



DRAFT

CMMPO Title VI Program

Approved by the CMMPO: _____ 2024



Document Prepared by:
Staff of the Central Massachusetts Metropolitan Planning Organization
1 Mercantile Street, Worcester MA 01608

Prepared in cooperation with the Massachusetts Department of Transportation and the U.S. Department of Transportation – Federal Highway Administration and the Federal Transit Administration. The views and opinions of the Central Massachusetts Metropolitan Planning Organization expressed herein do not necessarily reflect those of the Massachusetts Department of Transportation or the U.S. Department of Transportation.

Notice of Nondiscrimination Rights and Protections to Beneficiaries

Federal Title VI/Nondiscrimination Protections

The Central Massachusetts Metropolitan Planning Organization (CMMPO) hereby states its policy to operate its programs, services and activities in full compliance with federal nondiscrimination laws including Title VI of the Civil Rights Act of 1964 (Title VI), the Civil Rights Restoration Act of 1987, and related federal and state statutes and regulations. Title VI prohibits discrimination in federally assisted programs and requires that no person in the United States of America shall, on the grounds of race, color, or national origin, including limited English proficiency, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity receiving Federal assistance.

Related federal nondiscrimination laws administered by the Federal Highway Administration, the Federal Transit Administration, or both prohibit discrimination on the basis of age, sex, and disability. These protected categories are contemplated within the CMMPO's Title VI Programs consistent with federal and state interpretation and administration. Additionally, the CMMPO provides meaningful access to its programs, services, and activities to individuals with limited English proficiency, in compliance with US Department of Transportation policy and guidance on federal Executive Order 13166.

State Nondiscrimination Protections

The CMMPO also complies with the Massachusetts Public Accommodation Law, M.G.L. c272 §§ 92a, 98, 98a, prohibiting making any distinction, discrimination, or restriction in admission to or treatment in a place of public accommodation based on race, color, religious creed, national origin, sex, sexual orientation, disability or ancestry. Likewise, CMMPO complies with the Governor's Executive Order 526, section 4, requiring all programs, activities and services provided, performed, licensed, chartered, funded, regulated, or contracted for by the state shall be conducted without unlawful discrimination based on race, color, age, gender, ethnicity, sexual orientation, gender identity or expression, religion, creed, ancestry, national origin, disability, veteran's status (including Vietnam-era veterans), or background.

Filing a Complaint

Individuals who feel they have been discriminated against in violation of Title VI or related Federal nondiscrimination laws, must file a complaint within 180 days of the alleged discriminatory conduct to:

Ms. Janet Pierce, Executive Director
Central Massachusetts Regional Planning
Commission
1 Mercantile Street, Suite 520
Worcester, MA 01608
(508) 756-7717

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

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

Translation

English: If this information is needed in another language, please contact the CMRPC/CMMPO Title VI Specialist at (508) 756-7717.

Spanish: Si necesita esta información en otro lenguaje, favor contactar al especialista de Título VI de CMRPC/CMMPO al (508) 756-7717.

French: Si vous avez besoin d'obtenir une copie de la présente dans une autre langue, veuillez contacter le spécialiste du Titre VI de CMRPC/CMMPO en composant le (508) 756-7717.

Portuguese: Caso esta informação seja necessária em outro idioma, favor contatar o Especialista em Título VI do CMRPC/CMMPO pelo fone (508) 756-7717.

Vietnamese: Nếu bạn cần thông tin bằng ngôn ngữ khác, xin vui lòng liên lạc với Tiêu đề VI Chuyên CMRPC/CMMPO tại (508) 756-7717.

Chinese: 如果用另一种语言需要的信息，请联系第六章专门CMRPC/CMMPO (508) 756-7717.

Afrikaans: As jy inligting nodig het in 'n ander taal, kontak asseblief die Titel VI Spesialis CMRPC/CMMPO by (508) 756-7717.

ADA/ 504 Notice of Nondiscrimination

The CMMPO does not discriminate on the basis of disability in admission to its programs, services, or activities; in access to them; in treatment of individuals with disabilities; or in any aspect of their operations. The CMMPO also does not discriminate on the basis of disability in its hiring or employment practices.

This notice is provided as required by Title II of the American with Disabilities Act of 1990 (ADA) and Section 504 of the Rehabilitation Act of 1973. Questions, complaints, or requests for additional information regarding ADA and Section 504 may be forwarded to:

Ms. Janet Pierce, Executive Director
Central Massachusetts Regional Planning Commission
1 Mercantile Street
Suite 520
Worcester, MA 01608
(508) 756-7717

For individuals with hearing or speaking difficulties, connect through the state Mass Relay service:

- Relay Using TTY or Hearing Carry-over: 800-439-2370
- Relay Using Voice Carry-over: 866-887-6619
- Relay Using Text to Speech: 866-645-9870

For more information, including numbers for Spanish speakers, visit <https://www.mass.gov/massrelay>

Please note that the text of some pages in this report may not be accessible to individuals with low or no vision who use a screen reader. These include the Federal Transit Administration and Federal Highway Administration certifications and assurances and the Title VI program MPO member endorsement page. If you would like to request these or any other material in this report in a different format, please contact the Central Massachusetts Regional Planning Commission Staff via email at titlevicoordinator@cmrpc.org.

Acronyms

CMRPC	Central Massachusetts Regional Planning Commission
CMMPO	Central Massachusetts Metropolitan Organization
TIP	Transportation Improvement Plan
PPP	Public Participation Plan
DOT	U.S. Department of Transportation
FHWA	Federal Highway Administration
UPWP	Unified Planning Work Program
MPO	Metropolitan Planning Organization
LEP	Limited English Proficiency
FTA	Federal Transit Administration
FHWA	Federal Highway Administration
EJ	Environmental Justice
REJ+	Regional Environmental Justice Plus
FFY	Financial Fiscal Year
MI	Major Infrastructure
DC	Decennial Census
ACS	American Community Survey
EO	Executive Order
DI	Disparate Impact
DB	Disproportionate Burden

Approval of the 2024 CMMPO Title VI Program

The Central Massachusetts Metropolitan Planning Organization (CMMPO) hereby approves the 2024 Title VI Program document.

_____, 2024

Monica Tibbits-Nutt, Secretary and Chief Executive Officer
Massachusetts Department of Transportation
Chair, Central Massachusetts MPO

Central Massachusetts Metropolitan Planning Organization (CMMPO)

Listing of CMMPO Members

1. **Monica Tibbits-Nutt**, Acting Secretary of Transportation, MassDOT
2. **Jonathan Gulliver**, Administrator, MassDOT-Highway
3. **Robert Hassinger**, CMRPC Chairperson
4. **Joshua Rickman**, WRTA Administrator
5. **Eric Batista**, Worcester City Manager
6. **Stephanie Mulroy**, Holden Select Board, North Subregion Representative
7. **Shelby Marshall**, Westborough Select Board, Northeast Subregion Representative
8. **Jesse Limanek**, Sutton Select Board, Southeast Subregion Representative
9. **John Daniel**, Southbridge Select Board, Southwest Subregion Representative
10. **Rich Eichacker**, Warren Select Board, West Subregion Representative

Ex-Officio Members (Non-Voting):

1. **Kirstie Hostetter**, FTA Liaison
2. **Joshua Barber**, FHWA Liaison
3. **Adam Menard**, MPO Advisory Committee Designee

Abstract

The Title VI of the Civil Rights Act of 1964 states that “no person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.” As a subrecipient of federal funds through MassDOT, the MPO adheres to the Title VI guidance from the Federal Transit Administration (FTA) and Federal Highway Administration (FHWA). The FTA and FHWA require that recipients of their financial assistance periodically submit documentation demonstrating compliance with Title VI requirements. This report serves to document that compliance, aligning with the principles, federal laws, guidelines, and related requirements of Title VI.

The Central Massachusetts Metropolitan Organization (CMMPO) has prepared the 2024 Title VI Program in response to the Massachusetts Department of Transportation’s (MassDOT) request for Title VI reporting. The CMMPO Title VI Program includes the policies, compliance requirements, processes, procedures, methodologies and analyses that the CMMPO relies upon to guarantee an inclusive transportation planning process.

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Executive Summary

This document addresses the Title VI reporting requirements set forth by the Massachusetts Department of Transportation (MassDOT) for the Central Massachusetts Metropolitan Planning Organization (CMMPO). As a subrecipient of federal funding from both the Federal Transit Administration (FTA) and the Federal Highway Administration (FHWA) through MassDOT, the CMMPO must adhere to the civil rights guidance provided by these agencies. This includes fulfilling FTA's triennial reporting obligations under Title VI of the Civil Rights Act of 1964 and the FHWA's annual reporting obligations under its Title VI/non-discrimination program.

The authorities that underpin federal guidance include the following:

- **Title VI of the Civil Rights Act of 1964** prohibits intentional and unintentional discrimination based on race, color, and national origin by any recipient of federal assistance.
- **Executive Order 13166 – Improving Access to Services for Persons with Limited English Proficiency** directs federal agencies, and recipients of federal funding to provide meaningful language access to their services. Under Title VI, limited English proficiency is considered the primary indicator of national origin.
- **Executive Order 12898 – Federal Actions to Address Environmental Justice in Minority Populations and Low-income Populations** requires federal agencies and recipients of their funding to address environmental justice (EJ) concerns.
- **The Americans with Disabilities Act** prohibits public entities from discriminating against persons with disabilities or excluding them from participation in, or denying them the benefits of, their services, programs, or activities.
- **Executive Order 13985 – Advancing Racial Equity and Support for Underserved Communities through the Federal Government** which supports the allocation of resources to advance fairness and opportunity by promoting equitable delivery of government benefits and opportunities, including advancing meaningful engagement with all communities.

Both the FTA and FHWA mandate that the CMMPO adheres to these civil rights requirements by implementing a Civil Rights Program and regularly monitoring and reporting on its efforts. Also, this document outlines the CMMPO's Title VI compliance endeavors, as requested by MassDOT.

The CMMPO fulfills its compliance obligations through its Environmental Justice (EJ) program, which encompasses civil rights compliance activities. The broader Title VI Program aims to engage with and enhance transportation outcomes for traditionally underserved and overburdened populations, collectively known as REJ+ populations. These populations include minority groups, low-income populations, people with limited English proficiency, individuals with disabilities, older adults, and households without access to a vehicle. These efforts are essential not only for meeting federal and state compliance requirements, but also for promoting sound planning practices that align with the CMMPO's vision of ensuring equitable access and meaningful involvement.

The CMMPO Title VI Program includes the policies, compliance requirements, processes, procedures, methodologies and analyses that the CMMPO relies upon to guarantee an inclusive transportation planning process. As such, the CMMPO Public Participation Plan, as well as the Language Access Plan are included as part of this program. Both documents detail the procedures followed by the CMMPO's as well as its commitment to meaningful involvement in its decision-making process for all residents in the region, regardless of their backgrounds, age, or ability.

