிக்க மக்கள்தொகைக் கணக்கெடுப்பு பணியகத்தில் வேலை செய்கிறேன். இங்கே இப்போது யாராவது ஆங்கிலம் பேசுபவர் இருக்கிறாரா மேலும் அவரால் நமக்கு உதவி செய்ய முடியுமா? இல்லையென்றால் யாராவது தமிழ் பேசும் ஒருவர் உங்களைத் தொடர்புகொள்ளலாம்.

తెలుగు (Telugu 53)

నేను యు.ఎస్. జనాభా గణన బ్యూరో కోసం పని చేస్తున్నాను. నాకు సహాయం చెయ్యడానికి ఆంగ్లంలో మాట్లాడేవారు ఎవరైనా ప్రస్తుతం ఇక్కడ ఉన్నారా? లేకపోతే, తెలుగు మాట్లాడే వారు మిమ్మల్ని సంప్రదించారు.

ไทย (Thai 54)

ฉันทำงานให้กับสำนักงานสำมะโนสหรัฐฯ ตอนนี้ที่นี้ไม่มีใครที่พูดภาษาอังกฤษได้และสามารถช่วยเราแปลได้หรือไม่ หากไม่มี อาจมีคนที่พูดภาษาไทยได้ติดต่อกับคุณในภายหลัง

ትግርኛ (Tigrinya 55)

የደቡብ ስቴትስ ቆይራ ህዝቢ ቢሮ እየ ዝሰርኡ። ኣብዚ ሕዚ ቋንቋ እንግሊዝ ዝፈልጥን ክነግዘና ዝኻእልን ሰብ ኣሎዶ? ተዘየለ ካሊእ ትግርኛ ዝፈልጥ ከዛርቡኩም ይኻእል እዩ።

Türkçe (Turkish 56)

A.B.D. Nüfus Sayım Bürosu'ndanım. Burada İngilizce konuşan ve bize yardımcı olabilecek birisi var mı? Yoksa, Türkçe konuşan biri sizinle irtibata geçebilir.

Twi (Twi 57)

Me ne U.S. Nnipakan Asoeɛ a wɔye nnipakan ne nhwehwɛmu adwuma na eye adwuma. Obi a aka Brɔfo kasa a zɔɛtumi aboa yen wo ha seesei anaa? Se obiara nni ha saa a, yɛbɛma obi a aka Twi ne mo abekasa.

Українська (Ukrainian 58)

Я представляю Бюро перепису населення США. Поряд із Вами є 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 کے لئے 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 אַרבעט פֿאַר דעם צענזוס ביוראָ פֿון די פֿאַראַיאַניקטע שטאַטן. איז עמעצער איצט דאָ אין דער היים וואָס רעדט ענגליש און קען אונדז העלפֿן? אויב נישט, וועט עמעצער וואָס רעדט ייִדיש אייך אפֿשר קאָנטאַקטירן.

Yorùbá (Yoruba 61)

Mo nbá Ilé-ìṣẹ̀ Ìkàṣẹ̀ Ilẹ̀ Amẹ́ríkà ṣìṣẹ̀. Njẹ ẹ̀nikan wà níbí yíí nísìsìyí tí ó nsọ̀ Èdè Gẹ̀ẹ̀sì tí ó sì lè ràn wá lówó? Bí bẹ̀ẹ̀kọ̀, ẹ̀nikan lè kàn sí ọ́ tí ó nsọ̀ èdè Yorùbá.

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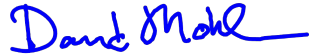
Appendix K: Signed Approval of the 2022 Old Colony Title VI Report

OLD COLONY METROPOLITAN PLANNING ORGANIZATION (MPO)

2022 OLD COLONY TITLE VI TRIENNIAL REPORT

**ENDORSEMENT OF
2022 OLD COLONY TITLE VI TRIENNIAL REPORT**

This is to certify that the Signatories of the Old Colony Metropolitan Planning Organization, at their Old Colony MPO meeting on December 20, 2022 hereby approve and endorse the 2022 Old Colony Title VI Triennial Report in its entirety for the Old Colony Region, in accordance with the certified 3C Transportation Planning Process.



Jamey Tesler, Secretary and CEO
Massachusetts Department of Transportation (MassDOT);
Chair, Old Colony Metropolitan Planning Organization (OCMPO)

