CENTRAL MASSACHUSETTS
METROPOLITAN PLANNING ORGANIZATION

FY 2026

Public Participation Plan

PPP

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Prepared in cooperation with the Massachusetts Department of Transportation and the U.S. Department of Transportation — the Federal Highway Administration and the Federal Transit Administration. The views and opinions of the CMMPO expressed herein do not necessarily reflect those of MassDOT or the U.S. DOT.

Endorsement Sheet

Central Massachusetts Metropolitan Planning Organization

FY 2026 Program Year Public Participation Plan (PPP)

The Central Massachusetts Metropolitan Planning Organization (CMMPO) hereby endorses the FY 2026 Public Participation Plan (PPP) document. The PPP ensures early and continuing opportunities for the public to express their views on transportation issues and to become active participants in the transportation decision-making process of the CMMPO. The 2026 Public Participation Plan document was endorsed at a meeting of the CMMPO on Wednesday, October 21st, 2026.

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Phillip Eng
Interim Secretary and Chief Executive Officer
Massachusetts Department of Transportation
Chair, Central Massachusetts MPO

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Purpose

The Central Massachusetts Metropolitan Planning Organization (CMMPO) is responsible for carrying out the continuing, cooperative, and comprehensive transportation planning process in the Central Massachusetts region — resulting in plans and programs that consider all transportation modes and support metropolitan community development and social goals.

The CMMPO planning region comprises 40 communities, including the City of Worcester and 39 surrounding towns, organized across 6 sub-regions. CMMPO staff also serve as the Central Massachusetts Regional Planning Commission (CMRPC) transportation staff.

The purpose of this Public Participation Plan (PPP) is to ensure early and continuing access and opportunities for the public to express their views on transportation projects, and to promote active participation throughout the transportation decision-making process. This plan is also designed to serve as a guide for all CMMPO public participation planning activities.

How This Plan Was Developed

This PPP was developed with input from a wide variety of transportation stakeholders — including those with interests in environmental, freight, transit, roadway, pedestrian, micromobility, and active transportation. Input on ways to improve outreach, communication, and feedback is an ongoing process. Key principles incorporated into this plan:

- **Maintain** — on-going dialogue with stakeholders so that information about transportation projects and planning activities is provided early in the planning process.
- **Incorporate** — stakeholder data and recommendations into the planning process at early stages of project development.
- **Communicate** — in easy-to-understand formats using visualizations to explain technical information, meeting accessibility requirements, including translations.
- **Provide** — meaningful, accessible, and transparent information to all stakeholders, including information about benefits and burdens related to transportation projects.

Background

Title 23 Code of Federal Regulations Part 450 requires all metropolitan planning agencies to develop a Public Participation Plan 'in consultation with all interested parties. Key requirements include: an all-inclusive decision-making process and a proactive public involvement process that provides timely public notice, complete information, full access to decision-making, and supports early consultation in the development of metropolitan transportation plans and transportation improvement programs.

The following tables identify the relevant laws, statutes, regulations, and guidance that informed the development of this plan. The CMMPO complies with all applicable requirements and in many cases provides engagement opportunities beyond the minimum required.

Table 1: Relevant Laws and Statutes

Law / Statute	Relevance to CMMPO Public Participation
Infrastructure Investment and Jobs Act (IIJA), 2021	Current transportation enabling legislation emphasizes meaningful public involvement of all sectors and users of the transportation network.
Title VI of the Civil Rights Act of 1964 (as amended)	Prohibits exclusion from participation on grounds of race, color, or national origin in programs receiving federal assistance. Requires nondiscriminatory, inclusive public participation.
Americans with Disabilities Act of 1990 (ADA)	No qualified individual with a disability shall be excluded from public entity services or activities. Locations and information must be accessible to persons with disabilities.
Rehabilitation Act of 1973, Sections 504 and 508	Requires that public participation opportunities are accessible to persons with disabilities, and that electronic documents and platforms are accessible.
National Environmental Policy Act (NEPA), 1970	Mandates public involvement for projects using federal funds or with a federal nexus. Relevant to corridor studies and federally funded projects in the CMMPO region.
National Historic Preservation Act of 1966, Section 106	Requires federal agencies to consider historic properties for any federally funded project. Relevant to corridor profile studies and TIP projects.
Civil Rights Restoration Act of 1987	Broadens the scope of nondiscrimination protections in federally assisted programs.
Massachusetts Public Accommodation Law, M.G.L. c272 §§92a, 98, 98a	Prohibits discrimination in places of public accommodation based on race, color, religious creed, national origin, sex, sexual orientation, disability, or ancestry.
Massachusetts Environmental Policy Act (MEPA), 201 CMR 11.00	Requires public involvement for projects involving a state action that meet or exceed environmental impact thresholds. Relevant to larger transportation projects.

Table 2: Relevant Regulations and Guidance

Regulation / Guidance	Relevance to CMMPO Public Participation
FHWA/FTA Final Rule: Metropolitan Transportation Planning, 23 CFR 450 (May 2016)	Core planning regulation governing the CMMPO's public participation process, including development of this PPP, and public comment requirements for the LRTP, TIP, and UPWP.
FTA Circular 4702.1B (2012)	Recommends seeking input from underserved groups including minority and Limited English Proficient (LEP) populations who may face challenges accessing employment and services.
FHWA/FTA, Planning Assistance and Standards, 23 CFR 450 Subparts B and C	Establishes requirements for public participation processes in metropolitan transportation planning, including PPP content and periodic review.
FHWA, Public Hearings, 23 USC §128	Governs public hearing requirements for applicable federal-aid highway projects.
FHWA, Environmental Impact and Related Procedures, 23 CFR 771	Establishes public involvement requirements for federally funded project environmental review processes.
FHWA, Title VI Program and Related Statuses, 23 CFR 200	Establishes Title VI considerations and nondiscrimination requirements for planning programs.
U.S. DOT Order 1000.12C (2021)	Requires that affected communities are adequately informed about program impacts, and that diverse views are heard throughout consultation, planning, and decision-making.
MEPA Public Involvement Protocol for Environmental Justice Populations (January 2022)	Provides additional public involvement guidance for projects in proximity to Environmental Justice populations in Massachusetts.
Requirements for Preparation of Implementation Plans, 40 CFR 51 (July 2023)	Establishes public participation requirements applicable to state air quality implementation plans, relevant to CMMPO's transportation conformity determinations.
Governor's Executive Order 526, Section 4 (Massachusetts)	Requires all state programs, activities, and services to be conducted without unlawful discrimination based on race, color, age, gender, ethnicity, sexual orientation, religion, disability, or veteran status.

Values and Principles

The CMMPO public participation core values are established in the CMMPO Memorandum of Understanding (May 2021):

> **CORE VALUE STATEMENT**
> "The members of the CMMPO recognize that transportation planning and programming must be conducted as an integral part of and consistent with the regional planning and development process, and that the process must involve the fullest possible participation by state agencies, local governments, private institutions, other appropriate groups and the general public."

The CMMPO also operates in concert with MassDOT's values, goals, and principles. The CMMPO public participation principles are guided by a commitment to promote respect, expressed through the following practices:

- Provide proactive and timely opportunities for involvement
- Offer authentic and meaningful participation
- Provide a clear, focused, and predictable process
- Foster diversity and inclusiveness
- Be responsive to participants
- Record, share, and respond to public comments
- Conduct self-evaluation and plan modification

Goals

Meaningful Public Engagement

The CMMPO's goals reflect its values and principles and are designed to achieve meaningful public engagement in the transportation planning process.

Increase Diversity — Identify, Engage, and Elevate New Voices

Participants should ideally represent a range of experiences, abilities, and perspectives — including socioeconomic, ethnic, cultural, and demographically diverse populations traditionally underserved or underrepresented. Focused outreach should be made to those affected or potentially affected by the transportation planning process.

Ensure Accessibility — Staple in All That We Do

Every effort should be made to ensure that participation opportunities are physically, geographically, linguistically, and culturally accessible. This applies to all communications, materials, and locations — including virtual and in-person engagement opportunities.

Provide Relevance — Work on Pending Issues and Needs First

Issues should be framed clearly and simply so that the significance and potential effect may be understood by the greatest number of participants. Technical jargon should be minimized, and visualizations should be used wherever possible.

Foster Participant Satisfaction — Participants Are Co-Creators

The CMMPO should encourage the public to participate in project and initiative-related discussions, recognizing that people who take the time to participate need to feel that it is worth the effort to join the discussion and provide feedback.

Clearly Define Potential for Influence — Access to Decision-Making

The CMMPO process should clearly communicate where and how participants can have an influence and direct impact on the decision-making process. The public should understand how their input will be used and be informed of the outcomes of decisions.

Establish and Maintain Partnerships

The CMMPO develops and maintains partnerships with communities, community-based organizations, and key stakeholders through diverse methods, striving to communicate regularly, develop trust, and help build community capacity as it relates to transportation planning.

Assess, Adapt, and Report — Document the Process and Outcomes

At a minimum, the CMMPO should record all engagement activities and participant comments. Every major planning document should include a summary of public outreach activities, an assessment of the tools and methods used, performance measures, and lessons learned.

Provide Opportunities to Build Trust and Compromise

The CMMPO should ensure that discussions, particularly where there are conflicting views, are structured to allow for dialogue, compromise, and consensus. Building trust with communities —

especially those with historically adversarial relationships with transportation agencies — requires consistent and authentic engagement over time.

Self-Evaluation and Plan Modification

The CMMPO is committed to continuously improving its public participation practices. At least every three years, CMMPO staff will conduct a formal review of this PPP to assess its effectiveness and identify opportunities for improvement. This review will include input from internal staff, the Advisory Committee, and, where appropriate, external stakeholders and members of the public.

Performance Monitoring

The CMMPO monitors the effectiveness of this plan by tracking the performance of individual outreach events and activities throughout each program year. The following factors are considered:

Outreach & Attendance

- Number and type of public outreach events held (in-person, virtual, hybrid, pop-up)
- Number of registrations and actual attendees at each event
- Number of organizations, communities, and agencies represented
- Presence of non-traditional and first-time participating stakeholders

Public Comment & Response

- Number and type of public comments received (written, verbal, online, by mail)
- Channels through which comments were received
- Average response time to submitted comments and inquiries
- Number of website hits and digital resource views

Accessibility & Accommodations

- Number of requests for language assistance and accessibility accommodations
- Utilization rate of language and accessibility services provided
- Whether meeting locations met proximity requirements to transit
- Availability and use of virtual and low-tech participation options (phone, mail)

Impact on Decisions

- Level of attendee engagement and quality of participation
- Impact of comments on project and planning outcomes
- Whether public input resulted in modifications to plans, programs, or project priorities
- Changes in budget allocation or policy as a result of public engagement

Demographic Representation

- Demographic data collected from participants to assess representativeness
- Whether outreach reached populations proportional to the planning region's demographics
- Success of targeted outreach to traditionally underrepresented communities
- Attendee survey responses regarding convenience, clarity, and satisfaction

Partnerships & Capacity

- Success and growth of partnerships with community-based organizations
- Attendee requests for additional information or follow-up meetings
- Formal complaints received regarding the public participation process
- Lessons learned and recommendations for process improvements

Documenting and Reporting

The CMMPO will document all evaluation activities and make summary findings available to the public. At minimum, each major planning document (LRTP, TIP, UPWP, and Corridor Profile Studies) will include a report summarizing:

- All public outreach activities performed during the document's development
- An assessment of the tools and methods used and their relative effectiveness
- How public comments and perspectives were incorporated into the decision-making process
- Performance measure results and lessons learned for future outreach

Tools

The CMMPO uses three categories of tools to support public engagement: tools to relay information, tools to promote the planning process, and tools to engage with the public.

Information Tools

Providing information about CMMPO planning activities is foundational to capacity building. The public always needs baseline information about the transportation planning process and why participation matters. Key information tools include:

Website

The CMMPO uses the CMRPC website (www.cmrpc.org) as its primary information outlet. The site includes links to the transportation division, planning documents, town dashboards, and the current LRTP. The Transportation webpage provides meeting minutes and agendas.

YouTube Videos

CMRPC has a YouTube channel with a library of videos explaining how the CMMPO works, its role and responsibilities, and data collection in the field. Recent additions include project videos such as the Happy Factor study and the Vernon Connected event featuring Jeff Speck.

Brochures

Brochures disseminate information at events and serve as conversation starters. Available titles include the CMMPO Title VI Program and Long-Range Transportation Plan brochures.

Posters and Table Displays

Large format displays present maps and data in an accessible way at events and Open Houses, serving as icebreakers for one-on-one conversations.

Flyers

Flyers promote events, workshops, and meetings. They are mailed, posted, shared on social media, and sent by email. Particularly useful in high-traffic locations, public libraries, and senior centers.

Postal Mail

The CMMPO uses postal mail to reach stakeholders without consistent digital access, including residents, low-income households, and those in areas with limited broadband. Hard copies of key documents are available at CMRPC, 1 Mercantile Street, Suite 520, Worcester, MA 01608.

Promotion Tools

Effective promotion of the planning process requires multiple communication touchpoints. The CMMPO uses press releases, email blasts, social media, and community bulletin boards to promote opportunities for participation.

Press Releases and Public Notices

Press releases and public notices are distributed to regional media contacts and continue to serve as the standard format for Request for Proposals (RFPs) and formal procurement announcements. They are translated into Spanish and distributed to El Vocero Hispano. For general public engagement, the CMMPO is expanding outreach beyond traditional press to include social media, email newsletters, and community partnerships.

Email / Constant Contact

Email blasts announce major planning outreach processes, promote surveys, and publicize events. The CMMPO uses Constant Contact to reach CMMPO members, Advisory Committee members, town planners, planning board members, select boards, town administrators, town clerks, CMRPC Transportation Committee members, commissioners, town engineers, chambers of commerce, legislators, and environmental organization contacts, among others.

E-Newsletter

CMRPC's monthly newsletter reaches thousands of contacts via Constant Contact. CMMPO staff contribute monthly articles on transportation activities. The CMMPO partners with the Blackstone Valley Chamber of Commerce, Worcester Regional Chamber of Commerce, Coalition for a Healthy Greater Worcester, and 495 Metrowest Partnership, which also distribute CMMPO outreach content.

Social Media

CMRPC maintains an active presence on Facebook, Instagram, and LinkedIn, each reaching different audiences. A Content Planning Calendar guides the major CMMPO outreach efforts. Paid advertisements allow demographic targeting. CMRPC's Social Media Policy governs public interaction, and analytics are compiled for every major outreach effort.

Community Bulletins

Information sent to CMMPO communities is frequently displayed on community online bulletin boards, reaching residents who engage with local government communications.

Online Engagement Tools

Online tools are highly interactive and help participants understand data, potential tradeoffs, and visualizations. Most are available at no cost; others are part of a subscription package.

Dashboards

ESRI-licensed dashboards are used as visualization tools to support planning and decision-making. The public can access georeferenced data, maps, and project information through the CMMPO's maintained dashboard clearinghouses.

Online Whiteboards

Online whiteboards allow participants to post virtual sticky notes during meetings or asynchronously via social media links. Ideal for brainstorming, visioning exercises, and gathering general input.

Visualizations / StreetMix

CMMPO staff use StreetMix to quickly show how a Complete Streets approach could look for a particular roadway segment. The public can add their own ideas to any given streetscape. Other visualization opportunities include conceptual images generated with artificial intelligence or no-coding apps.

Online Surveys

Surveys gather information on a wide array of topics using SurveyMonkey, Survey123, and Typeform. These integrate with online platforms, produce dashboards from results, and can be distributed via QR codes or printed for in-person events.

Mapping Exercises

Mapping exercises allow participants to comment on transportation conditions, identify challenges, and propose improvements at specific locations through either in-person, paper-based exercises or interactive online mapping platforms. Particularly effective for discussions about local infrastructure needs and safety concerns.

Methods

There are several methods for engagement that are regularly used by the CMMPO to actively include all stakeholders in the planning region, including those traditionally underrepresented in the transportation planning process.

Committees

Participating on committees provides a direct and meaningful engagement experience. Key committees that support the CMMPO include:

Central Massachusetts MPO Advisory Committee

The Advisory Committee provides commentary and recommendations on documents requiring CMMPO endorsement. It meets monthly, with all notices and agendas posted online. Updated Bylaws govern membership, election process, roles and responsibilities, and protocols.

Corridor Profile Study Technical Task Forces

Technical Task Forces are established for Corridor Profile Studies to provide early input on transportation issues affecting a corridor, review staff work, and recommend improvement options for project development. Membership includes key local officials and technical, legislative, and MassDOT representatives. Monthly meetings during the study process are open to all.

Other CMMPO-Related Technical Task Forces

Formed as needed, these groups provide early input on specific subjects, review staff or consultant work, and offer advisory recommendations. Most often by invitation only.

Non-CMMPO Committees and Workgroups

CMMPO staff actively participate in committees including the Coalition for Healthy Greater Worcester, the Community Health Improvement Plan (CHIP) Policy Committee, the Data Users Group, and others.

Meeting Formats

In-Person Meetings

Adequate and timely public notice is required; meetings must be held at accessible locations and convenient times, ideally where people already congregate, such as senior centers, ESL classes, and neighborhood meetings.

Virtual Meetings

Added during COVID-19 and continued as a permanent option. The CMMPO uses Zoom and Microsoft Teams. Zoom offers both meeting (two-way communication) and webinar (presenter-controlled) options. Virtual meetings require careful planning, including developing presentation materials, preparing engagement tools, and prior technical testing.

Hybrid Meetings

Hybrid meetings combine in-person attendance with remote participation. The CMMPO uses the Meeting Owl Pro — a 360-degree camera, microphone, and speaker device with 18-foot audio pickup — that integrates with Zoom and Microsoft Teams to create an in-person experience for remote participants.

Public Engagement Events

Open Houses

Open Houses provide opportunities for members of the public to interact with CMMPO members and staff, inquire about transportation projects, ask questions, and learn about the decision-making process.

Pop-Up Events

CMMPO staff participate in public events with pop-up displays. These events are excellent for engaging traditionally underrepresented individuals and for collecting qualitative input or survey responses.

TIP Readiness Day

The TIP Readiness Day is an annual review of eligible TIP projects, held to support the CMMPO's programming efforts. CMMPO monthly meetings also provide a public forum for TIP development updates.

Environmental Consultation

Every year, the CMMPO staff holds an Environmental Consultation Session, a forum on environmental topics related to transportation planning and projects. It evaluates and identifies potential environmental concerns at early stages of the planning process and provides a channel for public comment.

Focus Groups and Workshops

Focus groups and workshops provide hands-on, discussion-centered experience for specific projects and research activities, allowing participants to interact directly, share experiences, and provide feedback.

One-on-One Interactions

The CMMPO staff regularly interact with the public through planned meetings, stakeholder briefings, and spontaneous interactions at community events. Staff are encouraged to document significant one-on-one interactions and public input.

Public Involvement Plan (PIP)

For major planning efforts, the CMMPO may develop a project-specific Public Involvement Plan (PIP) that identifies project-specific goals, anticipated outreach strategies, target audiences, and a timeline of engagement activities.

Strategies to Engage Underrepresented Populations

A tailored outreach approach is often required to reach historically underrepresented populations. The following strategies support meaningful engagement:

- Partnering with community-based organizations and trusted intermediaries to reach populations unfamiliar with the planning process.
- Holding meetings in locations and at times convenient for targeted communities.

- Providing materials and outreach in languages other than English, including translated notices, surveys, and meeting materials.
- Using pop-up events and in-person outreach at locations where targeted communities already gather.
- Engaging through visual and interactive tools that reduce language and literacy barriers.
- Offering multiple and varied feedback mechanisms, including non-digital options (paper surveys, comment cards, postal mail, phone).

Accessibility

The CMMPO intends to make all public outreach activities fully accessible to all members of the public, regardless of available transportation options, mobility limitations, or language proficiency. Language translation and interpretation services help ensure that qualified individuals are not excluded from participation as provided by Section 504 of the Rehabilitation Act of 1973 and the ADA.

MassDOT Three-Legged Stool of Equal Access

1. TITLE VI — DIVERSITY BEYOND THE USUAL STAKEHOLDERS

Virtual platforms and tools make it possible to identify and connect with new and diverse populations. Share accessible information and solicit participation through accessible platforms to promote equal access.

2. ADA ACCESSIBILITY

Recognize that audiences have different internet access, devices, and broadband capabilities. Plan for phone calls and mailing options to reach populations with non-compatible devices and lack of broadband.

3. TECHNOLOGY

Use current technology to increase accessibility, including closed captioning, screen-reader compatible documents, and accessible online platforms.

Guide to Accessibility in the Public Participation Process

Prior to the Meeting or Outreach Activity

- Meetings should be planned and publicized at least 21 calendar days in advance (14-day minimum).
- Meeting notices should include a date by which attendees should request reasonable accommodations, typically ten days before the meeting.
- Notices should explain how to request reasonable accommodation.
- Reasonable accommodations can be made for people with visual or hearing impairments or other disabilities.
- Provide contact information for team members who handle accommodation requests.
- Acknowledge accommodation requests and confirm they will be processed in a timely manner.
- If no third-party service providers are available, consider rescheduling or working with the requestor to identify other accommodations.
- Log and keep track of all requests and services provided which will be saved in the Title 6 folder.

Accessible Meeting Locations and Virtual Meetings

- Ensure that in-person facilities are barrier-free and listed in the MassDOT Accessible Meeting Location spreadsheet and updated in the MassDOT Engage platform.
- Use convenient times based on local input and preferences.
- Always provide a call-in number or one-tap option for online meetings.
- All public meetings shall be within 1/4 mile of an accessible WRTA bus stop or MBTA Commuter Rail station where feasible during times when service is available.
- Consider making feedback mechanisms available multiple days before and/or after the meeting.

Video Closed-Captioning

- Provide closed-captioning services in all virtual meetings and videos.
- Create a transcript as a starting point for closed captioning.
- Zoom includes an auto-captioning tool and a live professional captioner option.
- If using auto-captioning, keep Chat functionality open to post clarifications and allow participants to ask questions.
- Presentations and videos must be closed-captioned before being posted to the web.

Accessible Materials and Formats

- Offer to mail hard copies of materials for those attending virtually.
- Check accessibility of all materials using tools in Microsoft Office ('Review' > 'Check Accessibility') and Adobe Acrobat.
- Keep text minimal; provide alternative text for images, use headings, embed hyperlinks; use plain language and clear graphics.
- Alternative formats requested before a meeting must be available at the start; formats requested at or after the meeting must be provided within seven days.

Translation and Interpretation Services

The Massachusetts Commission for the Deaf and Hard of Hearing (MCDHH) provides accessible communication, education, and advocacy for persons who are deaf and hard of hearing. Interpreter and Communication Access Realtime Translation (CART) requests are processed at http://mass.gov/mcdhh and https://www.mcdhh.net/request/.

- For meetings longer than 75 minutes, two interpreters must be provided
- In most situations, one CART provider is sufficient for meetings no longer than three hours
- Interpreter cancellations must be made at least 48 hours in advance; CART providers must be cancelled no later than 72 hours in advance

Planning Documents

Federal and state regulations require that all metropolitan planning organizations in the U.S. document public involvement processes, provide complete information, timely public notice, full public access to key decisions, and opportunities for early and continuing involvement. All major CMMPO planning documents require some form of public engagement.

Overview of Major Planning Documents

Document	Update Frequency	Scope	Comment Period
Long Range Transportation Plan (LRTP)	Every 5 years	20-year planning scope; major infrastructure projects; performance measures	45 days minimum
Transportation Improvement Program (TIP)	Annually	FHWA and FTA funded projects; performance measures	21 days minimum
Unified Planning Work Program (UPWP)	Annually	Planning activities, tasks, products, and anticipated funding	21 days minimum
Modal Plans & Corridor Profile Studies	As needs arise	Derived from regional needs; identify opportunities for initiatives and projects	21–30 days on draft
Coordinated Public Transit Human Service Transportation Plan	Every 5 years	20-year planning scope; improve regional transportation; address gaps in human services transportation for seniors and people with disabilities.	45 days minimum
Public Participation Plan	Every 4 years	Identify new public participation tactics and engagement activities.	45 days minimum
Limited English Proficiency (LEP)	Annually	Update town data yearly as updates occur	21 days minimum

Long Range Transportation Plan (LRTP)

The LRTP describes the Central Massachusetts region's current transportation system and how it should be maintained and modified over the next 20+ years. Updated every four years by the CMMPO as required by the Infrastructure Investment and Jobs Act (2021), it addresses each major mode of transportation and is both

multimodal and intermodal. Project-specific major improvements must be reflected in the LRTP to be eligible for federal aid funding through the TIP. Requires a minimum 45-day public comment period per 23 CFR 450.316.

Transportation Improvement Program (TIP)

The TIP lists all highway, bridge, transit, and intermodal projects in the Central Massachusetts region programmed to receive federal aid funding. It also includes projects of regional and statewide significance, non-federal-aid or state-funded projects, and projects that improve air quality and safety. The TIP development process is designed to provide early involvement of local legislators, chief local elected officials, stakeholders, and interested parties in full consideration of Environmental Justice principles. Requires a minimum 21-day public comment period.

Unified Planning Work Program (UPWP)

The UPWP is a task-by-task description of all transportation planning activities anticipated within the region during the upcoming program year. It indicates who will perform the work, anticipated available funding, the schedule for completion, and the products that will be produced. Prepared and endorsed annually by the CMMPO with a minimum 21-day public comment period.

Modal Plans and Corridor Profile Studies

The CMMPO prepares Freight Planning Progress Reports, Regional Bicycle and Pedestrian Plans, Corridor Profile Studies, and Congestion Management Process reports. These studies provide the opportunity to work directly with stakeholders and develop solutions related to specific transportation issues. Results are incorporated into the next LRTP update, and communities can use results to request TIP project funding.

Coordinated Public Transit Human Services Transportation Plan

The purpose of the HST Plan is to improve regional transportation and address gaps in human services transportation for seniors and people with disabilities. The 2024 HST Plan will update the 2019 HST Plan and guide the use of federal Section 5310 funds awarded by the Massachusetts Department of Transportation as the primary recipient through the annual competitive Massachusetts Community Transit Grant Program. An auditor reviews the HST Plan and other CMMPO certification documents every 3 years to ensure that they meet federal requirements.

Using Artificial Intelligence for Community Engagement

Artificial intelligence (AI) tools are rapidly evolving and offer new opportunities to improve how the CMMPO engages with the public, processes public input, and communicates technical information. The CMMPO is committed to exploring and adopting AI tools where they can meaningfully expand public participation, while maintaining transparency, equity, and human oversight throughout all public engagement processes.

Potential Applications

Plain Language and Translation

AI-powered writing tools can help staff draft plain-language summaries of complex technical documents. AI translation tools can assist in producing first-draft translations of notices, flyers, and meeting materials into multiple languages. All AI-generated translations must be reviewed by a qualified human translator before distribution, particularly for official notices.

Comment Analysis and Summarization

During major public comment periods — such as those for the LRTP or TIP — the CMMPO may use AI tools to assist in organizing and summarizing public input to identify common themes, geographic patterns, and demographic trends. Any AI-assisted analysis must be reviewed and validated by staff.

Outreach and Engagement Targeting

AI tools can assist staff in analyzing demographic and geographic data to identify underrepresented communities and develop more targeted outreach strategies. This supports the CMMPO's Environmental Justice and Title VI compliance. Staff should be cognizant of potential bias and address any corrections.

Accessibility Tools

AI-powered accessibility tools — including automatic closed captioning for virtual meetings, real-time transcription, and audio description — can help the CMMPO meet ADA and Section 504 requirements more effectively. Staff should verify the accuracy of AI-generated captions and transcripts, particularly technical terminology.

Guardrails and Ethical Considerations

The CMMPO recognizes that AI tools carry risks that must be actively managed. The following principles guide the CMMPO's use of AI:

- **Human oversight:** AI tools are used to assist, not replace, staff judgment. All AI-generated outputs must be reviewed by a qualified staff member before their use in official communications or planning documents.
- **Transparency:** Members of the public will always be able to interact with a staff member. The CMMPO will clearly disclose when AI tools are used in public engagement activities.
- **Equity and Bias Review:** Staff should regularly review AI-assisted outputs for potential bias, particularly when tools may affect which communities are reached or how their input is characterized.

- **Data Privacy:** AI tools that process public comments or demographic data must comply with CMRPC's AI policy. Personally identifiable information will not be shared with external AI platforms.
- **Accessibility of AI Tools:** AI-powered tools deployed for public engagement must themselves be accessible to people with disabilities and to people with limited English proficiency.
- **Ongoing Evaluation:** The CMMPO will monitor the performance and equity impacts of AI tools as part of its self-evaluation process and update its practices as technology and guidance evolve.

Performance Measures

Measuring Meaningful Engagement

Public participation and associated outreach activities are often the most direct contact the public has with the CMMPO. Evaluating engagement efforts is key to continuing to improve and expand the opportunities the public has to contribute meaningfully to the transportation planning process.

Performance metrics are organized in three main areas corresponding to different stages of the process, drawing on the Texas A&M Transportation Institute's "Performance Measures for Public Participation Methods" (2018):

Stage	Focus
01 — Observe	Quantify the number and type of outreach efforts, number of participants, and response methods including response times.
02 — Interact	Assess delivery, understanding, and clarity of information shared, and gather data on participant sentiment toward the engagement experience.
03 — Incorporate	Qualitative/quantitative assessment of how active participation affected decisions, budget allocation, and priorities throughout the planning process.

Observe Metrics

Outreach

- Number and type of events (online and in-person)
- All associated costs (labor hours, print materials, public notice, online platforms, subscriptions, stipends, equipment, mileage)
- Number and type of documents/media distributed (press releases, emails, flyers, letters, newsletters, brochures, videos)

Participation

- Number of participants at each event (online and in-person)
- Number of organizations, communities, and agencies represented at each event
- Traditional and non-traditional stakeholders, including organizations participating for the first time

Response

- Number of public comments received (positive and negative, via social media, email, survey, in-person)
- Number of website hits
- Average response time to submitted comments and inquiries

Demographic Information

- Collect demographic data to assess whether outreach and engagement methods are representative of the planning region's population
- Disaggregate data by race, ethnicity, income level, language, disability status, and age where possible

Interact Metrics

Convenience

- Was the event held at a convenient time and place?
- Did participants experience issues accessing the venue (in-person/online)?
- Did participants receive advance notification?
- Were pre-meeting questions adequately addressed?

Participation Quality

- Were participants given adequate opportunity to participate?
- Do participants feel their input will affect the ultimate decision?
- Was participant input accurately captured, and was feedback adequate and timely?

Clarity of Information

- Was information beneficial in understanding the process/project?
- Was it presented clearly?

Overall Satisfaction

- How satisfied are participants with the options/solutions presented?
- Do participants feel the discussion offered a good solution to the problem?

Incorporate Metrics

Public Input

- Which public input tools/methods were used? Which were more successful than others?
- Is there a differentiation/preference of tools by demographic distribution?
- Did the agency share public input received with the public (transparency)?
- Did it report back how input was used (accountability)?
- Are there any changes in the budget allocation as a result of public input?

Public Engagement

- Was demographic data collected from participants to identify populations who were/were not engaged?
- How will this data guide future engagement activities?
- Did the information gathered result in modifications to a transportation process, plan, or project?
- Have public engagement experiences over time affected policies or strategies?

Operations

- Does the agency have sufficient resources dedicated to public engagement (budget, tools, staff)?
- What are the lessons learned, and what should be improved moving forward?

Appendix A: Planning Document Public Participation Guidelines

Federal and state regulations require the CMMPO to document public involvement processes and provide timely notice, complete information, and full public access to key decisions. The table below provides guidelines for each planning document type.

Plan Type	Comment Period	Amendment Process	Update Frequency
Long-Range Transportation Plan (LRTP)	45 days (per 23 CFR 450.316)	Administrative amendments: CMMPO vote with public notice. Significant amendments: 21-day comment period with CMMPO meeting and vote.	Every 5 years (federally required)
Transportation Improvement Program (TIP)	21 days	Administrative modifications: no public comment required; listed at next CMMPO meeting. Significant amendments: 21-day comment period.	Annually Adustments as needed
Unified Planning Work Program (UPWP)	21 days	Amendments presented to Advisory Committee and CMMPO for vote; public notice posted to website.	Annually Adjustments as needed
Corridor Profile Studies (CPS)	21–30 days on draft findings	Not applicable (single study document)	As project needs arise
Modal Plans	21–30 days on draft plan	Not applicable (single study document)	As needed
Public Participation Plan (PPP)	45 days on draft	Significant updates require 45-day public comment and CMMPO adoption; minor updates require Advisory Committee review and CMMPO vote.	At least every 4 years
Coordinated Public Transit Human Services Transportation Plan	45 days on draft	Significant updates require 45-day public comment and CMMPO adoption; minor updates require Advisory Committee review and CMMPO vote.	Every 4 years (FTA required)

Public Notice Standards

For all public meetings and comment periods, the CMMPO adheres to the following minimum notice standards:

- Public meetings and hearings: minimum 21 calendar days advance notice; 30 days preferred for major LRTP/TIP events
- Meeting notices include: date, time, location, format (in-person/virtual/hybrid), and contact information for requesting accommodations
- Notices are published on the CMRPC website, distributed via email, and shared through social media
- Press releases are distributed to regional and minority-serving media outlets
- Reasonable accommodation requests accepted up to 10 days prior to the meeting; untimely requests accommodated to the extent possible

Appendix B: Staff Guide to Planning and Conducting Public Engagement

This appendix is intended primarily for CMMPO and CMRPC staff. Use these protocols as a guide and apply professional judgment in implementing them to meet Title VI and ADA requirements.