In addition, this document includes the methodologies used and the types of analysis performed by the CMMPO to guarantee an equitable distribution of benefits and burdens, particularly the allocation of programmed federal funds. Other criteria that is frequently analyzed in this context are the impacts of vehicle miles traveled (VMT), congested VMT and number of jobs accessible by car or transit in a given timeframe. Even though these methodologies are not all encompassing, provides an initial outlook of potential disparate impacts or disproportionate burdens in transportation disadvantage populations in the region.

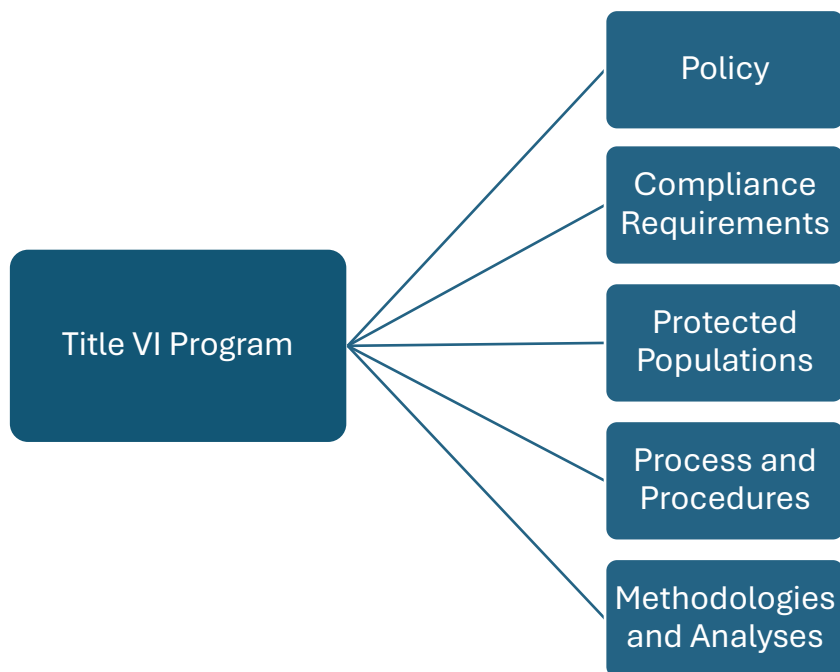
Chapter 1: Purpose and Background

1.1 Purpose and Content of the Title VI Program

The Central Massachusetts Metropolitan Planning Organization (CMMPO) Title VI Program will carry out civil rights, environmental justice (EJ), nondiscrimination, and other equity-related activities for the Central Massachusetts MPO. The program aims to ensure that individuals who have historically been excluded from participating in the MPO transportation-planning process and who have faced unfair burdens from the transportation system are given a voice in selecting transportation investments in their communities. Additionally, it strives to ensure that these individuals are no longer overburdened or underserved by the transportation system. The CMMPO remains committed to a transparent and accessible transportation-planning process, considering the needs of all residents when developing its plans and selecting the studies and projects it funds, with the ultimate goal of improving transportation outcomes for all populations.

The CMMPO Title VI Program includes the policies, compliance requirements, processes, procedures, methodologies and analyses that the CMMPO relies upon to guarantee an inclusive transportation planning process.

FIGURE 1: CMMPO TITLE VI PROGRAM



The CMMPO's Title VI Program, ensures compliance with all federal nondiscrimination requirements and continuous coordination with MassDOT on compliance requests, issues, and best practices. The program will also support the core functions of the CMMPO, including the certification documents such as the Long-Range Transportation Plan (LRTP), the Transportation Improvement Program (TIP), the Unified Planning Work Program (UPWP), the Public Participation Program (PPP) and the Language Assistance Plan (LAP).

The CMMPO will conduct equity analyses such as Title VI and EJ analyses, support public engagement, and lead equity-related studies with the goal of improving transportation outcomes for overburdened and underserved communities in the Central Massachusetts region. Although the specifics of the methodologies included herein may evolve over time, certain activities will be conducted regularly to ensure compliance with Title VI, EJ, and other nondiscrimination requirements.

1.2 The Central Massachusetts MPO Approach to Transportation Equity

Covering 40 municipalities in central Massachusetts, the CMMPO consists of a 10-member board comprised of MassDOT's Secretary of Transportation, Massachusetts Highway Division, one CMRPC representative, WRTA Administrator, the Worcester's City Manager, and elected officials from each one of the CMMPO subregions. CMMPO members, supported by staff, are responsible for allocating federal funds for public transit, roadway, bicycle, and pedestrian projects in the Central Massachusetts region. They are also responsible for setting the region's transportation vision, goals, and objectives. These are reflected in the CMMPO's endorsed studies, public engagement process, project selection, and the federally required documents that CMMPO staff produce.

One of the CMMPO's goal areas is transportation equity. This goal, along with its accompanying objectives, forms the foundation of the CMMPO's approach to this Title VI Program, which goes beyond these requirements to fully incorporate transportation equity in all CMMPO planning activities and decision-making.

The CMMPO's Transportation Equity goal is to:

Ensure that all people in the central Massachusetts region receive comparable benefits from, and are not disproportionately burdened by,

CMMPO investments, regardless of race, color, national origin, age, income, ability, sex or gender.

The CMMPO's objectives help staff develop concrete work activities to advance the CMMPO's transportation equity goals:

- Prioritize CMMPO investments that benefit equity populations.
- Minimize potential harmful environmental, health, and safety effects of CMMPO-funded projects for all equity populations.
- Promote investments that support transportation for all ages.
- Promote investments that are accessible to all people regardless of ability.

1.3 Federal Requirements and Guidance

The CMMPO's Title VI Program plays a pivotal role in ensuring compliance with federal nondiscrimination laws and various Executive Orders (EOs). The subsequent subsections delve into the federal statutes and EOs governing the CMMPO's civil rights endeavors, the regulations and guidance steering their execution, and the demographics encompassed by each.

Title VI

Title VI of the Civil Rights Act of 1964 states that “no person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.” As a recipient of federal financial assistance from both FHWA and the FTA, the CMMPO documents its efforts to ensure that its activities, programs, and services remain free from discrimination on these specified grounds.

Limited English Proficiency (LEP)

Discrimination based on limited English proficiency (LEP) is considered discrimination on the grounds of national origin. EO13166, titled “Improving Access to Services for Persons with Limited English Proficiency,” along with subsequent iterations of clarifying guidance, has established LEP as the primary indicator of national origin. EO13166 mandates federal agencies to take reasonable measures

to ensure meaningful language access in their services, with a similar requirement extended to all recipients of federal financial assistance.

Environmental Justice

Environmental justice at the federal level is based on EO 12898, titled “Federal Actions to Address Environmental Justice in Minority Populations and Low-income Populations.” This executive order mandates federal agencies to recognize and mitigate any disproportionately high and adverse human health and environmental impacts resulting from their programs, policies, and activities on minority and low-income populations. Under this directive, each agency is responsible for developing strategies to integrate environmental justice principles into their operations and those of their recipients of federal financial assistance.

Americans with Disabilities Act (ADA)

The Americans with Disabilities Act (ADA) prohibits public entities from discriminating against individuals with disabilities or excluding them from participating in, or denying them the benefits of, the entities’ services, programs, or activities. While disability protections are not explicitly part of Title VI, they are implicit in the mandates for inclusive public participation and are addressed in FHWA’s Environmental Justice (EJ) Reference Guide. For MPOs, this includes conducting public meetings in accessible venues and ensuring that CMMPO documents are available in formats accessible to all members of the public.

Racial Equity

Most recently, in an effort to advance racial equity and support for traditionally marginalized and underserved communities, President Biden signed the Executive Order 13985, titled “Advancing Racial Equity and Support for Underserved Communities through the Federal Government”. This EO supports the allocation of resources to advance fairness and opportunity by promoting equitable delivery of government benefits and opportunities, including advancing meaningful engagement with all communities.

Chapter 2: Title VI

This chapter outlines the activities of the Central Massachusetts Metropolitan Planning Organization (CMMPO) concerning its Title VI reporting obligations, as mandated by the Massachusetts Department of Transportation (MassDOT). As a subrecipient of MassDOT, the CMMPO is entrusted with federal funding from the Federal Highway Administration (FHWA) and the Federal Transit Administration (FTA), necessitating adherence to the Title VI reporting obligations set forth by these agencies. To fulfill their respective roles in upholding the principles and directives of Title VI, both the FHWA and FTA issue guidance to recipients of their financial assistance regarding compliance with Title VI regulations.

2.1 General Reporting Requirements

Massachusetts Departments of Transportation (MassDOT) Title VI Assurances

Signed assurances can be found in Appendix A

MassDOT Title VI Policy

Signed MassDOT Title VI Policy can be found in Appendix A

Title VI Notice of Nondiscrimination

The notice of nondiscrimination for the Central Massachusetts MPO, updated in 2024 and adapted from a MassDOT prototype, is available in the CMRPC website in multiple languages and formats under the [Title VI Policy](#) page. Modified versions of this notice are integrated into all documents and public engagement materials, with links provided for accessing the complete version online. If analysis indicates the need to incorporate additional languages, the notice will be promptly updated to meet this requirement.

Complaint Form and Procedures

The MPO's Title VI complaint forms and procedures were revised in 2024, drawing from MassDOT prototypes. They are also available in multiple languages and formats in Appendix B and the CMRPC website under the [Title VI Policy](#) page.

Title VI Complaint Log

The CMMPO has not received any Title VI complaints or been involved in any Title VI investigations or lawsuits.

Subrecipient Monitoring Process

Per Title 49, Section 21 of the Code of Federal Regulations (49 C.F.R. § 21.9), all subrecipients of federal financial assistance are required to comply with the nondiscrimination obligations in Title VI of the Civil Rights Act of 1964. Primary recipients of federal financial assistance that pass funds to third parties, thereby making them subrecipients, must ensure subrecipient compliance with Title VI requirements.

The CMRPC/CMMPO Title VI Coordinator is responsible for conducting external Title VI/Nondiscrimination compliance monitoring activities and provides technical assistance to ensure compliance when necessary. To date, the CMMPO does not have subrecipients. The process for subrecipient compliance is included in Appendix C.

Title VI Program Approval

The CMMPO's approval of this report is concurrent with the approval of the CMMPO Title VI Program and will be added to the front of this document accordingly.