Date

Appendix L: Transportation Evaluation Criteria

STATE PROJECT EVALUATION CRITERIA

Highway-funded Preservation Projects

PROJECT TYPE				OTHER IMPACT CRITERIA		
	Condition	Usage	Cost Effectiveness	Community Effects and Support	Land Use and Economic Development	Environmental and Air Quality/ Climate Effects
Roadway Maintenance	Extent of light and moderate cracking (Main) <input type="checkbox"/>	Annual Average Daily Traffic (AADT) <input type="checkbox"/>	Cost per Unit Change in Condition	Residential effects: right-of-way, noise, aesthetics, other <input type="checkbox"/>	Business effects: right-of-way, access, noise, traffic, parking, freight access other <input type="checkbox"/>	Air Quality/Climate effects <input type="checkbox"/>
Roadway Resurfacing						
Roadway Reconstruction	Measure of skid resistance (Main/Resurf) <input type="checkbox"/>	Percentage of Trucks <input type="checkbox"/>	Cost per Linear Mile	Public, local government, legislative, and regional support <input type="checkbox"/>	Sustainable development effects <input type="checkbox"/>	Water quality/supply effects; wetlands effects <input type="checkbox"/>
	Measure of rideability (Resurf/Recon) <input type="checkbox"/>	NHS Status <input type="checkbox"/>		Effect on service to minority or low income neighborhoods <input type="checkbox"/>		
	Measure of surface condition (Resurf/Recon) <input type="checkbox"/>		Cost per AADT	Other Impact/benefit to minority or low income neighborhoods <input type="checkbox"/>	Consistent with regional land-use and economic development plans <input type="checkbox"/>	Historic and cultural resource effects <input type="checkbox"/>
	Pavement structural adequacy (Recon) <input type="checkbox"/>			Effect on development and redevelopment of housing stock <input type="checkbox"/>	Effect on job creation. <input type="checkbox"/>	
Avg. Score (-3 to +3) <input type="checkbox"/>		Avg. Score (-3 to +3) <input type="checkbox"/>		Avg. Score (-3 to +3) <input type="checkbox"/>		Avg. Score (-3 to +3) <input type="checkbox"/>
						Total Score (-18 to +18) <input type="checkbox"/>

STATE PROJECT EVALUATION CRITERIA

Highway-funded Improvement/Expansion Projects

PROJECT TYPE	THRESHOLD TRANSPORTATION CRITERIA				OTHER IMPACT CRITERIA		
	Condition and Service Quality	Mobility	Safety and Security	Cost Effectiveness	Community Effects and Support	Land Use and Economic Development	Environmental and Air Quality/ Climate Effects
Arterials/Intersection	Magnitude of pavement condition improvement <input type="checkbox"/>	Effect on magnitude and duration of congestion <input type="checkbox"/>	Effect on crash rate compared to state average <input type="checkbox"/>	Cost per Unit Change in Condition	Residential effects: right-of-way, noise, aesthetics, other <input type="checkbox"/>	Business effects: right-of-way, access, noise, traffic, parking, freight access other <input type="checkbox"/>	Air Quality/Climate effects <input type="checkbox"/>
Major Highways	Magnitude of improvement of other infrastructure elements <input type="checkbox"/>	Effect on travel time and connectivity/access <input type="checkbox"/>	Effect on bicycle and pedestrian safety <input type="checkbox"/>	Cost per Linear Mile	Public, local government, legislative, and regional support <input type="checkbox"/>	Sustainable development effects <input type="checkbox"/>	Water quality/supply effects; wetlands effects <input type="checkbox"/>
			NHS Status <input type="checkbox"/>		Effect on service to minority or low income neighborhoods <input type="checkbox"/>		
		Effect on other modes using facility <input type="checkbox"/>		Cost per AADT	Other Impact/benefit to minority or low income neighborhoods <input type="checkbox"/>	Consistent with regional land-use and economic development plans <input type="checkbox"/>	Historic and cultural resource effects <input type="checkbox"/>
		Effect on regional and local traffic <input type="checkbox"/>			Effect on development and redevelopment of housing stock <input type="checkbox"/>	Effect on job creation. <input type="checkbox"/>	
	Avg. Score (-3 to +3) <input type="checkbox"/>	Avg. Score (-3 to +3) <input type="checkbox"/>	Avg. Score (-3 to +3) <input type="checkbox"/>		Avg. Score (-3 to +3) <input type="checkbox"/>	Avg. Score (-3 to +3) <input type="checkbox"/>	Avg. Score (-3 to +3) <input type="checkbox"/>
							Total Score (-18 to +18) <input type="checkbox"/>

STATE PROJECT EVALUATION CRITERIA

Highway-funded Other Enhancements (non-bike/ped) Projects

PROJECT TYPE	THRESHOLD TRANSPORTATION CRITERIA				OTHER IMPACT CRITERIA		
	Condition and Service Quality	Mobility	Safety and Security	Cost Effectiveness	Community Effects and Support	Land Use and Economic Development	Environmental and Air Quality/ Climate Effects
Other Enhancements (non-bike/ped)	The extent to which the project improves the transportation system <input type="checkbox"/>	Number of users <input type="checkbox"/>	Effect on user safety/security <input type="checkbox"/>	Cost per user <input type="checkbox"/>	Residential effects: right-of-way, noise, aesthetics, other <input type="checkbox"/>	Business effects: right-of-way, access, noise, traffic, parking, freight access other <input type="checkbox"/>	Air Quality/Climate effects <input type="checkbox"/>
		The extent to which the project is coordinated with other projects <input type="checkbox"/>			Public, local government, legislative, and regional support <input type="checkbox"/>	Sustainable development effects <input type="checkbox"/>	Water quality/supply effects; wetlands effects <input type="checkbox"/>
		The extent to which the project provides other benefits <input type="checkbox"/>			Effect on service to minority or low income neighborhoods <input type="checkbox"/>		
					Other Impact/benefit to minority or low income neighborhoods <input type="checkbox"/>	Consistent with regional land-use and economic development plans <input type="checkbox"/>	Historic and cultural resource effects <input type="checkbox"/>
					Effect on development and redevelopment of housing stock <input type="checkbox"/>	Effect on job creation. <input type="checkbox"/>	
	Avg. Score (-3 to +3) <input type="checkbox"/>	Avg. Score (-3 to +3) <input type="checkbox"/>	Avg. Score (-3 to +3) <input type="checkbox"/>		Avg. Score (-3 to +3) <input type="checkbox"/>	Avg. Score (-3 to +3) <input type="checkbox"/>	Avg. Score (-3 to +3) <input type="checkbox"/>
							Total Score (-18 to +18) <input type="checkbox"/>