Step 1: Know Your Audience

Before planning any outreach, identify who may be impacted by or interested in the project, plan, or program. Consider the nature and geographic scope of the program, and which populations reside in, travel to, or utilize services in the area of interest.

Determine the demographics of those impacted using:

- MassDOT 'Engage' GIS Platform: gis.massdot.state.ma.us/engage/
- MassDOT Regional Environmental Justice Plus (REJ+) Database
- CDC Social Vulnerability Index: atsdr.cdc.gov/placeandhealth/svi/index.html
- U.S. Census Bureau American Community Survey (ACS) data
- Appendix E: Demographic data for each town in the CMMPO region

Step 2: Build Your Outreach Strategy

- Identify community-based organizations, municipal contacts, advocacy groups, and key stakeholders
- Specify what information you are sharing and what feedback you are seeking
- Use multiple channels: online, print, in-person, through partners
- Provide multiple feedback mechanisms including multilingual options
- Provide vital information in multiple languages where LEP populations are impacted; consult the CMMPO Language Access Plan

Step 3: Meeting Location and Time

- Consult with community leaders to identify appropriate times and locations
- For in-person/hybrid meetings, select an ADA-accessible venue within 1/4 mile of a WRTA bus stop or MBTA Commuter Rail station where feasible and during paratransit hours of operation.
- Consider evening and weekend meetings to maximize participation
- For virtual meetings, confirm the platform and all tools are accessible, including auto-captioning and language interpretation channels

Step 4: Coordinate Public Notice

- Follow minimum notice standards as outlined in Appendix A
- Use the current CMRPC/CMMPO public meeting notice template
- Distribute notices to regional and minority-serving media, elected officials, town administrators, planning boards, and community-based organizations
- Post notices to the CMRPC website, social media platforms, and community bulletin boards
- Include clear instructions for requesting accommodation (language and disability) in all notices

Step 5: Prepare for the Meeting

- Create summary documents in plain, clear language; avoid industry jargon and acronyms

- Use visuals, maps, renderings, and graphics to help the public understand project details
- Prepare all electronic documents to be ADA-accessible using accessibility check tools
- Identify and arrange all required accessibility accommodations and language services prior to the event
- Rehearse presentations and test all technology at least one business day before the event
- Prepare feedback mechanisms: comment cards, surveys, online forms, and QR codes

Step 6: During the Meeting

- Announce at the start all accessibility and language services available and how attendees can access them
- For virtual/hybrid events, announce the process for reporting technical difficulties
- Provide all attendees with clear opportunities to voice comments, questions, and concerns during the meeting and in writing afterward
- For virtual events with foreign language audio channels, ask each interpreter whether attendees wish to provide comment during comment periods
- Accurately document all comments received, including the substance of input

Step 7: After the Meeting

- Compile all written and oral public comments received
- Coordinate responses, which may include individualized written replies, website postings, or general distribution of summary statements
- Include in responses: contact information for follow-up and notice of upcoming related engagement opportunities
- Upload meeting recordings, presentations, and comment summaries to the CMRPC website where appropriate
- Document outreach efforts, participant demographics (where collected), comments received, and how input was considered

Overcoming Barriers to Participation

Common Barrier	Suggested Approach
Limited English Proficiency (LEP)	Provide translated notices and materials; arrange interpreter services; use plain language that translates more accurately.
Lack of trust due to past experiences	Respond openly and honestly; acknowledge community history; demonstrate through follow-through that input is genuinely considered.
Limited familiarity with the planning process	Explain decision-making in plain language; use visuals; clarify what decisions are open to public influence.
Economic and scheduling barriers	Hold meetings at varied times (including evenings and weekends) in community locations; provide virtual options; consider transit access.
Disability or accessibility barriers	Use ADA-accessible venues; provide captioning, ASL interpretation, large print, and Braille upon request; ensure virtual platforms are screen-reader compatible.
Cultural barriers or intergroup dynamics	Research community dynamics early; consider separate meetings or mediated sessions; partner with trusted community organizations.
Digital access barriers	Always provide a call-in number; make hard copies available at libraries and municipal offices; accept comments by mail.

Documenting Diversity Efforts

Documentation of outreach efforts demonstrates that the public had a genuine opportunity to participate. Staff should keep records including:

- Lists of potential invitees considered and/or contacted
- Copies of invitation emails, public notices, and translated materials
- Meeting sign-in sheets and attendance data
- Demographic information collected from participants (where voluntarily provided)
- Records of accommodation requests and services provided
- Documentation of how public input influenced plans, programs, or decisions

Appendix C: Frequently Asked Questions

This appendix provides answers to common questions from members of the public about the CMMPO, its planning processes, and how to get involved.

What is the CMMPO?

The Central Massachusetts Metropolitan Planning Organization (CMMPO) carries out the continuing, cooperative, and comprehensive transportation planning process in the Central Massachusetts region. The planning region comprises 40 communities, including the City of Worcester and 39 surrounding towns. CMMPO staff are also the transportation staff of CMRPC.

What is the Long-Range Transportation Plan (LRTP)?

The LRTP describes the region's current transportation system and how it should be maintained and improved over the next 20+ years. It addresses all major modes of transportation and is updated every five years as required by federal law, with a minimum 45-day public comment period.

What is the Transportation Improvement Program (TIP)?

The TIP lists all highway, bridge, transit, and intermodal projects in the CMMPO region programmed to receive federal-aid funding. Updated annually with a 21-day public comment period, the public can comment on TIP projects at CMMPO meetings and through the CMRPC website.

What is the Unified Planning Work Program (UPWP)?

The UPWP describes all transportation planning activities anticipated within the region for the upcoming program year, including who will perform the work, available funding, the schedule, and expected products. Updated annually.

What is a Corridor Profile Study?

A Corridor Profile Study (CPS) examines transportation conditions along a specific roadway corridor to identify challenges, needs, and potential improvements. CPS studies involve a Technical Task Force of local stakeholders. Results are incorporated into the LRTP and can be used to request project funding through the TIP.

How can I provide feedback or comment on CMMPO plans?

You can provide input by: attending CMMPO or Advisory Committee meetings (held monthly); responding to online surveys; submitting written comments by email, mail, or online comment forms; attending public open houses or workshops; or participating in virtual meetings via Zoom. Visit www.cmrpc.org for contact information and meeting schedules.

How do I request translation or accessibility accommodation?

All meeting notices include instructions for requesting language assistance and accessibility accommodations. Please make requests at least 10 days in advance by contacting the CMRPC/CMMPO Title VI Coordinator at (508) 756-7717. All accommodations are provided free of charge.

How can I stay informed about upcoming meetings and projects?

Visit the CMRPC website (www.cmrpc.org) for meeting schedules, agendas, and project updates. Subscribe to the CMRPC monthly e-newsletter and follow CMRPC on social media.

What is Environmental Justice and why does it matter for transportation planning?

Environmental Justice refers to the fair treatment and meaningful involvement of all people — regardless of race, color, national origin, or income — in the development of transportation policies. The CMMPO is committed to ensuring that low-income communities and communities of color are not disproportionately burdened by transportation decisions and have meaningful opportunities to participate in the planning process.

How are transportation projects selected for funding?

Projects are identified through the LRTP, corridor studies, and community requests. Funding eligibility is established by listing projects in the TIP. The CMMPO evaluates projects based on criteria including safety, system preservation, mobility, equity, and community support. The public can advocate for projects by participating in CMMPO meetings and commenting on draft plans.

I have a concern about a specific transportation issue. Who do I contact?

For regional planning matters, contact CMRPC/CMMPO staff at (508) 756-7717 or through www.cmrpc.org. For state highway or bridge issues, contact MassDOT. For transit issues, contact the Worcester Regional Transit Authority (WRTA). The CMMPO can help connect you with the right agency.

Is there a way to participate if I can't attend a meeting?

Yes. Written comments are always welcome and receive the same consideration as spoken comments. Submit by email, online form, or postal mail (CMRPC, 1 Mercantile Street, Suite 520, Worcester, MA 01608). You can also submit comments after reviewing the materials.

Appendix D: How to Access CMMPO Virtual Meetings

The CMMPO holds virtual and hybrid meetings as part of its ongoing public engagement activities. Virtual meetings are an additional option that makes it easier for members of the public to participate from home, work, or any location with internet access.

What platform does the CMMPO use for virtual meetings?

Zoom was selected because it is widely accessible and supports features including closed captioning, language interpretation channels, screen sharing, and live polling.

Do I need an account or special software?

No account is required. Join from a computer by visiting zoom.us and clicking 'Join a Meeting.' On a smartphone or tablet, download the free Zoom app. You may also join by phone; call-in numbers are included in all meeting notices.

Do I have to join by video?

No. You may participate by phone audio only, by typing in the chat, or by submitting a written comment before or after the meeting. Video participation is optional.

How do I find upcoming CMMPO virtual meetings?

Meeting schedules, agendas, and Zoom links are posted on the CMRPC website at www.cmrpc.org. Sign up for the CMRPC monthly e-newsletter to receive updates directly by email.

Do I need to register in advance?

Registration requirements vary by meeting. Check the specific meeting notice on the CMRPC website. When registration is required, a link will be provided in the meeting notice.

How do I request language interpretation or accessibility services?

Contact the CMRPC/CMMPO Title VI Coordinator at (508) 756-7717 as early as possible, no later than 10 days before the meeting. All services are provided free of charge.

How do I provide a public comment during a virtual meeting?

You may: raise your hand using the Zoom 'Raise Hand' button; type your comment in the Zoom chat; submit a written comment by email before or after the meeting; or leave a voicemail at the CMRPC main number. All methods receive equal consideration.

Are virtual meetings recorded?

CMMPO meetings are not recorded. If a session will be recorded, this is announced at the beginning of the meeting. Participants who do not wish to be recorded may submit comments in writing instead.

What if I have technical difficulties?

Contact CMRPC staff at (508) 756-7717 or by email. You may also join by phone if you have trouble connecting via the internet.

What if I cannot attend the meeting at all?

Written comments are always welcome and receive the same consideration as spoken comments. Submit by email, online form, or postal mail. Contact information is listed on all meeting notices and on the CMRPC website. Meeting minutes can also be downloaded from the CMRPC calendar of events.

What can I expect during a virtual CMMPO meeting?

Virtual meetings generally include: a staff presentation on the topic; an opportunity for public questions and comments; a summary of next steps; and information about future engagement opportunities. Meetings could also include live polls, breakout discussion rooms, or other interactive features.

Appendix E: Municipality Demographic Data

This appendix contains demographic data for each of the 40 municipalities in the CMMPO planning region. Data is sourced from the U.S. Census Bureau's American Community Survey (ACS) and is used to guide targeted outreach efforts, assess representation, and support Environmental Justice and Title VI compliance.

NOTE

Detailed demographic tables for each municipality are maintained separately and updated as new ACS data becomes available. Contact CMRPC/CMMPO staff at (508) 756-7717 or visit www.cmrpc.org for the most current data.

Town Profiles

Data Source: American Community Survey (ACS) 2024 5-Year Estimates

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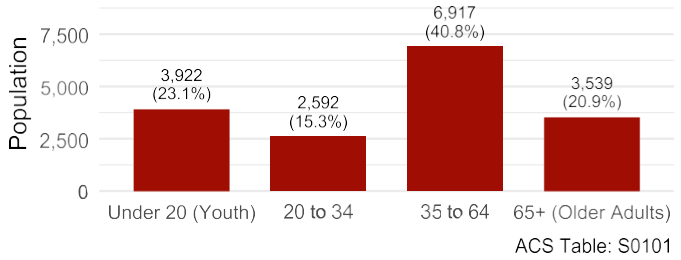
Auburn

Age Distribution

In **Auburn**, youth under 20 make up **23.1%** of the population, while **3,539** residents (**20.9%**) are aged 65 or older.



Language & Proficiency

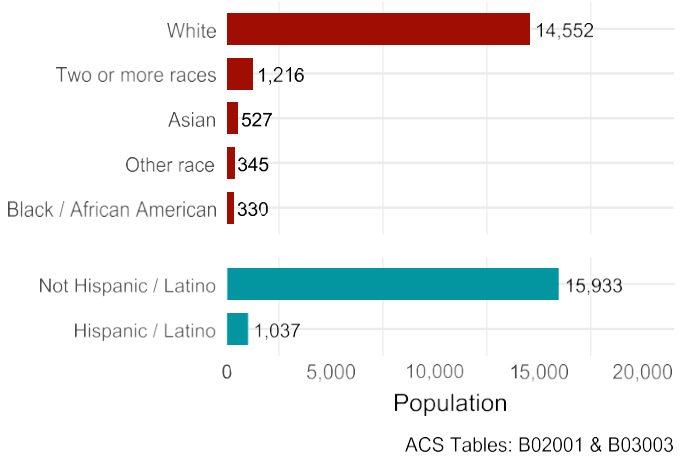
In **Auburn**, there are **78** households considered to have Limited English Proficiency (LEP), representing **1.1%** of total households. The top languages spoken at home for the population 5 years and over (other than English) are:

Language	Estimate
Spanish	620
Other Indo-European	351
Russian, Polish, or other Slavic	235
Vietnamese	186
Other Languages	168

ACS Tables: C16001 & S1602

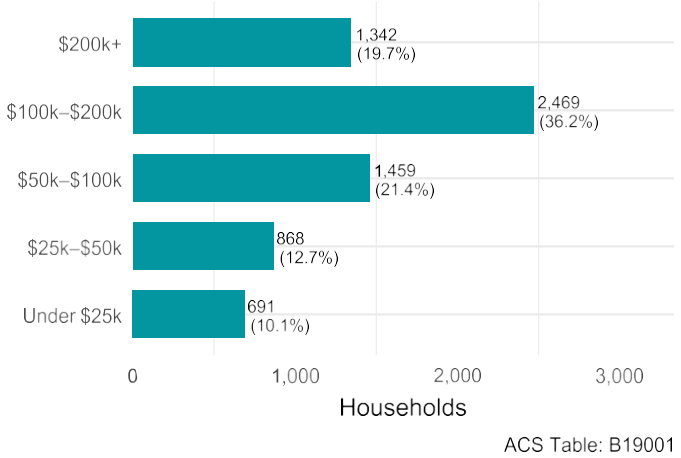
Race & Ethnicity

In **Auburn**, **White** is the largest racial group at **85.8%** of the population. **1,037** residents (**6.1%**) identify as Hispanic or Latino, which is reported separately as it is an ethnicity rather than a racial category.

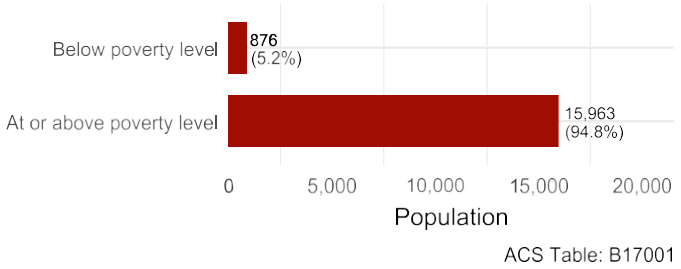


Income & Poverty

In **Auburn**, the largest share of households falls in the **$100k–$200k** income range, representing **36.2%** of all households. **691** households (**10.1%**) report income under $25,000, while **1,342** households (**19.7%**) report income of $200,000 or more.



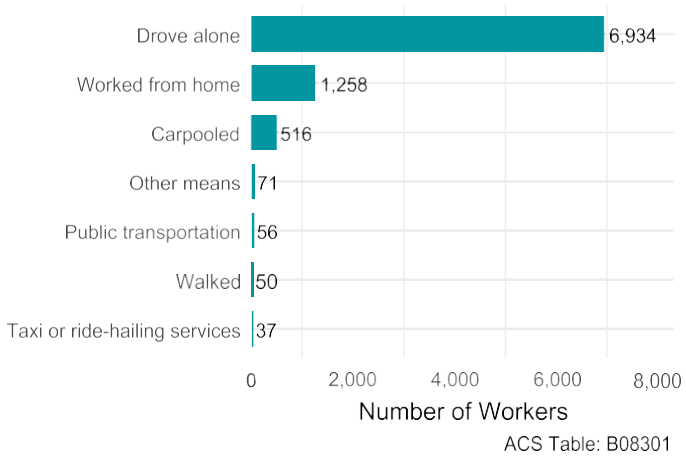
876 residents (**5.2%**) in **Auburn** have incomes below the federal poverty level.



Transportation to Work and Vehicles Available

In **Auburn**, there are **446** households with no vehicles available, which represents **6.5%** of all households in the community.

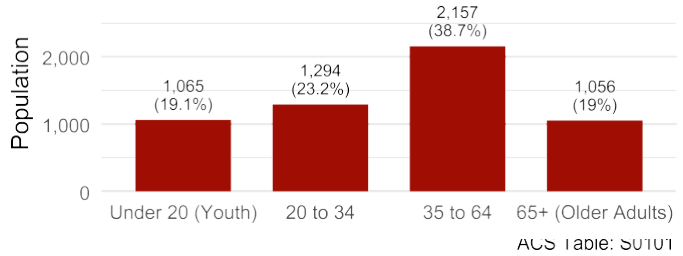
Means of Transportation to Work



Barre

Age Distribution

In **Barre**, youth under 20 make up **19.1%** of the population, while **1,056** residents (**19%**) are aged 65 or older.



Language & Proficiency

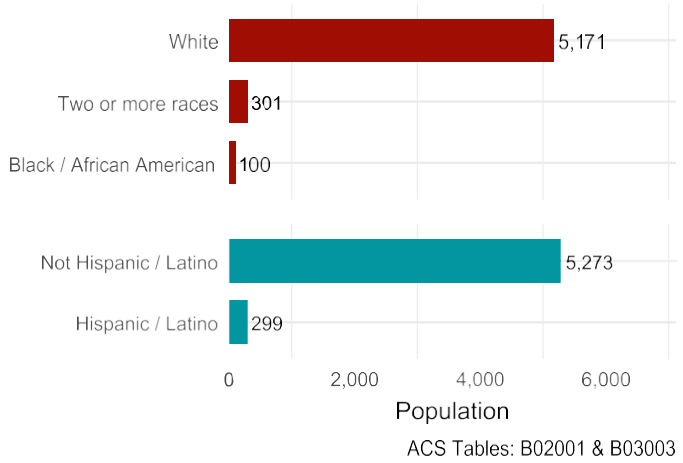
In **Barre**, there are **0** households considered to have Limited English Proficiency (LEP), representing **0%** of total households. The top languages spoken at home for the population 5 years and over (other than English) are:

Language	Estimate
Other Indo-European	61
Spanish	1

ACS Tables: C16001 & S1602

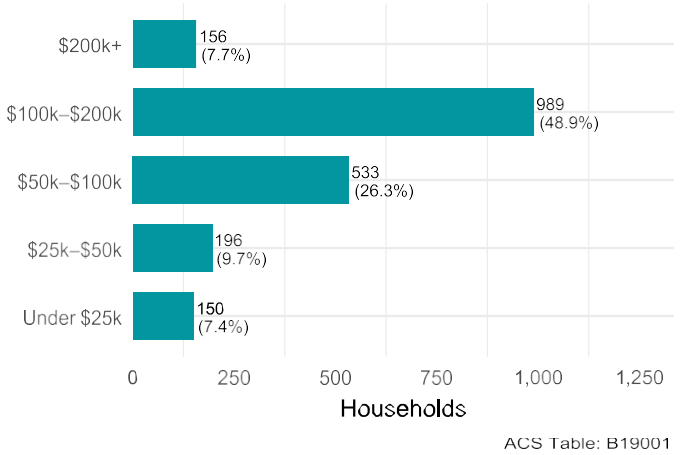
Race & Ethnicity

In **Barre**, **White** is the largest racial group at **92.8%** of the population. **299** residents (**5.4%**) identify as Hispanic or Latino, which is reported separately as it is an ethnicity rather than a racial category.

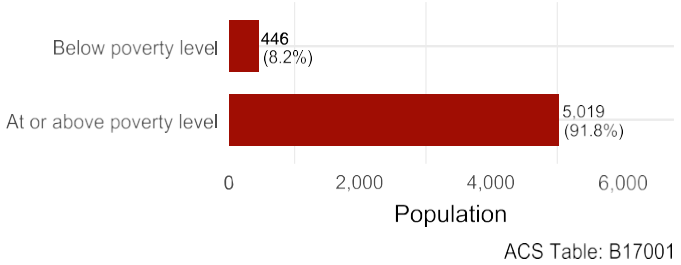


Income & Poverty

In **Barre**, the largest share of households falls in the **$100k–$200k** income range, representing **48.9%** of all households. **150** households (**7.4%**) report income under $25,000, while **156** households (**7.7%**) report income of $200,000 or more.



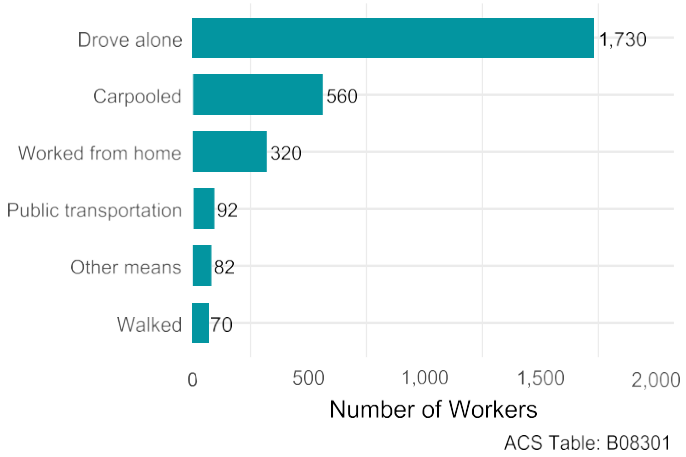
446 residents (**8.2%**) in **Barre** have incomes below the federal poverty level.



Transportation to Work and Vehicles Available

In **Barre**, there are **159** households with no vehicles available, which represents **7.9%** of all households in the community.

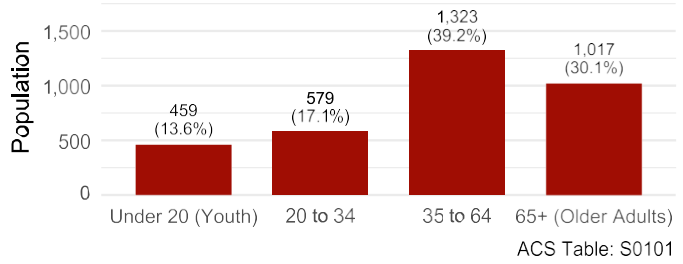
Means of Transportation to Work



Berlin

Age Distribution

In **Berlin**, youth under 20 make up **13.6%** of the population, while **1,017** residents (**30.1%**) are aged 65 or older.



Language & Proficiency

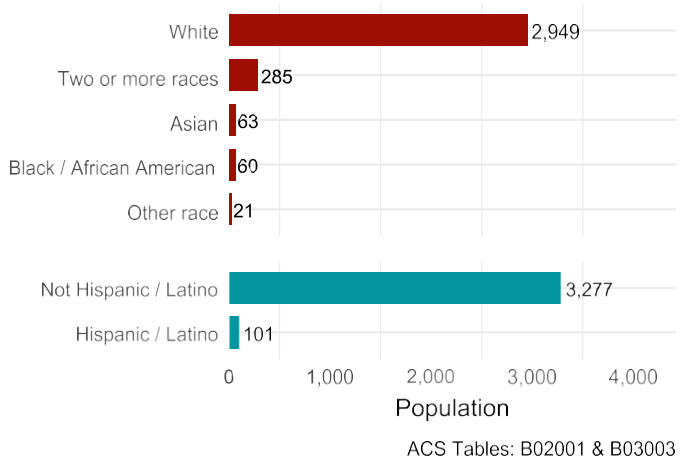
In **Berlin**, there are **28** households considered to have Limited English Proficiency (LEP), representing **1.9%** of total households. The top languages spoken at home for the population 5 years and over (other than English) are:

Language	Estimate
Other Indo-European	132
Russian, Polish, or other Slavic	89
Spanish	47
French, Haitian, or Cajun	46
Chinese (incl. Mandarin, Cantonese)	36

ACS Tables: C16001 & S1602

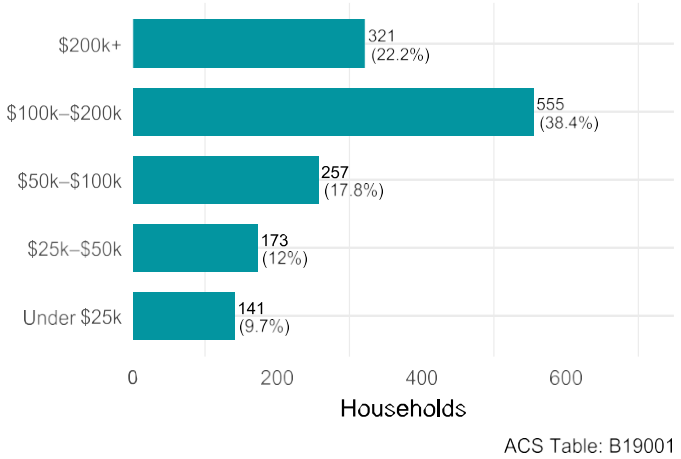
Race & Ethnicity

In **Berlin**, **White** is the largest racial group at **87.3%** of the population. **101** residents (**3%**) identify as Hispanic or Latino, which is reported separately as it is an ethnicity rather than a racial category.

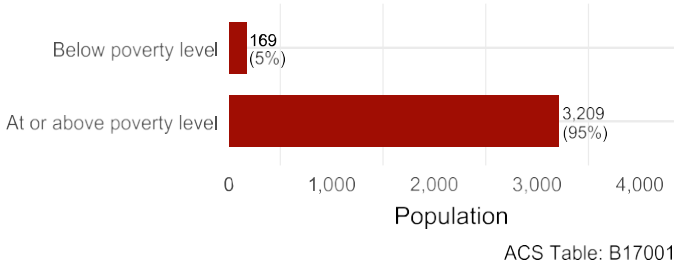


Income & Poverty

In **Berlin**, the largest share of households falls in the **$100k–$200k** income range, representing **38.4%** of all households. **141** households (**9.7%**) report income under $25,000, while **321** households (**22.2%**) report income of $200,000 or more.



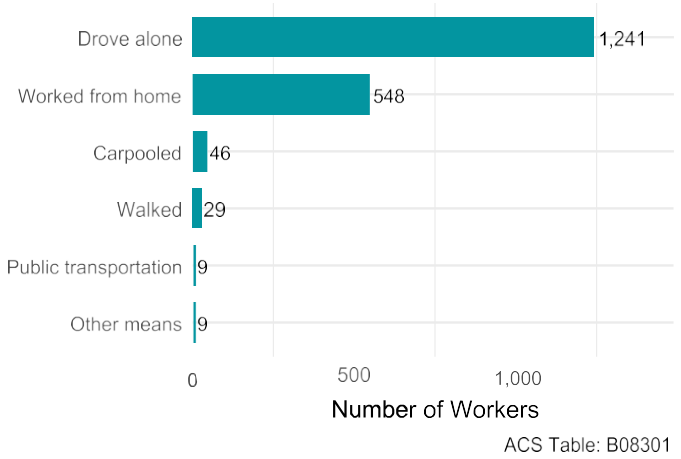
169 residents (**5%**) in **Berlin** have incomes below the federal poverty level.



Transportation to Work and Vehicles Available

In **Berlin**, there are **29** households with no vehicles available, which represents **2%** of all households in the community.

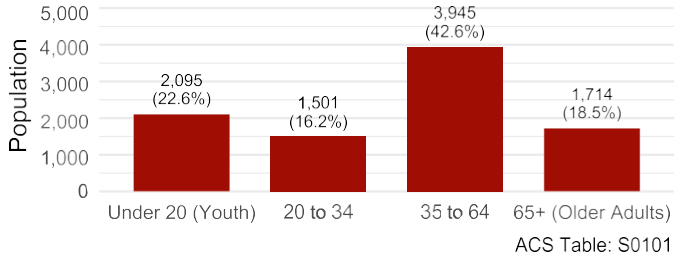
Means of Transportation to Work



Blackstone

Age Distribution

In **Blackstone**, youth under 20 make up **22.6%** of the population, while **1,714** residents (**18.5%**) are aged 65 or older.



Language & Proficiency

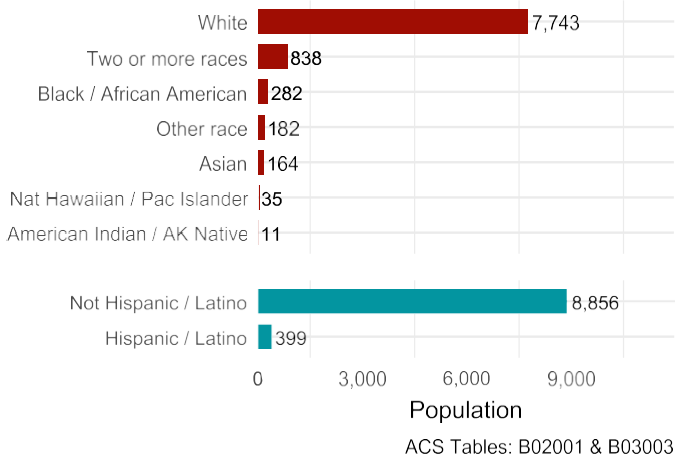
In **Blackstone**, there are **71** households considered to have Limited English Proficiency (LEP), representing **1.8%** of total households. The top languages spoken at home for the population 5 years and over (other than English) are:

Language	Estimate
French, Haitian, or Cajun	316
Spanish	306
Other Indo-European	272
Other Languages	139
Chinese (incl. Mandarin, Cantonese)	72

ACS Tables: C16001 & S1602

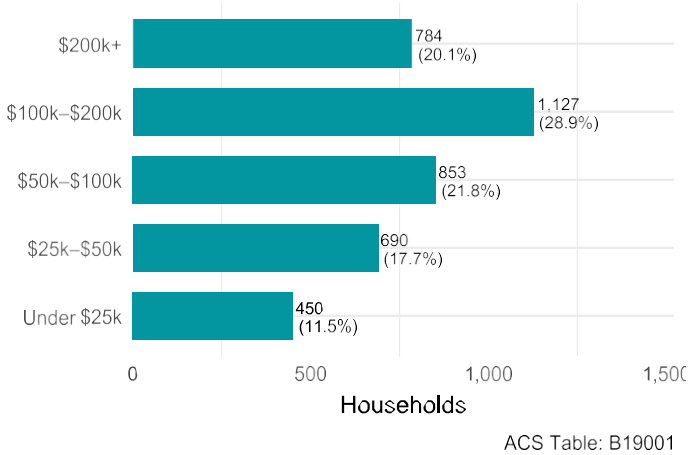
Race & Ethnicity

In **Blackstone**, **White** is the largest racial group at **83.7%** of the population. **399** residents (**4.3%**) identify as Hispanic or Latino, which is reported separately as it is an ethnicity rather than a racial category.

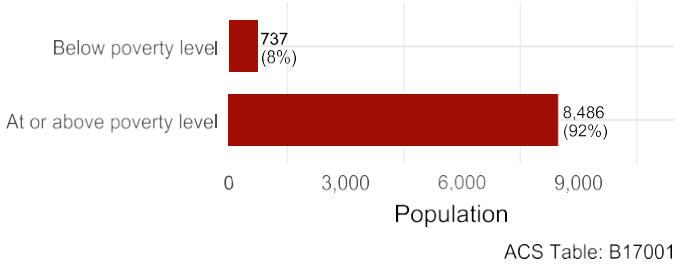


Income & Poverty

In **Blackstone**, the largest share of households falls in the **$100k–$200k** income range, representing **28.9%** of all households. **450** households (**11.5%**) report income under $25,000, while **784** households (**20.1%**) report income of $200,000 or more.



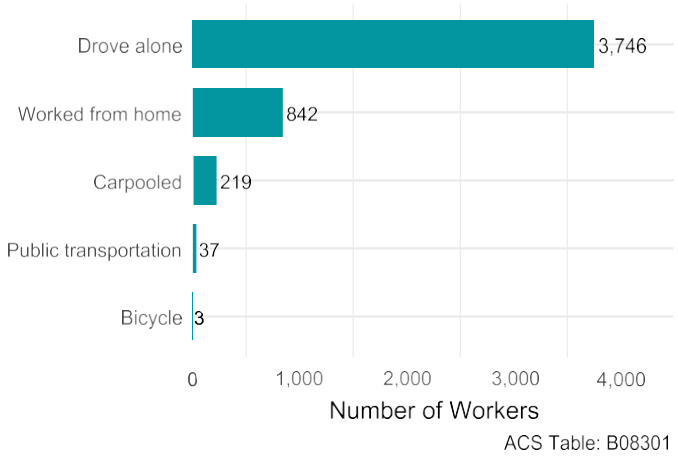
737 residents (**8%**) in **Blackstone** have incomes below the federal poverty level.



Transportation to Work and Vehicles Available

In **Blackstone**, there are **157** households with no vehicles available, which represents **4%** of all households in the community.