2.2 Title VI Training

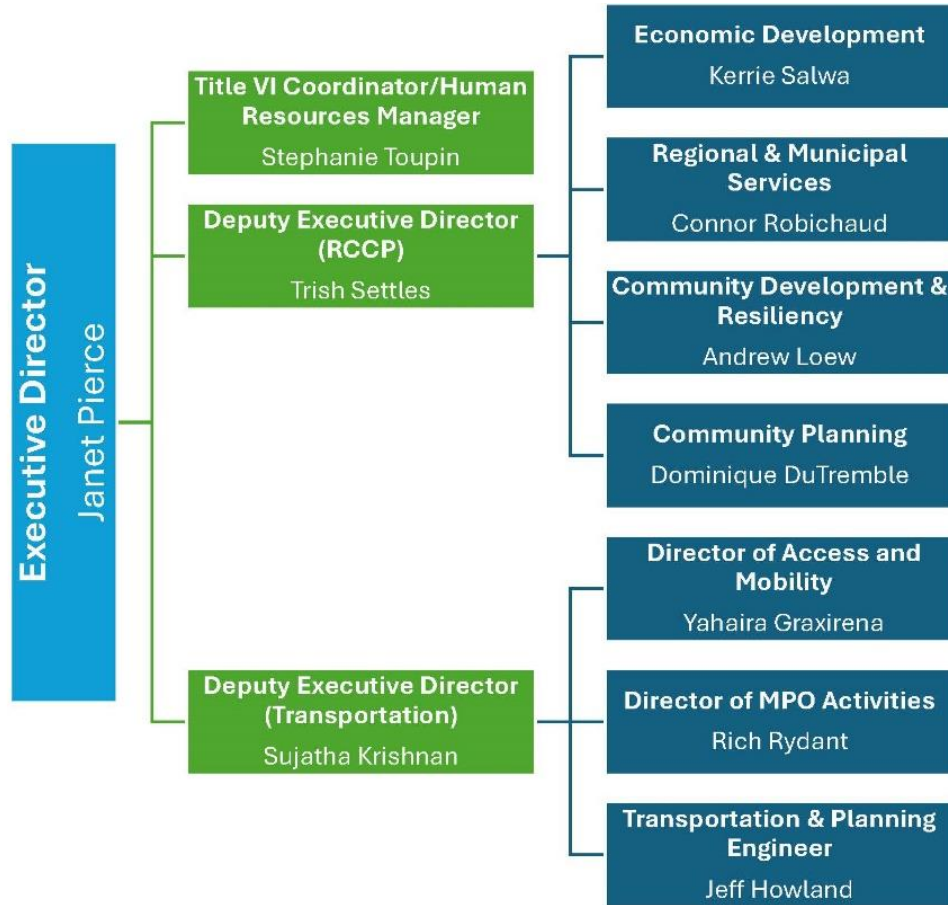
The CMMPO is committed to supporting its staff in all matters related to Title VI. All CMMPO staff goes through Title VI orientation during the on-boarding process. At-large training occur at least every two years as a refresher, answer questions, learn from past experiences, evaluate techniques or adapt/incorporate new processes that could advance the access to benefits and/or opportunities in the region's communities.

A folder with Title VI training materials and resources are always available for staff to review if needed. Also, the Title VI Coordinator is available to answer questions and support staff in any given aspect related to Title VI compliance.

2.3 Organization and Staffing

The diagram in Figure 2 shows the organizational chart for the Central Massachusetts Regional Planning Commission (CMRPC) staff, which is the staff of the Central Massachusetts MPO, and the Title VI Coordinator position in relation to the Executive Director position.

FIGURE 2: CMRPC ORGANIZATIONAL CHART



2.4 Dissemination of Title VI Information

The CMMPO’s communications strategy is multifaceted, using various forms of communication to reach as many members of the public as possible. These include messaging on the MPO’s Constant Contact account, monthly newsletters, and social media platforms (X, Facebook, LinkedIn, YouTube, and Instagram), as well as the CMMPO/CMRPC’s website, and through various board and committee meetings, stakeholder meetings, and public events hosted both virtually and in person.

The CMMPO's website serves as the main hub for distributing information about the CMMPO activities, documents, and opportunities for public input, and notices of public engagement events. It also houses the CMMPO's Title VI information, including the full notice of nondiscrimination, complaint forms, and complaint procedures, all translated into the CMMPO's Safe Harbor languages. To ensure accessibility, all documents are posted on the website in both PDF and HTML formats to accommodate the needs of persons with low or no vision. Additionally, documents may be requested in various formats by email, telephone, or US mail.

The website features an embedded translation widget that allows visitors to translate web text into Safe Harbor Languages (Arabic, Simplified Chinese, French, Italian, Portuguese, Russian, Spanish, Swahili, and Vietnamese), and other languages. All public-facing documents, such as memos and reports, contain the full or abbreviated notice of nondiscrimination, information about translation availability upon request, and accessible accommodations upon request. The CMMPO meetings are mainly a combination of in-person and virtual formats (hybrid) to ensure accessibility for all participants. During these meetings, a slide deck is displayed that contains the notice of nondiscrimination and information on obtaining materials in other languages and accessible formats. This information is read aloud by the meeting chair.

The CMMPO uses several email lists to notify interested parties about upcoming meetings and associated agendas, public review periods, document amendments, and other ways to get involved in the planning process. Every email contains Title VI information, including an abbreviated notice of nondiscrimination and a link to the full notice on the website, information on translating emails (via Google Translate), and a notice that additional translations can be provided upon request.

Public engagement materials, including surveys, plain language booklets, meeting agendas, and presentations, contain the notice of nondiscrimination and information on requesting translations and accessible accommodations. Registration forms for CMMPO events include a field asking if translations or accessible accommodations will be needed.

In accordance with the CMMPO's Language Assistance Plan (LAP) (see Appendix H), vital documents are translated into the six most spoken non-English languages in the Central Mass region: Spanish, Chinese (simplified and traditional), Portuguese, Vietnamese, and Swahili. Vital documents include the notice of nondiscrimination rights and protections to beneficiaries, complaint forms and procedures, public engagement documents such as surveys and meeting materials, and executive summaries of the CMMPO's core planning documents (the LRTP, TIP, UPWP, Coordinated Plan, and the Public Participation Plan).

Anyone may request a translation of any document in any language. All translated documents also include translated versions of the notice of nondiscrimination and information on requesting translated and accessible versions of documents.

2.5 Program Review Procedures

The CMMPO has to perform a series of procedures on a regular basis to guarantee full compliance of Title VI requirements, but also to measure the impact of transportation investments in the region and to evaluate meaningful involvement. Some of these procedures are completed annually, others every three or four years, and some occasionally or as needed.

Each year, staff carry out the following activities to maintain compliance with Title VI, EJ, and other nondiscrimination requirements.

- Monitor the use of web translations.
- TIP Title VI and EJ analysis.
- Funding analysis of TIP investments.
- Funding analysis of TIP public transit investments.
- UPWP geographic distribution of federal funds.
- Maps showing the geographic distribution of TIP projects

Every three years the CMMPO updates the Language Assistance Plan (LAP), including the four-factor analysis. The Safe Harbor Languages are revised and updated accordingly. Similarly, every four years, as part of the LRTP development, equity analysis (which encompasses the Title VI and EJ analyses) is conducted and used to prioritize major infrastructure investments as part of the scenario planning efforts. Also, as part of the LRTP development, staff conduct analyses and public engagement to identify transportation needs in the region in preparation for the completion of the LRTP.

Other tasks, like the maintenance of demographic and other data relevant to the Title VI Program, are performed as new data is released by the US Census Bureau and other sources. Staff review, download, and analyze the data and use it in a variety of CMMPO work, including project scoring, equity analyses, public engagement, and identifying transportation needs. With the newly developed CMRPC Community Snapshots, the CMMPO staff has readily available data.

Tasks such as updates to performance metrics and data are completed in a needed basis. Between LRTPs, staff review existing performance metrics and determine whether the

methodology or data sources need to be updated, and if new metrics are needed. Demographic profiles are used in other work products, and studies. On the other hand, updates to the Title VI notice of nondiscrimination, complaint forms, and procedures are done as needed or upon request from MassDOT.

Each certification document details the procedures to be followed if an adjustment or amendment or an administrative modification is needed.

An amendment is a revision that requires public review and demonstration of financial constraint. The public process requires a publicly advertised 21-day public comment period. Also, the CMMPO has to address any public commentary prior to forwarding the document to the MassDOT Office of Transportation Planning for review and final approval.

An adjustment is a revision that does not require a public process, but that is required to be included as an action item to be discussed by the CMMPO regular meetings along with a demonstration of financial constraint prior to share the document with the MassDOT Office of Transportation Planning for review and final approval.

An administrative modification is also a revision, but in this case is minor enough in nature to require neither a public process nor a CMMPO approval. In these cases, it only requires notification to the MassDOT Office of Transportation Planning.

Chapter 3: Environmental Justice

3.1 Definition and Thresholds

This chapter adheres to the specifications outlined in FHWA’s Environmental Justice Reference Guide and FTA’s Title VI Circular 4702.1B, as well as FTA’s Environmental Justice (EJ) Circular C 4703.1. In addition to demonstrating compliance with FHWA’s Title VI and non-discrimination mandates, this chapter also details concurrent initiatives aimed at engaging and accommodating a wider range of protected populations through the CMMPO’s Title VI Program.

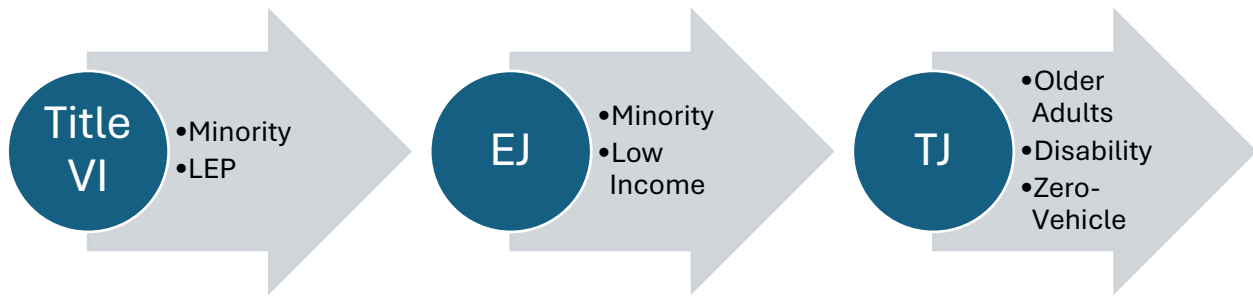
Environmental Justice (EJ) is defined as the fair treatment and meaningful involvement of all people regardless of race, color, national origin, or income with respect to the development, implementation, and enforcement of environmental laws, regulations, and policies.

- Fair Treatment means: No group of people should bear a disproportionate share of the negative environmental consequences resulting from industrial, governmental and commercial operations or policies.
- Meaningful Involvement means: People have an opportunity to participate in decisions about activities that may affect their environment and/or health. Their contribution can influence the regulatory agency’s decision. Their concerns will be considered. The decision makers seek out and facilitate the involvement of those potentially affected.

Consistent with MassDOT’s Beyond Mobility 2050 Transportation Plan, the CMMPO adopted the Regional Environmental Justice “Plus” Communities (REJ+) thresholds for the Central Massachusetts region. The REJ+ refers to environmental justice populations that are most impacted by transportation changes. The populations included in the REJ+ definition is consistent with Title VI and Environmental Justice definition, which include minority population, limited English proficient population and low-income population.

On the other hand, Transportation Justice (TJ) population refer to those that could encounter transportation disadvantages and may face barriers to participating in the transportation planning process. As such, the REJ+ includes households without access to a vehicle, individuals with disabilities, and population 65 years of age or older.