STATE PROJECT EVALUATION CRITERIA

Highway-funded Bicycle Pedestrian Enhancement Projects

PROJECT TYPE	THRESHOLD TRANSPORTATION CRITERIA				OTHER IMPACT CRITERIA		
	Condition and Service Quality	Mobility	Safety and Security	Cost Effectiveness	Community Effects and Support	Land Use and Economic Development	Environmental and Air Quality/ Climate Effects
Bicycle/ Pedestrian Facilities Enhancements	Magnitude of surface condition improvement <input type="checkbox"/>	Number of users <input type="checkbox"/>	Effect of Bicycle Comfort Index <input type="checkbox"/>	Cost per user <input type="checkbox"/>	Residential effects: right-of-way, noise, aesthetics, other <input type="checkbox"/>	Business effects: right-of-way, access, noise, traffic, parking, freight access other <input type="checkbox"/>	Air Quality/Climate effects <input type="checkbox"/>
	Magnitude of improvement of other infrastructure elements <input type="checkbox"/>	Effect on travel time/ access/ connectivity for existing users <input type="checkbox"/>	Effect on pedestrian safety <input type="checkbox"/>	Cost per linear mile <input type="checkbox"/>	Public, local government, legislative, and regional support <input type="checkbox"/>	Sustainable development effects <input type="checkbox"/>	Water quality/supply effects; wetlands effects <input type="checkbox"/>
		Consistent with State Bicycle and/ or Pedestrian Plans <input type="checkbox"/>			Effect on service to minority or low income neighborhoods <input type="checkbox"/>		
					Other Impact/benefit to minority or low income neighborhoods <input type="checkbox"/>	Consistent with regional land-use and economic development plans <input type="checkbox"/>	Historic and cultural resource effects <input type="checkbox"/>
					Effect on development and redevelopment of housing stock <input type="checkbox"/>	Effect on job creation. <input type="checkbox"/>	
	Avg. Score (-3 to +3) <input type="checkbox"/>	Avg. Score (-3 to +3) <input type="checkbox"/>	Avg. Score (-3 to +3) <input type="checkbox"/>		Avg. Score (-3 to +3) <input type="checkbox"/>	Avg. Score (-3 to +3) <input type="checkbox"/>	Avg. Score (-3 to +3) <input type="checkbox"/>
							Total Score (-18 to +18) <input type="checkbox"/>

FFY 2023-2027 Transportation Improvement Program (TIP)

Universe of Projects List Evaluated Using Transportation Evaluation Criteria

Project Location and Description	Project ID#	Program Year	TEC Score
Brockton - Intersection Improvements at Route 123 (Belmont Street), Pearl Street and Stonehill Street	612262	Not Programmed	60.61
Brockton - Improvements on Forest Avenue, From West Street to Breer Street	612526	Not Programmed	53.67
Easton - Reconstruction and Related Work on Routes 138 And 123, From Belmont Street to Depot Street	612617	Not Programmed	52.50
Stoughton - Corridor Improvements on Route 138	607403	2023	51.78
Stoughton - Corridor Improvements on Route 138	607403	2023	51.78
Avon - Intersection Improvements at Route 28, Spring Street and Harrison Boulevard	611979	2026	51.06
Brockton - Improvements and Related Work on Crescent Street (Route 27), Including Replacement of Grove Street Bridge, B-25-005, Over Salisbury Plain River	607818	2025	50.39
Avon - Corridor Improvements on Route 28	610804	Not Programmed	49.22
Brockton - Intersection Improvements and Related Work at Centre Street (Route 123), Cary Street and Lyman Street	609410	2023	48.89
Abington - Intersection Improvements, Randolph Street and Richard A Fitts Drive (Route 139) At Chestnut Street and Old Randolph Street	612525	Not Programmed	47.44
East Bridgewater - Intersection Improvements at Bedford Street (Route 18), West Street (Route 106) And East Street	611968	Not Programmed	47
Brockton - Intersection Improvements @ Crescent Street (Route 27)/ Quincy Street/ Massasoit Boulevard	606143	2027	45.83
Brockton - Abington - Pedestrian and Bicycle Improvements on Route 123	609520	Not Programmed	44.72
Pembroke - Intersection Improvements at Washington Street and Schoosett Street	611978	Not Programmed	44.72
Stoughton - Intersection Improvements at Canton Street (Route 27), School Street and Summer Street	611981	Not Programmed	44.67
Brockton - Route 123 (Centre Street) At Plymouth Street Signalization and Geometric Improvements	609052	2024	44.06
Stoughton - Intersection Improvements and Related Work at Central Street, Canton Street and Tosca Drive	608279	2023	43.22
Easton - Corridor Improvements on Route 138 Including Intersection Improvements at Route 138 (Washington Street) And Elm Street	608195	2025	42.89
East Bridgewater - Intersection Improvements at Highland Street and North Bedford Street (Route 18)	611976	Not Programmed	41.44
Abington - Intersection Improvements at Hancock Street and Chestnut Street	609440	2026	41.06
Easton - Improvements on Foundry Street (Route 106/123)	612269	Not Programmed	40.5
Stoughton - Reconstruction of Turnpike Street	607214	Not Programmed	38.89
Easton - Resurfacing and Related Work on Route 138 (Roosevelt Circle to Stoughton Town Line (Excluding the Section from Elm Street to Union Street))	608585	Not Programmed	38.72
Duxbury - Signal Installation @ Route 3 (Nb & Sb) Ramps & Route 3a (Tremont Street)	606002	2026	38.22
Hanson - Corridor Improvements on Route 14 (Maquan Street), From the Pembroke T.L. To Indian Head Street and Related Work	608506	2026 (Advance Construction Phase 1 of 2)	38.22
Hanson - Corridor Improvements on Route 14 (Maquan Street), From the Pembroke T.L. To Indian Head Street and Related Work	608506	2027 (Advance Construction Phase 2 of 2)	38.22
Brockton - Systemic Countermeasures/ Safe Systems Implementation City-Wide	512638	2024	TBD
Duxbury - Bridge Replacement, D-14-003 (438), Powder Point Avenue over Duxbury Bay	612006	2027- Advance Construction	N/A