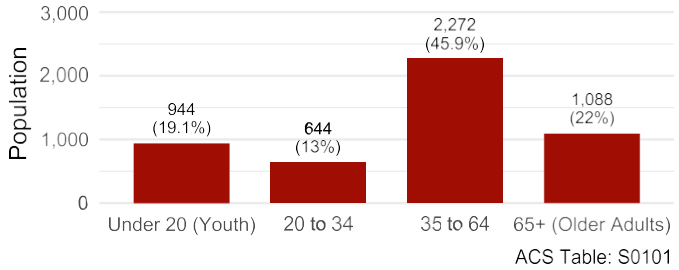
Means of Transportation to Work



Boylston

Age Distribution

In **Boylston**, youth under 20 make up **19.1%** of the population, while **1,088** residents (**22%**) are aged 65 or older.



Language & Proficiency

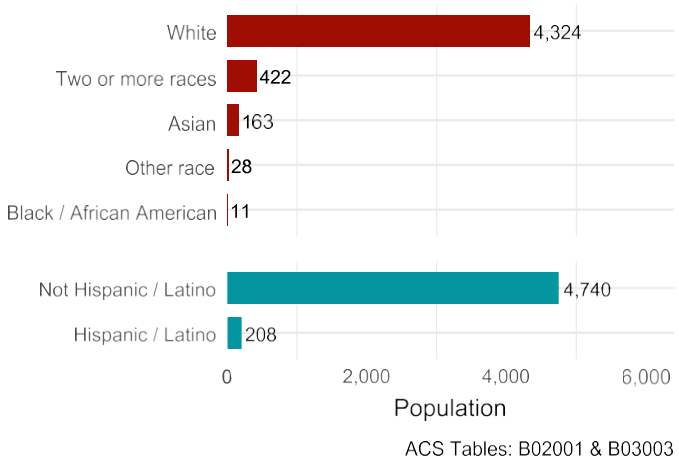
In **Boylston**, there are **21** households considered to have Limited English Proficiency (LEP), representing **1.1%** of total households. The top languages spoken at home for the population 5 years and over (other than English) are:

Language	Estimate
Other Indo-European	165
Spanish	99
French, Haitian, or Cajun	40
Other Asian and Pacific Island	32
Chinese (incl. Mandarin, Cantonese)	29

ACS Tables: C16001 & S1602

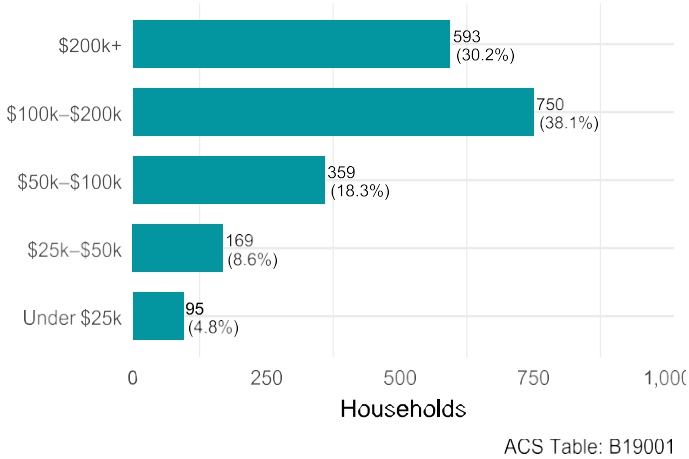
Race & Ethnicity

In **Boylston**, **White** is the largest racial group at **87.4%** of the population. **208** residents (**4.2%**) identify as Hispanic or Latino, which is reported separately as it is an ethnicity rather than a racial category.

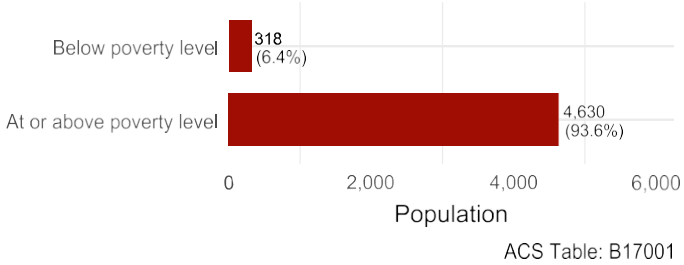


Income & Poverty

In **Boylston**, the largest share of households falls in the **$100k–$200k** income range, representing **38.1%** of all households. **95** households (**4.8%**) report income under $25,000, while **593** households (**30.2%**) report income of $200,000 or more.



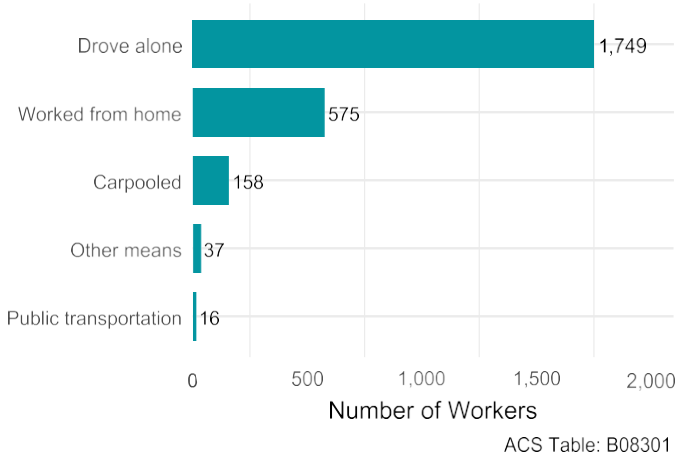
318 residents (**6.4%**) in **Boylston** have incomes below the federal poverty level.



Transportation to Work and Vehicles Available

In **Boylston**, there are **54** households with no vehicles available, which represents **2.7%** of all households in the community.

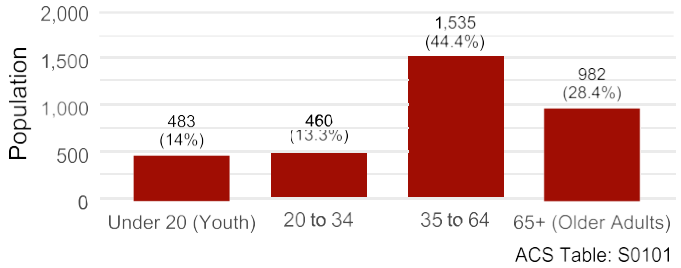
Means of Transportation to Work



Brookfield

Age Distribution

In **Brookfield**, youth under 20 make up **14%** of the population, while **982** residents (**28.4%**) are aged 65 or older.



Language & Proficiency

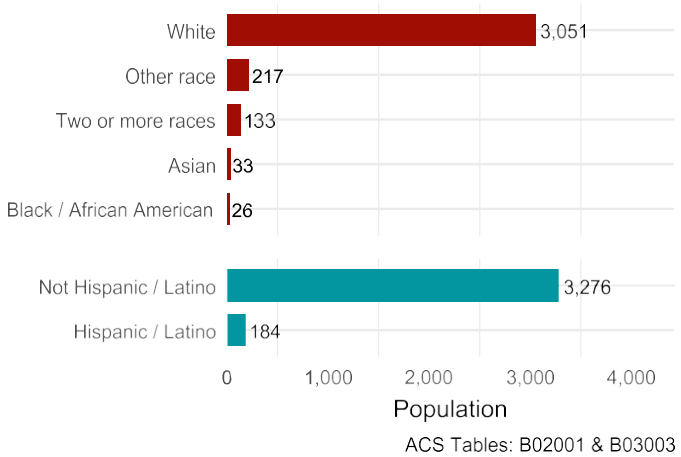
In **Brookfield**, there are **0** households considered to have Limited English Proficiency (LEP), representing **0%** of total households. The top languages spoken at home for the population 5 years and over (other than English) are:

Language	Estimate
Spanish	94
Other Asian and Pacific Island	18
Other Languages	7

ACS Tables: C16001 & S1602

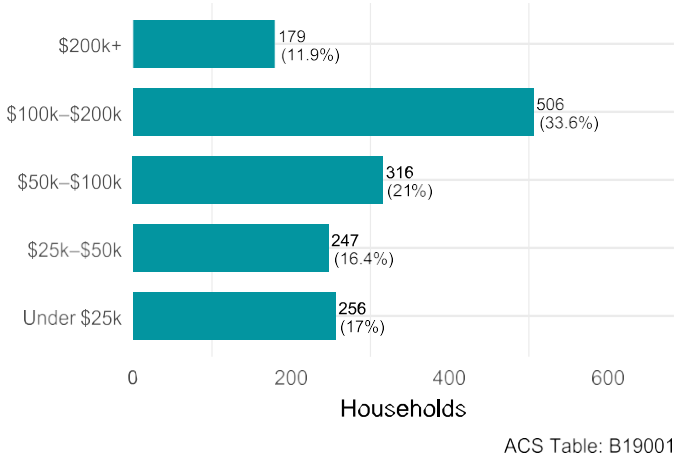
Race & Ethnicity

In **Brookfield**, **White** is the largest racial group at **88.2%** of the population. **184** residents (**5.3%**) identify as Hispanic or Latino, which is reported separately as it is an ethnicity rather than a racial category.

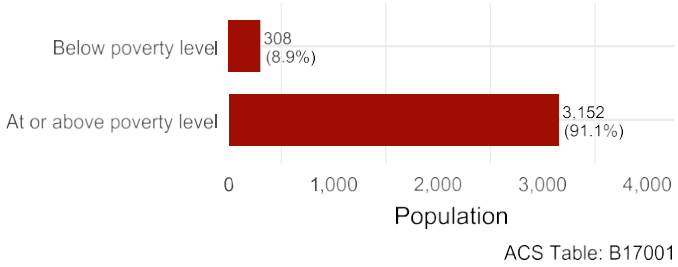


Income & Poverty

In **Brookfield**, the largest share of households falls in the **$100k–$200k** income range, representing **33.6%** of all households. **256** households (**17%**) report income under $25,000, while **179** households (**11.9%**) report income of $200,000 or more.



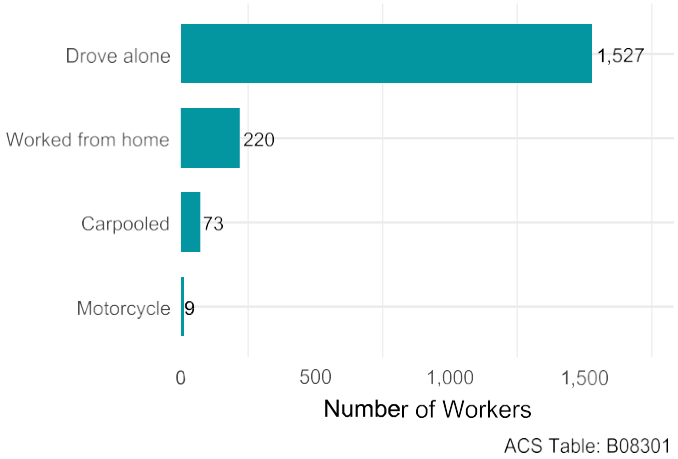
308 residents (**8.9%**) in **Brookfield** have incomes below the federal poverty level.



Transportation to Work and Vehicles Available

In **Brookfield**, there are **90** households with no vehicles available, which represents **6%** of all households in the community.

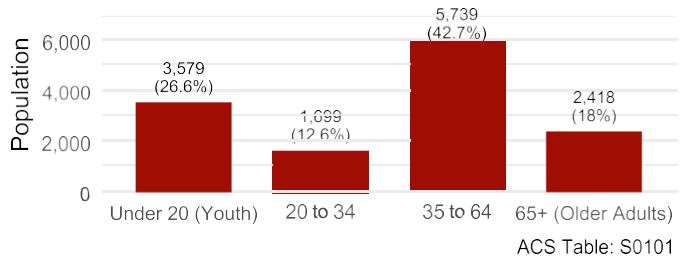
Means of Transportation to Work



Charlton

Age Distribution

In **Charlton**, youth under 20 make up **26.6%** of the population, while **2,418** residents (**18%**) are aged 65 or older.



Language & Proficiency

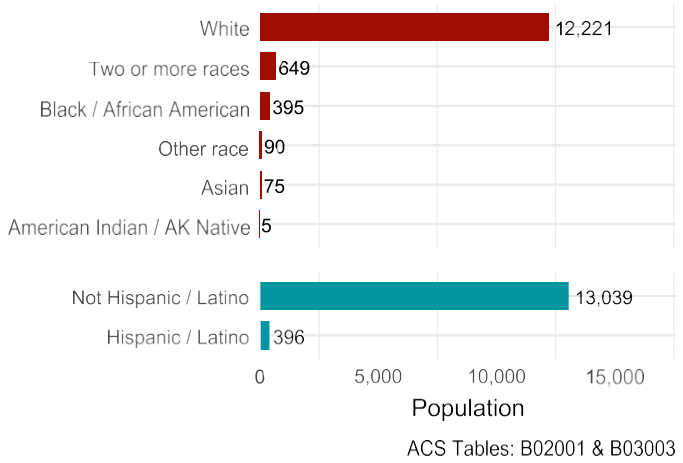
In **Charlton**, there are **21** households considered to have Limited English Proficiency (LEP), representing **0.4%** of total households. The top languages spoken at home for the population 5 years and over (other than English) are:

Language	Estimate
Other Indo-European	294
Spanish	213
French, Haitian, or Cajun	130
Russian, Polish, or other Slavic	123
Other Languages	57

ACS Tables: C16001 & S1602

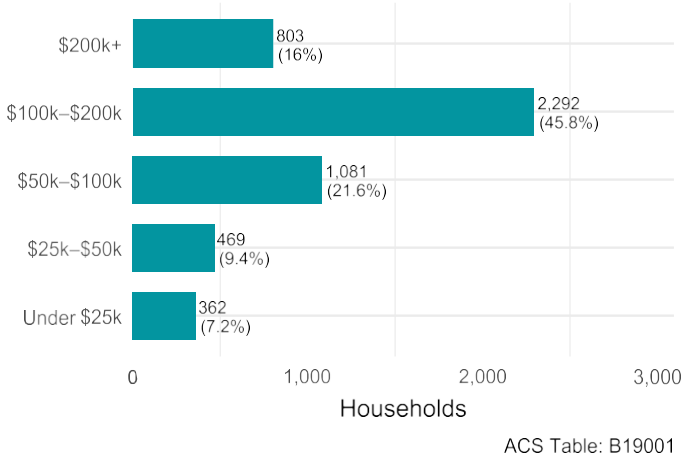
Race & Ethnicity

In **Charlton**, **White** is the largest racial group at **91%** of the population. **396** residents (**2.9%**) identify as Hispanic or Latino, which is reported separately as it is an ethnicity rather than a racial category.

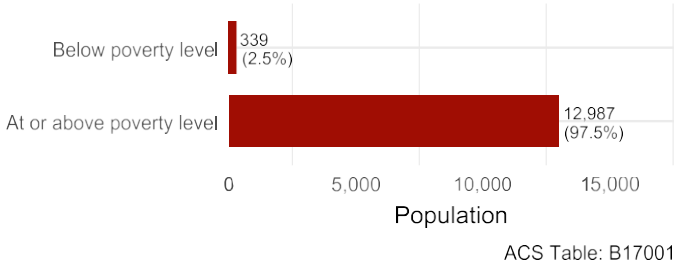


Income & Poverty

In **Charlton**, the largest share of households falls in the **$100k–$200k** income range, representing **45.8%** of all households. **362** households (**7.2%**) report income under $25,000, while **803** households (**16%**) report income of $200,000 or more.



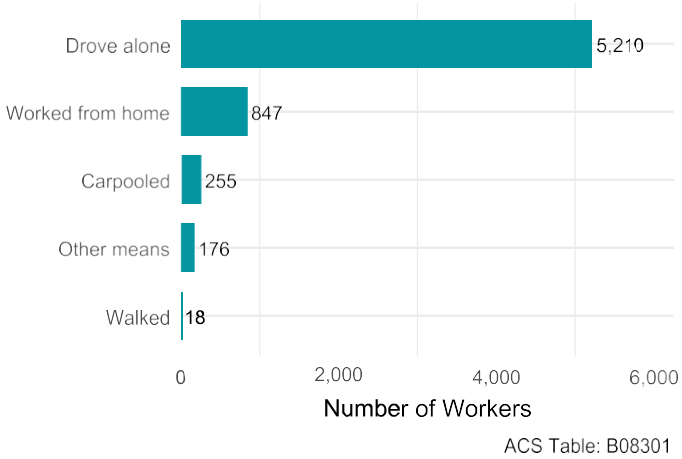
339 residents (**2.5%**) in **Charlton** have incomes below the federal poverty level.



Transportation to Work and Vehicles Available

In **Charlton**, there are **110** households with no vehicles available, which represents **2.2%** of all households in the community.

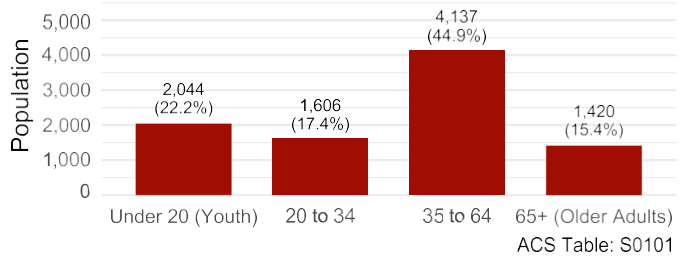
Means of Transportation to Work



Douglas

Age Distribution

In **Douglas**, youth under 20 make up **22.2%** of the population, while **1,420** residents (**15.4%**) are aged 65 or older.



Language & Proficiency

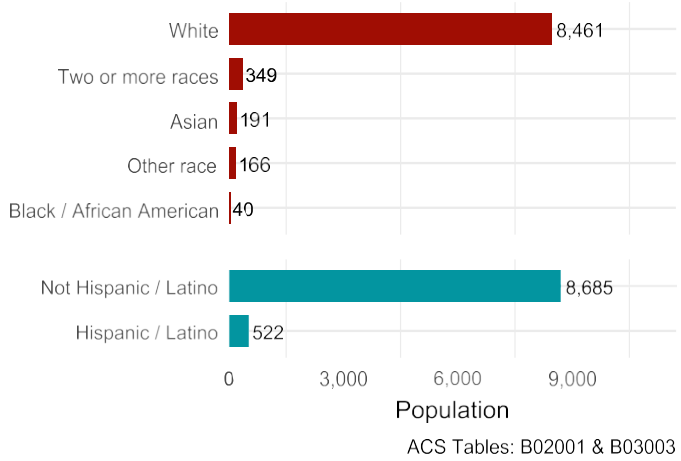
In **Douglas**, there are **0** households considered to have Limited English Proficiency (LEP), representing **0%** of total households. The top languages spoken at home for the population 5 years and over (other than English) are:

Language	Estimate
Other Indo-European	130
Chinese (incl. Mandarin, Cantonese)	85
Russian, Polish, or other Slavic	49
Tagalog (incl. Filipino)	46
Spanish	36

ACS Tables: C16001 & S1602

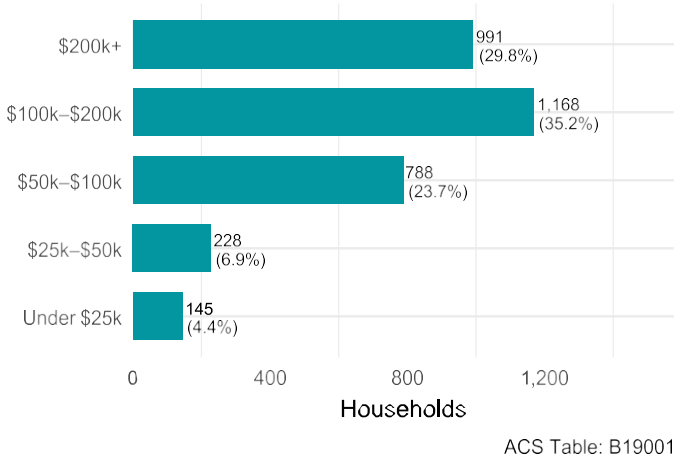
Race & Ethnicity

In **Douglas**, **White** is the largest racial group at **91.9%** of the population. **522** residents (**5.7%**) identify as Hispanic or Latino, which is reported separately as it is an ethnicity rather than a racial category.

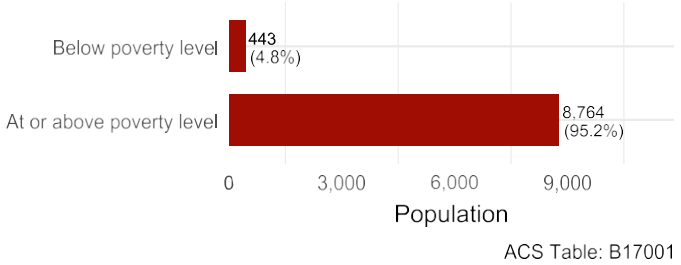


Income & Poverty

In **Douglas**, the largest share of households falls in the **$100k–$200k** income range, representing **35.2%** of all households. **145** households (**4.4%**) report income under $25,000, while **991** households (**29.8%**) report income of $200,000 or more.



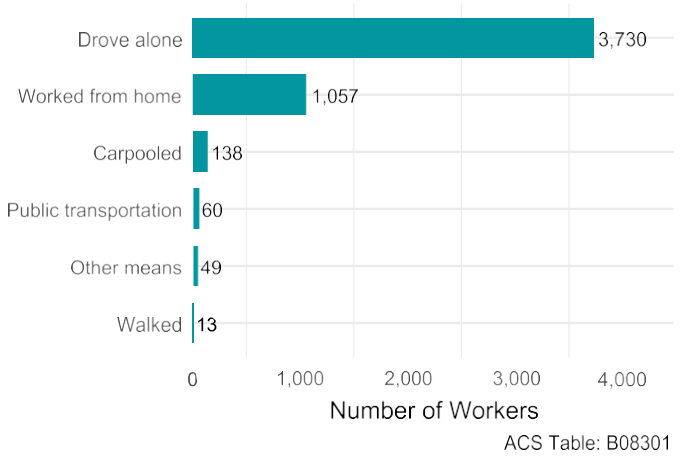
443 residents (**4.8%**) in **Douglas** have incomes below the federal poverty level.



Transportation to Work and Vehicles Available

In **Douglas**, there are **120** households with no vehicles available, which represents **3.6%** of all households in the community.

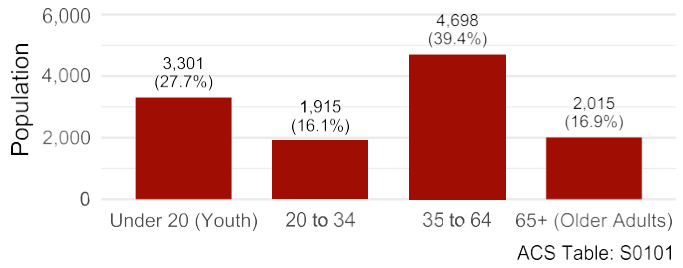
Means of Transportation to Work



Dudley

Age Distribution

In **Dudley**, youth under 20 make up **27.7%** of the population, while **2,015** residents (**16.9%**) are aged 65 or older.



Language & Proficiency

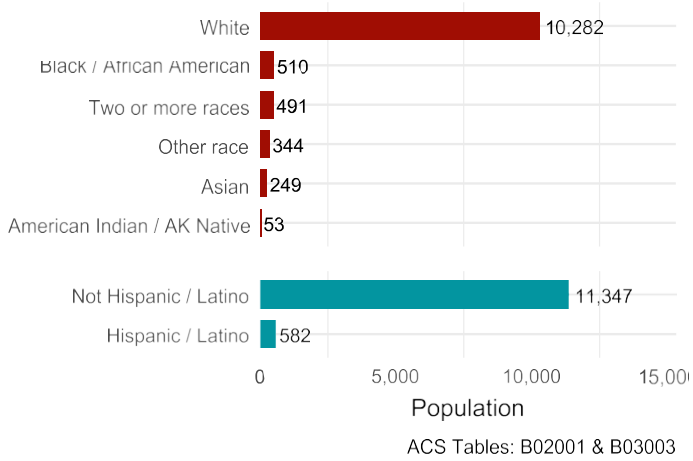
In **Dudley**, there are **121** households considered to have Limited English Proficiency (LEP), representing **2.8%** of total households. The top languages spoken at home for the population 5 years and over (other than English) are:

Language	Estimate
Spanish	372
Russian, Polish, or other Slavic	283
Other Indo-European	228
Arabic	218
French, Haitian, or Cajun	90

ACS Tables: C16001 & S1602

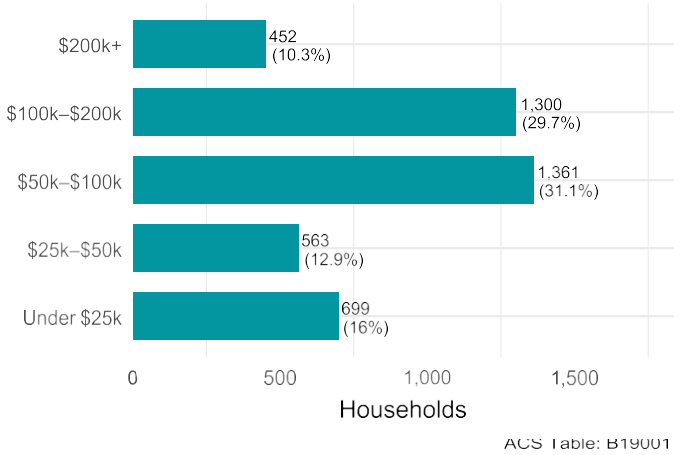
Race & Ethnicity

In **Dudley**, **White** is the largest racial group at **86.2%** of the population. **582** residents (**4.9%**) identify as Hispanic or Latino, which is reported separately as it is an ethnicity rather than a racial category.

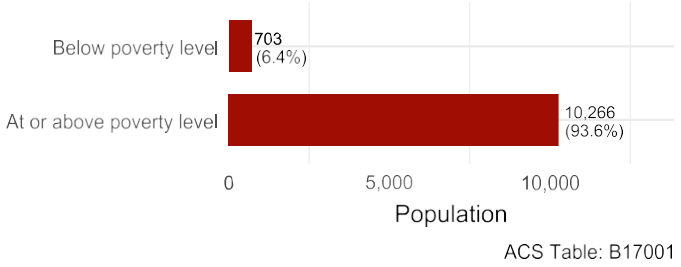


Income & Poverty

In **Dudley**, the largest share of households falls in the **$50k–$100k** income range, representing **31.1%** of all households. **699** households (**16%**) report income under $25,000, while **452** households (**10.3%**) report income of $200,000 or more.



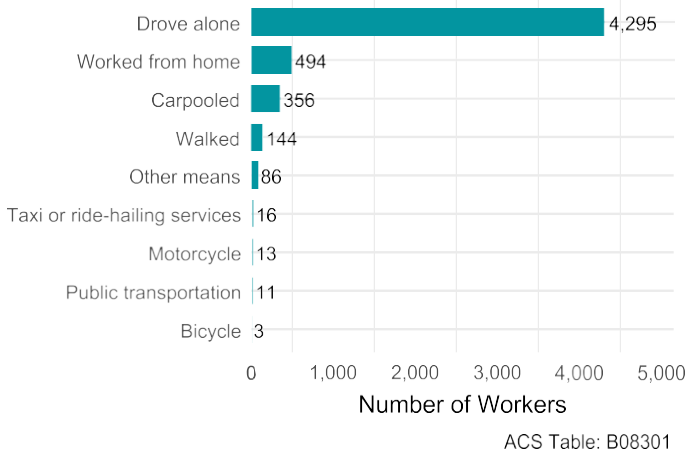
703 residents (**6.4%**) in **Dudley** have incomes below the federal poverty level.



Transportation to Work and Vehicles Available

In **Dudley**, there are **444** households with no vehicles available, which represents **10.1%** of all households in the community.

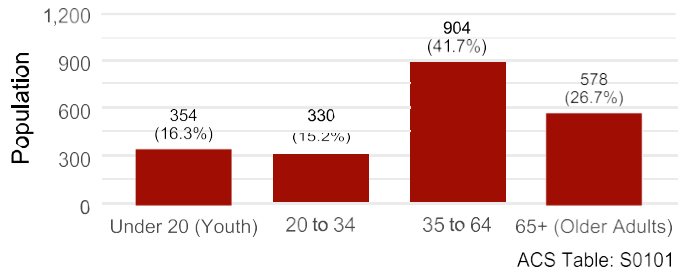
Means of Transportation to Work



East Brookfield

Age Distribution

In **East Brookfield**, youth under 20 make up **16.3%** of the population, while **578** residents (**26.7%**) are aged 65 or older.



Language & Proficiency

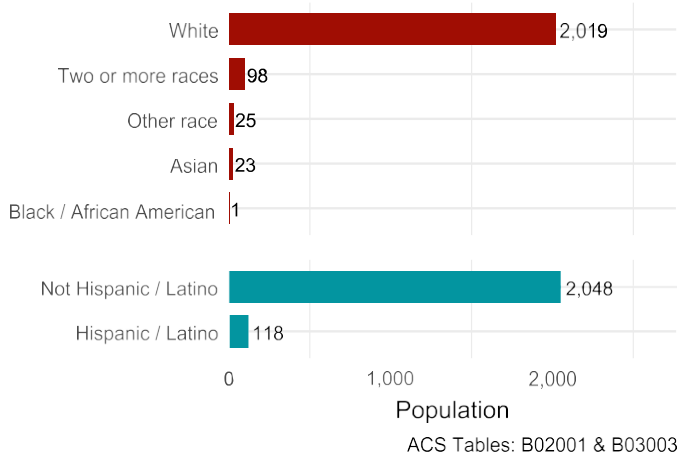
In **East Brookfield**, there are **4** households considered to have Limited English Proficiency (LEP), representing **0.4%** of total households. The top languages spoken at home for the population 5 years and over (other than English) are:

Language	Estimate
Spanish	55
French, Haitian, or Cajun	34
Other Indo-European	4
Russian, Polish, or other Slavic	3

ACS Tables: C16001 & S1602

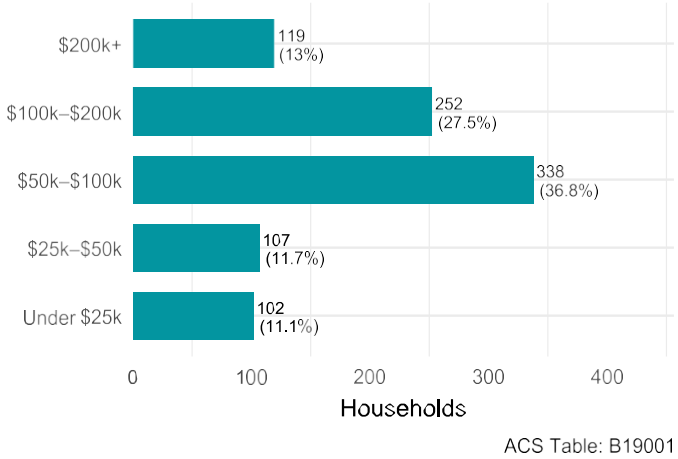
Race & Ethnicity

In **East Brookfield**, **White** is the largest racial group at **93.2%** of the population. **118** residents (**5.4%**) identify as Hispanic or Latino, which is reported separately as it is an ethnicity rather than a racial category.

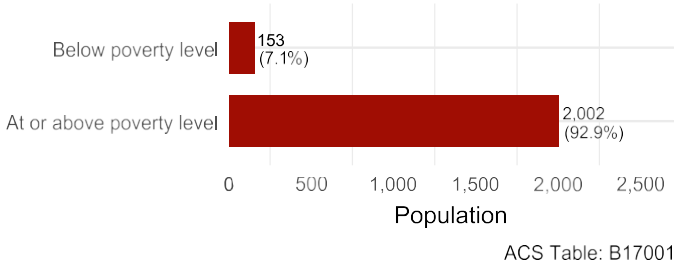


Income & Poverty

In **East Brookfield**, the largest share of households falls in the **$50k–$100k** income range, representing **36.8%** of all households. **102** households (**11.1%**) report income under $25,000, while **119** households (**13%**) report income of $200,000 or more.



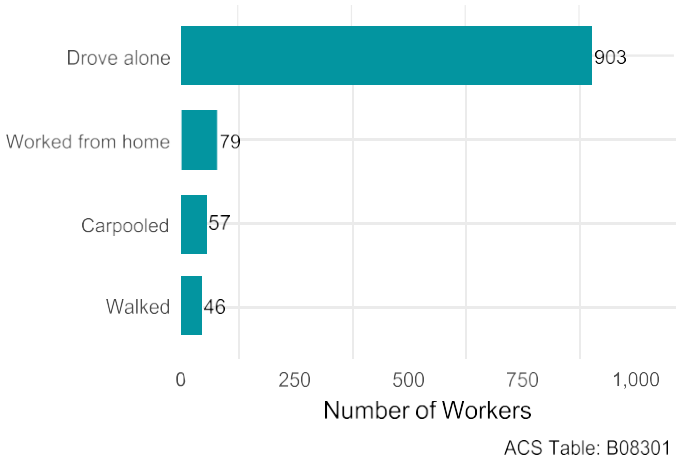
153 residents (**7.1%**) in **East Brookfield** have incomes below the federal poverty level.



Transportation to Work and Vehicles Available

In **East Brookfield**, there are **36** households with no vehicles available, which represents **3.9%** of all households in the community.