FIGURE 3: CMMPO'S REJ+ POPULATION



MassDOT uses the U.S. Census Block Group as the geographical unit (aka REJ+ Community) to determine the REJ+ thresholds. A block group is identified as an REJ+ Community if the following are true:

- At least one of three EJ criteria must be true:
 - Annual median household income less or equal than the MPO 25th percentile
 - Percent of minority population is greater or equal than the MPO 75th percentile
 - Percent of households with limited English proficiency is greater or equal than the MPO 75th percentile
- At least one of the following three transportation criteria must be true:
 - Percent of households with zero vehicles is greater or equal than the MPO 75th percentile
 - Percent of households with individuals with disabilities is greater or equal than the MPO 75th percentile
 - Percent of older adults (65 years of age or more) is greater or equal than the MPO 75th percentile

These thresholds are used by the CMMPO in a vast array of ways, including determining suitable outreach and engagement methods, measuring impacts of transportation projects, determining investments are equitable, among many other applications to advance the CMMPO's transportation equity goals. This information contributes to the CMMPO's planning and analysis efforts while developing certification documents and programs, conducting studies, and undertaking public engagement.

3.2 Demographic Profiles

The CMMPO staff updates demographic profiles as new Census data becomes available. For this report, data from the 2021 Decennial Census and the 2016-20 American Community Survey (ACS) were used.

Minority Population

The CMMPO uses the Federal Transit Administration (FTA) and Federal Highway Administration (FHWA) definition of minority persons: individuals who are American Indian/Alaska Native, Asian, Black/African American, Hispanic/Latino (regardless of race), and/or Native Hawaiian or another Pacific Islander. Minority populations are defined as readily identifiable groups of minority persons who live in geographic proximity, or, if warranted, geographically dispersed or transient populations.

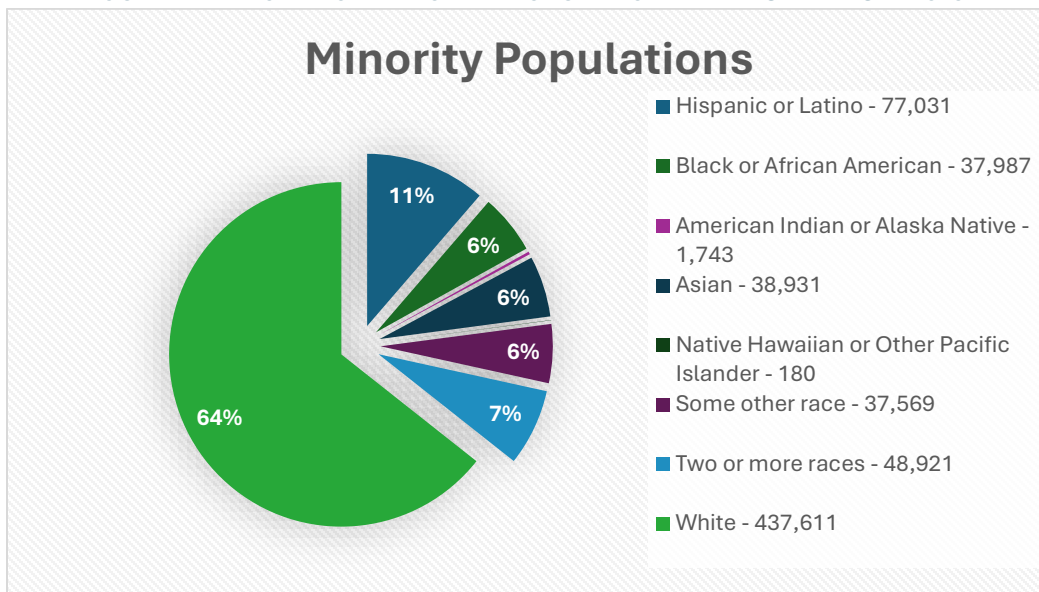
Central Massachusetts has a population that is primarily white (64%), and 36% identify as a minority population. Only 11% of the population in the region identifies as Hispanic or Latino. For the REJ+ criteria to be met, the percentage of minority population in any given census block group should be equal or greater than the 75th percentile.

TABLE 1: MINORITY POPULATION IN THE CMMPO REGION

	2010 Population	Percent of the Total Population, 2010	2020 Population	Percent of the Total Population, 2020	Percent Change, 2010 to 2020
Minority Population	112,888	20.3%	242,362	36.0%	15.7%
Total Population	555,169	100%	602,942	100.0%	0%

Source: 2020 and 2010 U.S. Census, Redistricting Files, Table P2

FIGURE 4: PERCENT OF MINORITY POPULATION IN THE CMMPO REGION



Source: U.S. Census. Universe: Total Population, 2020: DEC Redistricting Data (PL 94-171) P2

Low-Income Population

As mentioned above, the CMMPO adopted MassDOT’s REJ+ thresholds. As such, a census block group is considered a low income only when the median household income is equal or less than the 25th percentile of the CMMPO’s region median household income, \$60,921.

Limited English Proficiency Population

The limited English Proficiency population is defined by federal regulations as individuals for whom English is not their primary language and who have a limited ability to read, write, or understand English. For Title VI reporting purposes, the FTA defines LEP persons as those aged five and older who report to the US Census Bureau that they speak English less than “very well.”

Data from the 2021 American Community Survey (ACS) 5-year estimates indicate that 8.21% of the population in the CMMPO region aged five years and older are considered LEP populations. Table 2 below depicts the characteristics of the LEP population in the CMMPO region.

TABLE 2: LEP POPULATION IN THE CMMPO REGION

<i>CMMPO Region</i>	<i>Total</i>	<i>Percent (%)</i>
Population 5 years or more	570,264	100%
Spoke only English at home	445,882	78.18%
Spoke a language other than English at home	124,382	21.81%
<i>Speak English "less than very well"</i>	<i>46,875</i>	<i>8.21%</i>

Source: 2021 American Community Survey (ACS) 5-Year Estimates S1601.

“Language Spoken at Home by Ability to Speak English for the Population 5 Years and Over”.

Zero Vehicle Households

In the CMMPO region, 14% of households don’t have a single-occupancy vehicle. One of the CMMPO’s regional goals is to improve and expand the multiple options for people to travel and access essential services in the region. Given that there are numerous gaps in the pedestrian and bicycle network at the local and regional level, and transit service is still limited, many households’ social mobility is hindered by the lack of opportunities as a result of experiencing transportation barriers, among other social determinants of health.

Individuals with Disabilities

In the CMMPO region, 73,964 individuals, or 12.44% of the region’s population, self-reported having a disability, including cognitive, visual or hearing disability.

TABLE 4: CHARACTERISTICS OF INDIVIDUALS WITH DISABILITIES IN THE CMMPO REGION

<i>CMRPC Region</i>	<i>Total</i>	<i>Percent (%)</i>
Total Civilian Noninstitutionalized Population	594,306	100.0%
With a Disability	73,964	12.44%
Cognitive Difficulty	30,881	5.19%
Hearing Difficulty	20,680	3.47%
Vision Difficulty	10,800	1.81%

Source: 2021 American Community Survey (ACS) 5-Year Estimates S1810 “Disability Characteristics”.

Older Adults

The proportion of older adults in the CMMPO region is 21% (2021 ACS, 5-year estimates). As mentioned before, the REJ+ criteria require a census block group to have equal or greater than 75th percentile of the region’s proportion. It is important to note that the Central Massachusetts region began to experience a “generational shift”, and by 2040, the older adult population will represent 30% or more of the region’s population.

FIGURE 5: CMMPO REGION POPULATION PROJECTIONS: COMPARISON OF CHILDREN TO OLDER ADULTS



Source: CMRPC Population Projections.

Chapter 4: Meaningful Public Engagement

4.1 Developing and Strengthening Community Relationships

Meaningful and equitable public engagement is foundational to the CMMPO's planning and decision-making. The CMMPO's approach to engagement is centered on the development of strong relationships with members of the community, particularly groups and organizations representing populations who have historically been underrepresented in the planning process. It also requires a commitment to equity in the collection of qualitative data, through awareness of the effectiveness of our engagement in terms of what types of communities' staff are reaching and being more intentional about seeking representation from underrepresented populations.

4.2 Public Participation Plan

The CMMPO's [Public Participation Plan \(PPP\)](#) presents the CMMPO approach to meaningful involvement in the region. It aims to create a more inclusive and participatory planning process, ensuring that all community voices, particularly those from underrepresented and underserved groups, are heard and considered in the transportation planning and decision-making process. The CMMPO has expressed its commitment to understanding the historical and demographic contexts of the engaged communities and a commitment to meeting these communities where they are by developing creative and flexible engagement strategies. This is especially important when engaging harder-to-reach communities. Some of the strategies used by the CMMPO include attending virtual and in-person community meetings and events during and outside of regular business working hours, building trust with small-scale neighborhood, civic, and advocacy organizations, and partnering with other organizations to distribute surveys and conduct focus groups in languages other than English.

As of now, there are no significant revisions scheduled for the PPP, which was endorsed on December 15th, 2021. However, MPO staff will continue to make minor adjustments as necessary to ensure alignment with the public engagement procedures outlined in the CMMPO's certification documents, as well as state and federal guidelines. Additionally, staff are anticipating the release of MassDOT's updated Public Participation Plan and will promptly amend the PPP to incorporate any relevant changes.

Chapter 5: Language Assistance Plan

5.1 Language Assistance Plan

The CMMPO's [Language Assistance Plan \(LAP\)](#) (LAP) was recently updated in November 2023. A copy of the LAP can be found in Appendix I. The CMMPO is continuously evaluating language needs in the region and balance these with available resources by collecting website translation usage data, engaging with LEP persons and organizations that represent them, and analyzing language datasets such as the ACS or other related data like the one produced by the Massachusetts Department of Education related to English Learners.

Moreover, the CMMPO identified the region's top five most spoken non-English languages—Spanish, Chinese (both traditional and simplified), Portuguese, Swahili, and Vietnamese. These languages account for about three-quarters of all non-English language speakers in the region. Given the limited resources, only vital documents are translated into the top five languages. Often, a summary, brochures, flyers and Executive Summaries are translated into these safe harbor languages.

Staff use Google Analytics to track how users interact with the MPO's website, including the languages in which visitors use the site, the number of website visitors who access vital documents, download documents in languages other than English, among other key data related to website usage.

The CMMPO staff also rely on the on-the-ground knowledge of community partners about the languages spoken in various communities. Staff seek out and build upon relationships with those communities by engaging community-based organizations, associations, and advocates to discuss transportation needs, priorities, and concerns. These partners help disseminate surveys and other engagement materials, facilitating the collection of feedback.

Chapter 6: Methodologies and Analysis

6.1 LRTP Needs Assessment

The LRTP Needs Assessment is a comprehensive process through which staff identify transportation needs in the Central Massachusetts region. While the development of the needs assessment is most intensive in the year leading up to the release of the CMMPO's LRTP every four years, it incorporates all input received through public engagement since the last LRTP.