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		Phase 1 of 4 (Phases 2 through 4 to be programmed in future Old Colony TIPs)	
Duxbury - Bridge Replacement, D-14-010 (48H & 48J), Route 3 (Pilgrim Highway) NB/SB over Franklin Street	605294	2023	N/A
Kingston - Bridge Replacement, K-01-014, Smiths Lane over Route 3 (Pilgrim Highway)	608615	Not Programmed	N/A
Plympton - Bridge Replacement, Winnetuxet Road over Winnetuxet River	609435	2024	N/A
Brockton Area Transit Authority (BAT) - Acquire Replacement <30 ft Bus Dial-A-BAT (7)		Not Programmed	N/A
Brockton Area Transit Authority (BAT) - Acquire Replacement Van Councils on Aging (3)		Not Programmed	N/A
OCPC Area Agency on Aging (AAA) - Volunteer Transportation Program (VTP)		Not Programmed	N/A
South Shore Community Action Council (SSCAC) - Acquire Replacement <30 ft Vehicles (7)		Not Programmed	N/A

Appendix M: MassDOT Title VI/Nondiscrimination Policy Statement

POLICY DIRECTIVE



Gina Fiandaca, Secretary and CEO

Supersedes Policy CR-001h (2-22)

All MassDOT employees;
subrecipients and contractors
receiving federal financial
assistance through MassDOT

Applicability

TITLE VI/NONDISCRIMINATION POLICY STATEMENT

The Massachusetts Department of Transportation (MassDOT) assures that no person shall, on the basis of race, color, national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity receiving Federal financial assistance, as required by Title VI of the Civil Rights Act of 1964 (Title VI), as amended (42 U.S.C. § 2000d et seq.), and the Civil Rights Restoration Act of 1987 (P.L. 100.259).¹ Title VI prohibits discrimination based on race, color, and national origin (including limited English proficiency). Related federal nondiscrimination authorities add the protected categories of sex, 23 U.S.C. 324; age, 42 U.S.C. 6101; disability, 29 U.S.C. 790; low-income, federal Executive Order 12898; and limited English proficiency, federal Executive Order 13166.

MassDOT also upholds the Massachusetts Public Accommodation Law, M.G.L. c 272 §§92a, 98, 98a, Articles CVI & CXIV of the Massachusetts Constitution, and the Governor's Executive Order 592, section 4 which provide that access to programs, services and benefits be provided without regard to religion, creed, sexual orientation, gender identity or expression, veteran's status, ancestry, and/or background, along with the bases previously referenced. In addition, MassDOT will facilitate meaningful and nondiscriminatory public participation in transportation programs, services, and activities, including the transportation planning and project development process.

The Assistant Secretary for Civil Rights and Director of the Office of Diversity and Civil Rights (ODCR) is designated as MassDOT's Title VI Coordinator. The authority to develop, implement, and manage the agency's Title VI Program is delegated to ODCR's Director of Title VI and Accessibility and MassDOT's Title VI Specialist.

To obtain additional information on MassDOT and/or its subrecipients' nondiscrimination obligations, to request a copy of the Department's Title VI program, including the agency's Title VI Assurance, or to request such materials in alternative formats (large-print, braille, audio, etc.) or translated, please contact MassDOT's Title VI Specialist at (857) 368-8580 or via e-mail at MASSDOT.CivilRights@state.ma.us.

To file a complaint of alleged violation of nondiscrimination obligations, complaint forms and further information may be obtained from MassDOT by calling (857) 368-8580, or via our website at <https://www.mass.gov/nondiscrimination-in-transportation-program>. Any such complaint should be in writing and staff is available to assist individuals who cannot provide a written complaint. Complaints must be filed with MassDOT's Office of Diversity and Civil Rights within one hundred eighty (180) days following the date of the alleged discriminatory occurrence.

¹ This includes relevant federal regulatory requirements of 49 C.F.R part 21 and 49 C.F.R. part 303.

If this information is needed in another language, please contact the MassDOT Title VI Specialist at 857-368-8580.