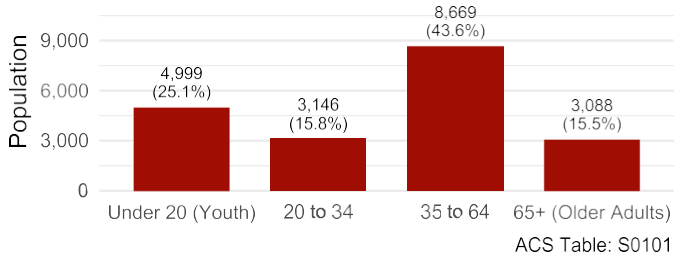
Means of Transportation to Work



Grafton

Age Distribution

In **Grafton**, youth under 20 make up **25.1%** of the population, while **3,088** residents (**15.5%**) are aged 65 or older.



Language & Proficiency

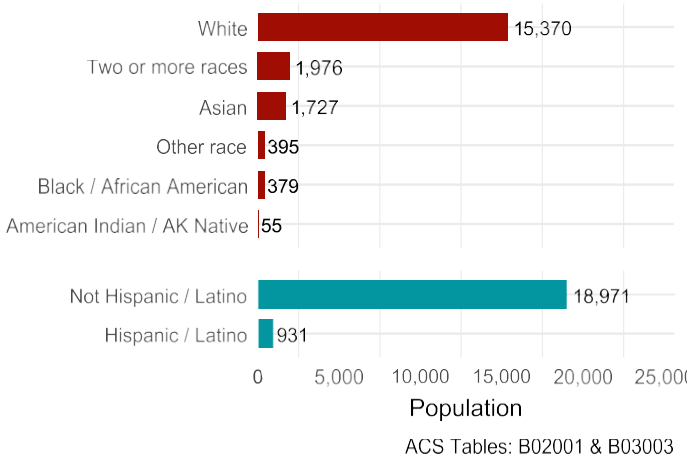
In **Grafton**, there are **123** households considered to have Limited English Proficiency (LEP), representing **1.6%** of total households. The top languages spoken at home for the population 5 years and over (other than English) are:

Language	Estimate
Other Indo-European	1,245
Spanish	610
Other Languages	284
Other Asian and Pacific Island	246
French, Haitian, or Cajun	134

ACS Tables: C16001 & S1602

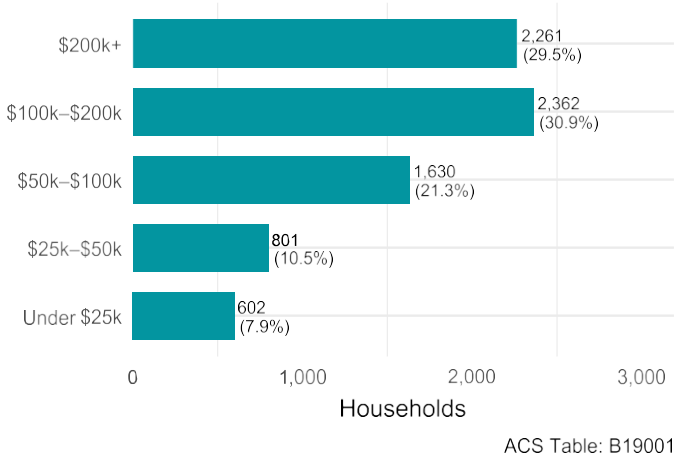
Race & Ethnicity

In **Grafton**, **White** is the largest racial group at **77.2%** of the population. **931** residents (**4.7%**) identify as Hispanic or Latino, which is reported separately as it is an ethnicity rather than a racial category.

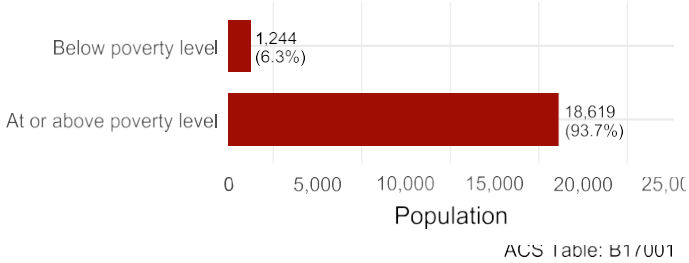


Income & Poverty

In **Grafton**, the largest share of households falls in the **$100k–$200k** income range, representing **30.9%** of all households. **602** households (**7.9%**) report income under $25,000, while **2,261** households (**29.5%**) report income of $200,000 or more.



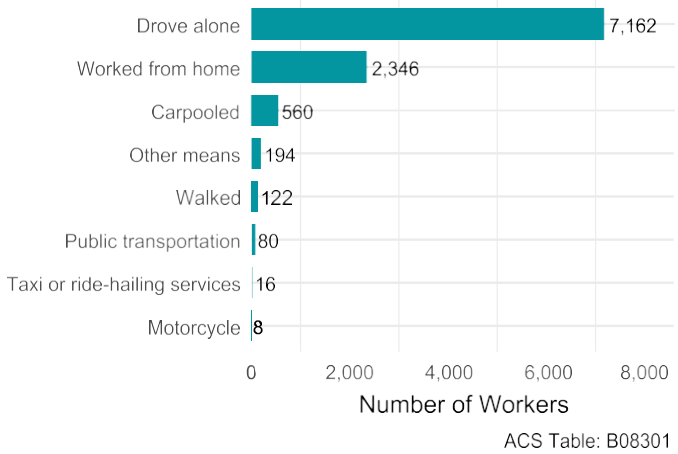
1,244 residents (**6.3%**) in **Grafton** have incomes below the federal poverty level.



Transportation to Work and Vehicles Available

In **Grafton**, there are **353** households with no vehicles available, which represents **4.6%** of all households in the community.

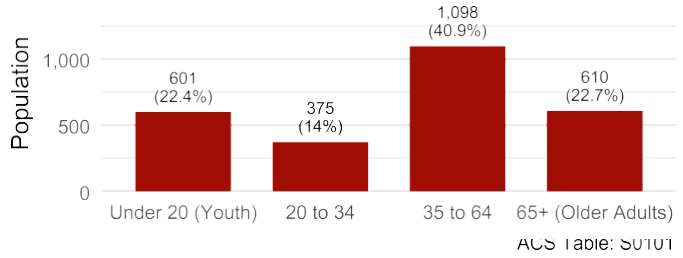
Means of Transportation to Work



Hardwick

Age Distribution

In **Hardwick**, youth under 20 make up **22.4%** of the population, while **610** residents (**22.7%**) are aged 65 or older.



Language & Proficiency

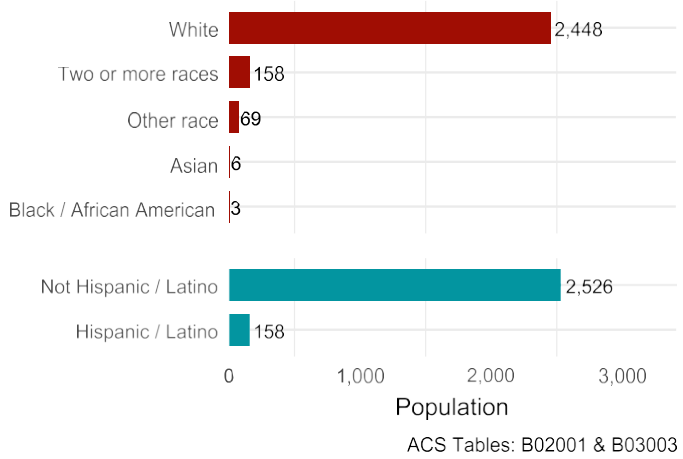
In **Hardwick**, there are **0** households considered to have Limited English Proficiency (LEP), representing **0%** of total households. The top languages spoken at home for the population 5 years and over (other than English) are:

Language	Estimate
Spanish	84
Russian, Polish, or other Slavic	7
Korean	6
Other Indo-European	4

ACS Tables: C16001 & S1602

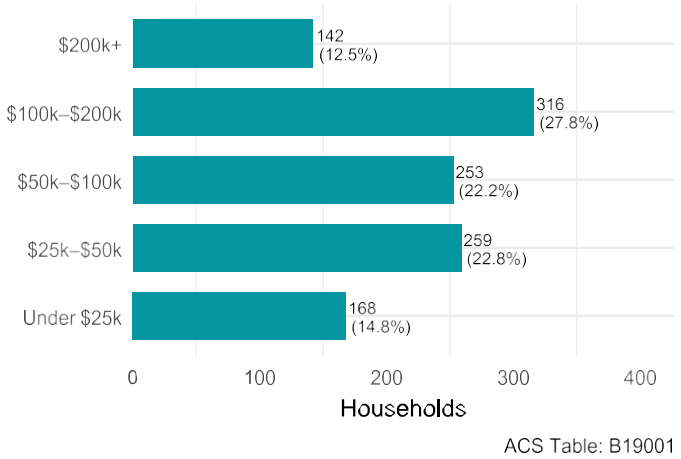
Race & Ethnicity

In **Hardwick**, **White** is the largest racial group at **91.2%** of the population. **158** residents (**5.9%**) identify as Hispanic or Latino, which is reported separately as it is an ethnicity rather than a racial category.

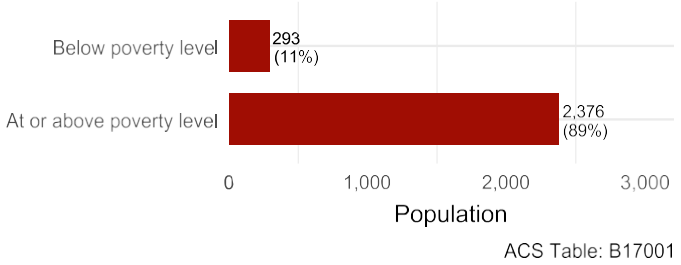


Income & Poverty

In **Hardwick**, the largest share of households falls in the **$100k–$200k** income range, representing **27.8%** of all households. **168** households (**14.8%**) report income under $25,000, while **142** households (**12.5%**) report income of $200,000 or more.



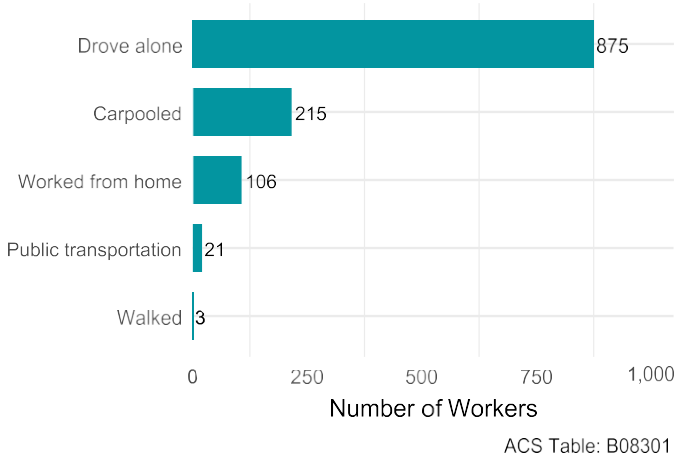
293 residents (**11%**) in **Hardwick** have incomes below the federal poverty level.



Transportation to Work and Vehicles Available

In **Hardwick**, there are **57** households with no vehicles available, which represents **5%** of all households in the community.

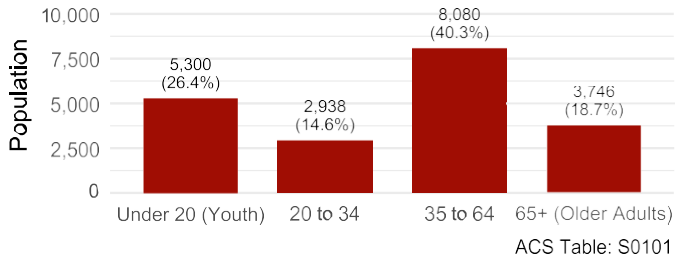
Means of Transportation to Work



Holden

Age Distribution

In **Holden**, youth under 20 make up **26.4%** of the population, while **3,746** residents (**18.7%**) are aged 65 or older.



Language & Proficiency

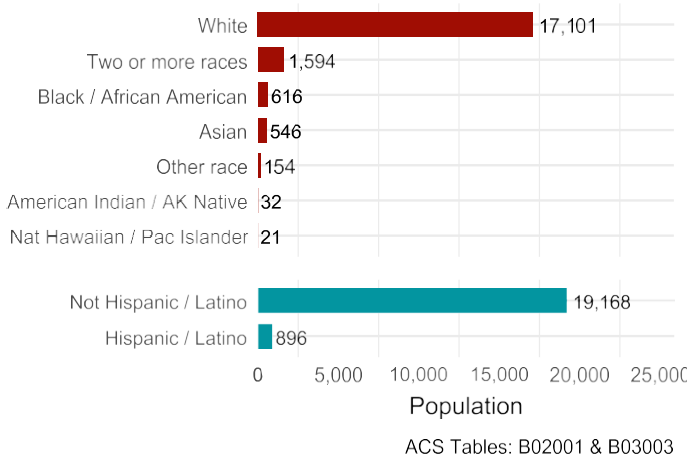
In **Holden**, there are **75** households considered to have Limited English Proficiency (LEP), representing **1%** of total households. The top languages spoken at home for the population 5 years and over (other than English) are:

Language	Estimate
Other Indo-European	656
Spanish	350
Russian, Polish, or other Slavic	322
French, Haitian, or Cajun	232
Chinese (incl. Mandarin, Cantonese)	200

ACS Tables: C16001 & S1602

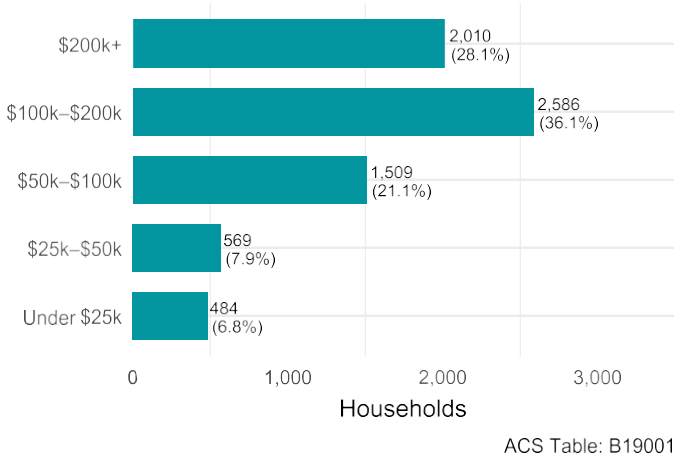
Race & Ethnicity

In **Holden**, **White** is the largest racial group at **85.2%** of the population. **896** residents (**4.5%**) identify as Hispanic or Latino, which is reported separately as it is an ethnicity rather than a racial category.

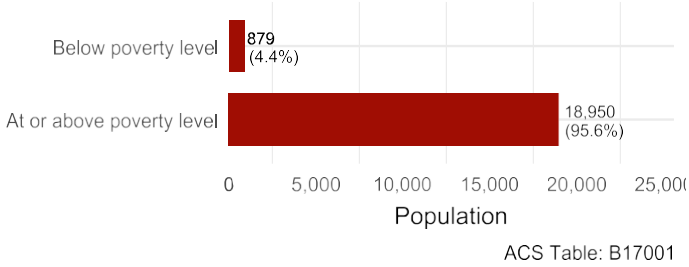


Income & Poverty

In **Holden**, the largest share of households falls in the **$100k–$200k** income range, representing **36.1%** of all households. **484** households (**6.8%**) report income under $25,000, while **2,010** households (**28.1%**) report income of $200,000 or more.



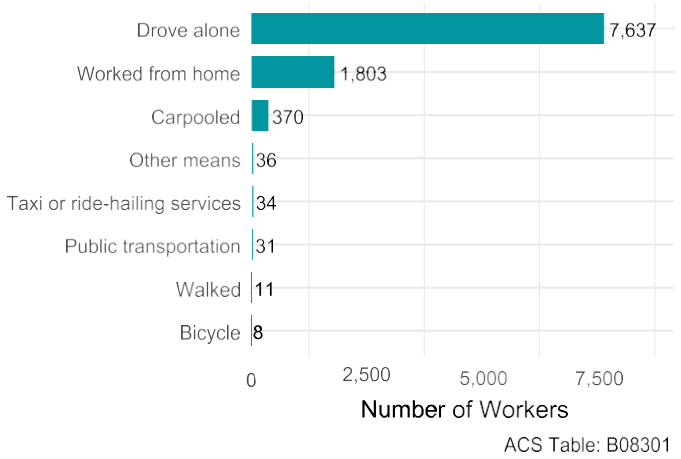
879 residents (**4.4%**) in **Holden** have incomes below the federal poverty level.



Transportation to Work and Vehicles Available

In **Holden**, there are **123** households with no vehicles available, which represents **1.7%** of all households in the community.

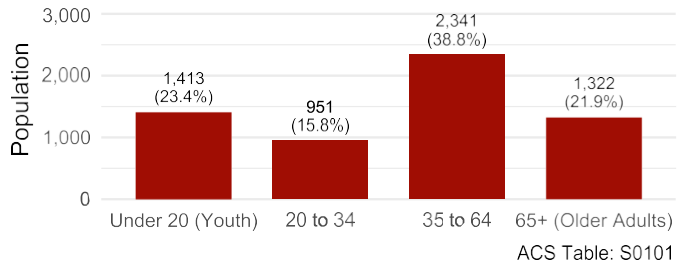
Means of Transportation to Work



Hopedale

Age Distribution

In **Hopedale**, youth under 20 make up **23.4%** of the population, while **1,322** residents (**21.9%**) are aged 65 or older.



Language & Proficiency

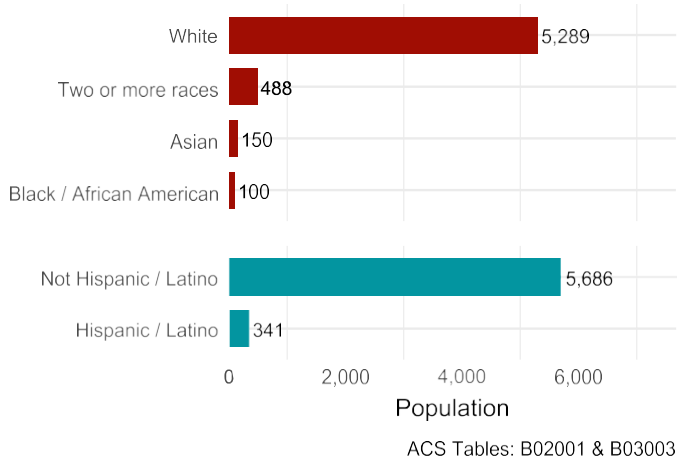
In **Hopedale**, there are **32** households considered to have Limited English Proficiency (LEP), representing **1.5%** of total households. The top languages spoken at home for the population 5 years and over (other than English) are:

Language	Estimate
Other Indo-European	282
Spanish	166
Chinese (incl. Mandarin, Cantonese)	60
French, Haitian, or Cajun	35
Other Asian and Pacific Island	7

ACS Tables: C16001 & S1602

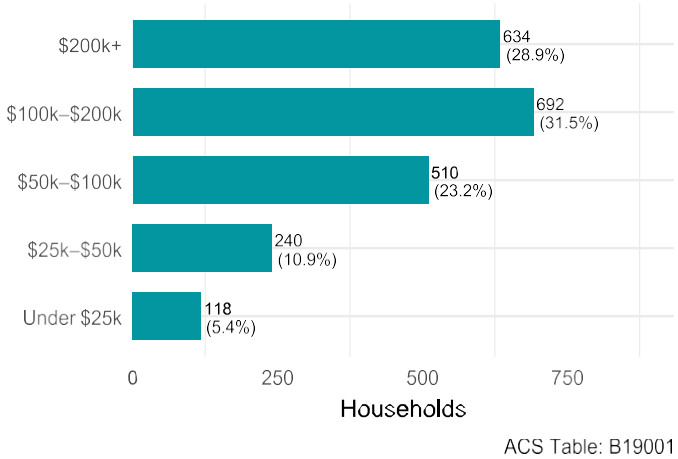
Race & Ethnicity

In **Hopedale**, **White** is the largest racial group at **87.8%** of the population. **341** residents (**5.7%**) identify as Hispanic or Latino, which is reported separately as it is an ethnicity rather than a racial category.

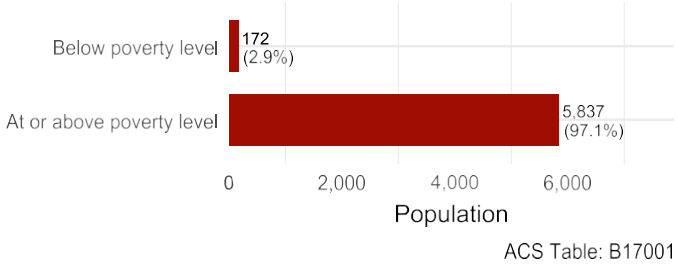


Income & Poverty

In **Hopedale**, the largest share of households falls in the **$100k–$200k** income range, representing **31.5%** of all households. **118** households (**5.4%**) report income under $25,000, while **634** households (**28.9%**) report income of $200,000 or more.



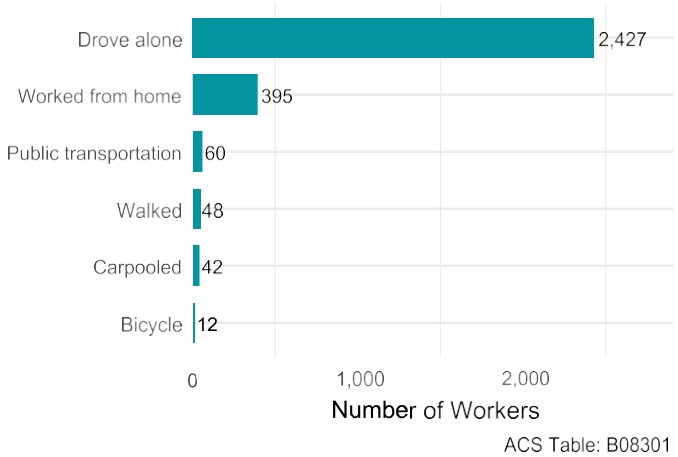
172 residents (**2.9%**) in **Hopedale** have incomes below the federal poverty level.



Transportation to Work and Vehicles Available

In **Hopedale**, there are **220** households with no vehicles available, which represents **10%** of all households in the community.

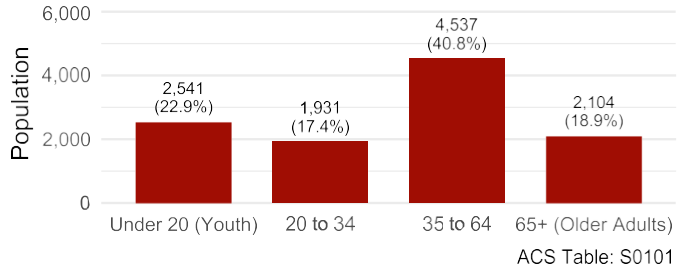
Means of Transportation to Work



Leicester

Age Distribution

In **Leicester**, youth under 20 make up **22.9%** of the population, while **2,104** residents (**18.9%**) are aged 65 or older.



Language & Proficiency

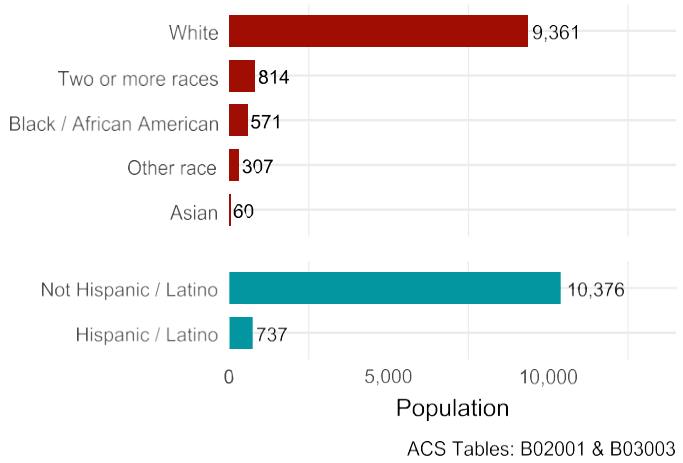
In **Leicester**, there are **52** households considered to have Limited English Proficiency (LEP), representing **1.3%** of total households. The top languages spoken at home for the population 5 years and over (other than English) are:

Language	Estimate
Spanish	325
Other Languages	251
Other Indo-European	232
French, Haitian, or Cajun	44
Tagalog (incl. Filipino)	31

ACS Tables: C16001 & S1602

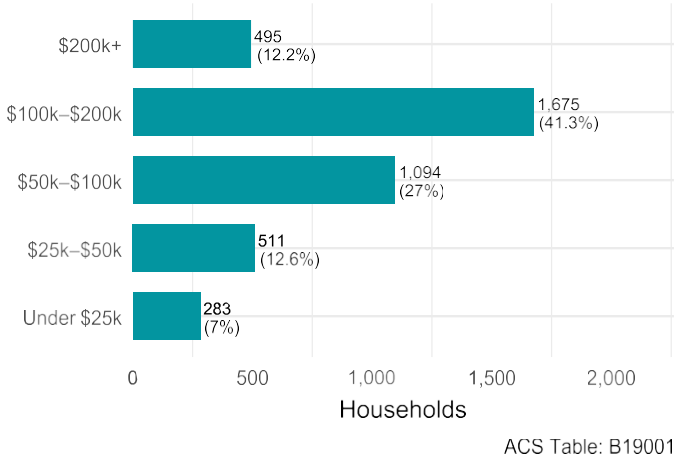
Race & Ethnicity

In **Leicester**, **White** is the largest racial group at **84.2%** of the population. **737** residents (**6.6%**) identify as Hispanic or Latino, which is reported separately as it is an ethnicity rather than a racial category.

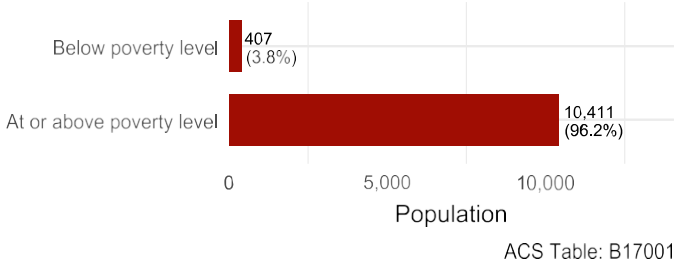


Income & Poverty

In **Leicester**, the largest share of households falls in the **$100k–$200k** income range, representing **41.3%** of all households. **283** households (**7%**) report income under $25,000, while **495** households (**12.2%**) report income of $200,000 or more.



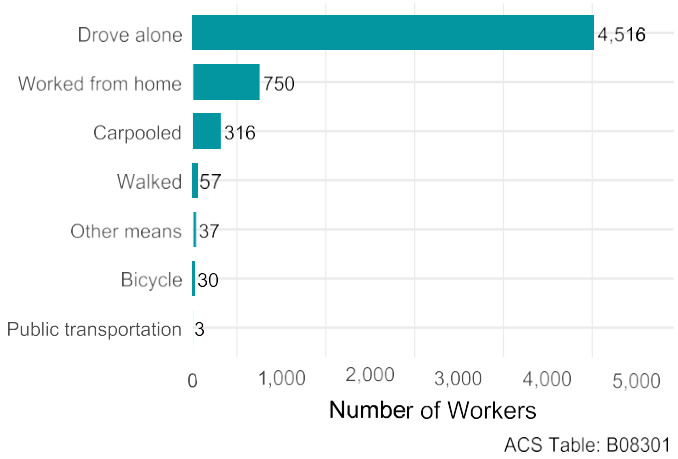
407 residents (**3.8%**) in **Leicester** have incomes below the federal poverty level.



Transportation to Work and Vehicles Available

In **Leicester**, there are **120** households with no vehicles available, which represents **3%** of all households in the community.

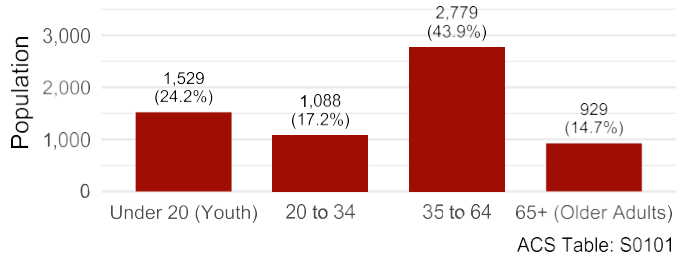
Means of Transportation to Work



Mendon

Age Distribution

In **Mendon**, youth under 20 make up **24.2%** of the population, while **929** residents (**14.7%**) are aged 65 or older.



Language & Proficiency

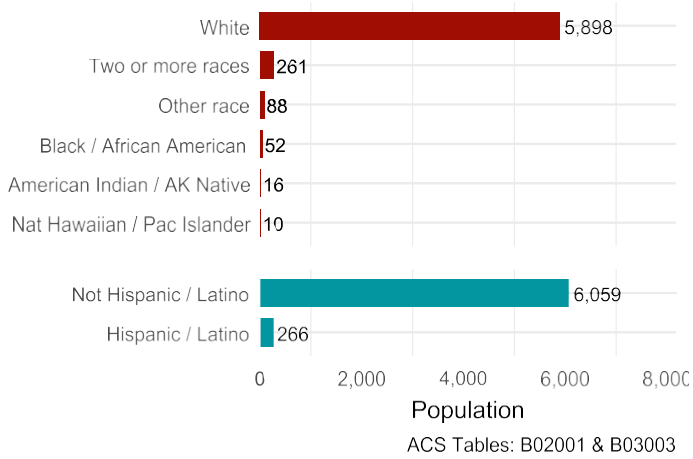
In **Mendon**, there are **20** households considered to have Limited English Proficiency (LEP), representing **0.9%** of total households. The top languages spoken at home for the population 5 years and over (other than English) are:

Language	Estimate
Arabic	212
German or other West Germanic	160
Other Indo-European	142
Spanish	122
French, Haitian, or Cajun	93

ACS Tables: C16001 & S1602

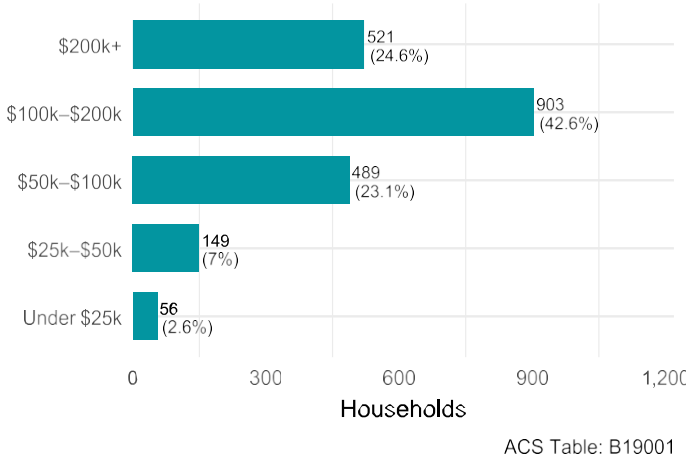
Race & Ethnicity

In **Mendon**, **White** is the largest racial group at **93.2%** of the population. **266** residents (**4.2%**) identify as Hispanic or Latino, which is reported separately as it is an ethnicity rather than a racial category.

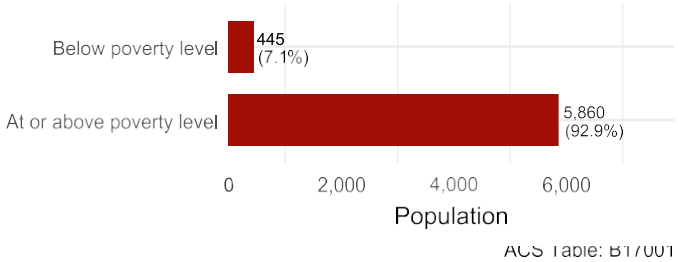


Income & Poverty

In **Mendon**, the largest share of households falls in the **$100k–$200k** income range, representing **42.6%** of all households. **56** households (**2.6%**) report income under $25,000, while **521** households (**24.6%**) report income of $200,000 or more.



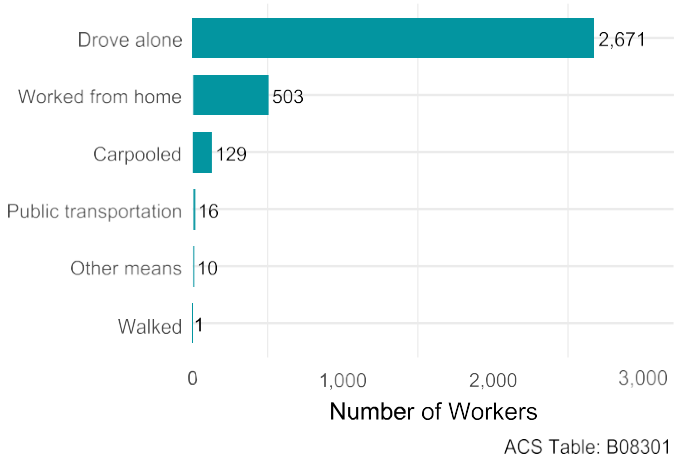
445 residents (**7.1%**) in **Mendon** have incomes below the federal poverty level.



Transportation to Work and Vehicles Available

In **Mendon**, there are **66** households with no vehicles available, which represents **3.1%** of all households in the community.