To support the Needs Assessment, staff engage with a diverse range of stakeholders across the region continuously, tracking needs expressed in various settings, including both LRTP-focused engagement and other venues or contexts. Conversations with municipalities and transportation professionals are important, but staff also prioritize the inclusion of diverse perspectives from individuals and groups representing a broad range of demographic and community types. Particular emphasis is placed on engaging historically underrepresented and underserved/overburdened communities to understand their transportation needs. Staff aim to ensure that engagement for the LRTP and other programs is holistic, meaningful, and quantifiable.

Public input gathered during various engagement activities is cataloged, with feedback and comments organized into themes. These are further grouped by equity tags (such as transportation concerns related to minority populations or people with limited English proficiency). The collection and analysis of this information is coordinated across planning staff to assess the effectiveness of engagement efforts, share relevant information across programs or projects, and continuously improve the effective and equitable collection of qualitative data.

Furthermore, staff continue to explore new strategies and tools to support and improve the collection, organization, and analysis of qualitative data, especially regarding the needs of equity populations for the Needs Assessment. Current efforts include identifying methods of providing incentives and compensation for participation in focus groups to create more equitable engagement opportunities for harder-to-reach communities. Staff are also exploring digital platforms for tracking engagement and organizing feedback, which would allow better visualizations of which communities are being reached, how they are being engaged across various projects, and planning future engagement accordingly.

6.2 Coordinated Public Transit-Human Services Transportation Plan

Transportation needs are also collected through the development of the CMMPO's [Coordinated Public Transit Human Services Transportation Plan](#) (Coordinated Plan). One of the main functions of the plan is to identify unmet transportation needs for older adults and individuals with disabilities in the Central Massachusetts region through extensive public engagement and to develop strategies and actions to address those needs.

The Coordinated Plan is completed every four years, following the same timeline as the LRTP. The most recent Coordinated Plan was endorsed by the CMMPO in June 2024. This intentional alignment facilitates coordinated public engagement for both processes and ensures that input from older adults and individuals with disabilities can inform LRTP decisions, such as the development of new investment programs that guide how the CMMPO allocates its target funds through the TIP. Engagement is primarily conducted through focus groups and interviews with individuals who work closely with older adults and individuals with disabilities, such as councils on aging and other organizations that provide direct services to these populations. The CMMPO also has staff who collaborate, work and actively engage with disability advocacy groups to better understand their needs.

6.3 Equity Analyses

Equity is defined “the distribution of impacts (benefits, disadvantages and costs) and whether that distribution is considered fair and appropriate.”¹ Current regulations mandate different types of analysis in order to prevent foreseeable impacts to the population as a result of a transportation project. Equity principles permeate in transportation planning when the analyses include possible impacts to disadvantage populations and measures to avoid, minimize or mitigate such impacts. The CMMPO has completed several analyses that examine the distribution of transportation funds. As per federal guidance, minority and low-income populations are analyzed separately in all of them.

Long Range Transportation Plan, 2050 Connections

The *2050 Connections*' Equity Analysis incorporates equity in the Central Massachusetts long range transportation planning process by measuring different

¹ Victoria Transport Policy Institute. 2023. *Evaluating Transportation Equity: Guidance for Incorporating Distributional Impacts in Transport Planning*. Retrieved online: [Evaluating Transportation Equity \(vtpi.org\)](https://vtpi.org/evaluating-transportation-equity/)

facets of equity according to federal provisions and planning emphasis areas for each of the options for major infrastructure projects. To evaluate the equity of major infrastructure projects, the analysis relies on a three-pronged approach. This approach includes elements of geographic equity, locational analysis, and a “benefits and burdens” analysis.

Geographic equity can be used primarily to determine any disparities that could raise in the transportation planning process, during the programming of transportation funds and, in this case, the locations that are being prioritized for either studies, initiatives or projects. On the other hand, locational analysis is used to determine the location of major infrastructure projects respective to environmental justice populations. For this purpose, Geographic Information Systems (GIS) is frequently used to map and tabulate socio-demographic information. Typically, the CMMPO uses a one-mile radii buffer for each major infrastructure project. If the project’s buffer intersects a block group with REJ+ populations, the project is considered to be located in a REJ+ area for the purpose of this type of analysis. This initial analysis makes staff aware of the need to tailor outreach activities for each one of these major infrastructure projects according to the populations identified in this buffer zone. As projects move forward onto the design phase, the analysis becomes more refined and will allow the identification of other transportation disadvantaged populations not initially identified.

The third methodology used as part of the LRTP development is the Benefits and Burdens Analysis. This analysis is defined as “an evaluation comparing impacts likely to be experienced by EJ populations against those likely to be experienced by non-EJ populations and the community as a whole in order to address any disproportionate benefits or burdens between EJ populations and the population at large.” (FTA C 4703.1, August 15, 2012) A disproportionate burden is defined as an impact predominantly borne by a minority population or low-income population, will be suffered by the minority and/or low-income population and is appreciably more severe or greater in magnitude than the adverse effect that will be suffered by the non-minority population and or the non-low-income population.

Furthermore, the FHWA requirements for Title VI Program (23 CFR Part 230) requires recipients to collect statistical data and establish procedures to identify and eliminate discrimination when found to exist. Title VI Analyses are grounded on the basis of disparate impacts. A disparate impact is a statistical demonstration that a facially neutral policy or practice caused a significant, adverse impact based on race, color, national origin, sex, disability, or another protected basis.

It is important to note that there's no one-size-fits-all type of approach to determine benefits or disproportionate burdens from transportation projects. The Travel Demand Model outputs were used during the LRTP development as the main source of data to determine if any disproportionate burdens and/or disparate impacts could result from the proposed scenarios through 2050. For this analysis, the results for REJ+ traffic analysis zones (TAZs) were compared with those from the non-REJ+ traffic analysis zones for the following criteria: vehicles mile traveled (VMT), congested vehicle miles traveled (VMT), number of jobs within 25 minutes by highway, and number of jobs within 45 minutes by transit. More information and results of this analysis can be found in Appendix D.

Transportation Improvement Program (TIP)

The CMMPO staff prepares an analysis and map of transportation projects programmed in the TIP between the Federal Fiscal Years 2019 to 2028. The analysis shows the distribution of the transportation projects relative to the distribution of minority and low-income populations in the Central Massachusetts region. Appendix E illustrates the location of TIP programmed projects, overlaid upon block groups indicating the percentage of low-income and/or minority populations.

Also, as part of the TIP development, the CMMPO staff analyze target-funded projects in the TIP to assess funding distribution among REJ+ populations, to understand the impact of transportation investments. Appendix E also includes the TIP target funding allocated to projects benefiting REJ+ populations for the FFY2024 – 29 TIP. A project is considered to benefit people who live within half-mile of the project.

Unified Planning Work Program (UPWP)

Each year, the MPO conducts a geographical assessment of the distribution of CMMPO-funded UPWP studies and technical support activities. Appendix G shows which communities in the region have been the subjects of CMMPO-funded studies or recipients of technical support. For each municipality, the table includes the population that is minority, low-income, or has limited English proficiency, as well as the number of UPWP tasks that have occurred in each FFY.

Not all municipalities have a study in any given FFY, but the assessment covers several years to provide the MPO with a fuller picture of which municipalities UPWP

studies are and are not serving. Assessments excluded client-funded studies, those with a regional focus, and all work related to certification requirements and CMMPO administration, resource management, and support activities.

The assessment provides a comprehensive view of the equitable distribution of UPWP-funded studies, ensuring that diverse communities, especially those with significant REJ+ populations, are being considered and supported in the CMMPO's planning efforts. This approach allows the CMMPO to identify gaps and make informed decisions to improve transportation equity across the Central Massachusetts region.

Central Massachusetts Regional Planning Commission

Member Communities

- | | |
|-------------------------|------------------------|
| Auburn | Northborough |
| Barre | Northbridge |
| Berlin | Oakham |
| Blackstone | Oxford |
| Boylston | Paxton |
| Brookfield | Princeton |
| Charlton | Rutland |
| Douglas | Shrewsbury |
| Dudley | Southbridge |
| East Brookfield | Spencer |
| Grafton | Sturbridge |
| Hardwick | Sutton |
| Holden | Upton |
| Hopedale | Uxbridge |
| Leicester | Warren |
| Mendon | Webster |
| Millbury | West Boylston |
| Millville | West Brookfield |
| New Braintree | Westborough |
| North Brookfield | Worcester |

Central Mass Regional Planning Commission



1 Mercantile Street, Suite 520, Worcester, MA 01608

Appendix A

MassDOT Title VI Signed Assurance



Maura Healey, Governor
Kimberley Driscoll, Lieutenant Governor
Monica Tibbitts-Nutt, Secretary & CEO



TITLE VI/NONDISCRIMINATION ASSURANCES

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

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

STATUTORY/REGULATORY AUTHORITIES

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

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

GENERAL ASSURANCES

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

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

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

SPECIFIC ASSURANCES

More specifically, and without limiting the above General Assurances, the Recipient gives the following Specific Assurances:

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

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

3. The Recipient will insert the clauses of Appendix A and E of this Assurance in every contract or agreement subject to the Acts and the Regulations;
4. The Recipient will insert the clauses of Appendix B of this Assurance, as a covenant running with the land, in any deed from the United States effecting or recording a transfer of real property, structures, use, or improvements thereon or interest therein to the Recipient;
5. That where the Recipient receives Federal financial assistance to construct a facility, or part of a facility, the Assurance will extend to the entire facility and facilities operated in connection therewith.
6. That where the Recipient receives Federal financial assistance in the form, or for the acquisition of real property or an interest in real property, the Assurance will extend to rights to space on, over, or under such property.
7. That the Recipient will include the clauses set forth in Appendix C and Appendix D of this Assurance, as a covenant running with the land, in any future deeds, leases, licenses, permits, or similar instruments entered into by the Recipient with other parties:
 - a. for the subsequent transfer of real property acquired or improved under the applicable activity, project, or program (Appendix C); and
 - b. for the construction or use of, or access to, space on, over, or under real property acquired or improved under the applicable activity, project, or program (Appendix D).

8. That this Assurance obligates the Recipient for the period during which Federal financial assistance is extended to the program, except where the Federal financial assistance is to provide, or is in the form of, personal property, or real property or interest therein, or structures or improvements thereon, in which case the Assurance obligates the Recipient or any transferee for the longer of the following periods:
 - a. the period during which the property is used for a purpose for which the Federal financial assistance is extended, or for another purpose involving the provision of similar services or benefits; or
 - b. the period during which the Recipient retains ownership or possession of the property.
9. The Recipient will provide for such methods of administration for the program as are found by the Secretary of Transportation or the official to whom he/she delegates specific authority to give reasonable guarantee that it, other recipients, sub-recipients, sub-grantees, contractors, subcontractors, consultants, transferees, successors in interest, and other participants of Federal financial assistance under such program will comply with all requirements imposed by or pursuant to the Acts, the Regulations, and this Assurance.
10. The Recipient agrees that the United States has a right to seek judicial enforcement with regard to any matter arising under the Acts, the Regulations, and this Assurance.