Caso esta informação seja necessária em outro idioma, favor contar o Especialista em Título VI do MassDOT pelo telefone 857-368-8580.

Si necesita esta información en otro idioma, por favor contacte al especialista de MassDOT del Título VI al 857-368-8580.

如果需要使用其它语言了解信息，请联系马萨诸塞州交通部（MassDOT）《民权法案》第六章专员，电话857-368-8580。

如果需要使用其它語言了解信息，請聯繫馬薩諸塞州交通部（MassDOT）《民權法案》第六章專員，電話857-368-8580。

Если Вам необходима данная информация на любом другом языке, пожалуйста, свяжитесь со специалистом по Титулу VI Департамента Транспорта штата Массачусетс (MassDOT) по тел: 857-368-8580.

Si yon moun vle genyen enfòmasyon sa yo nan yon lòt lang, tanpri kontakte Espesyalis MassDOT Title VI la nan nimewo 857-368-8580.

Nếu quý vị cần thông tin này bằng tiếng khác, vui lòng liên hệ Chuyên viên Luật VI của MassDOT theo số điện thoại 857-368-8580.

Si vous avez besoin d'obtenir une copie de la présente dans une autre langue, veuillez contacter le spécialiste du Titre VI de MassDOT en composant le 857-368-8580.

Se ha bisogno di ricevere queste informazioni in un'altra lingua si prega di contattare lo Specialista MassDOT del Titolo VI al numero 857-368-8580.

ប្រសិនបើលោក-អ្នកត្រូវការបកប្រែព័ត៌មាននេះ

**សូមទាក់ទងអ្នកឯកទេសលើជំពូកទី៦ របស់MassDot តាមរយៈលេខទូរស័ព្ទ
857-368-8580**

إن كنت بحاجة إلى هذه المعلومات بلغة أخرى، يُرجى الاتصال بأخصائي الفقرة السادسة على الهاتف 857-368-8580

Appendix N: MassDOT Title VI/Nondiscrimination Assurances



TITLE VI/NONDISCRIMINATION ASSURANCES

The United States Department of Transportation (U.S. DOT) Order No. 1050.2A

The Massachusetts Department of Transportation (MassDOT) (hereinafter referred to as the “Recipient”) hereby agrees that, as a condition to receiving any Federal financial assistance from the U. S. Department of Transportation (DOT), through the Federal Highway Administration (FHWA), is subject to and will comply with the following:

STATUTORY/REGULATORY AUTHORITIES

- Title VI of the Civil Rights Act of 1964 (42 U.S.C. § 2000d *et seq.*, 78 stat. 252), (prohibits discrimination on the basis of race, color, national origin (including limited English proficiency));
- 49 C.F.R. Part 21 (entitled *Non-discrimination in Federally-Assisted Programs of the Department of Transportation—Effectuation of Title VI of the Civil Rights Act of 1964*);
- 28 C.F.R. section 50.3 (U.S. Department of Justice Guidelines for Enforcement of Title VI of the Civil Rights Act of 1964);

The preceding statutory and regulatory cites are referred to as the “Acts” and “Regulations,” respectively.

GENERAL ASSURANCES

In accordance with the Acts, the Regulations, and other pertinent directives, circulars, policy, memoranda, and/or guidance, the Recipient hereby gives assurances that:

No person in the United States shall, on the grounds of race, color, national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity, for which the Recipient receives Federal financial assistance from U. S. DOT, including FHWA.

The Civil Rights Restoration Act of 1987 clarified the original intent of Congress, with respect to Title VI and other Non-discrimination requirements (The Age Discrimination Act of 1975 and Section 504 of the Rehabilitation Act of 1973), by restoring the broad, institutional-wide scope and coverage of these non-discrimination statutes and requirements to include all programs and activities of the Recipient, so long as any portion of the program is Federally assisted.

SPECIFIC ASSURANCES

More specifically, and without limiting the above general Assurance, the Recipient gives the following Assurances:

1. The Recipient agrees that each “activity,” “facility,” or “program,” as defined in §§ 21.23(b) and 21.23(e) of 49 C.F.R. § 21 will be (with regard to an “activity”) facilitated, or will be (with regard to a “facility”) operated, or will be (with regard to a “program”) conducted in compliance with all requirements imposed by, or pursuant to the Acts and the Regulations.
2. The Recipient will insert the following notification in all solicitations for bids, Requests for Proposals for work, or material subject to the Acts and the Regulations made in connection with all its programs and activities and, in adapted form, in all proposals for negotiated agreements regardless of funding source:

The Massachusetts Department of Transportation, in accordance with Title VI of the Civil Rights Act of 1964 (78 Stat. 252, 42 U.S.C. §§ 2000d to 2000d-4) and the Regulations, hereby affirmatively ensures that for any contract entered into pursuant to this advertisement, all bidders, including disadvantaged business enterprises, will be afforded full and fair opportunity to submit bids in response to this invitation and will not be discriminated against on the grounds of race, color, national origin in consideration for an award.