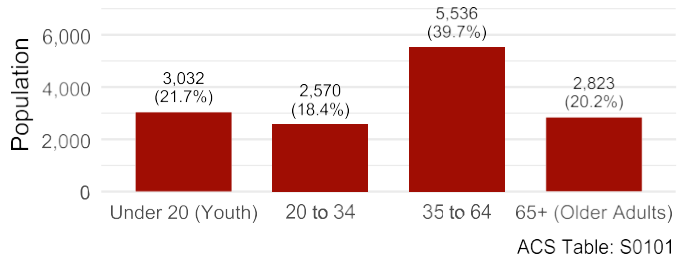
Means of Transportation to Work



Millbury

Age Distribution

In **Millbury**, youth under 20 make up **21.7%** of the population, while **2,823** residents (**20.2%**) are aged 65 or older.



Language & Proficiency

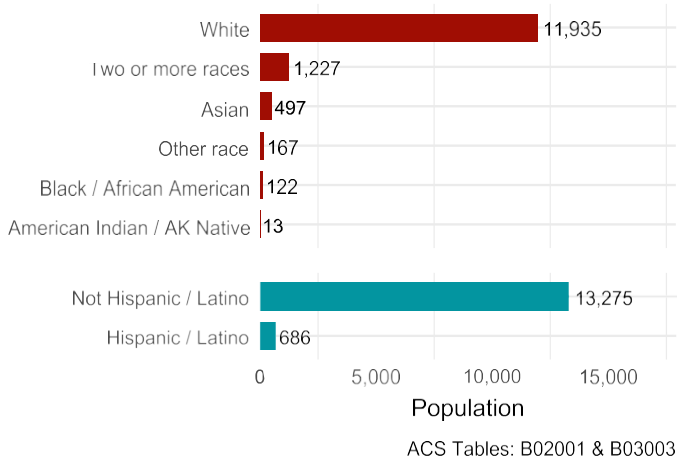
In **Millbury**, there are **126** households considered to have Limited English Proficiency (LEP), representing **2.3%** of total households. The top languages spoken at home for the population 5 years and over (other than English) are:

Language	Estimate
Other Indo-European	649
Spanish	339
Russian, Polish, or other Slavic	179
Chinese (incl. Mandarin, Cantonese)	84
Other Languages	68

ACS Tables: C16001 & S1602

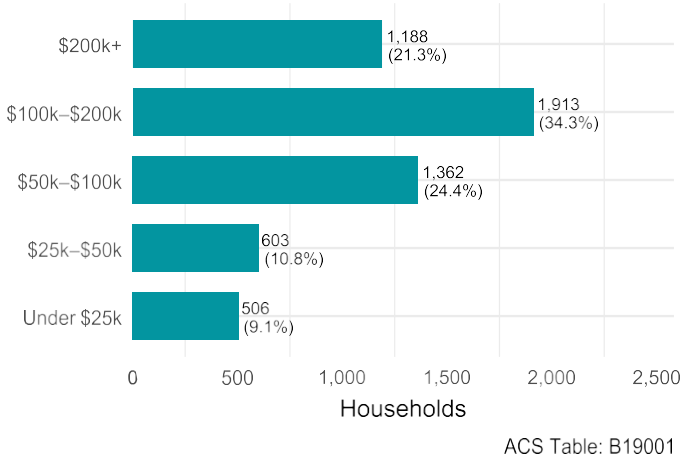
Race & Ethnicity

In **Millbury**, **White** is the largest racial group at **85.5%** of the population. **686** residents (**4.9%**) identify as Hispanic or Latino, which is reported separately as it is an ethnicity rather than a racial category.

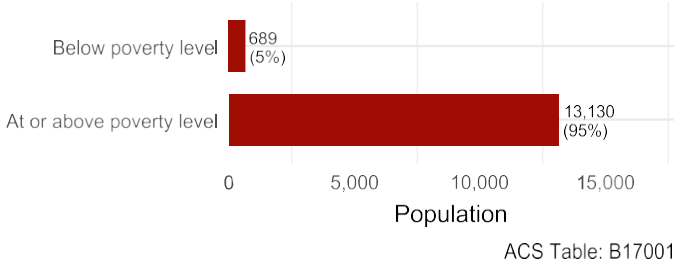


Income & Poverty

In **Millbury**, the largest share of households falls in the **$100k–$200k** income range, representing **34.3%** of all households. **506** households (**9.1%**) report income under $25,000, while **1,188** households (**21.3%**) report income of $200,000 or more.



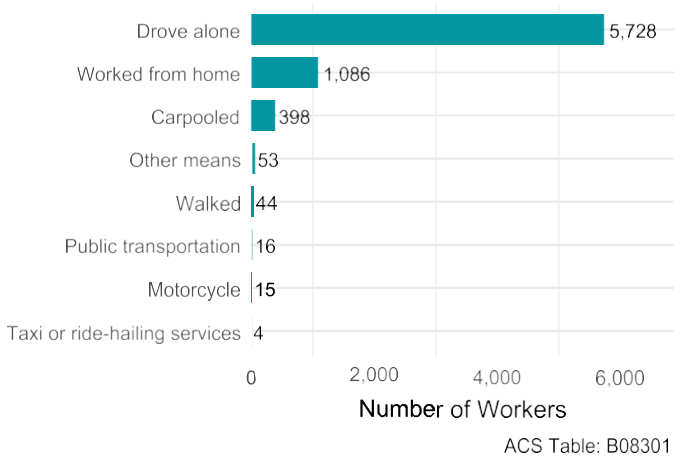
689 residents (**5%**) in **Millbury** have incomes below the federal poverty level.



Transportation to Work and Vehicles Available

In **Millbury**, there are **328** households with no vehicles available, which represents **5.9%** of all households in the community.

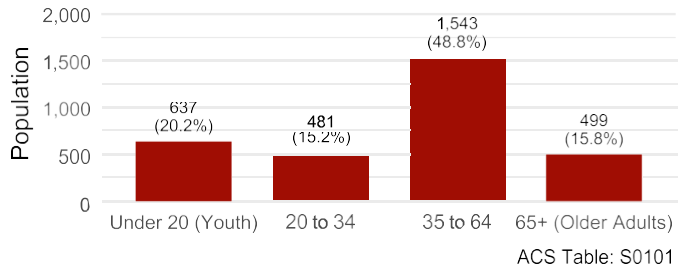
Means of Transportation to Work



Millville

Age Distribution

In **Millville**, youth under 20 make up **20.2%** of the population, while **499** residents (**15.8%**) are aged 65 or older.



Language & Proficiency

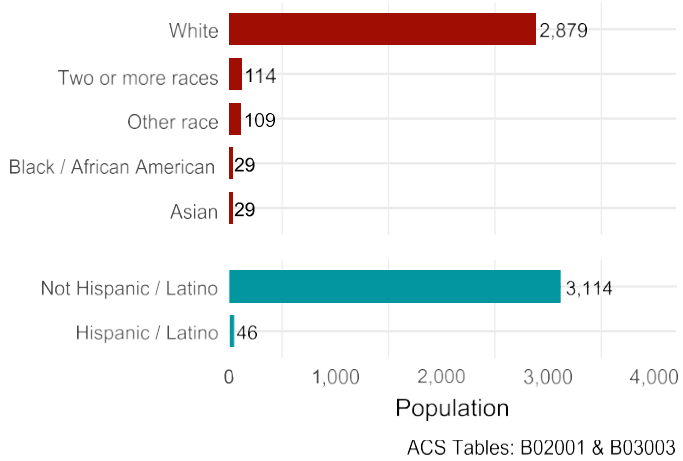
In **Millville**, there are **33** households considered to have Limited English Proficiency (LEP), representing **2.8%** of total households. The top languages spoken at home for the population 5 years and over (other than English) are:

Language	Estimate
French, Haitian, or Cajun	184
Russian, Polish, or other Slavic	44
Spanish	38
Other Indo-European	25
Arabic	13

ACS Tables: C16001 & S1602

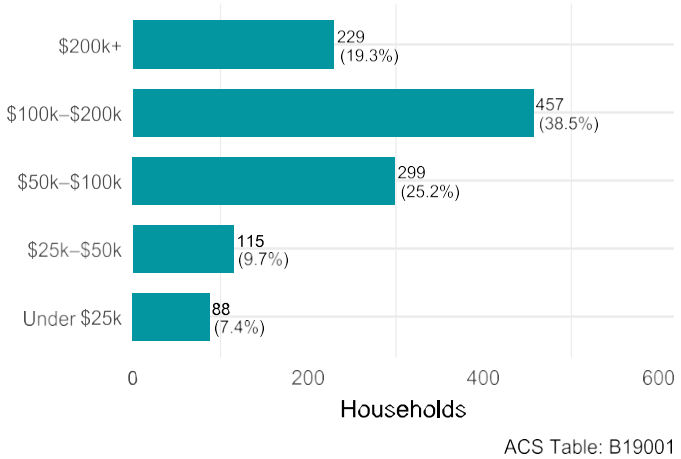
Race & Ethnicity

In **Millville**, **White** is the largest racial group at **91.1%** of the population. **46** residents (**1.5%**) identify as Hispanic or Latino, which is reported separately as it is an ethnicity rather than a racial category.

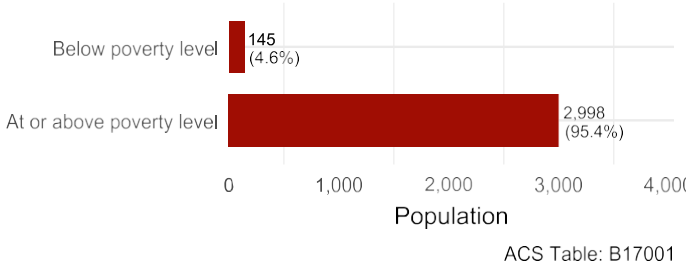


Income & Poverty

In **Millville**, the largest share of households falls in the **$100k–$200k** income range, representing **38.5%** of all households. **88** households (**7.4%**) report income under $25,000, while **229** households (**19.3%**) report income of $200,000 or more.



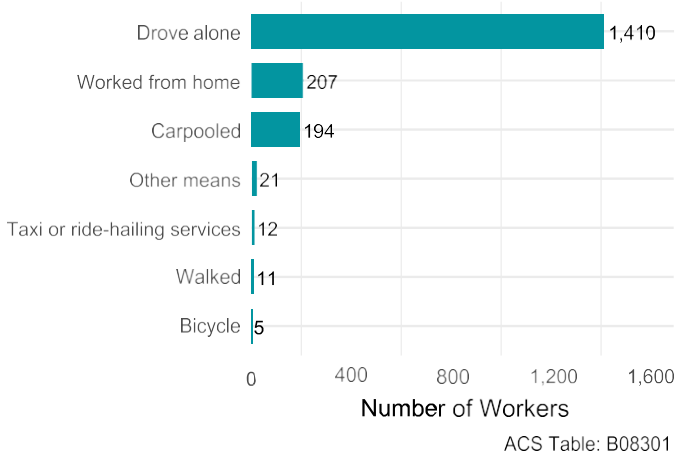
145 residents (**4.6%**) in **Millville** have incomes below the federal poverty level.



Transportation to Work and Vehicles Available

In **Millville**, there are **33** households with no vehicles available, which represents **2.8%** of all households in the community.

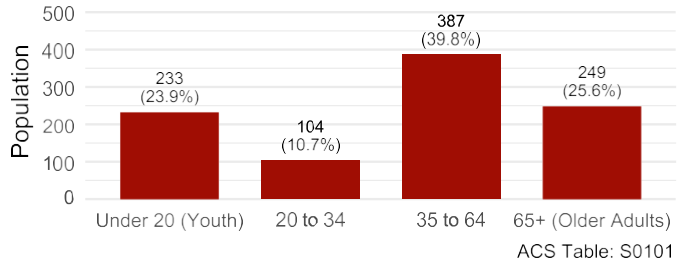
Means of Transportation to Work



New Braintree

Age Distribution

In **New Braintree**, youth under 20 make up **23.9%** of the population, while **249** residents (**25.6%**) are aged 65 or older.



Language & Proficiency

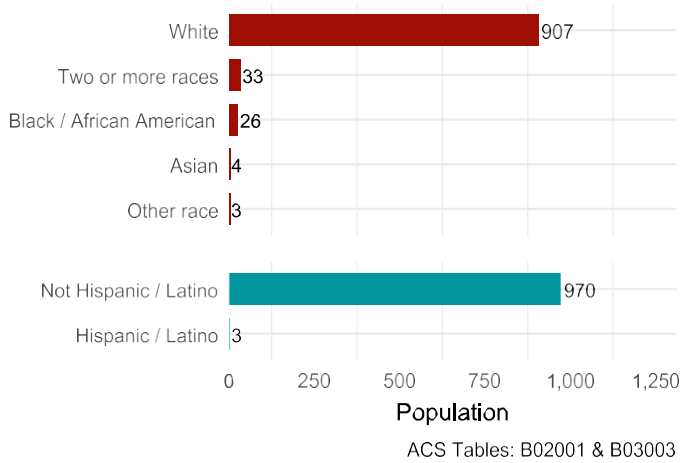
In **New Braintree**, there are **0** households considered to have Limited English Proficiency (LEP), representing **0%** of total households. The top languages spoken at home for the population 5 years and over (other than English) are:

Language	Estimate
Other Indo-European	2

ACS Tables: C16001 & S1602

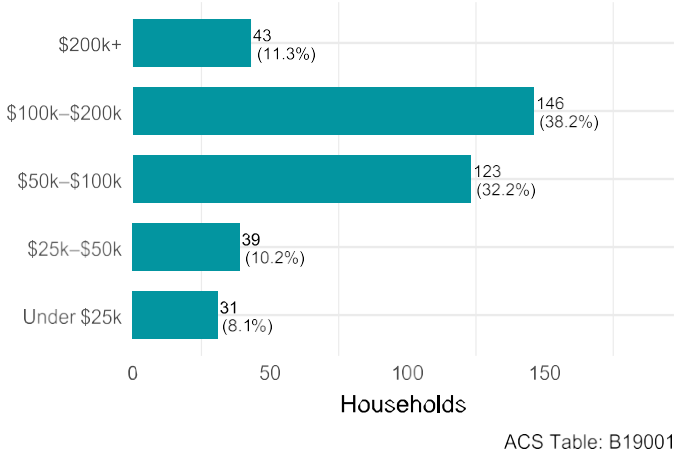
Race & Ethnicity

In **New Braintree**, **White** is the largest racial group at **93.2%** of the population. **3** residents (**0.3%**) identify as Hispanic or Latino, which is reported separately as it is an ethnicity rather than a racial category.

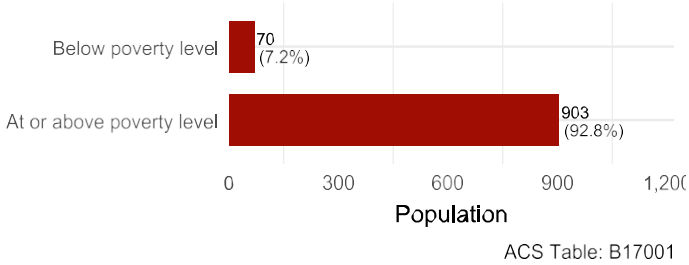


Income & Poverty

In **New Braintree**, the largest share of households falls in the **$100k–$200k** income range, representing **38.2%** of all households. **31** households (**8.1%**) report income under $25,000, while **43** households (**11.3%**) report income of $200,000 or more.



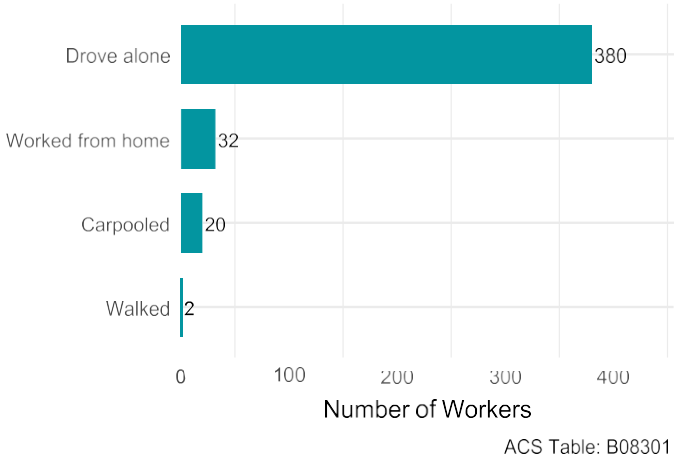
70 residents (**7.2%**) in **New Braintree** have incomes below the federal poverty level.



Transportation to Work and Vehicles Available

In **New Braintree**, there are **18** households with no vehicles available, which represents **4.7%** of all households in the community.

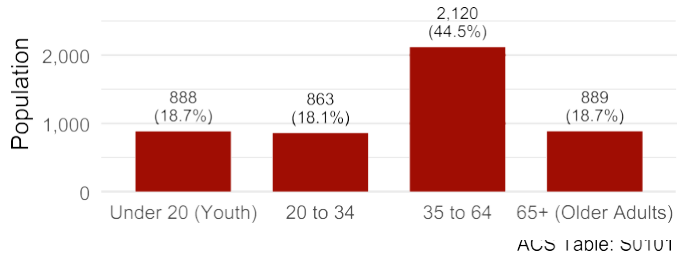
Means of Transportation to Work



North Brookfield

Age Distribution

In **North Brookfield**, youth under 20 make up **18.7%** of the population, while **889** residents (**18.7%**) are aged 65 or older.



Language & Proficiency

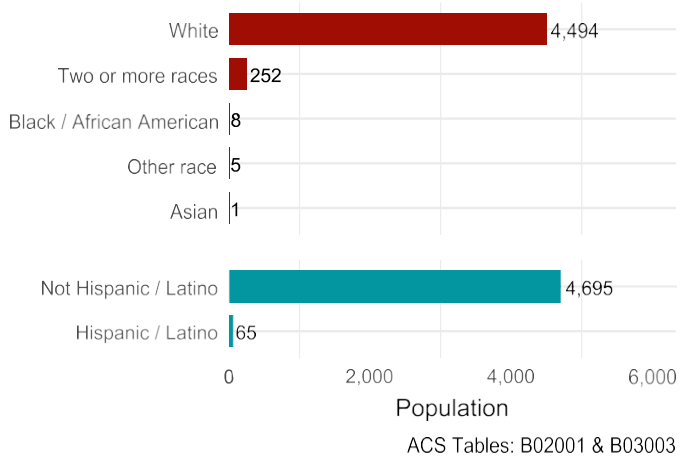
In **North Brookfield**, there are **0** households considered to have Limited English Proficiency (LEP), representing **0%** of total households. The top languages spoken at home for the population 5 years and over (other than English) are:

Language	Estimate
German or other West Germanic	26
Other Indo-European	26
French, Haitian, or Cajun	22
Arabic	16
Spanish	8

ACS Tables: C16001 & S1602

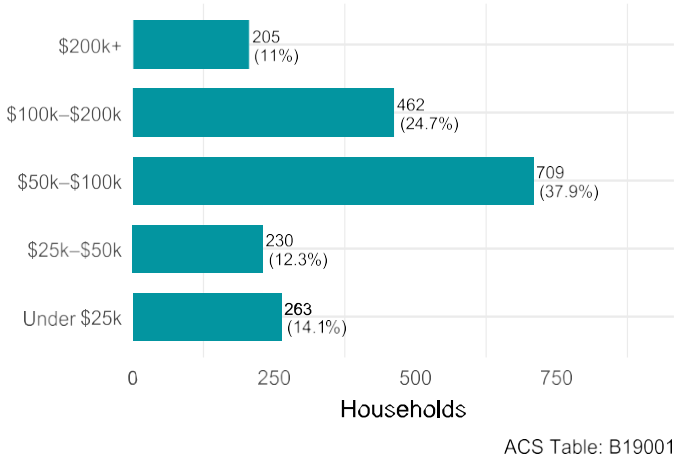
Race & Ethnicity

In **North Brookfield**, **White** is the largest racial group at **94.4%** of the population. **65** residents (**1.4%**) identify as Hispanic or Latino, which is reported separately as it is an ethnicity rather than a racial category.

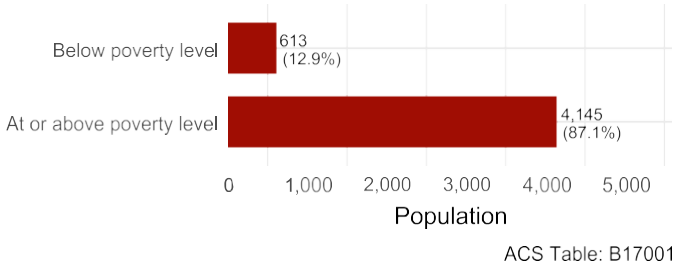


Income & Poverty

In **North Brookfield**, the largest share of households falls in the **$50k–$100k** income range, representing **37.9%** of all households. **263** households (**14.1%**) report income under $25,000, while **205** households (**11%**) report income of $200,000 or more.



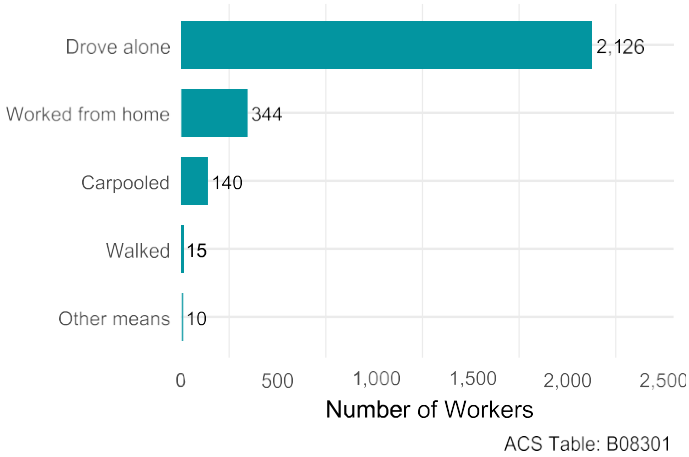
613 residents (**12.9%**) in **North Brookfield** have incomes below the federal poverty level.



Transportation to Work and Vehicles Available

In **North Brookfield**, there are **24** households with no vehicles available, which represents **1.3%** of all households in the community.

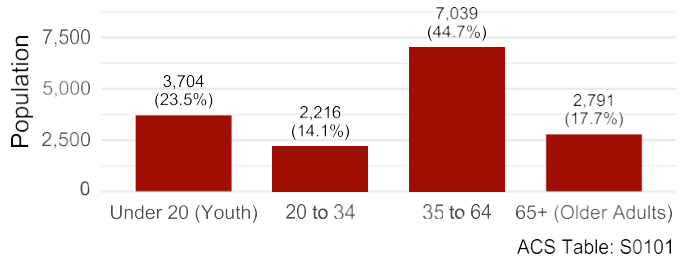
Means of Transportation to Work



Northborough

Age Distribution

In **Northborough**, youth under 20 make up **23.5%** of the population, while **2,791** residents (**17.7%**) are aged 65 or older.



Language & Proficiency

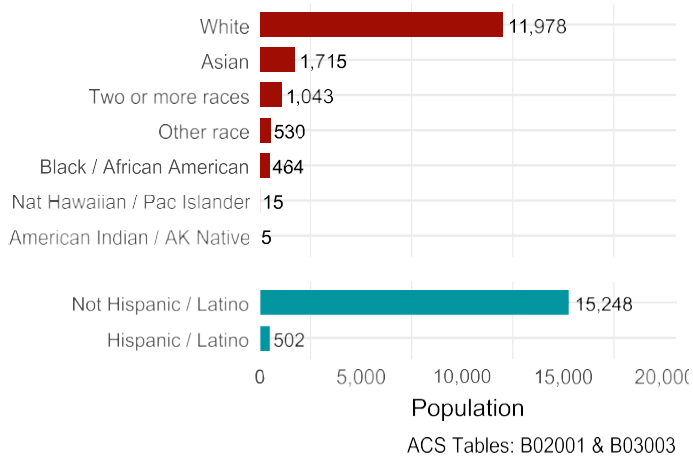
In **Northborough**, there are **110** households considered to have Limited English Proficiency (LEP), representing **1.9%** of total households. The top languages spoken at home for the population 5 years and over (other than English) are:

Language	Estimate
Other Indo-European	1,598
Chinese (incl. Mandarin, Cantonese)	373
Other Asian and Pacific Island	257
Other Languages	253
Spanish	217

ACS Tables: C16001 & S1602

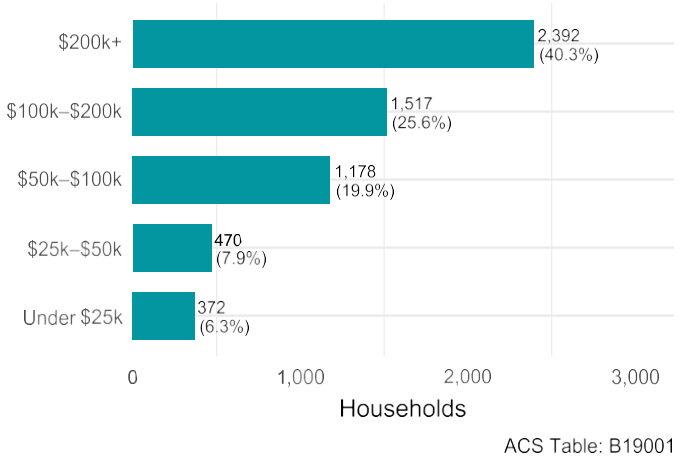
Race & Ethnicity

In **Northborough**, **White** is the largest racial group at **76.1%** of the population. **502** residents (**3.2%**) identify as Hispanic or Latino, which is reported separately as it is an ethnicity rather than a racial category.

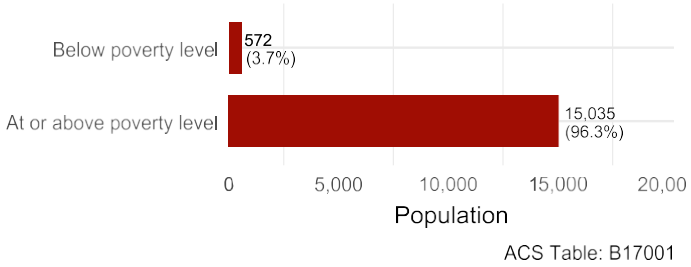


Income & Poverty

In **Northborough**, the largest share of households falls in the **$200k+** income range, representing **40.3%** of all households. **372** households (**6.3%**) report income under $25,000, while **2,392** households (**40.3%**) report income of $200,000 or more.



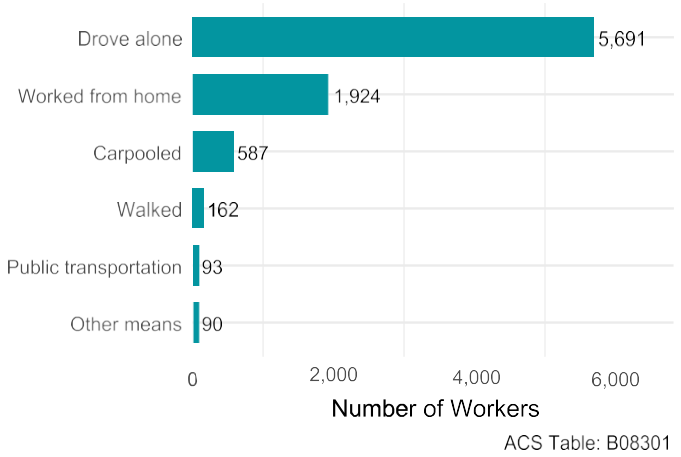
572 residents (**3.7%**) in **Northborough** have incomes below the federal poverty level.



Transportation to Work and Vehicles Available

In **Northborough**, there are **288** households with no vehicles available, which represents **4.9%** of all households in the community.

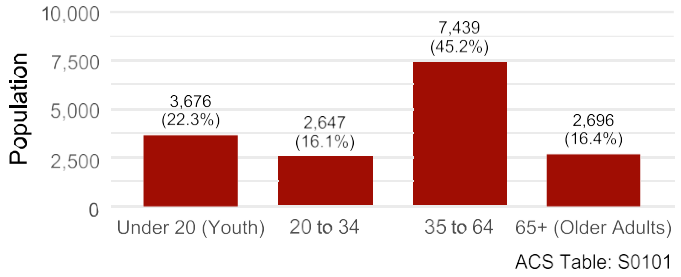
Means of Transportation to Work



Northbridge

Age Distribution

In **Northbridge**, youth under 20 make up **22.3%** of the population, while **2,696** residents (**16.4%**) are aged 65 or older.



Language & Proficiency

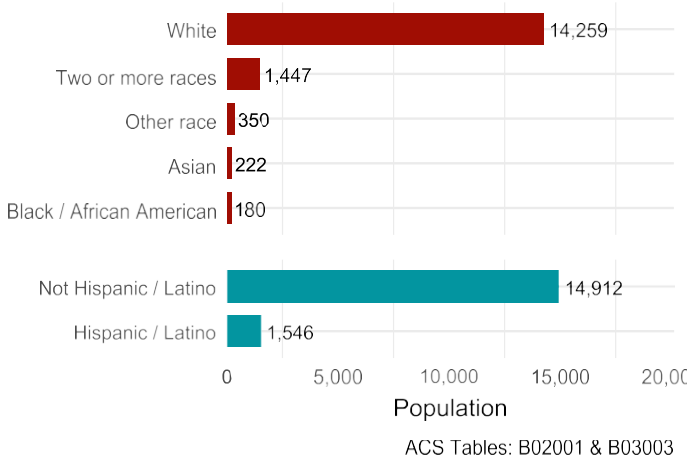
In **Northbridge**, there are **42** households considered to have Limited English Proficiency (LEP), representing **0.6%** of total households. The top languages spoken at home for the population 5 years and over (other than English) are:

Language	Estimate
Spanish	1,162
Other Indo-European	407
French, Haitian, or Cajun	234
Arabic	123
Vietnamese	81

ACS Tables: C16001 & S1602

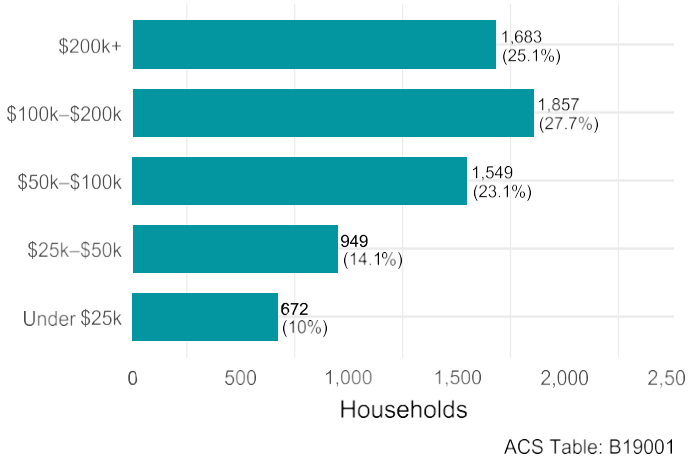
Race & Ethnicity

In **Northbridge**, **White** is the largest racial group at **86.6%** of the population. **1,546** residents (**9.4%**) identify as Hispanic or Latino, which is reported separately as it is an ethnicity rather than a racial category.

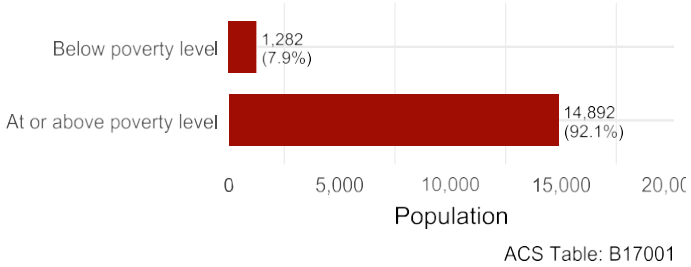


Income & Poverty

In **Northbridge**, the largest share of households falls in the **$100k–$200k** income range, representing **27.7%** of all households. **672** households (**10%**) report income under $25,000, while **1,683** households (**25.1%**) report income of $200,000 or more.



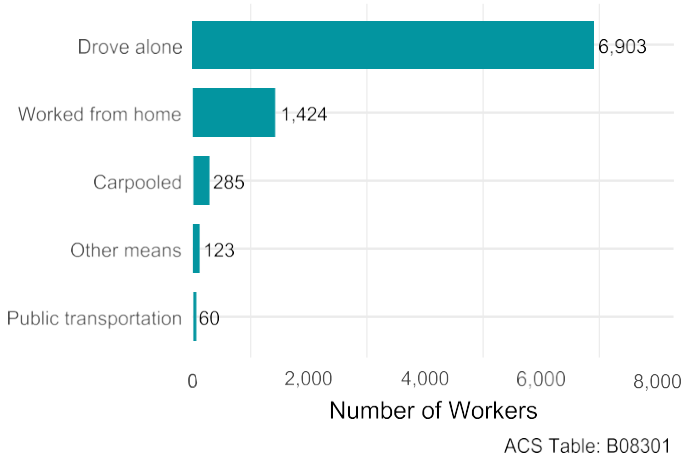
1,282 residents (**7.9%**) in **Northbridge** have incomes below the federal poverty level.



Transportation to Work and Vehicles Available

In **Northbridge**, there are **195** households with no vehicles available, which represents **2.9%** of all households in the community.