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

The Massachusetts Department of Transportation gives this Assurance in consideration of and for obtaining any Federal grants, loans, contracts, agreements, property, and/or discounts, or other Federal-aid and Federal financial assistance extended after the date hereof to the recipients by the U.S. Department of Transportation under the Federal-aid Highway Program. This Assurance is binding on the Massachusetts Department of Transportation, other recipients, sub-recipients, sub-grantees, contractors, subcontractors and their subcontractors, transferees, successors in interest, and any other participants in the Federal-aid Highway Program. The person signing below is authorized to sign this Assurance on behalf of the Recipient.

SIGNED FOR THE RECIPIENT:



12/11/2023

Monica Tibbits-Nutt

Date

Secretary & CEO

Massachusetts Department of Transportation

SUBRECIPIENT ASSURANCES

The CENTRAL MASSACHUSETTS REGIONAL PLANNING COMMISSION (CMRPC) on behalf of the CENTRAL MASSACHUSETTS METROPOLITAN PLANNING ORGANIZATION (CMMPO) (hereinafter referred to as the "Sub-Recipient"), hereby agrees that, as a condition of receiving any Federal financial assistance from the United States Department of Transportation (U. S. DOT), Federal Highway Administration (FHWA), from the Commonwealth of Massachusetts, through its Department of Transportation (Recipient), it is subject to and must comply with the Acts and Regulations detailed in this document.

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

SIGNED FOR THE SUB-RECIPIENT:

Janet A. Perice 2/12/24

(Signature & Date)

Janet A. Perice, Executive Director

(Print Name & Title)

APPENDIX A

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

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

APPENDIX B

CLAUSES FOR DEEDS TRANSFERRING UNITED STATES PROPERTY

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

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

(HABENDUM CLAUSE)

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

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

(1) no person will on the grounds of race, color, national origin be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination with regard to any facility located wholly or in part on, over, or under such lands hereby conveyed, and;

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

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

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

APPENDIX C

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

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

- A. *The (grantee, lessee, permittee, etc. as appropriate) for himself/herself, his/her heirs, personal representatives, successors in interest, and assigns, as a part of the consideration hereof, does hereby covenant and agree [in the case of deeds and leases add “as a covenant running with the land”] that:*
 - 1. *In the event facilities are constructed, maintained, or otherwise operated on the property described in this (deed, license, lease, permit, etc.) for a purpose for which a Department of Transportation activity, facility, or program is extended or for another purpose involving the provision of similar services or benefits, the (grantee, licensee, lessee, permittee, etc.) will maintain and operate such facilities and services in compliance with all requirements imposed by the Acts and Regulations (as may be amended) such that no person on the grounds of race, color, national origin will be excluded from participation in, denied the benefits of, or be otherwise subjected to discrimination in the use of said facilities.*

- B. *With respect to licenses, leases, permits, etc., in the event of breach of any of the above Non-discrimination covenants, the Massachusetts Department of Transportation will have the right to terminate the (lease, license, permit, etc.) and to enter, re-enter, and repossess said lands and facilities thereon, and hold the same as if the (lease, license, permit, etc.) had never been made or issued.**

- C. *With respect to a deed, in the event of breach of any of the above Non-discrimination covenants, the Massachusetts Department of Transportation will have the right to enter or re-enter the lands and facilities thereon, and the above described lands and facilities will there upon revert to and vest in and become the absolute property of the Massachusetts Department of Transportation and its assigns.**

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

APPENDIX D

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

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

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

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

APPENDIX E

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

PERTINENT NON-DISCRIMINATION AUTHORITIES:

- Title VI of the Civil Rights Act of 1964 (42 U.S.C. § 2000d *et seq.*, 78 stat. 252) (prohibits discrimination on the basis of race, color, national origin); and 49 CFR Part 21
- The Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970 (42 U.S.C. § 4601) (prohibits unfair treatment of persons displaced or whose property has been acquired because of Federal or Federal-Aid programs and projects)
- Federal-Aid Highway Act of 1973 (23 U.S.C. § 324 *et seq.*) (prohibits discrimination on the basis of sex)
- Section 504 of the Rehabilitation Act of 1973 (29 U.S.C. § 794 *et seq.*), as amended (prohibits discrimination on the basis of disability) and 49 CFR Part 27
- The Age Discrimination Act of 1975, as amended (42 U.S.C. § 6101 *et seq.*) (prohibits discrimination on the basis of age)
- Airport and Airway Improvement Act of 1982 (49 U.S.C. § 471, Section 47123), as amended (prohibits discrimination based on race, creed, color, national origin, or sex)
- The Civil Rights Restoration Act of 1987 (PL 100-209) (broadened the scope, coverage, and applicability of Title VI of the Civil Rights Act of 1964, the Age Discrimination Act of 1975, and Section 504 of the Rehabilitation Act of 1973, by expanding the definition of the terms “programs or activities” to include all of the programs or activities of Federal-Aid recipients, sub-recipients, and contractors, whether such programs or activities are Federally funded or not)
- Titles II and III of the Americans with Disabilities Act (42 U.S.C. §§ 12131-12189), as implemented by Department of Transportation regulations at 49 CFR parts 37 and 38 (prohibits discrimination on the basis of disability in the operation of public entities, public and private transportation systems, places of public accommodation, and certain testing entities)
- The Federal Aviation Administration’s Non-Discrimination Statute (49 U.S.C. § 47123) (prohibits discrimination on the basis of race, color, national origin, and sex)
- Executive Order 12898, Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations (prohibits programs, policies, and activities with disproportionately high and adverse human health or environmental effects on minority and low-income populations)
- Executive Order 13166, Improving Access to Services for People with Limited English Proficiency, and resulting agency guidance, national origin discrimination includes discrimination because of limited English proficiency (LEP). To ensure compliance with Title VI, you must take reasonable steps to ensure that LEP persons have meaningful access to your programs (70 Fed. Reg. at 74087 to 74100)
- Title IX of the Education Amendments Act of 1972, as amended (20 U.S.C. 1681 *et seq.*) (prohibits discrimination on the basis of sex in education programs or activities)

POLICY DIRECTIVE



Gina Fiandaca, Secretary and CEO

Supersedes Policy CR-001h (2-22)

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

Applicability

TITLE VI/NONDISCRIMINATION POLICY STATEMENT

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

ប្រសិនបើលោក-អ្នកត្រូវការបកប្រែព័ត៌មាននេះ

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

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

Appendix B

CMMPO Title VI Complaint Procedures



Title VI Complaint Procedures

Purpose and Applicability

The purpose of this document is to establish procedures for the processing and disposition of both discrimination complaints filed directly with the Central Massachusetts Metropolitan Planning Organization (CMMPO) or the Central Massachusetts Regional Planning Commission (CMRPC), and discrimination complaints that CMMPO/CMRPC have the delegated authority to process under Title VI of the Civil Rights Act of 1964 (Title VI) and related state and federal nondiscrimination authorities, including the Americans with Disabilities Act (ADA).

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

Step 1: Complainant submits their complaint.

Step 2: CMMPO/CMRPC issues the complainant an acknowledgment letter.

Step 3: Complaint is assigned to, and reviewed by, an investigator.

Step 4: Investigator conducts interviews of complainants, witnesses, and the respondent.

Step 5: Investigator reviews the evidence and testimonies to determine whether a violation has occurred.

Step 6: Complainant and Respondent are issued a letter of resolution or a letter of finding and offered appeal rights.

Step 7: Once the appeal period has expired, the investigation is closed.

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

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

As part of their efforts to comply with Title VI, subrecipients of federal financial assistance through CMMPO/CMRPC are encouraged to adopt these complaint procedures. In so doing, these subrecipients acknowledge their obligation to afford members of the public with an opportunity to file complaints alleging violations of nondiscrimination policies in place across their organization and in their programs,

services, and activities. In accordance with federal guidance, subrecipients of transit-related funds understand they have the authority to process Title VI complaints and will inform their recipients, CMMPO/CMRPC, of complaints received and the outcome of investigations as the matters are resolved.

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

Definitions

Complainant – A person who files a complaint with CMMPO/CMRPC.

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

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

Operating Administrations – Agencies of the U.S. Department of Transportation, including the Federal Highway Administration (FHWA), the Federal Transit Administration (FTA), the Federal Rail Administration (FRA), the National Highway Traffic Safety Administration (NHTSA), and the Federal Motor Carrier Safety Administration (FMSCA), that fund transportation programs or activities.

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

Filing of Complaints

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

requirements, FHWA and FTA have established regulations and guidance that require recipients and subrecipients of federal financial assistance to establish procedures for processing Title VI complaints filed with these organizations.

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

The Complaint Process

1. Who can file a complaint?

ANY member of the public, along with all CMMPO/CMRPC customers, applicants, contractors, or subrecipients who believe that they themselves, a third party, or a class of persons were mistreated or treated unfairly because of their race, color, or national origin (including limited English proficiency) in violation of Title VI of the Civil Rights Act of 1964, related federal and state laws and orders, or CMMPO/CMRPC's Anti-Discrimination/Harassment Prevention (ADHP) Policy. Retaliation against a member of the public on the basis of race, color, or national origin is also prohibited under Title VI and the ADHP Policy.

2. How do I file a complaint?

A complaint may be filed with the following:

Janet A. Pierce

Central Massachusetts Metropolitan Planning Organization
1 Mercantile Street, Suite 520
Worcester, MA 01608

MassDOT/MBTA Title VI Specialists

Office of Diversity and Civil Rights – Title VI Unit
10 Park Plaza, Suite 3800
Boston, MA 02116
Phone: (857) 368-8580 or 7-1-1 for Relay Service
Email: MassDOT.CivilRights@state.ma.us or MBTAcivilrights@mbta.com

MassDOT/MBTA, Assistant Secretary and Chief Diversity Officer

Office of Diversity and Civil Rights – Investigations Unit

10 Park Plaza, Suite 3800

Boston, MA 02116

Phone: (857) 368-8580

Email: odcrcomplaints@dot.state.ma.us

MBTA Customer Call Center: (617) 222-3200

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

U.S. Department of Transportation

Office of Civil Rights

1200 New Jersey Avenue, SE

Washington D.C. 20590

Website: civilrights.justice.gov/

Please note:

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

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

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

- Your name, signature and, current contact information (i.e., telephone number, email address and postal mailing address);
- The name and badge number (if known and applicable) of the alleged perpetrator;
- A description of how, when, and where the alleged prohibited conduct occurred;

- A detailed description of why you believe you were treated differently;
- Names and contact information of any witnesses; and
- Any other information you believe is relevant to your complaint.

A. In cases where the complainant is unable to provide a written statement, a verbal complaint may be made to the Office of Diversity & Civil Rights (ODCR). Complainants will be interviewed by a Civil Rights Investigator (CRI). If necessary, the CRI will assist the person in converting the verbal complaint to writing. All complaints should be signed by the complainant.