3. The Recipient will insert the clauses of Appendix A and E of this Assurance in every contract or agreement subject to the Acts and the Regulations;
4. The Recipient will insert the clauses of Appendix B of this Assurance, as a covenant running with the land, in any deed from the United States effecting or recording a transfer of real property, structures, use, or improvements thereon or interest therein to the Recipient;
5. That where the Recipient receives Federal financial assistance to construct a facility, or part of a facility, the Assurance will extend to the entire facility and facilities operated in connection therewith for the duration of Recipient ownership of the facility and future deeds, leases, licenses, permits, or similar transfers where the use of the facility remains transportation related (see Specific Assurance #8, below).
6. That where the Recipient receives Federal financial assistance in the form, or for the acquisition of real property or an interest in real property, the Assurance will extend to rights to space on, over, or under such property.

7. That the Recipient will include the clauses set forth in Appendix C and Appendix D of this Assurance, as a covenant running with the land, in any future deeds, leases, licenses, permits, or similar instruments entered into by the Recipient with other parties:
 - a. for the subsequent transfer of real property acquired or improved under the applicable activity, project, or program (Appendix C); and
 - b. for the construction or use of, or access to, space on, over, or under real property acquired or improved under the applicable activity, project, or program (Appendix D).
8. That this Assurance obligates the Recipient for the period during which Federal financial assistance is extended to the program, except where the Federal financial assistance is to provide, or is in the form of, personal property, or real property or interest therein or structures or improvements thereon, in which case the Assurance obligates the Recipient or any transferee for the longer of the following periods:
 - a. the period during which the property is used for a purpose for which the Federal financial assistance is extended, or for another purpose involving the provision of similar services or benefits; or
 - b. the period during which the Recipient retains ownership or possession of the property.
9. The Recipient will provide for such methods of administration for the program as are found by the Secretary of Transportation or the official to whom he/she delegates specific authority to give reasonable guarantee that it, other recipients, sub-recipients, sub-grantees, contractors, subcontractors, consultants, transferees, successors in interest, and other participants of Federal financial assistance under such program will comply with all requirements imposed by or pursuant to the Acts, the Regulations and this Assurance.
10. The Recipient agrees that the United States has a right to seek judicial enforcement with regard to any matter arising under the Acts, the Regulations and this Assurance.

By signing this Assurance, the Massachusetts Department of Transportation also agrees to comply (and require any sub-recipients, sub-grantees, contractors, successors, transferees, and/or assignees to comply) with all applicable provisions governing the FHWA's access to records, accounts, documents, information, facilities, and staff. You also recognize that you must comply with any program or compliance reviews, and/or complaint investigations conducted by FHWA. You must keep records, reports, and submit the material for review upon request to FHWA, or its designee in a timely, complete, and accurate way. Additionally, you must comply with all other reporting, data collection, and evaluation requirements, as prescribed by law or detailed in program guidance.

The Massachusetts Department of Transportation gives this Assurance in consideration of and for obtaining any 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 U.S. Department of Transportation under the Federal-aid Highway Program. This Assurance is binding on the Massachusetts Department of Transportation, other recipients, sub-recipients, sub-grantees, contractors, subcontractors and their subcontractors, transferees, successors in interest, and any other participants in the Federal-aid Highway Program. The person signing below is authorized to sign this Assurance on behalf of the Recipient.

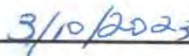
SIGNED FOR THE RECIPIENT:



Gina Fiandaca

Secretary/CEO

Massachusetts Department of Transportation



Date

APPENDIX A

During the performance of this contract, the contractor, for itself, its assignees, and successors in interest (hereinafter referred to as the “contractor”) agrees as follows:

1. **Compliance with Regulations:** The contractor (hereinafter includes consultants) will comply with the Acts and Regulations relative to Non-discrimination in Federally-assisted programs of the U.S. Department of Transportation, Federal Highway Administration (FHWA), as they may be amended from time to time, which are herein incorporated by reference and made a part of this contract.
2. **Non-discrimination:** The contractor, with regard to the work performed by it during the contract, will not discriminate on the grounds of race, color, national origin (including limited English proficiency), age, sex, disability, or low-income status in the selection and retention of subcontractors, including procurements of materials and leases of equipment. The contractor will not participate directly or indirectly in the discrimination prohibited by the Acts and the Regulations, including employment practices when the contract covers any activity, project, or program set forth in Appendix B of 49 CFR Part 21.
3. **Solicitations for Subcontractors, including Procurements of Materials and Equipment:** In all solicitations, either by competitive bidding, or negotiation made by the contractor for work to be performed under a subcontract, including procurements of materials, or leases of equipment, each potential subcontractor or supplier will be notified by the contractor of the contractor’s obligations under this contract and the Acts and the Regulations relative to nondiscrimination on the grounds of race, color, national origin (including limited English proficiency), age, sex, disability, or low-income status.
4. **Information and Reports:** The contractor will provide all information and reports required by the Acts, the Regulations, and directives issued pursuant thereto, and will permit access to its books, records, accounts, other sources of information, and its facilities as may be determined by the Massachusetts Department of Transportation (MassDOT) or FHWA to be pertinent to ascertain compliance with such Acts, Regulations, and instructions. Where any information required of a contractor is in the exclusive possession of another who fails or refuses to furnish this information, the contractor will so certify to MassDOT or FHWA, as appropriate, and will set forth what efforts it has made to obtain the information.
5. **Sanctions for Noncompliance:** In the event of a contractor’s noncompliance with the Nondiscrimination provisions of this contract, MassDOT will impose such contract sanctions as it or FHWA may determine to be appropriate, including, but not limited to:
 - a. withholding payments to the contractor under the contract until the contractor complies; and/or
 - b. cancelling, terminating, or suspending a control, in whole or in part.
6. **Incorporation of Provisions:** The contractor will include the provisions of paragraphs one through six in every subcontract, including procurements of materials and leases of equipment,

unless exempt by the Acts, the Regulations, and directives issued pursuant thereto. The contractor will take action with respect to any subcontract or procurement as MassDOT or FHWA may direct as a means of enforcing such provisions including sanctions for noncompliance. Provided, that if the contractor becomes involved in, or is threatened with litigation by a subcontractor, or supplier because of such direction, the contractor may request MassDOT to enter into any litigation to protect the interests of MassDOT. In addition, the contractor may request the United States to enter into the litigation to protect the interests of the United States.