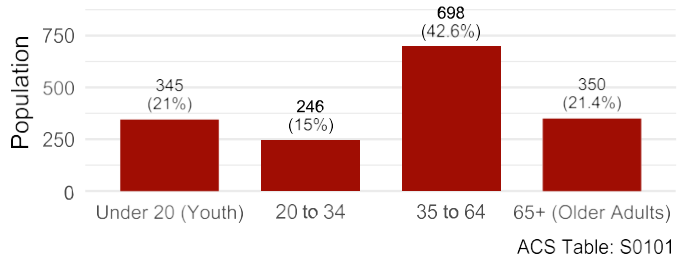
Means of Transportation to Work



Oakham

Age Distribution

In **Oakham**, youth under 20 make up **21%** of the population, while **350** residents (**21.4%**) are aged 65 or older.



Language & Proficiency

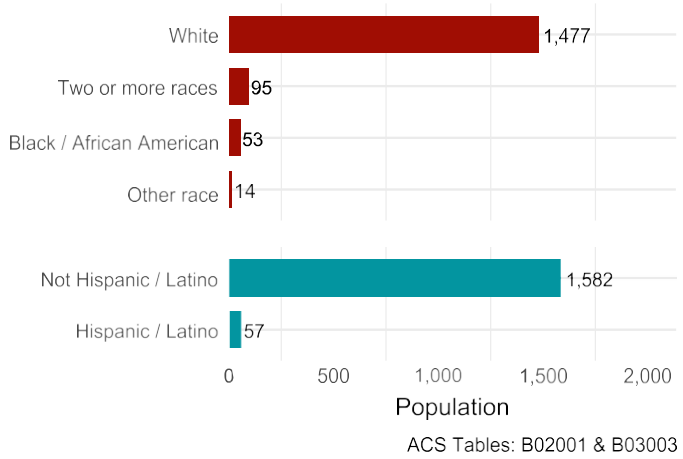
In **Oakham**, there are **4** households considered to have Limited English Proficiency (LEP), representing **0.6%** of total households. The top languages spoken at home for the population 5 years and over (other than English) are:

Language	Estimate
French, Haitian, or Cajun	30
Other Indo-European	18
Spanish	8
German or other West Germanic	3

ACS Tables: C16001 & S1602

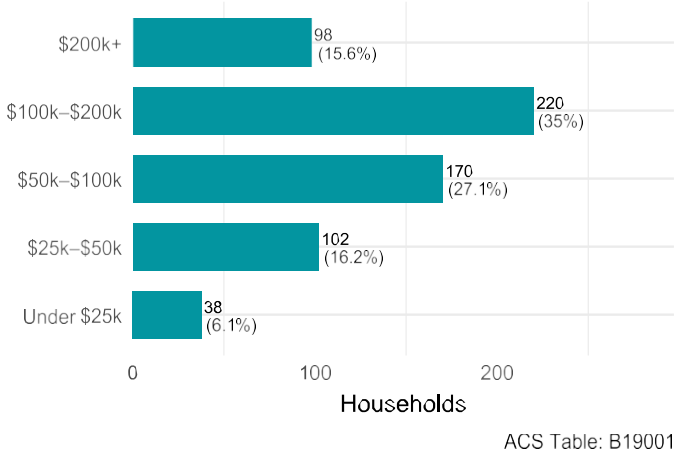
Race & Ethnicity

In **Oakham**, **White** is the largest racial group at **90.1%** of the population. **57** residents (**3.5%**) identify as Hispanic or Latino, which is reported separately as it is an ethnicity rather than a racial category.

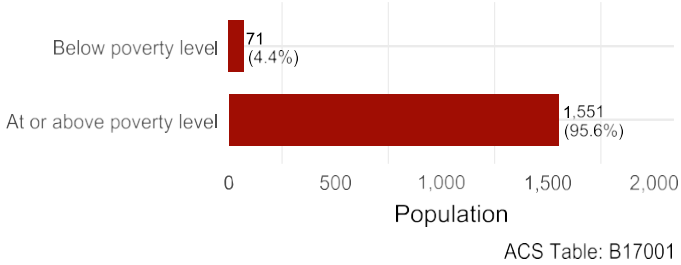


Income & Poverty

In **Oakham**, the largest share of households falls in the **$100k–$200k** income range, representing **35%** of all households. **38** households (**6.1%**) report income under $25,000, while **98** households (**15.6%**) report income of $200,000 or more.



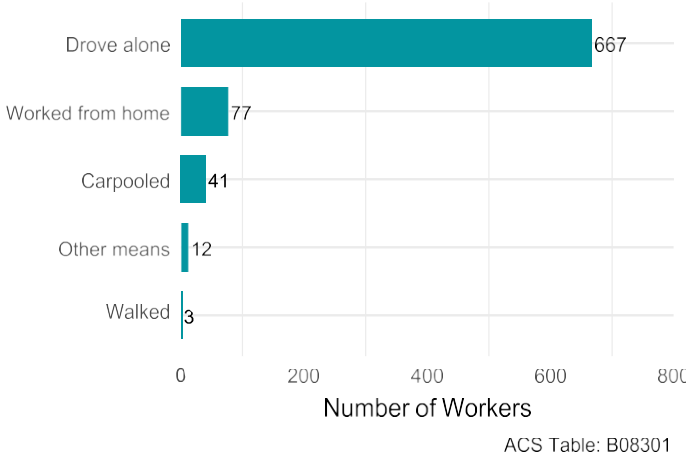
71 residents (**4.4%**) in **Oakham** have incomes below the federal poverty level.



Transportation to Work and Vehicles Available

In **Oakham**, there are **20** households with no vehicles available, which represents **3.2%** of all households in the community.

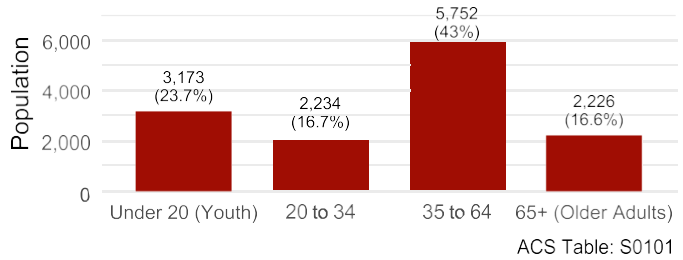
Means of Transportation to Work



Oxford

Age Distribution

In **Oxford**, youth under 20 make up **23.7%** of the population, while **2,226** residents (**16.6%**) are aged 65 or older.



Language & Proficiency

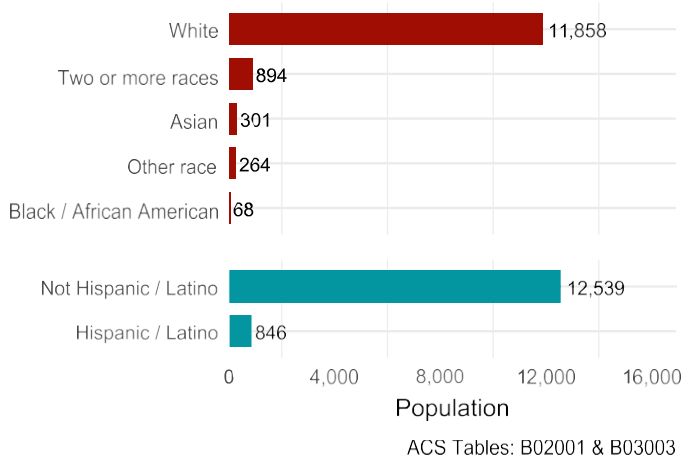
In **Oxford**, there are **196** households considered to have Limited English Proficiency (LEP), representing **3.9%** of total households. The top languages spoken at home for the population 5 years and over (other than English) are:

Language	Estimate
Spanish	582
Other Indo-European	411
Other Asian and Pacific Island	247
Russian, Polish, or other Slavic	52
German or other West Germanic	33

ACS Tables: C16001 & S1602

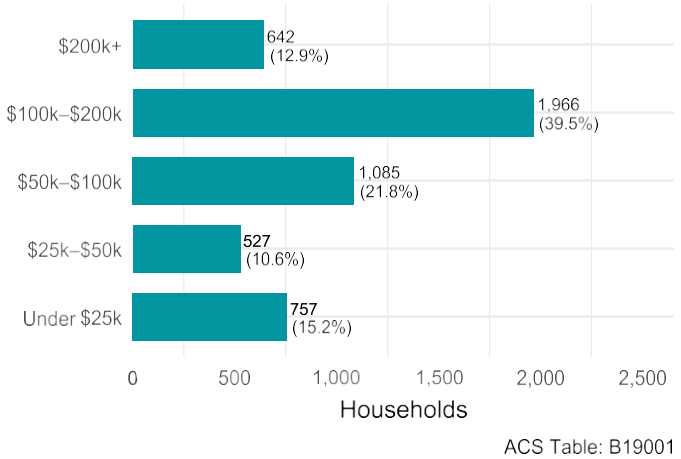
Race & Ethnicity

In **Oxford**, **White** is the largest racial group at **88.6%** of the population. **846** residents (**6.3%**) identify as Hispanic or Latino, which is reported separately as it is an ethnicity rather than a racial category.

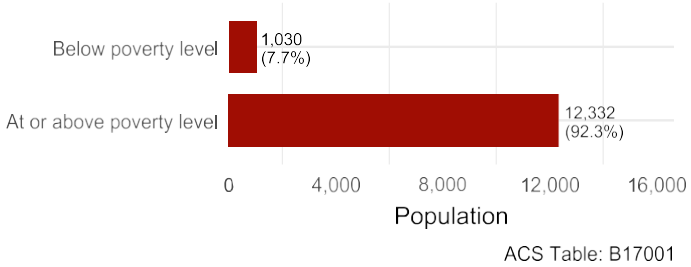


Income & Poverty

In **Oxford**, the largest share of households falls in the **$100k–$200k** income range, representing **39.5%** of all households. **757** households (**15.2%**) report income under $25,000, while **642** households (**12.9%**) report income of $200,000 or more.



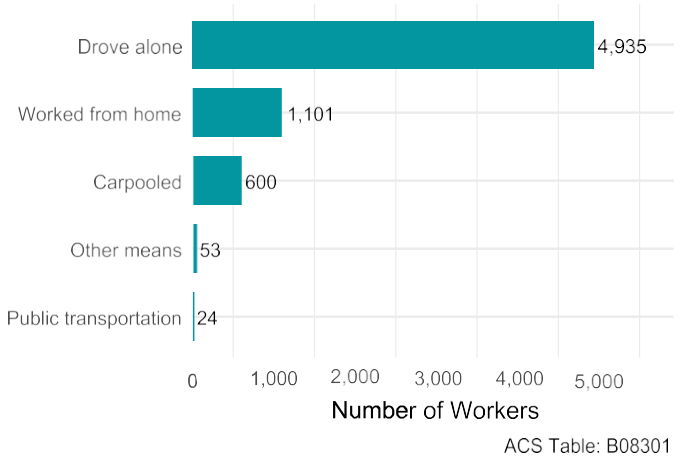
1,030 residents (**7.7%**) in **Oxford** have incomes below the federal poverty level.



Transportation to Work and Vehicles Available

In **Oxford**, there are **286** households with no vehicles available, which represents **5.7%** of all households in the community.

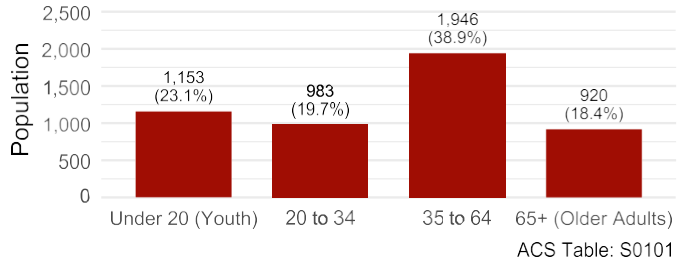
Means of Transportation to Work



Paxton

Age Distribution

In **Paxton**, youth under 20 make up **23.1%** of the population, while **920** residents (**18.4%**) are aged 65 or older.



Language & Proficiency

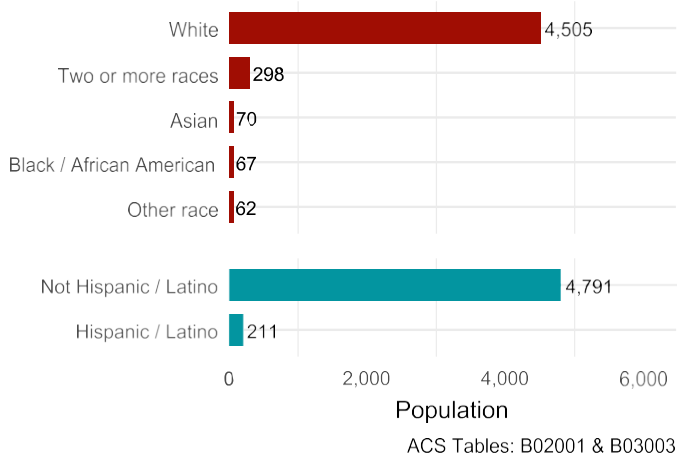
In **Paxton**, there are **7** households considered to have Limited English Proficiency (LEP), representing **0.4%** of total households. The top languages spoken at home for the population 5 years and over (other than English) are:

Language	Estimate
Other Indo-European	292
Spanish	161
Russian, Polish, or other Slavic	112
French, Haitian, or Cajun	54
Arabic	34

ACS Tables: C16001 & S1602

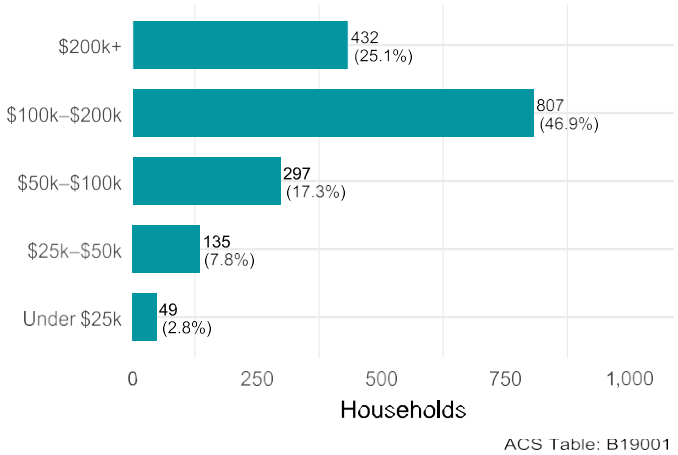
Race & Ethnicity

In **Paxton**, **White** is the largest racial group at **90.1%** of the population. **211** residents (**4.2%**) identify as Hispanic or Latino, which is reported separately as it is an ethnicity rather than a racial category.

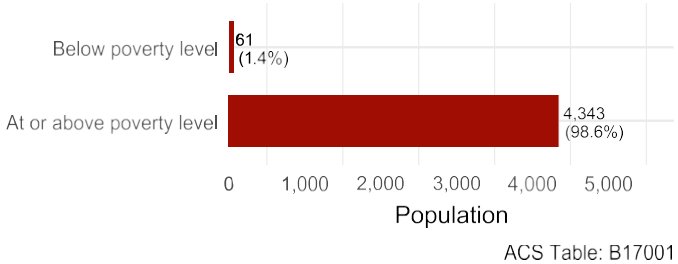


Income & Poverty

In **Paxton**, the largest share of households falls in the **$100k–$200k** income range, representing **46.9%** of all households. **49** households (**2.8%**) report income under $25,000, while **432** households (**25.1%**) report income of $200,000 or more.



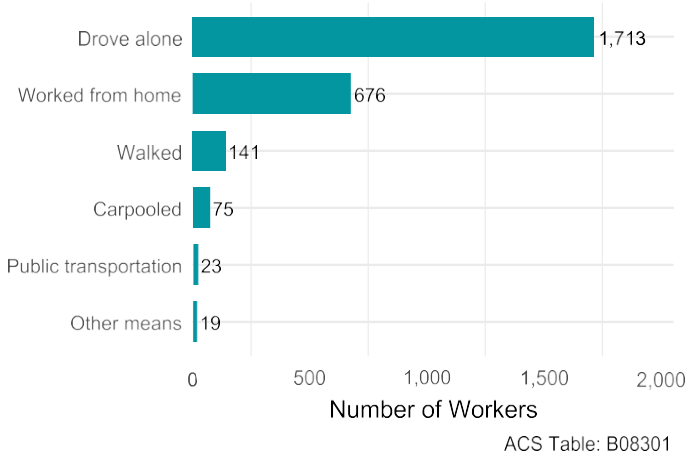
61 residents (**1.4%**) in **Paxton** have incomes below the federal poverty level.



Transportation to Work and Vehicles Available

In **Paxton**, there are **30** households with no vehicles available, which represents **1.7%** of all households in the community.

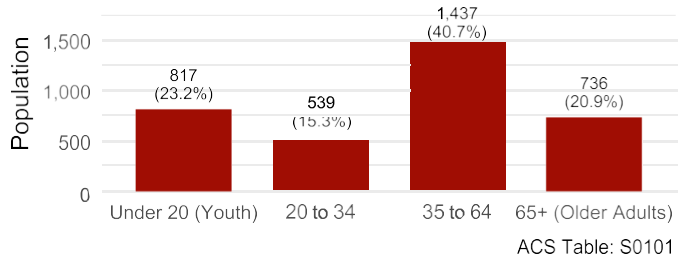
Means of Transportation to Work



Princeton

Age Distribution

In **Princeton**, youth under 20 make up **23.2%** of the population, while **736** residents (**20.9%**) are aged 65 or older.



Language & Proficiency

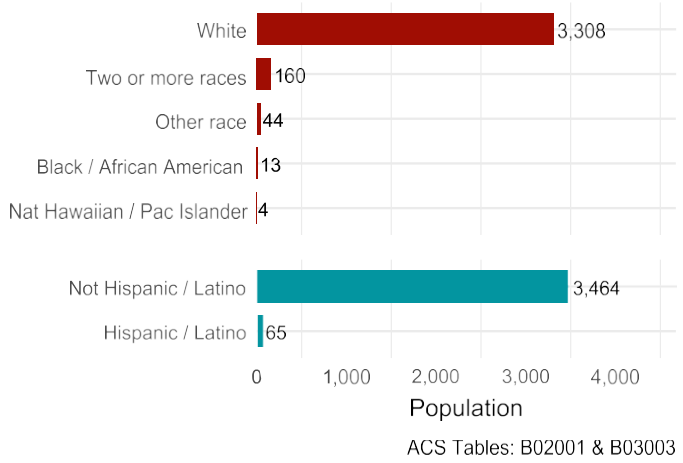
In **Princeton**, there are **9** households considered to have Limited English Proficiency (LEP), representing **0.7%** of total households. The top languages spoken at home for the population 5 years and over (other than English) are:

Language	Estimate
Spanish	53
German or other West Germanic	32
French, Haitian, or Cajun	21
Other Indo-European	14
Other Languages	9

ACS Tables: C16001 & S1602

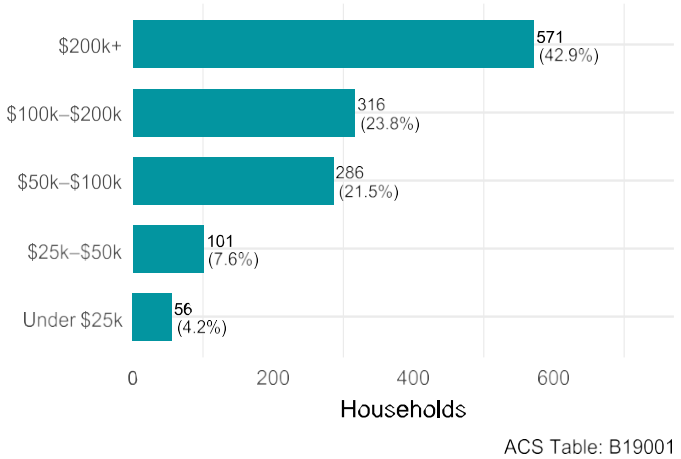
Race & Ethnicity

In **Princeton**, **White** is the largest racial group at **93.7%** of the population. **65** residents (**1.8%**) identify as Hispanic or Latino, which is reported separately as it is an ethnicity rather than a racial category.

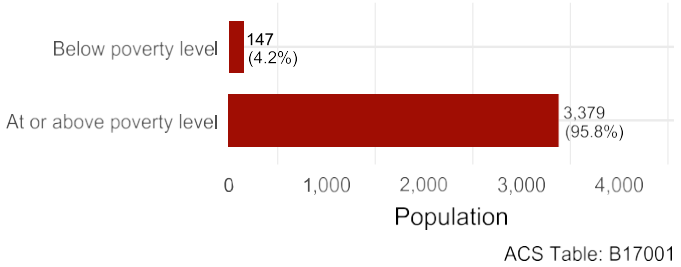


Income & Poverty

In **Princeton**, the largest share of households falls in the **$200k+** income range, representing **42.9%** of all households. **56** households (**4.2%**) report income under $25,000, while **571** households (**42.9%**) report income of $200,000 or more.



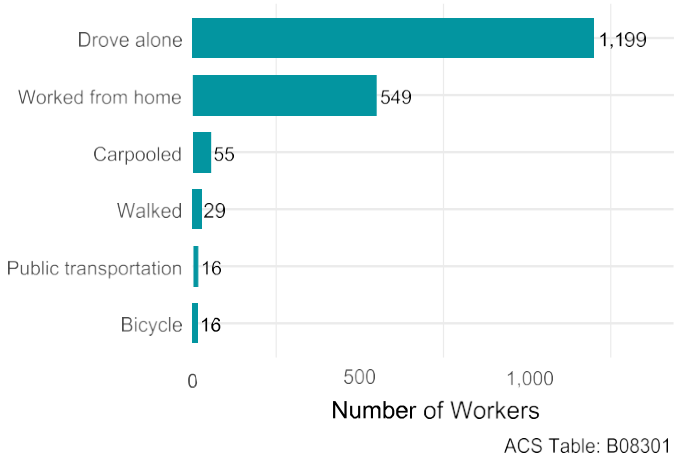
147 residents (**4.2%**) in **Princeton** have incomes below the federal poverty level.



Transportation to Work and Vehicles Available

In **Princeton**, there are **10** households with no vehicles available, which represents **0.8%** of all households in the community.

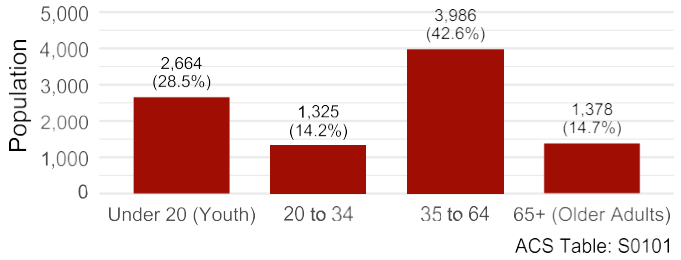
Means of Transportation to Work



Rutland

Age Distribution

In **Rutland**, youth under 20 make up **28.5%** of the population, while **1,378** residents (**14.7%**) are aged 65 or older.



Language & Proficiency

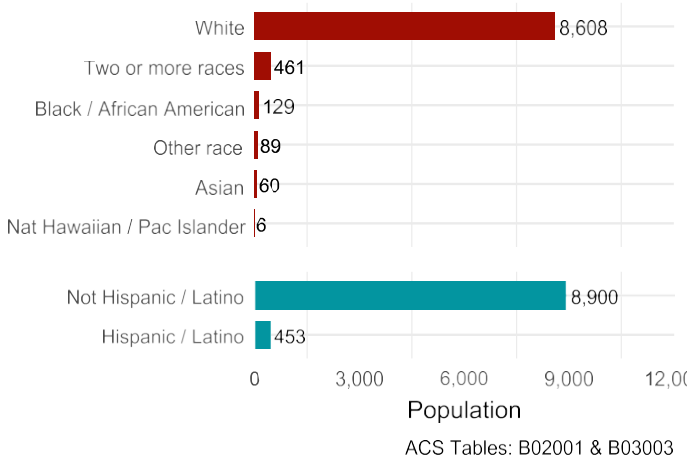
In **Rutland**, there are **48** households considered to have Limited English Proficiency (LEP), representing **1.5%** of total households. The top languages spoken at home for the population 5 years and over (other than English) are:

Language	Estimate
Spanish	215
Other Indo-European	210
Other Languages	51
Chinese (incl. Mandarin, Cantonese)	34
German or other West Germanic	11

ACS Tables: C16001 & S1602

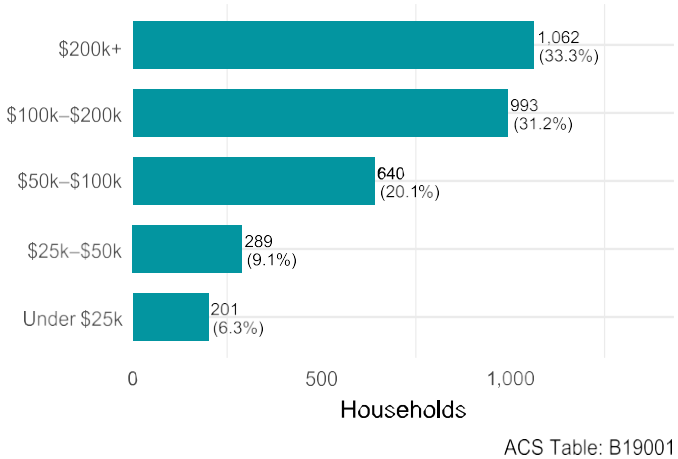
Race & Ethnicity

In **Rutland**, **White** is the largest racial group at **92%** of the population. **453** residents (**4.8%**) identify as Hispanic or Latino, which is reported separately as it is an ethnicity rather than a racial category.

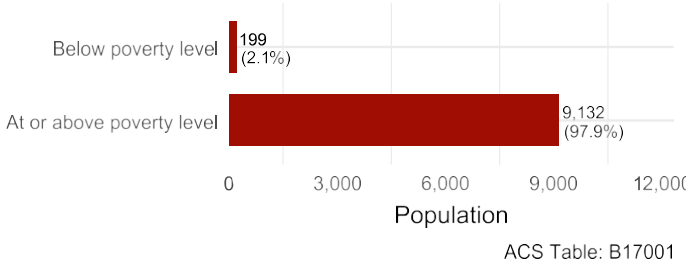


Income & Poverty

In **Rutland**, the largest share of households falls in the **$200k+** income range, representing **33.3%** of all households. **201** households (**6.3%**) report income under $25,000, while **1,062** households (**33.3%**) report income of $200,000 or more.



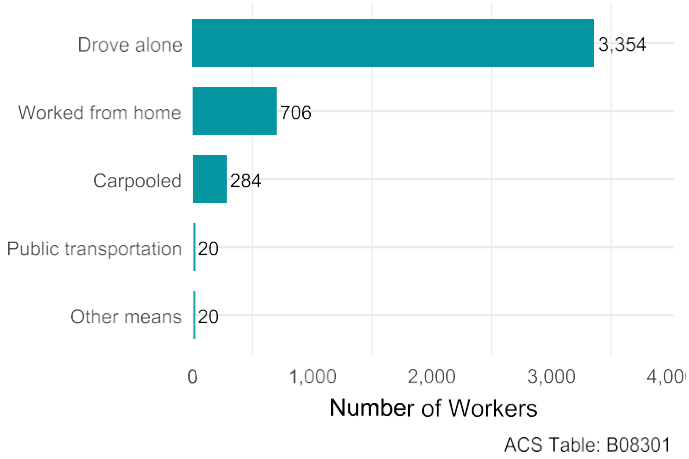
199 residents (**2.1%**) in **Rutland** have incomes below the federal poverty level.



Transportation to Work and Vehicles Available

In **Rutland**, there are **54** households with no vehicles available, which represents **1.7%** of all households in the community.

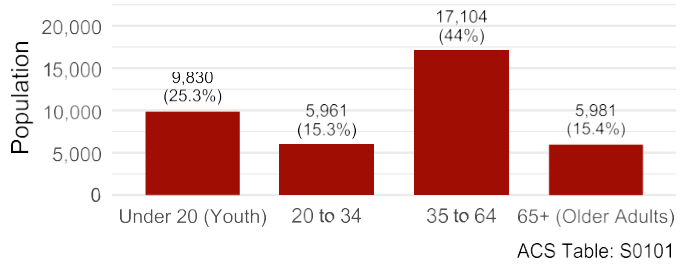
Means of Transportation to Work



Shrewsbury

Age Distribution

In **Shrewsbury**, youth under 20 make up **25.3%** of the population, while **5,981** residents (**15.4%**) are aged 65 or older.



Language & Proficiency

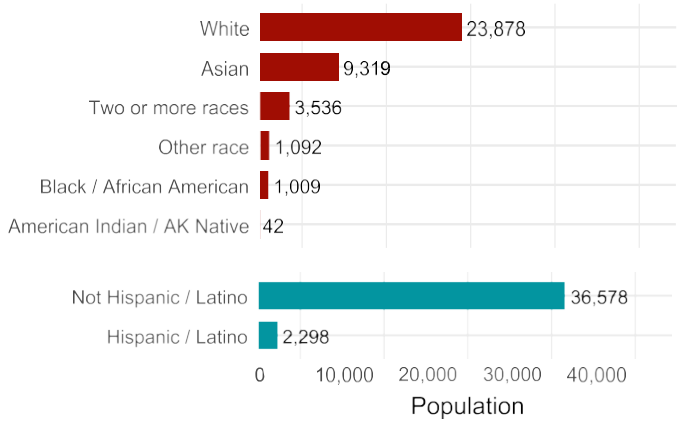
In **Shrewsbury**, there are **603** households considered to have Limited English Proficiency (LEP), representing **4.1%** of total households. The top languages spoken at home for the population 5 years and over (other than English) are:

Language	Estimate
Other Indo-European	5,093
Other Asian and Pacific Island	3,119
Spanish	1,345
Chinese (incl. Mandarin, Cantonese)	1,116
Other Languages	623

ACS Tables: C16001 & S1602

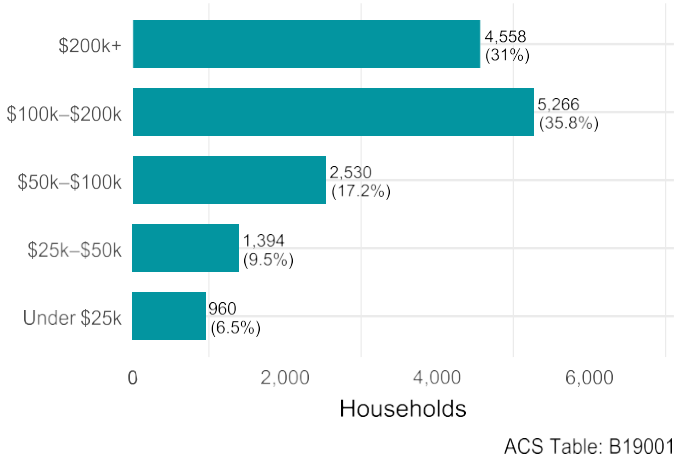
Race & Ethnicity

In **Shrewsbury**, **White** is the largest racial group at **61.4%** of the population. **2,298** residents (**5.9%**) identify as Hispanic or Latino, which is reported separately as it is an ethnicity rather than a racial category.

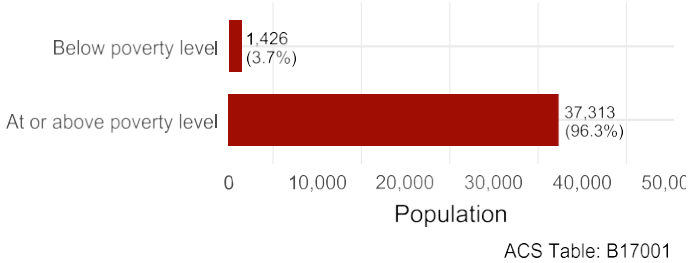


Income & Poverty

In **Shrewsbury**, the largest share of households falls in the **$100k–$200k** income range, representing **35.8%** of all households. **960** households (**6.5%**) report income under $25,000, while **4,558** households (**31%**) report income of $200,000 or more.



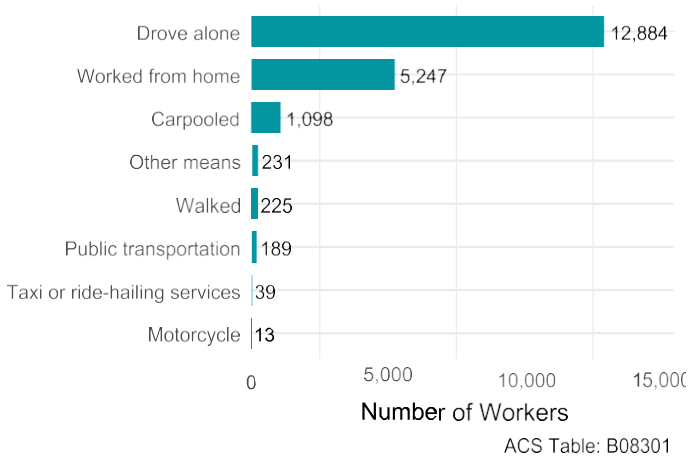
1,426 residents (**3.7%**) in **Shrewsbury** have incomes below the federal poverty level.



Transportation to Work and Vehicles Available

In **Shrewsbury**, there are **674** households with no vehicles available, which represents **4.6%** of all households in the community.