B. Anonymous complaints may be filed in the same manner. Anonymous complaints shall be investigated in the same manner as any other complaint.

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

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

A. A complaint alleging violation of Title VI and/or CMMPO/CMRPC's ADHP policy should be filed no later than one hundred and eighty (180) days from the date of the alleged violation.

B. Complaints alleging violations of state or federal law must be filed within the time frames established by statute, regulation, or case law – in certain instances up to three hundred (300) days from the date of the alleged violation.

5. How will my complaint be handled?

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

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

1) involves a statement or conduct that violates:

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

ii. or

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

AND

2) is timely filed.

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

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

C. Conduct a thorough investigation of the allegations contained in the complaint in accordance with the CMMPO/CMRPC Internal Complaint Procedures.

6. Findings and Recommendations?

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

A. A letter of resolution that explains the steps the respondent has taken or will take to comply with Title VI.

B. A letter of finding that is issued when the respondent is found to be in compliance with Title VI. This letter will include an explanation of why the respondent was found to be in compliance and provide notification of the complainant's appeal rights.

C. A letter of finding that is issued when the respondent is found to be in noncompliance.

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

7. Can I appeal a Finding?

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



Procedimientos de Denuncia del Título VI

Propósito y aplicabilidad

El propósito de este documento es establecer los procedimientos para la tramitación y resolución tanto de las denuncias por discriminación presentadas directamente ante la Organización de Planificación Metropolitana de la Zona Central de Massachusetts (Central Massachusetts Metropolitan Planning Organization, CMMPO) o la Comisión de Planificación Regional de la Zona Central de Massachusetts (Central Massachusetts Regional Planning Commission, CMRPC), como de las denuncias por discriminación que la CMMPO/CMRPC tienen la facultad de procesar en virtud del Título VI de la Ley de Derechos Civiles de 1964 (Título VI) y las autoridades estatales y federales relacionadas con la no discriminación, incluida la Ley de Estadounidenses con Discapacidades (Americans with Disabilities Act, ADA).

La tramitación de las denuncias por discriminación seguirá los pasos que se indican a continuación y que se describen con más detalle a lo largo de este documento.

Paso 1: El denunciante presenta la denuncia.

Paso 2: La CMMPO/CMRPC envía al denunciante una carta de acuse de recibo.

Paso 3: La denuncia se asigna a un investigador, que la examina.

Paso 4: El investigador lleva a cabo entrevistas con los denunciantes, testigos y el denunciado.

Paso 5: El investigador revisa la evidencia y los testimonios para determinar si se ha producido una infracción.

Paso 6: El denunciante y el denunciado reciben una carta de resolución o una carta de determinación y se les ofrecen derechos de apelación.

Paso 7: Una vez que el plazo de apelación ha vencido, la investigación se cierra.

Los procedimientos describen un proceso administrativo dirigido a identificar y eliminar la discriminación en programas y actividades financiados por el gobierno federal. Los procedimientos no ofrecen una vía de reparación a los denunciantes que busquen reparaciones individuales, como los daños punitivos o una indemnización por daños. Tampoco prohíben presentar denuncias ante otros organismos estatales o federales ni niegan a los denunciantes el derecho a buscar asesoramiento privado para abordar los actos de presunta discriminación.

Los procedimientos descritos en este documento se aplican a la CMMPO/CMRPC y sus beneficiarios secundarios, contratistas y subcontratistas en su administración de programas y actividades financiados con fondos federales.

Como parte de sus esfuerzos para cumplir con el Título VI, se alienta a los beneficiarios secundarios de asistencia financiera federal a través de la CMMPO/CMRPC a adoptar estos procedimientos de denuncia. Al hacerlo, reconocen su obligación de proporcionar a los miembros del público la oportunidad de presentar denuncias alegando violaciones de las políticas de no discriminación vigentes en toda su organización y en sus programas, servicios y actividades. De acuerdo con las directrices federales, los beneficiarios secundarios de fondos relacionados con el tránsito entienden que tienen la facultad para procesar las denuncias del Título VI e informarán a sus destinatarios, la CMMPO/CMRPC, de las denuncias recibidas y el resultado de las investigaciones a medida que se resuelvan los asuntos.

Los beneficiarios secundarios de fondos relacionados con las carreteras entienden además que no tienen la facultad para investigar los reclamos por violaciones del Título VI presentadas contra su organización (cuando dicha organización es la denunciada o la parte acusada de haber violado el Título VI). Dichos reclamos se enviarán a la Oficina de Diversidad y Derechos Civiles (Office of Diversity and Civil Rights, ODCR) del Departamento de Transporte de Massachusetts (Massachusetts Department of Transportation, MASSDOT)/la Autoridad de Transporte de la Bahía de Massachusetts (Massachusetts Bay Transportation Authority, MBTA) para determinar la autoridad investigadora competente. Los beneficiarios secundarios de fondos para carreteras conservan el derecho de considerar las acusaciones de violación del Título VI como una cuestión de garantía o cumplimiento de la política interna, pero se les impide tomar decisiones sobre posibles violaciones del Título VI. La CMMPO/CMRPC recomienda que los beneficiarios secundarios se comuniquen con los especialistas del Título VI de la ODCR, el Director del Título VI y Accesibilidad y/o el Director de Investigaciones cuando/si se reciben denuncias relacionadas con el Título VI para asegurar un manejo adecuado.

Definiciones

Denunciante: Una persona que presenta una denuncia ante la CMMPO/CMRPC.

Denuncia: Declaración escrita, verbal o electrónica sobre una acusación de discriminación que contiene una solicitud para que la oficina receptora tome medidas. Cuando una persona con una discapacidad presenta una denuncia, dicho término abarca formatos alternativos para adaptarse a la discapacidad del denunciante.

Discriminación: Acto u omisión, intencional o no, a través del cual una persona en los Estados Unidos, únicamente debido a su raza, color, origen nacional o características cubiertas por otras autoridades relacionadas con la no discriminación, como el género, la edad, o la discapacidad, ha sido objeto de un trato desigual o de un resultado dispar con relación a cualquier programa o actividad que reciba asistencia federal.

Administraciones Operativas: Agencias del Departamento de Transporte de los Estados Unidos, incluidas la Administración Federal de Carreteras (Federal Highway Administration, FHWA), la Administración Federal de Tránsito (Federal Transit Administration, FTA), la Administración Federal de Ferrocarriles (Federal Rail Administration, FRA), la Administración Nacional de Seguridad Vial (Highway

Traffic Safety Administration, NHTSA) y la Administración Federal de Seguridad de Autotransportes (Federal Motor Carrier Safety Administration, FMSCA), que financian programas o actividades de transporte.

Denunciado: La persona, agencia, institución u organización que supuestamente ha cometido discriminación.

Presentación de denuncias

Esta sección detalla los procedimientos de la CMMPO/CMRPC para procesar las denuncias de discriminación del Título VI (sobre la base de características tales como la raza, color u origen nacional, incluyendo el idioma) y las denuncias que alegan discriminación sobre la base de disposiciones federales adicionales de no discriminación (edad, sexo y discapacidad). La ley federal y las regulaciones que rigen el Título VI de la Ley de Derechos Civiles de 1964 (Título VI) otorgan la facultad de coordinación general para la investigación de denuncias de derechos civiles al Departamento de Justicia de los Estados Unidos (United States Department of Justice, US DOJ), que trabaja en colaboración con las agencias federales que llevan a cabo esta responsabilidad. En el sector del transporte, esta autoridad de investigación recae en el Departamento de Transporte de los Estados Unidos (US Department of Transportation, US DOT) y sus agencias correspondientes a los diferentes medios de transporte, incluyendo la Administración Federal de Carreteras (FHWA) y la Administración Federal de Tránsito (FTA). En coordinación con los requisitos del USDOT, la FHWA y la FTA han establecido regulaciones y directrices que requieren que los beneficiarios y beneficiarios secundarios de asistencia financiera federal establezcan procedimientos para procesar las denuncias del Título VI presentadas ante estas organizaciones.

Los procedimientos descritos a continuación, basados en los procedimientos de denuncia recomendados promulgados por el Departamento de Justicia de los Estados Unidos (US DOJ), están diseñados para proporcionar una oportunidad justa para que las denuncias respeten el debido proceso tanto para los denunciadores como para los denunciados. Además del proceso formal de resolución de denuncias detallado en este documento, la CMMPO/CMRPC tomará medidas afirmativas para perseguir la resolución informal de todas las denuncias del Título VI, cuando sea posible.

El proceso de denuncia

1. ¿Quién puede presentar una denuncia?

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

2. ¿Cómo presento una denuncia?

Puede presentar una denuncia ante:

Janet A. Pierce

Central Massachusetts Metropolitan Planning Organization
1 Mercantile Street, Suite 520
Worcester, MA 01608

Especialistas del Título VI del MassDOT/la MBTA

Office of Diversity and Civil Rights – Title VI Unit
10 Park Plaza, Suite 3800
Boston, MA 02116
Teléfono: (857) 368-8580 o 7-1-1 para el servicio de retransmisión
Correo electrónico: MassDOT.CivilRights@state.ma.us o MBTAcivilrights@mbta.com

Subsecretario y Director de Diversidad del MassDOT/la MBTA

Office of Diversity and Civil Rights – Investigations Unit
10 Park Plaza, Suite 3800
Boston, MA 02116
Teléfono: (857) 368-8580
Correo electrónico: odcrcomplaints@dot.state.ma.us

Departamento de Transporte de los EE. UU.

Office of Civil Rights
1200 New Jersey Avenue, SE
Washington D.C. 20590
Sitio web: civilrights.justice.gov/

Nota:

- Cuando la FTA recibe una denuncia del Título VI sobre la CMMPO/CMRPC, un beneficiario secundario o un contratista, puede solicitar que el asunto sea investigado por la CMMPO/CMRPC.

3. ¿Qué debo incluir en una denuncia?

Un Formulario de denuncia del Título VI/No Discriminación está disponible electrónicamente en el sitio web del Título VI de la CMRPC o en copia impresa en la Oficina de la CMRPC. Alternativamente, un denunciante puede presentar correspondencia en un formato alternativo que debe incluir:

- Su nombre, firma e información de contacto actual (es decir, número de teléfono, dirección de correo electrónico y dirección postal);
- El nombre y el número de identificación (si se conocen y corresponden) del presunto perpetrador;
- Una descripción de cómo, cuándo y dónde ocurrió la supuesta conducta prohibida;
- Una descripción detallada de por qué cree que fue tratado de manera diferente;
- Nombres e información de contacto de cualquier testigo; y
- Cualquier otra información que considere pertinente.

A. En los casos en que el denunciante no pueda proporcionar una declaración por escrito, se puede presentar una denuncia verbal ante la Oficina de Diversidad y Derechos Civiles (ODCR). Los denunciantes serán entrevistados por un Investigador de Derechos Civiles (Civil Rights Investigator, CRI). Si es necesario, el CRI ayudará a la persona a convertir la denuncia verbal en escrita. Todas las denuncias deben ser firmadas por el denunciante.