APPENDIX B

CLAUSES FOR DEEDS TRANSFERRING UNITED STATES PROPERTY

The following clauses will be included in deeds effecting or recording the transfer of real property, structures, or improvements thereon, or granting interest therein from the United States pursuant to the provisions of Assurance 4:

“Now, therefore, the U.S. Department of Transportation (hereinafter referred to as “U.S. DOT”), as authorized by law, and upon the condition that the Massachusetts Department of Transportation will accept title to the lands and maintain the project constructed thereon in accordance with Title 23, U.S.C., the Regulations for the Administration of the above statute, and the policies and procedures prescribed by the Federal Highway Administration (hereinafter referred to as “FHWA”) of the U.S. DOT in accordance and in compliance with all requirements imposed by Title 49, Code of Federal Regulations, U.S. Department of Transportation, Subtitle A, Office of the Secretary, Part 21, Nondiscrimination in Federally-assisted programs of the U.S. DOT pertaining to and effectuating the provisions of Title VI of the Civil Rights Act of 1964 (78 Stat. 252; 42 U.S.C. § 2000d to 2000d-4), does hereby remise, release, quitclaim and convey unto the Massachusetts Department of Transportation all the right, title and interest of the U.S. DOT in and to said lands described in Exhibit A attached hereto and made a part hereof.”

(HABENDUM CLAUSE)

“To have and to hold said lands and interests therein unto the Massachusetts Department of Transportation and its successors forever, subject, however, to the covenants, conditions, restrictions and reservations herein contained as follows, which will remain in effect for the period during which the real property or structures are used for a purpose for which Federal financial assistance is extended or for another purpose involving the provision of similar services or benefits and shall be binding on the Massachusetts Department of Transportation, its successors and assigns.

The Massachusetts Department of Transportation, in consideration of the conveyance of said lands and interests in lands, does hereby covenant and agree as a covenant running with the land for itself, its successors and assigns, that:

(1) no person will on the grounds of race, color, national origin (including limited English proficiency), age, sex, disability, or low-income status be excluded from participation in, be denied the benefits of, or be otherwise

subjected to discrimination with regard to any facility located wholly or in part on, over, or under such lands hereby conveyed, and;

(2) that the Massachusetts Department of Transportation will use the lands and interests in lands and interests in lands so conveyed, in compliance with all requirements imposed by or pursuant to Title 49, Code of Federal Regulations, U.S. Department of Transportation, Subtitle A, Office of the Secretary, Part 21, Nondiscrimination in Federally-assisted programs of the U.S. Department of Transportation, Effectuation of Title VI of the Civil Rights Act of 1964, and as said Regulations and Acts may be amended, and;

*(3) that in the event of breach of any of the above-mentioned nondiscrimination conditions, U.S. DOT will have a right to enter or re-enter said lands and facilities on said land, and that above-described land and facilities will thereon revert to and vest in and become the absolute property of the U.S. DOT and its assigns as such interest existed prior to this instruction.**

* Reverter clause and related language to be used only when it is determined that such a clause is necessary in order to effectuate the purpose of Title VI.

APPENDIX C

CLAUSES FOR TRANSFER OF REAL PROPERTY ACQUIRED OR IMPROVED UNDER THE ACTIVITY, FACILITY, OR PROGRAM

The following clauses will be included in all deeds, licenses, leases, permits, or similar agreements entered into by the Massachusetts Department of Transportation, pursuant to the provisions of Assurance 7a:

1. *The (grantee, lessee, permittee, etc. as appropriate) for himself/herself, his/her heirs, personal representatives, successors in interest, and assigns, as a part of the consideration hereof, does hereby covenant and agree [in the case of deeds and leases add “as a covenant running with the land”] that:*
 - a. *In the event facilities are constructed, maintained, or otherwise operated on the property described in this (deed, license, lease, permit, etc.) for a purpose for which a Department of Transportation activity, facility, or program is extended or for another purpose involving the provision of similar services or benefits, the (grantee, licensee, lessee, permittee, etc.) will maintain and operate such facilities and services in compliance with all requirements imposed by the Acts and Regulations (as may be amended) such that no person on the grounds of race, color, national origin (including limited English proficiency), age, sex, disability, or low-income status will be excluded from participation in, denied the benefits of, or be otherwise subjected to discrimination in the use of said facilities.*
2. *With respect to licenses, leases, permits, etc., in the event of breach of any of the above Non-discrimination covenants, the Massachusetts Department of Transportation will have the right to terminate the (lease, license, permit, etc.) and to enter, re-enter, and repossess said lands and facilities thereon, and hold the same as if the (lease, license, permit, etc.) had never been made or issued.**
3. *With respect to a deed, in the event of breach of any of the above Non-discrimination covenants, the Massachusetts Department of Transportation will have the right to enter or re-enter the lands and facilities thereon, and the above described lands and facilities will there upon revert to and vest in and become the absolute property of the Massachusetts Department of Transportation and its assigns.**

* Reverter clause and related language to be used only when it is determined that such a clause is necessary in order to effectuate the purpose of Title VI.