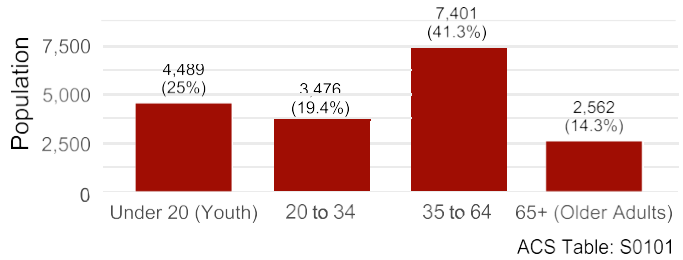
Means of Transportation to Work



Southbridge

Age Distribution

In **Southbridge**, youth under 20 make up **25%** of the population, while **2,562** residents (**14.3%**) are aged 65 or older.



Language & Proficiency

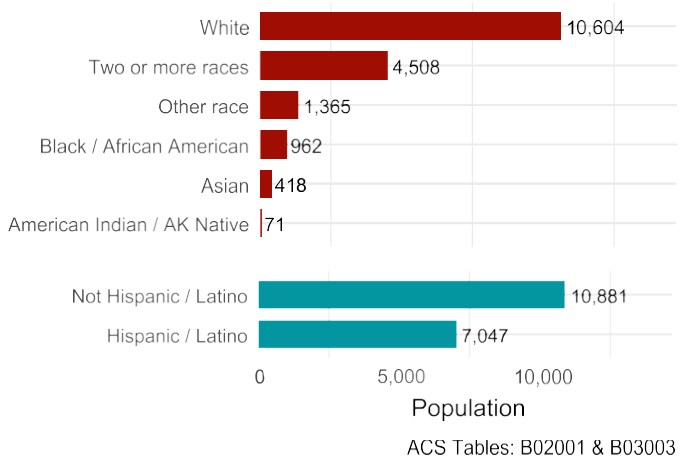
In **Southbridge**, there are **608** households considered to have Limited English Proficiency (LEP), representing **8.4%** of total households. The top languages spoken at home for the population 5 years and over (other than English) are:

Language	Estimate
Spanish	4,914
Other Indo-European	306
French, Haitian, or Cajun	241
Other Languages	123
Other Asian and Pacific Island	103

ACS Tables: C16001 & S1602

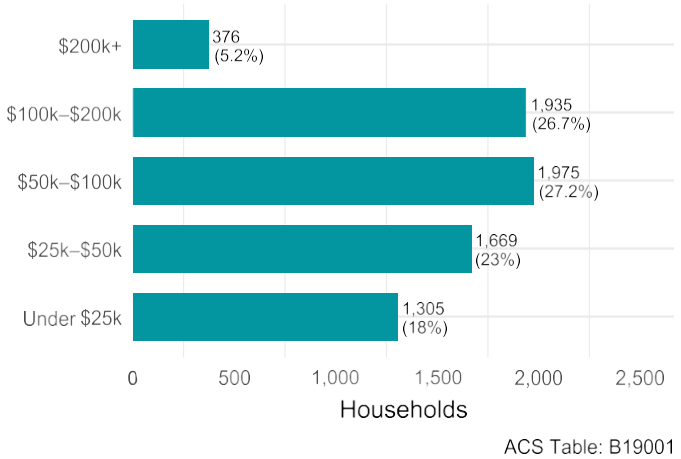
Race & Ethnicity

In **Southbridge**, **White** is the largest racial group at **59.1%** of the population. **7,047** residents (**39.3%**) identify as Hispanic or Latino, which is reported separately as it is an ethnicity rather than a racial category.

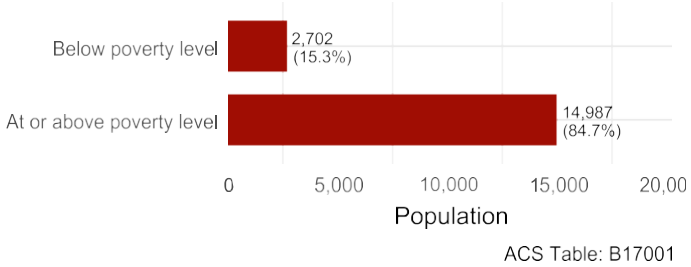


Income & Poverty

In **Southbridge**, the largest share of households falls in the **$50k–$100k** income range, representing **27.2%** of all households. **1,305** households (**18%**) report income under $25,000, while **376** households (**5.2%**) report income of $200,000 or more.



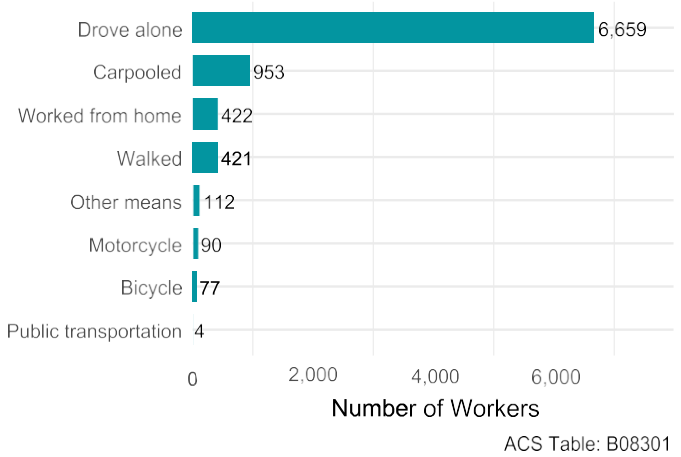
2,702 residents (**15.3%**) in **Southbridge** have incomes below the federal poverty level.



Transportation to Work and Vehicles Available

In **Southbridge**, there are **946** households with no vehicles available, which represents **13%** of all households in the community.

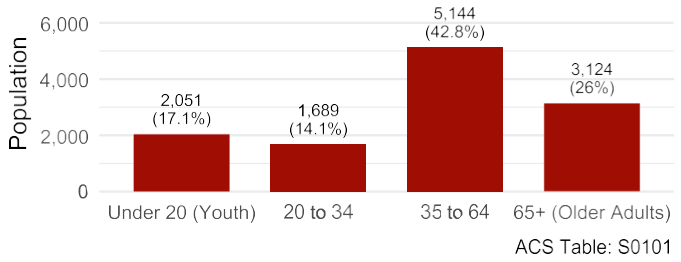
Means of Transportation to Work



Spencer

Age Distribution

In **Spencer**, youth under 20 make up **17.1%** of the population, while **3,124** residents (**26%**) are aged 65 or older.



Language & Proficiency

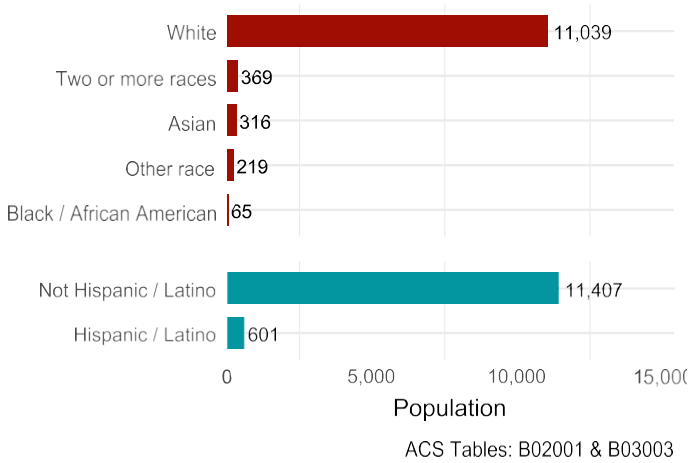
In **Spencer**, there are **20** households considered to have Limited English Proficiency (LEP), representing **0.4%** of total households. The top languages spoken at home for the population 5 years and over (other than English) are:

Language	Estimate
Spanish	285
Other Indo-European	107
French, Haitian, or Cajun	69
Vietnamese	61
Other Asian and Pacific Island	34

ACS Tables: C16001 & S1602

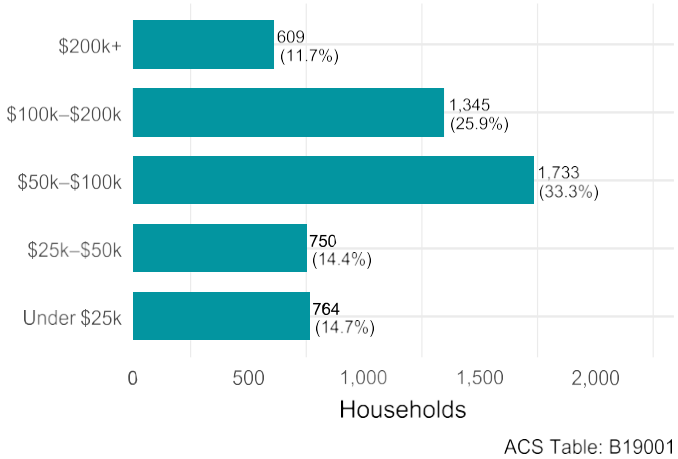
Race & Ethnicity

In **Spencer**, **White** is the largest racial group at **91.9%** of the population. **601** residents (**5%**) identify as Hispanic or Latino, which is reported separately as it is an ethnicity rather than a racial category.

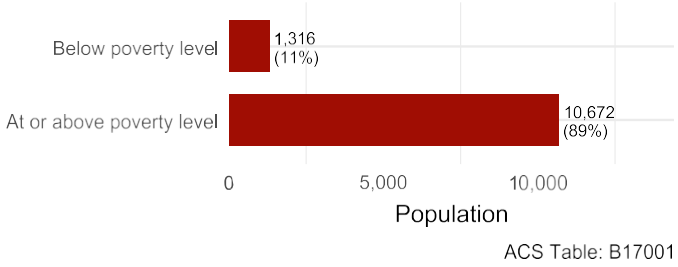


Income & Poverty

In **Spencer**, the largest share of households falls in the **$50k–$100k** income range, representing **33.3%** of all households. **764** households (**14.7%**) report income under $25,000, while **609** households (**11.7%**) report income of $200,000 or more.



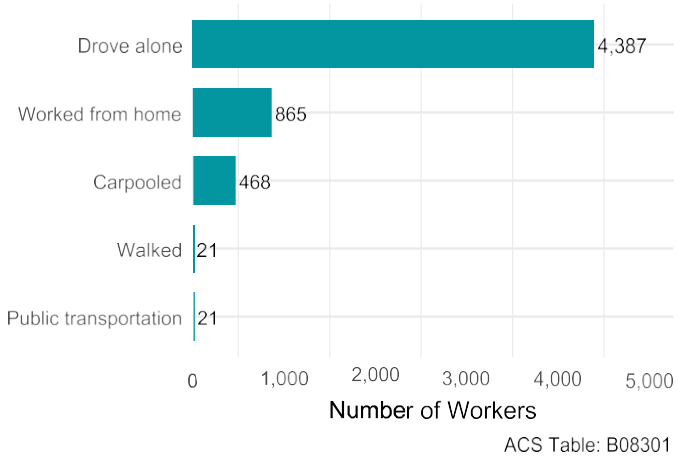
1,316 residents (**11%**) in **Spencer** have incomes below the federal poverty level.



Transportation to Work and Vehicles Available

In **Spencer**, there are **463** households with no vehicles available, which represents **8.9%** of all households in the community.

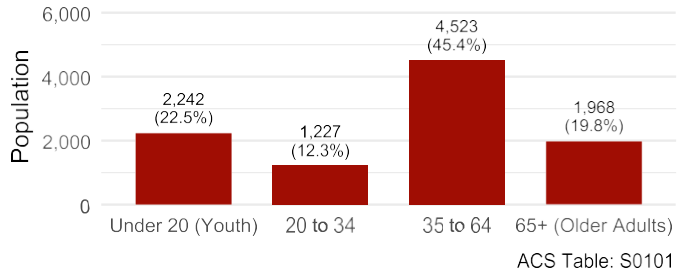
Means of Transportation to Work



Sturbridge

Age Distribution

In **Sturbridge**, youth under 20 make up **22.5%** of the population, while **1,968** residents (**19.8%**) are aged 65 or older.



Language & Proficiency

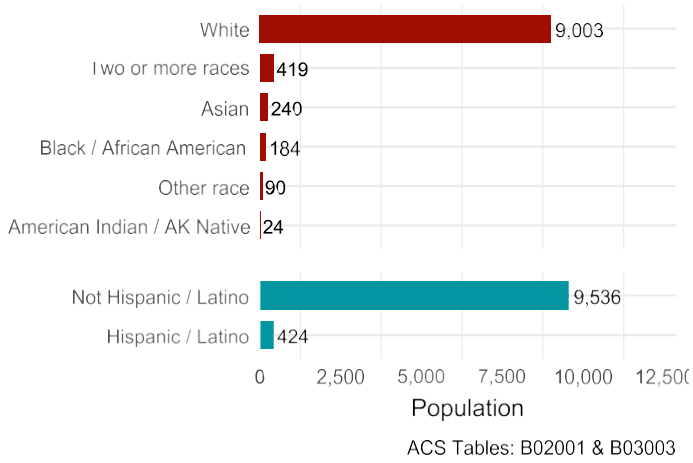
In **Sturbridge**, there are **18** households considered to have Limited English Proficiency (LEP), representing **0.4%** of total households. The top languages spoken at home for the population 5 years and over (other than English) are:

Language	Estimate
Spanish	251
Russian, Polish, or other Slavic	125
Tagalog (incl. Filipino)	76
Other Indo-European	56
French, Haitian, or Cajun	46

ACS Tables: C16001 & S1602

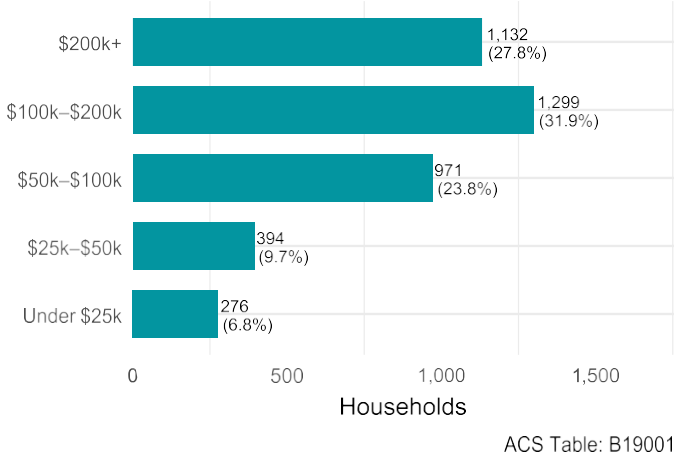
Race & Ethnicity

In **Sturbridge**, **White** is the largest racial group at **90.4%** of the population. **424** residents (**4.3%**) identify as Hispanic or Latino, which is reported separately as it is an ethnicity rather than a racial category.

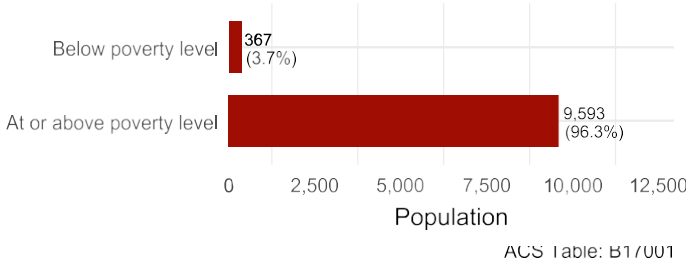


Income & Poverty

In **Sturbridge**, the largest share of households falls in the **$100k–$200k** income range, representing **31.9%** of all households. **276** households (**6.8%**) report income under $25,000, while **1,132** households (**27.8%**) report income of $200,000 or more.



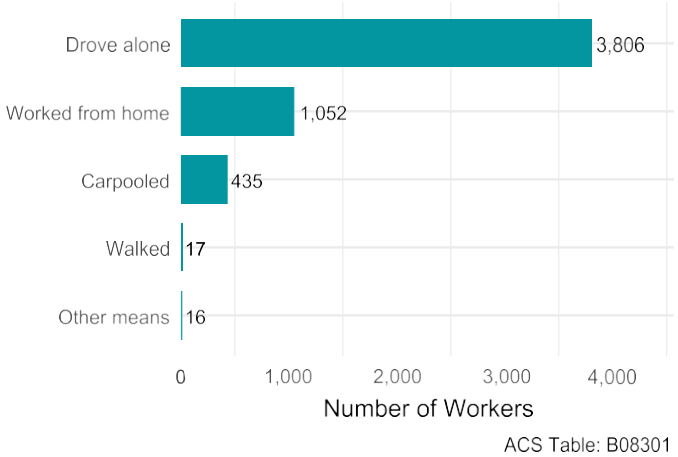
367 residents (**3.7%**) in **Sturbridge** have incomes below the federal poverty level.



Transportation to Work and Vehicles Available

In **Sturbridge**, there are **74** households with no vehicles available, which represents **1.8%** of all households in the community.

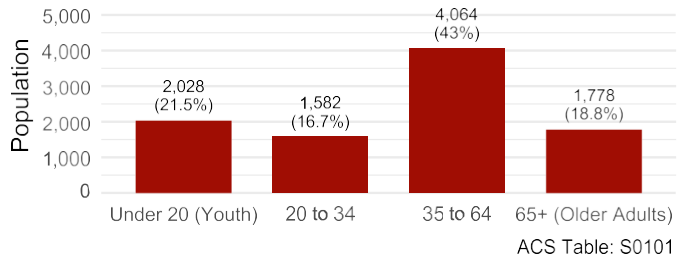
Means of Transportation to Work



Sutton

Age Distribution

In **Sutton**, youth under 20 make up **21.5%** of the population, while **1,778** residents (**18.8%**) are aged 65 or older.



Language & Proficiency

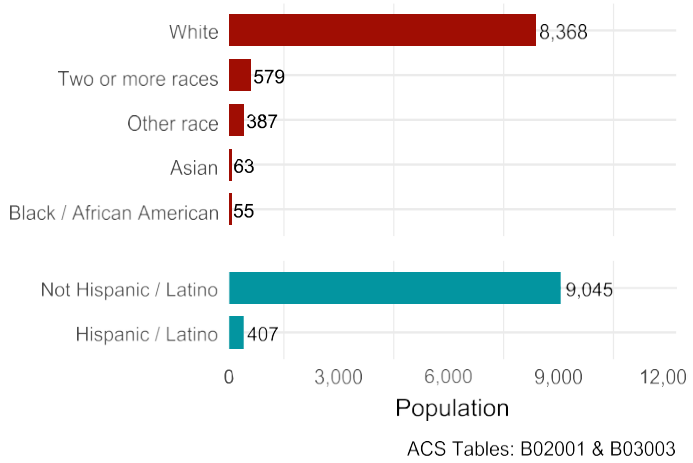
In **Sutton**, there are **43** households considered to have Limited English Proficiency (LEP), representing **1.3%** of total households. The top languages spoken at home for the population 5 years and over (other than English) are:

Language	Estimate
Spanish	415
Other Indo-European	104
Russian, Polish, or other Slavic	46
Chinese (incl. Mandarin, Cantonese)	45
Other Languages	44

ACS Tables: C16001 & S1602

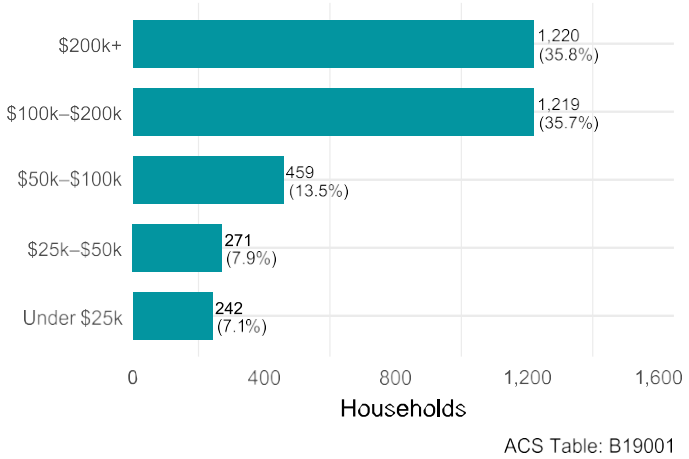
Race & Ethnicity

In **Sutton**, **White** is the largest racial group at **88.5%** of the population. **407** residents (**4.3%**) identify as Hispanic or Latino, which is reported separately as it is an ethnicity rather than a racial category.

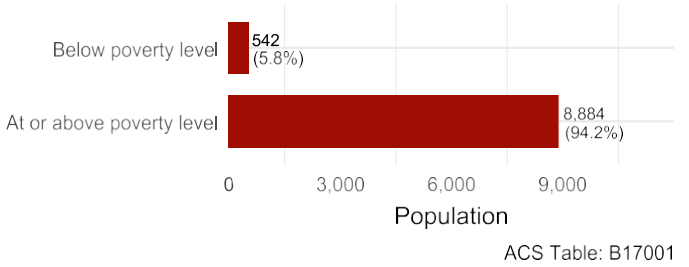


Income & Poverty

In **Sutton**, the largest share of households falls in the **$200k+** income range, representing **35.8%** of all households. **242** households (**7.1%**) report income under $25,000, while **1,220** households (**35.8%**) report income of $200,000 or more.



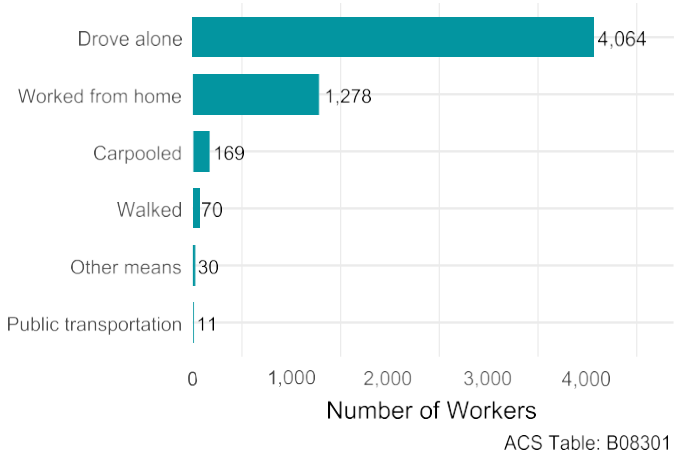
542 residents (**5.8%**) in **Sutton** have incomes below the federal poverty level.



Transportation to Work and Vehicles Available

In **Sutton**, there are **43** households with no vehicles available, which represents **1.3%** of all households in the community.

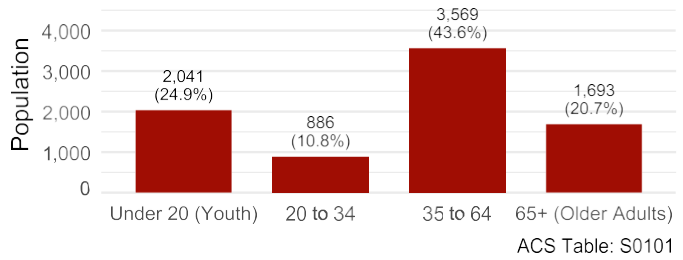
Means of Transportation to Work



Upton

Age Distribution

In **Upton**, youth under 20 make up **24.9%** of the population, while **1,693** residents (**20.7%**) are aged 65 or older.



Language & Proficiency

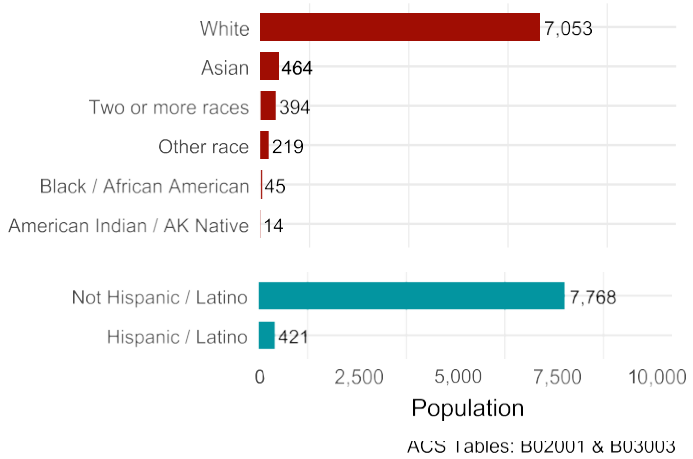
In **Upton**, there are **0** households considered to have Limited English Proficiency (LEP), representing **0%** of total households. The top languages spoken at home for the population 5 years and over (other than English) are:

Language	Estimate
Other Indo-European	316
Spanish	239
Arabic	126
French, Haitian, or Cajun	97
Chinese (incl. Mandarin, Cantonese)	88

ACS Tables: C16001 & S1602

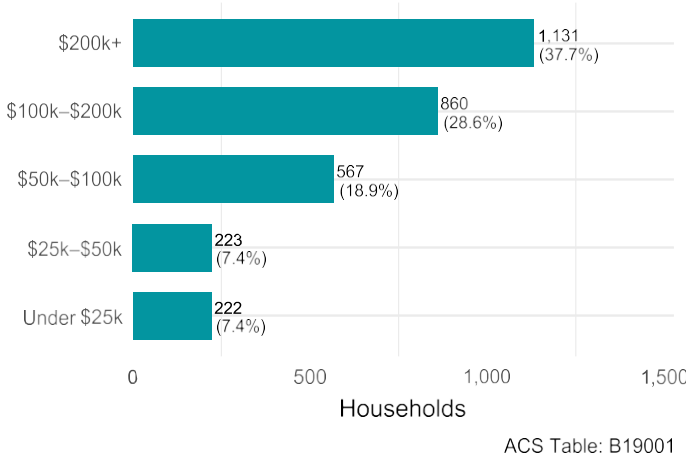
Race & Ethnicity

In **Upton**, **White** is the largest racial group at **86.1%** of the population. **421** residents (**5.1%**) identify as Hispanic or Latino, which is reported separately as it is an ethnicity rather than a racial category.

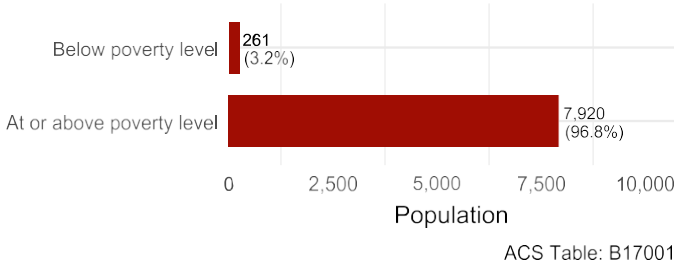


Income & Poverty

In **Upton**, the largest share of households falls in the **$200k+** income range, representing **37.7%** of all households. **222** households (**7.4%**) report income under $25,000, while **1,131** households (**37.7%**) report income of $200,000 or more.



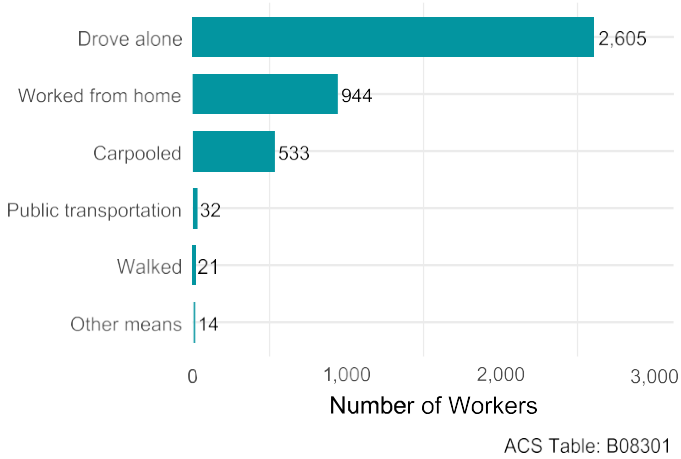
261 residents (**3.2%**) in **Upton** have incomes below the federal poverty level.



Transportation to Work and Vehicles Available

In **Upton**, there are **54** households with no vehicles available, which represents **1.8%** of all households in the community.

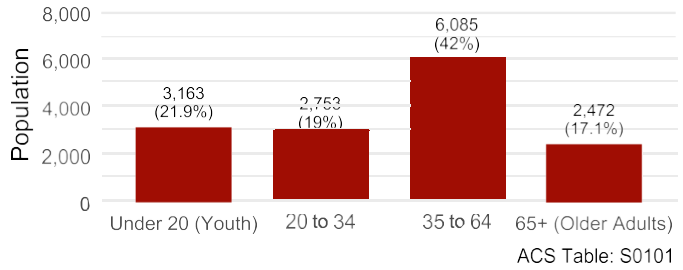
Means of Transportation to Work



Uxbridge

Age Distribution

In **Uxbridge**, youth under 20 make up **21.9%** of the population, while **2,472** residents (**17.1%**) are aged 65 or older.



Language & Proficiency

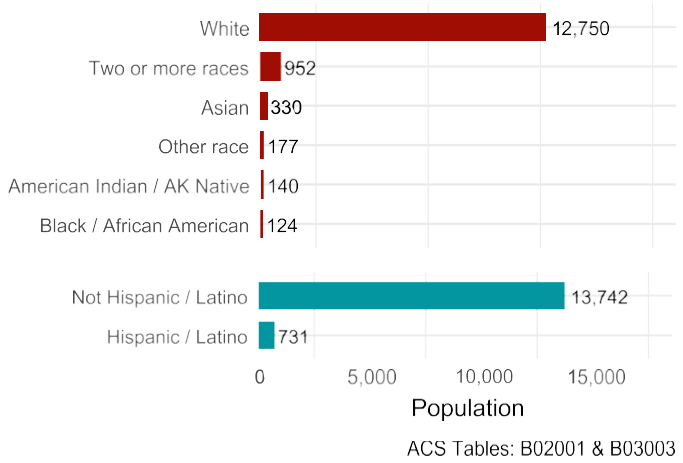
In **Uxbridge**, there are **54** households considered to have Limited English Proficiency (LEP), representing **1%** of total households. The top languages spoken at home for the population 5 years and over (other than English) are:

Language	Estimate
Spanish	231
Other Indo-European	205
Other Languages	124
Other Asian and Pacific Island	85
Arabic	52

ACS Tables: C16001 & S1602

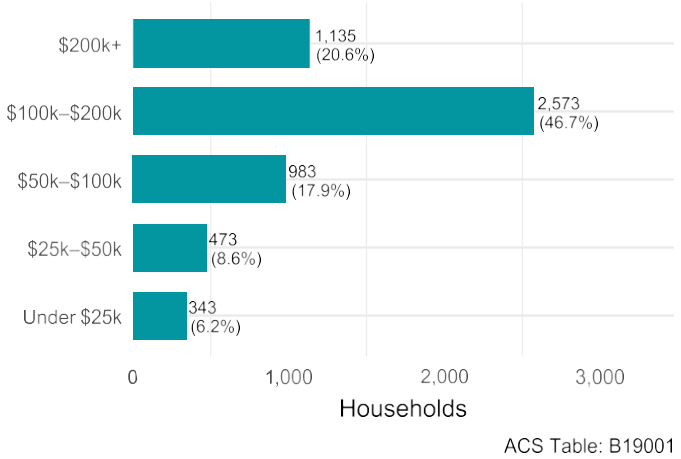
Race & Ethnicity

In **Uxbridge**, **White** is the largest racial group at **88.1%** of the population. **731** residents (**5.1%**) identify as Hispanic or Latino, which is reported separately as it is an ethnicity rather than a racial category.

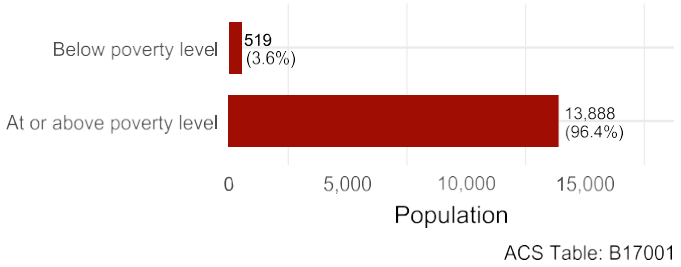


Income & Poverty

In **Uxbridge**, the largest share of households falls in the **$100k–$200k** income range, representing **46.7%** of all households. **343** households (**6.2%**) report income under $25,000, while **1,135** households (**20.6%**) report income of $200,000 or more.



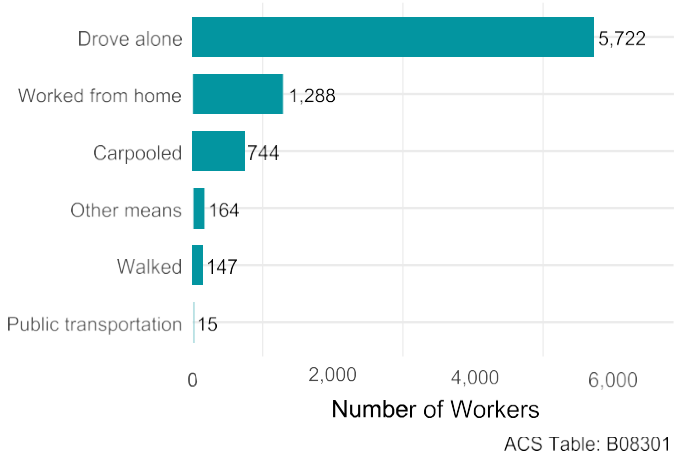
519 residents (**3.6%**) in **Uxbridge** have incomes below the federal poverty level.



Transportation to Work and Vehicles Available

In **Uxbridge**, there are **251** households with no vehicles available, which represents **4.6%** of all households in the community.