APPENDIX D

CLAUSES FOR CONSTRUCTION/USE/ACCESS TO REAL PROPERTY ACQUIRED UNDER THE ACTIVITY, FACILITY, OR PROGRAM

The following clauses will be included in all deeds, licenses, leases, permits, or similar instruments/agreements entered into by the Massachusetts Department of Transportation pursuant to the provisions of Assurance 7b.

1. *“The (grantee, licensee, permittee, etc., as appropriate) for himself/herself, his/her heirs, personal representatives, successors in interest, and assigns, as a part of the consideration hereof, does hereby covenant and agree (in the case of deeds and leases add, “as a covenant running with the land”) that (1) no person on the ground of race, color, national origin (including limited English proficiency), age, sex, disability, or low-income status will be excluded from participation in, denied the benefits of, or otherwise be subjected to discrimination in the use of said facilities, (2) that in the construction of any improvements on, over, or under such land, and the furnishing of services thereon, no person on the ground of race, color, national origin (including limited English proficiency), age, sex, disability, or low-income status will be excluded from participation in, denied the benefits of, or otherwise be subjected to discrimination, and (3) that the (grantee, licensee, lessee, permittee, etc.) will use the premises in compliance with all other requirements imposed by or pursuant to the Acts and Regulations, as amended, set forth in this Assurance.*
2. *With respect to (licenses, leases, permits, etc.), in the event of breach of any of the above non-discrimination covenants, the Massachusetts Department of Transportation will have the right to terminate the (license, permit, etc., as appropriate) and to enter or re-enter and repossess said land and the facilities thereon, and hold the same as if said (license, permit, etc., as appropriate) had never been made or issued.**
3. *With respect to deeds, in the event of breach of any of the non-discrimination covenants, the [description of the property] will there upon revert to and vest in and become the absolute property of the Massachusetts Department of Transportation and its assigns.**

* Reverter clause and related language to be used only when it is determined that such a clause is necessary to make clear the purpose of Title VI.

APPENDIX E

During the performance of this contract, the contractor, for itself, its assignees, and successors in interest (hereinafter referred to as the “contractor,” which includes consultants) agrees to comply with the following non-discrimination statutes and authorities; including but not limited to:

PERTINENT NON-DISCRIMINATION AUTHORITIES:

- Title VI of the Civil Rights Act of 1964 (42 U.S.C. § 2000d *et seq.*, 78 stat. 252) (prohibits discrimination on the basis of race, color, national origin); and 49 CFR Part 21
- The Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970 (42 U.S.C. § 4601) (prohibits unfair treatment of persons displaced or whose property has been acquired because of Federal or Federal-Aid programs and projects)
- Federal-Aid Highway Act of 1973 (23 U.S.C. § 324 *et seq.*) (prohibits discrimination on the basis of sex)
- Section 504 of the Rehabilitation Act of 1973 (29 U.S.C. § 794 *et seq.*), as amended (prohibits discrimination on the basis of disability) and 49 CFR Part 27
- The Age Discrimination Act of 1975, as amended (42 U.S.C. § 6101 *et seq.*) (prohibits discrimination on the basis of age)
- Airport and Airway Improvement Act of 1982 (49 U.S.C. § 471, Section 47123), as amended (prohibits discrimination based on race, creed, color, national origin, or sex)
- The Civil Rights Restoration Act of 1987 (PL 100-209) (broadened the scope, coverage, and applicability of Title VI of the Civil Rights Act of 1964, the Age Discrimination Act of 1975, and Section 504 of the Rehabilitation Act of 1973, by expanding the definition of the terms “programs or activities” to include all of the programs or activities of Federal-Aid recipients, sub-recipients, and contractors, whether such programs or activities are Federally funded or not)
- Titles II and III of the Americans with Disabilities Act (42 U.S.C. §§ 12131-12189), as implemented by Department of Transportation regulations at 49 CFR parts 37 and 38 (prohibits discrimination on the basis of disability in the operation of public entities, public and private transportation systems, places of public accommodation, and certain testing entities)
- The Federal Aviation Administration’s Non-Discrimination Statute (49 U.S.C. § 47123) (prohibits discrimination on the basis of race, color, national origin, and sex)
- Executive Order 12898, Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations (ensures discrimination against minority populations by discouraging programs, policies, and activities with disproportionately high and adverse human health or environmental effects on minority and low-income populations)

- Executive Order 13166, Improving Access to Services for People with Limited English Proficiency, and resulting agency guidance, national origin discrimination includes discrimination because of limited English proficiency (LEP). To ensure compliance with Title VI, you must take reasonable steps to ensure that LEP persons have meaningful access to your programs (70 Fed. Reg. at 74087 to 74100)
- Title IX of the Education Amendments Act of 1972, as amended (20 U.S.C. 1681 *et seq.*) (prohibits discrimination on the basis of sex in education programs or activities)