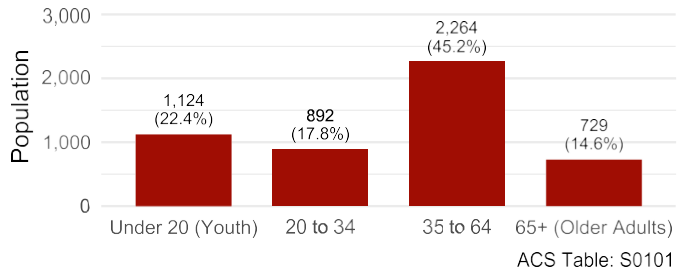
Means of Transportation to Work



Warren

Age Distribution

In **Warren**, youth under 20 make up **22.4%** of the population, while **729** residents (**14.6%**) are aged 65 or older.



Language & Proficiency

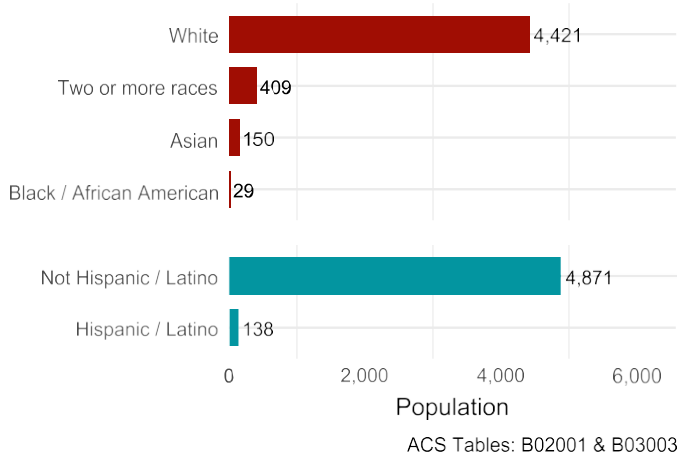
In **Warren**, there are **0** households considered to have Limited English Proficiency (LEP), representing **0%** of total households. The top languages spoken at home for the population 5 years and over (other than English) are:

Language	Estimate
Other Asian and Pacific Island	150
Spanish	138
Arabic	121
French, Haitian, or Cajun	9

ACS Tables: C16001 & S1602

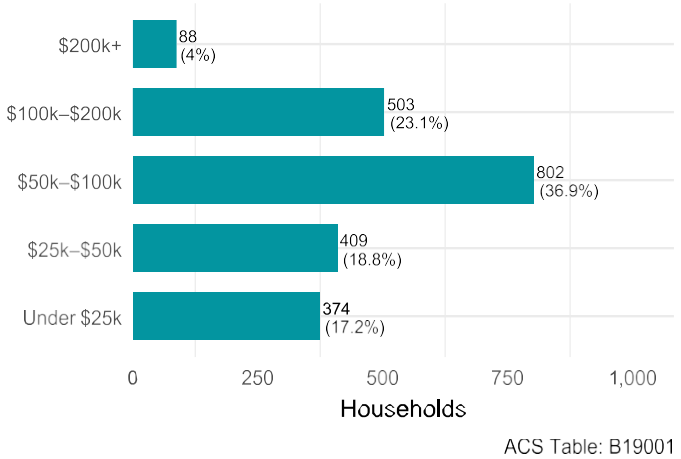
Race & Ethnicity

In **Warren**, **White** is the largest racial group at **88.3%** of the population. **138** residents (**2.8%**) identify as Hispanic or Latino, which is reported separately as it is an ethnicity rather than a racial category.

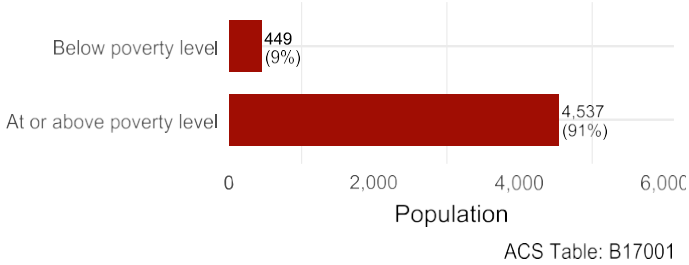


Income & Poverty

In **Warren**, the largest share of households falls in the **$50k–$100k** income range, representing **36.9%** of all households. **374** households (**17.2%**) report income under $25,000, while **88** households (**4%**) report income of $200,000 or more.



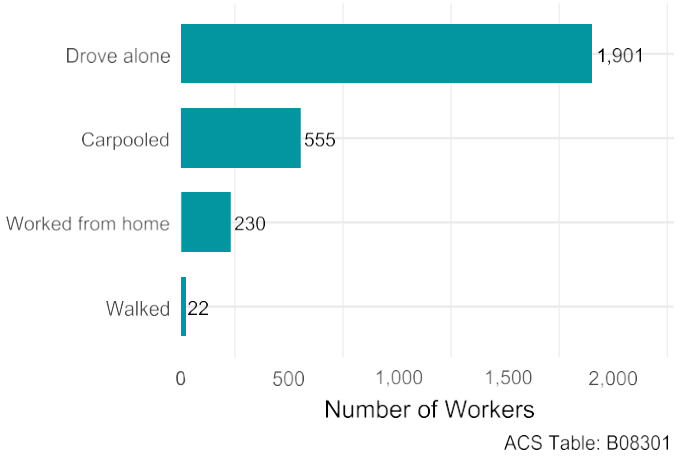
449 residents (**9%**) in **Warren** have incomes below the federal poverty level.



Transportation to Work and Vehicles Available

In **Warren**, there are **148** households with no vehicles available, which represents **6.8%** of all households in the community.

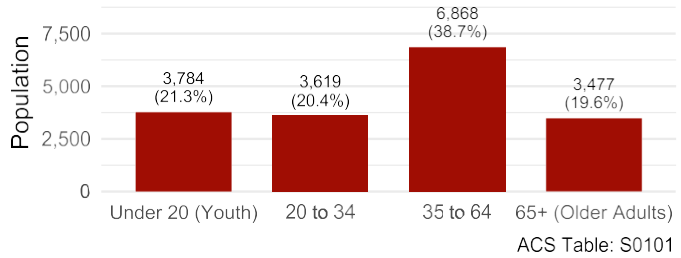
Means of Transportation to Work



Webster

Age Distribution

In **Webster**, youth under 20 make up **21.3%** of the population, while **3,477** residents (**19.6%**) are aged 65 or older.



Language & Proficiency

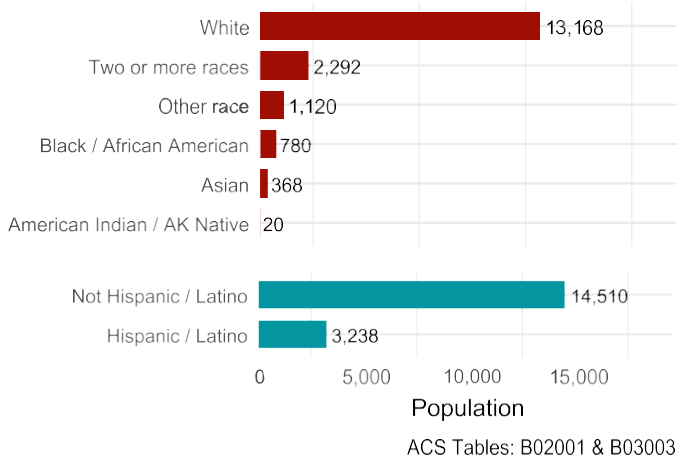
In **Webster**, there are **335** households considered to have Limited English Proficiency (LEP), representing **4.4%** of total households. The top languages spoken at home for the population 5 years and over (other than English) are:

Language	Estimate
Spanish	1,866
Russian, Polish, or other Slavic	439
Other Indo-European	325
Arabic	188
Other Languages	183

ACS Tables: C16001 & S1602

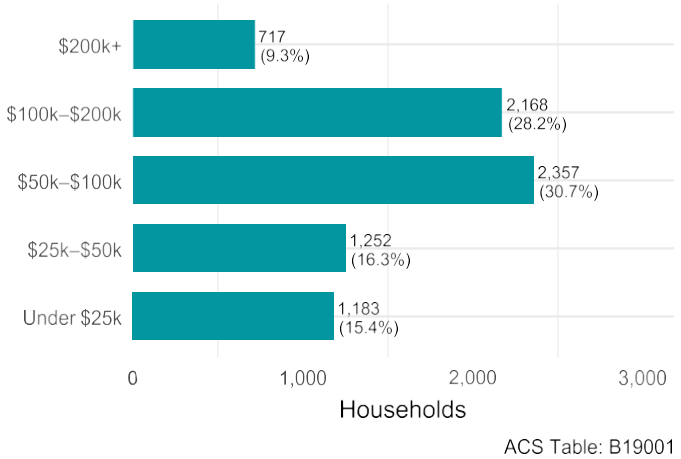
Race & Ethnicity

In **Webster**, **White** is the largest racial group at **74.2%** of the population. **3,238** residents (**18.2%**) identify as Hispanic or Latino, which is reported separately as it is an ethnicity rather than a racial category.

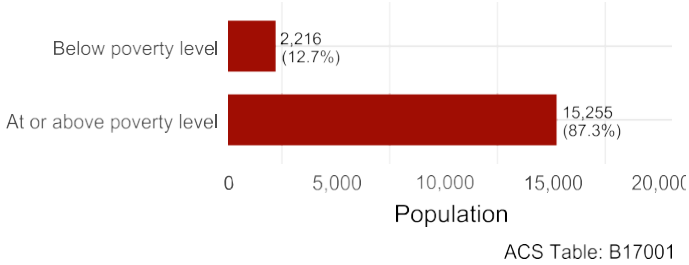


Income & Poverty

In **Webster**, the largest share of households falls in the **$50k–$100k** income range, representing **30.7%** of all households. **1,183** households (**15.4%**) report income under $25,000, while **717** households (**9.3%**) report income of $200,000 or more.



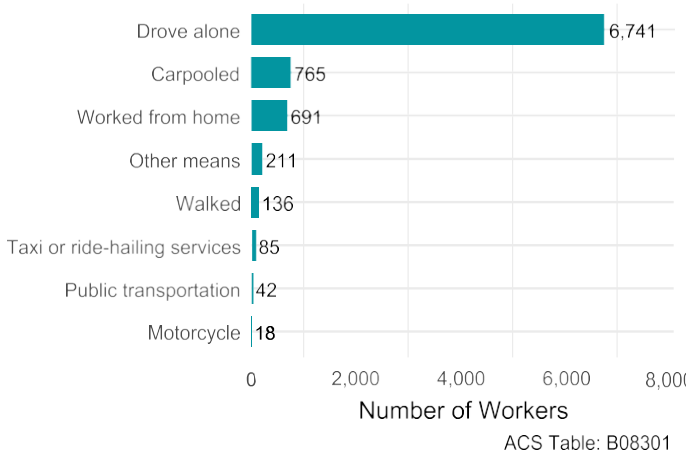
2,216 residents (**12.7%**) in **Webster** have incomes below the federal poverty level.



Transportation to Work and Vehicles Available

In **Webster**, there are **802** households with no vehicles available, which represents **10.4%** of all households in the community.

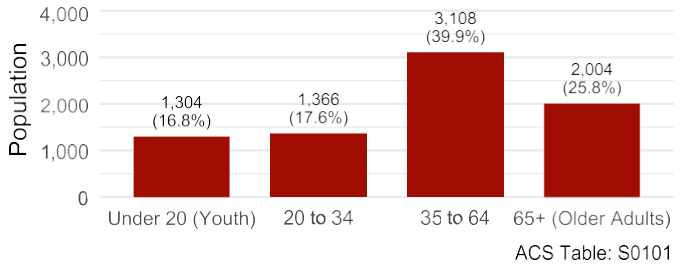
Means of Transportation to Work



West Boylston

Age Distribution

In **West Boylston**, youth under 20 make up **16.8%** of the population, while **2,004** residents (**25.8%**) are aged 65 or older.



Language & Proficiency

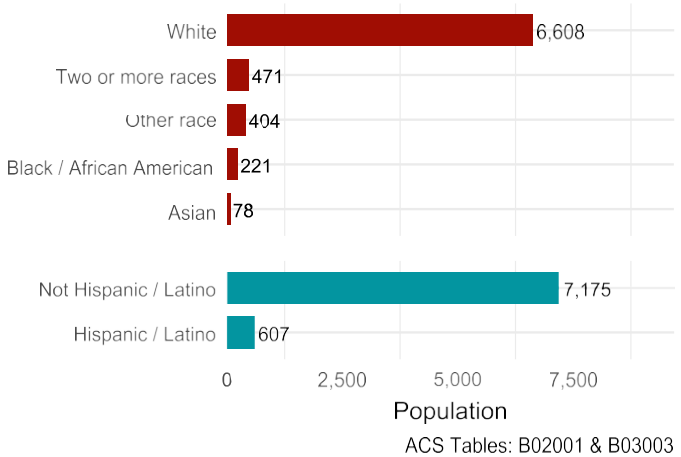
In **West Boylston**, there are **8** households considered to have Limited English Proficiency (LEP), representing **0.3%** of total households. The top languages spoken at home for the population 5 years and over (other than English) are:

Language	Estimate
Spanish	515
Other Indo-European	268
Arabic	28
Chinese (incl. Mandarin, Cantonese)	24
Russian, Polish, or other Slavic	19

ACS Tables: C16001 & S1602

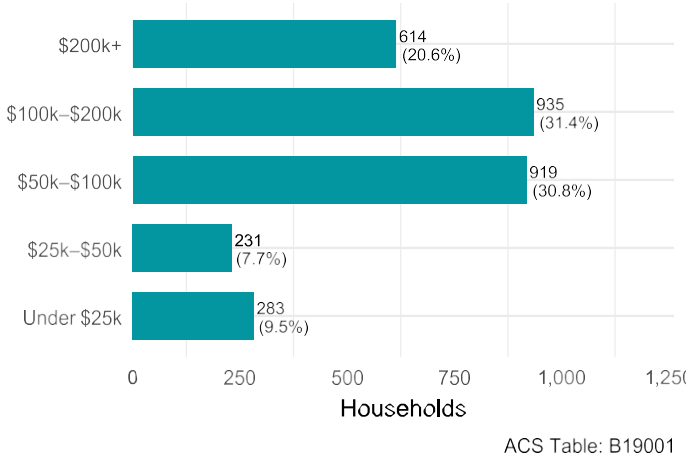
Race & Ethnicity

In **West Boylston**, **White** is the largest racial group at **84.9%** of the population. **607** residents (**7.8%**) identify as Hispanic or Latino, which is reported separately as it is an ethnicity rather than a racial category.

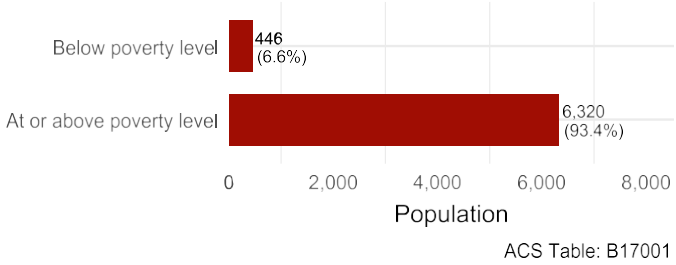


Income & Poverty

In **West Boylston**, the largest share of households falls in the **$100k–$200k** income range, representing **31.4%** of all households. **283** households (**9.5%**) report income under $25,000, while **614** households (**20.6%**) report income of $200,000 or more.



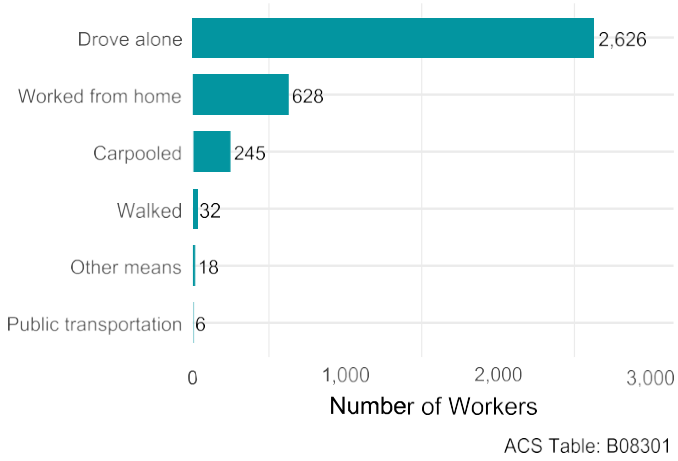
446 residents (**6.6%**) in **West Boylston** have incomes below the federal poverty level.



Transportation to Work and Vehicles Available

In **West Boylston**, there are **149** households with no vehicles available, which represents **5%** of all households in the community.

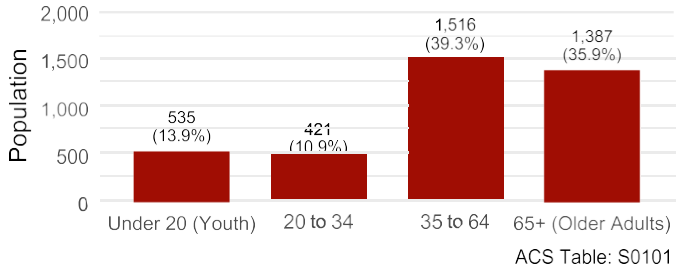
Means of Transportation to Work



West Brookfield

Age Distribution

In **West Brookfield**, youth under 20 make up **13.9%** of the population, while **1,387** residents (**35.9%**) are aged 65 or older.



Language & Proficiency

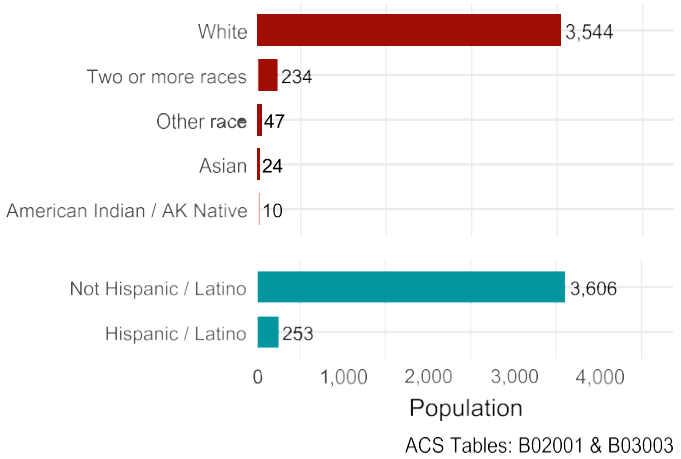
In **West Brookfield**, there are **11** households considered to have Limited English Proficiency (LEP), representing **0.7%** of total households. The top languages spoken at home for the population 5 years and over (other than English) are:

Language	Estimate
Spanish	139
Other Indo-European	83
Russian, Polish, or other Slavic	33
French, Haitian, or Cajun	7
German or other West Germanic	3

ACS Tables: C16001 & S1602

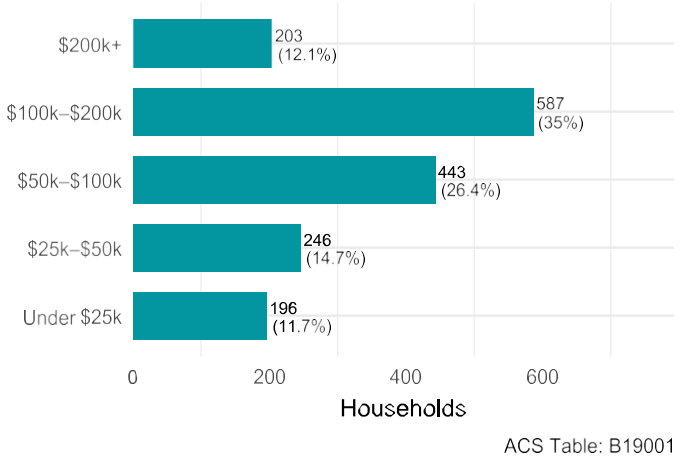
Race & Ethnicity

In **West Brookfield**, **White** is the largest racial group at **91.8%** of the population. **253** residents (**6.6%**) identify as Hispanic or Latino, which is reported separately as it is an ethnicity rather than a racial category.

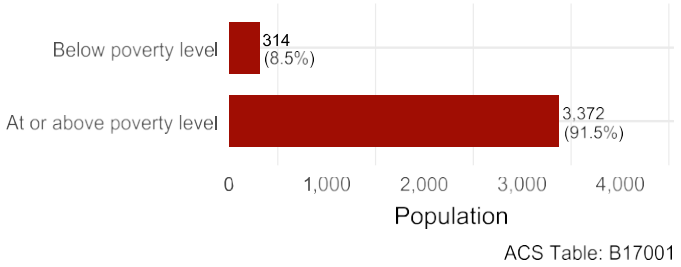


Income & Poverty

In **West Brookfield**, the largest share of households falls in the **$100k–$200k** income range, representing **35%** of all households. **196** households (**11.7%**) report income under $25,000, while **203** households (**12.1%**) report income of $200,000 or more.



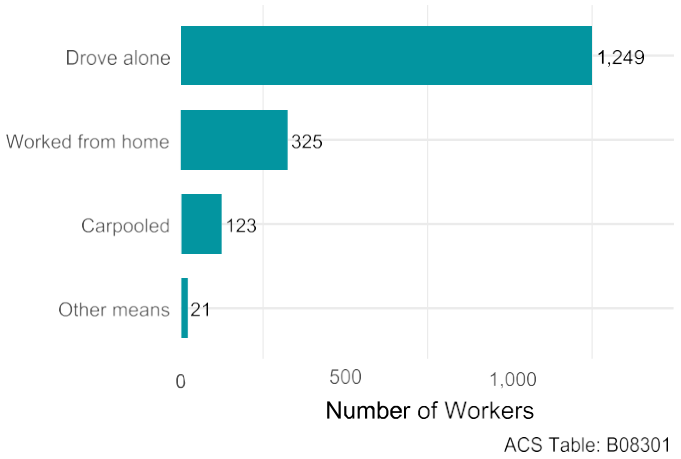
314 residents (**8.5%**) in **West Brookfield** have incomes below the federal poverty level.



Transportation to Work and Vehicles Available

In **West Brookfield**, there are **59** households with no vehicles available, which represents **3.5%** of all households in the community.

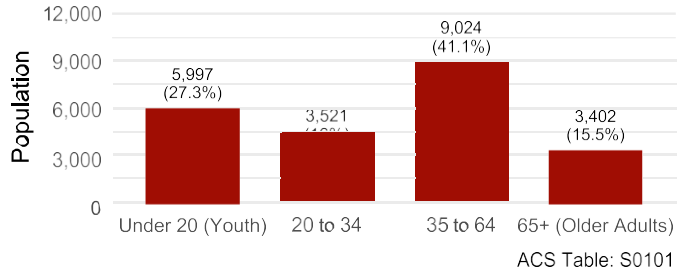
Means of Transportation to Work



Westborough

Age Distribution

In **Westborough**, youth under 20 make up **27.3%** of the population, while **3,402** residents (**15.5%**) are aged 65 or older.



Language & Proficiency

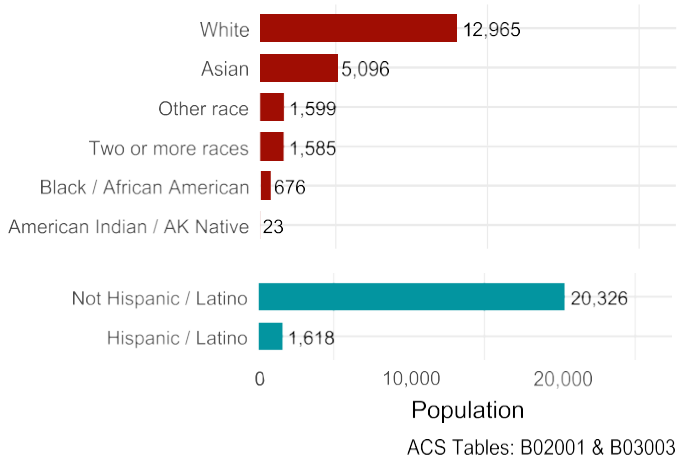
In **Westborough**, there are **496** households considered to have Limited English Proficiency (LEP), representing **6.2%** of total households. The top languages spoken at home for the population 5 years and over (other than English) are:

Language	Estimate
Other Indo-European	2,735
Other Asian and Pacific Island	1,474
Spanish	907
Chinese (incl. Mandarin, Cantonese)	681
Arabic	516

ACS Tables: C16001 & S1602

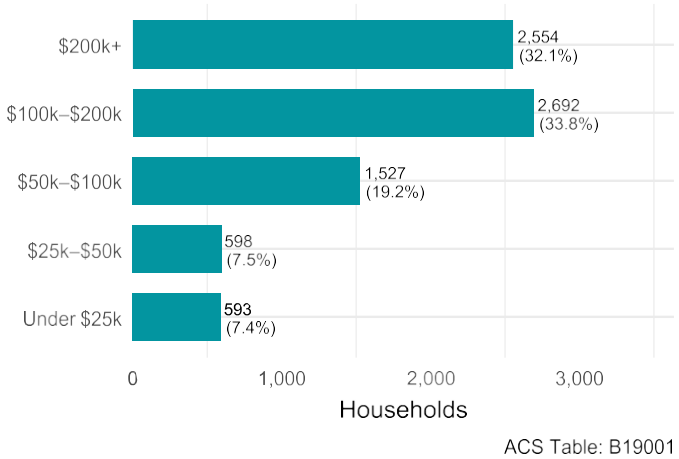
Race & Ethnicity

In **Westborough**, **White** is the largest racial group at **59.1%** of the population. **1,618** residents (**7.4%**) identify as Hispanic or Latino, which is reported separately as it is an ethnicity rather than a racial category.

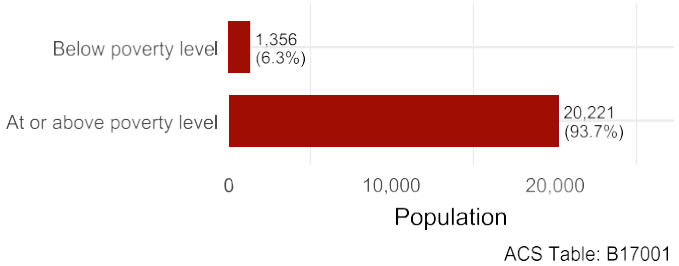


Income & Poverty

In **Westborough**, the largest share of households falls in the **$100k–$200k** income range, representing **33.8%** of all households. **593** households (**7.4%**) report income under $25,000, while **2,554** households (**32.1%**) report income of $200,000 or more.



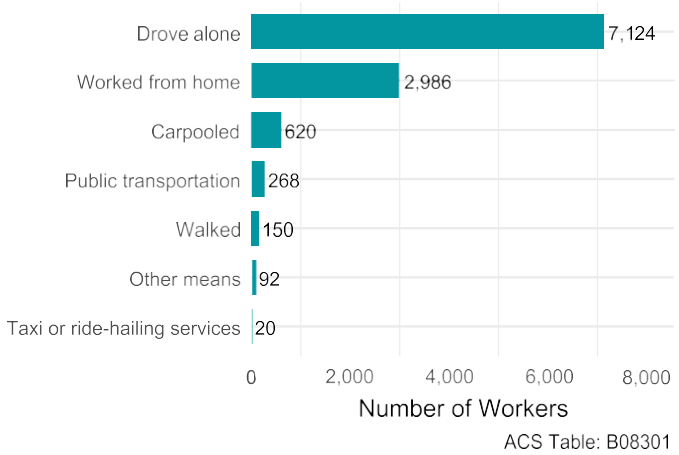
1,356 residents (**6.3%**) in **Westborough** have incomes below the federal poverty level.



Transportation to Work and Vehicles Available

In **Westborough**, there are **430** households with no vehicles available, which represents **5.4%** of all households in the community.

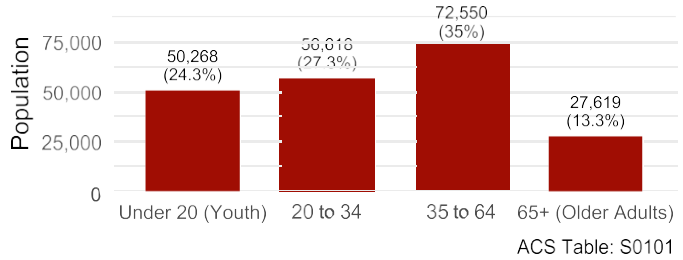
Means of Transportation to Work



Worcester

Age Distribution

In **Worcester**, youth under 20 make up **24.3%** of the population, while **27,619** residents (**13.3%**) are aged 65 or older.



Language & Proficiency

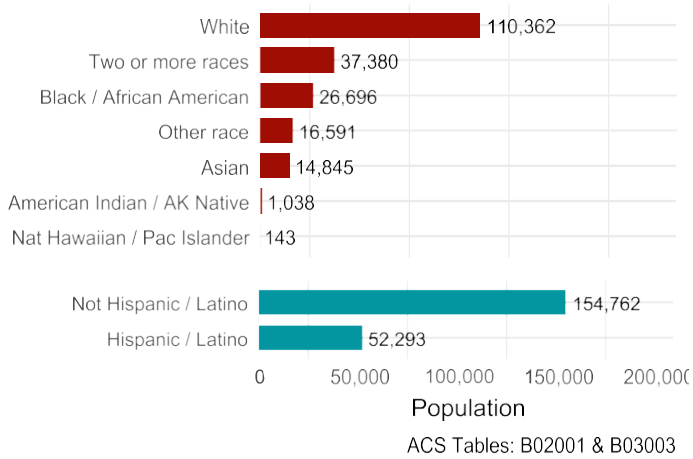
In **Worcester**, there are **9,843** households considered to have Limited English Proficiency (LEP), representing **12.4%** of total households. The top languages spoken at home for the population 5 years and over (other than English) are:

Language	Estimate
Spanish	36,979
Other Indo-European	15,194
Other Languages	8,369
Vietnamese	5,188
Arabic	2,723

ACS Tables: C16001 & S1602

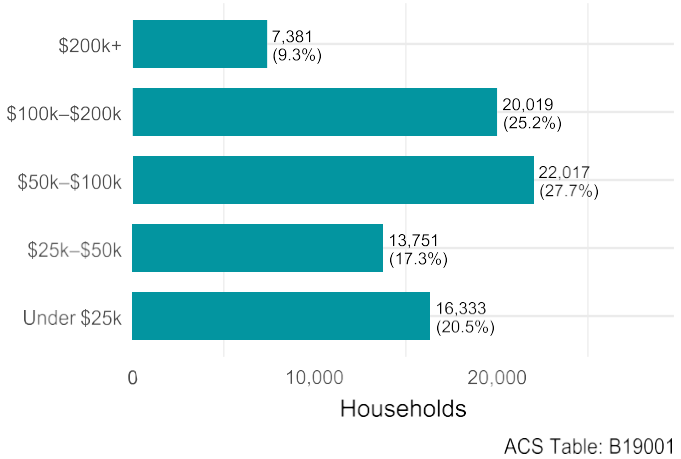
Race & Ethnicity

In **Worcester**, **White** is the largest racial group at **53.3%** of the population. **52,293** residents (**25.3%**) identify as Hispanic or Latino, which is reported separately as it is an ethnicity rather than a racial category.

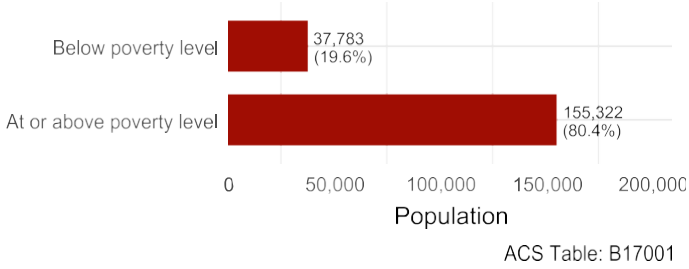


Income & Poverty

In **Worcester**, the largest share of households falls in the **$50k–$100k** income range, representing **27.7%** of all households. **16,333** households (**20.5%**) report income under $25,000, while **7,381** households (**9.3%**) report income of $200,000 or more.



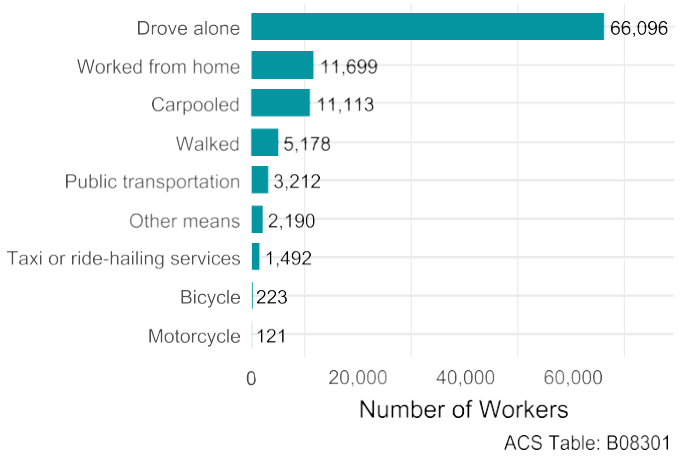
37,783 residents (**19.6%**) in **Worcester** have incomes below the federal poverty level.



Transportation to Work and Vehicles Available

In **Worcester**, there are **12,787** households with no vehicles available, which represents **16.1%** of all households in the community.

Means of Transportation to Work



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