B. Pueden presentarse denuncias anónimas de la misma manera, las cuales se investigarán del mismo modo que cualquier otra denuncia.

C. Las denuncias serán aceptadas en cualquier idioma reconocido. Existen formularios de denuncia multilingües.

D. Si un formulario de denuncia no está disponible en el idioma de preferencia del denunciante, se podrá solicitar a la CMMPO/CMRPC que proporcione dichas traducciones.

4. ¿Cuánto tiempo tengo para presentar una denuncia?

A. Una denuncia que alega la violación del Título VI y/o la política ADHP de la CMMPO/CMRPC debe presentarse a más tardar ciento ochenta (180) días a partir de la fecha de la supuesta violación.

B. Las denuncias que alegan violaciones de la ley estatal o federal deben presentarse dentro de los plazos establecidos por las leyes, las regulaciones o la jurisprudencia, en ciertos casos hasta trescientos (300) días a partir de la fecha de la supuesta violación.

5. ¿Cómo se manejará mi denuncia?

Cuando se recibe una denuncia, se asigna a un Investigador de Derechos Civiles (CRI). El CRI debe:

A. Determinar la jurisdicción: La ODCR tiene jurisdicción si la denuncia:

1) implica una declaración o conducta que viola:

i. La obligación legal y el compromiso de la CMMPO/CMRPC de prevenir la discriminación, el acoso o las represalias sobre la base de una característica protegida con respecto a cualquier aspecto del servicio de la Agencia al público.

ii. o

El compromiso asumido por los beneficiarios secundarios y contratistas que trabajan con el MassDOT/la MBTA de adherirse a las políticas de estos.

Y

2) es presentada oportunamente.

B. Emitir un acuse de recibo de la denuncia y proporcionar una determinación jurisdiccional dentro de los diez (10) días hábiles posteriores a la recepción de la denuncia.

1) Si el CRI determina que una denuncia no tiene el potencial de establecer una violación de los derechos civiles, entonces le notificará al denunciante y al Especialista del Título VI por escrito de su determinación y el caso quedará cerrado.

C. Realizar una investigación exhaustiva de las alegaciones contenidas en la denuncia de acuerdo con los Procedimientos Internos de Denuncia de la CMMPO/CMRPC.

6. ¿Determinaciones y recomendaciones?

Al término de la investigación, el CRI enviará al denunciante y al denunciado una de las siguientes tres cartas basadas en las determinaciones:

A. Una carta de resolución que explique los pasos que el denunciado ha tomado o tomará para cumplir con el Título VI.

B. Una carta de determinación que se emite cuando se determina que el denunciado cumple con el Título VI. Esta carta incluirá una explicación de por qué se considera que el denunciado no cometió un incumplimiento y proporcionará notificación de los derechos de apelación del denunciante.

C. Una carta de determinación que se emite cuando se considera que el denunciado se encuentra en incumplimiento.

Esta carta describirá cada violación con una referencia de las regulaciones aplicables, una breve descripción de las determinaciones/recomendaciones, las consecuencias de no lograr el cumplimiento voluntario y un ofrecimiento de asistencia para diseñar un plan correctivo para el cumplimiento, si corresponde.

7. ¿Puedo apelar una determinación?

Si un denunciante o denunciado no está de acuerdo con las determinaciones del CRI, entonces podrá apelarlas ante el Subsecretario y el Director de Diversidad. La parte apelante debe proporcionar cualquier **información nueva no disponible durante el curso de la investigación original que haría que**

el MassDOT reconsiderara sus determinaciones. La solicitud de apelación y cualquier nueva información deben presentarse dentro de los treinta (30) días siguientes a la fecha en que se envió la carta de determinación. Después de revisar esta información, el MassDOT responderá ya sea emitiendo una carta de resolución revisada o informando a la parte apelante que la carta de resolución o determinación original permanecerá en vigor.



《第六章》 投诉程序

目的和适用范围

本文的目的是为了建立与中央麻萨诸塞都会区规划组织（CMMPO）或中央麻萨诸塞地区规划委员会（CMRPC）直接提出的歧视投诉以及 CMMPO/CMRPC 在 1964 年《民权法案》(第六章)和相关州和联邦非歧视权力（包括美国残疾人法案（ADA））下有代表权处理的歧视投诉的处理和解决程序。

歧视投诉的处理将按照以下步骤进行，并在后文中进行更详细地说明。

第 1 步：投诉人提交投诉。

第 2 步：CMMPO / CMRPC 向投诉人发出确认函。

第 3 步：投诉案件被分配至调查员，由其审查。

第 4 步：调查员对投诉人、证人和被投诉人进行约谈。

第 5 步：调查员审核证据和证词，审查是否存在违规行为。

第 6 步：投诉人和被投诉人将收到决议书或调查结果信，并享有上诉权利。

第 7 步：超出上诉期限，则调查结束。

这些流程表述一种行政流程，旨在发现和消除联邦资助的计划和活动中出现的歧视现象。这些流程并不向寻求个人补救措施的投诉人提供救济途径，包括惩罚性赔偿或补偿性报酬；它们不禁止投诉人向其他州或联邦机构提交投诉；也不否认投诉人寻求私人律师协助解决受控歧视行为的权利。

该文件描述的流程适用于 CMMPO/CMRPC 及其受助方、承包商和分包商在联邦资助的项目和活动中的管理。

为遵守第六节的规定，我们鼓励，通过 CMMPO/CMRPC 获得联邦财政资助的受助方可以采用这些投诉流程。如此，受助方承认自己有义务向公众提供投诉机会，指控他们组织内和项目、服务和

活动过程中存在违反禁止歧视政策的行为。根据联邦指导意见，与交通相关资金的受助方理解他们有权处理第六节投诉，并告知他们的受助方 CMMPO/CMRPC 收到的投诉以及结案时的调查结果。

公路类资助的分包商应明白其无权调查针对其机构（即该单位是被控违反《民权法案》第六章的被投诉人或一方）的《民权法案》第六章投诉。所有此类投诉须转给 CMMPO/CMRPC 多元化和民权办公室决定合适的调查机构。公路类资助的分包商可以保留将不违反《民权法案》第六节指控作为工作承诺和（或）内部政策承诺的权利，但无权裁定被指控行为是否违反《民权法案》第六节的规定。CMMPO/CMRPC 鼓励所有分包商在收到《民权法案》第六节投诉时与多样性及民权办公室《民权法案》第六章专员、联邦项目管理人和（或）调查部门负责人沟通，以保证问题得到妥善处理。

定义

投诉人 - 向 CMMPO / CMRPC 提出投诉的人。

投诉 - 书面、口头或电子陈述，涉及歧视指控并要求接收部门采取行动。如果投诉是由残疾人提出的，则投诉一词还包括为适应申诉人的残疾状况而采用的其他格式。

歧视 - 在美国，因种族、肤色、国籍或其他非歧视权威机构所涵盖的理由（如性别、年龄或残疾），而导致一个人在任何接受联邦援助的计划或活动中受到不平等对待或差别影响的行为或不作为，无论是有意还是无意。

运营管理机构 - 资助运输计划或活动的美国运输部各机构，包括联邦公路管理局（FHWA）、联邦交通管理局（FTA）、联邦铁路管理局（FRA）、国家公路交通安全管理局（NHTSA）和联邦机动车运输安全管理局（FMSCA）。

被申诉人 - 被指控参与歧视的个人、机构、机构或组织。

提出投诉

本节具体说明 CMMPO/CMRPC 处理《民权法案》第六节歧视投诉（基于种族、肤色，或国籍，包括语言）以及基于（年龄、性别和残障）其它联邦反歧视规定的歧视投诉的程序。根据 1964 年《民权法案》第六章的联邦法律和法规，调查民权投诉的总体协调权在美国司法部，司法部与履行此项职责的相应联邦机构合作。在交通领域，此调查权归属于美国交通部（US DOT）及其各类型交通管理机构，包括联邦公路管理局（FHWA）和联邦公交管理局（FTA）。根据美国交通部的

规定，联邦公路管理局、联邦公交管理局建立规章制度，要求接受联邦财政资助单位及其分包商针对这些机构的投诉指定处理程序。

下述程序的制定以美国司法部制定的投诉程序为参照模型，其目的是在尊重正当程序的基础上为投诉和被投诉双方解决投诉问题提供公平机会。除以下正式的投诉解决过程，在可能的情况下，MassDOT/MBTA 也会采取积极措施寻求对任何、所有《民权法案》第六章相关投诉的非正式解决方法。

申诉流程

1. 谁能提出申诉？

任何公众成员，以及所有 CMMPO/CMRPC 的客户、申请人、承包商或补助受托人，如果他们认为自己、第三方或某一类人因种族、肤色或原籍国（包括英语能力有限）而受到虐待或不公平对待，违反了 1964 年《民权法案》第六章、相关联邦和州法律法规，或 CMMPO/CMRPC 的反歧视/骚扰预防政策，都可以提出投诉。根据第六章和反歧视/骚扰预防政策，禁止对公众成员以种族、肤色或原籍国为理由进行报复。

2. 如何提出申诉？

可向以下部门提出投诉：

Janet A. Pierce

中央马萨诸塞都会规划组织

1 Mercantile Street, Suite 520
Worcester, MA 01608

MassDOT/MBTA 第六章专家

多元化和公民权利办公室 - 第六章单位

10 Park Plaza, Suite 3800
Boston, MA 02116

电话: (857) 368-8580 或 7-1-1 转接服务

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

MassDOT/MBTA, 助理秘书和首席多元化官员

多元化和公民权利办公室 - 调查单位

10 Park Plaza, Suite 3800

Boston, MA 02116

电话: (857) 368-8580

电子邮箱: odcrcomplaints@dot.state.ma.us

美国交通部

民权办公室

1200 New Jersey Avenue, SE

Washington D.C. 20590

网站: civilrights.justice.gov/

请注意：

• 当 FTA 收到针对 CMMPO/CMRPC、其受助方或承包商的第六章投诉时，FTA 可能会要求 CMMPO/CMRPC 开展调查。

3. 我需要在投诉中写什么内容？

在 CMRPC 第六章法案网站上可以获取《第六章法案/非歧视投诉表》电子版，或者去 CMRPC 办公室领取纸质版。此外，投诉人还可以以其他格式提交函件，函件中应包括以下内容：

- 你的姓名、签名和当前联系信息（即电话号码、电子邮件地址和邮寄地址）
- 被指控者的姓名和证件号码（如已知和适用）；
- 被指控的违禁行为发生的方式、时间和地点的描述；
- 详细描述为什么你认为自己被不同对待；
- 证人的姓名和联系信息；以及
- 你认为与投诉相关的其他信息。

- A. 在申诉人无法提供书面陈述的情况下，可以向多样性与公民权利办公室（ODCR）提出口头投诉。申诉人将接受公民权利调查员（CRI）的面谈。如有必要，CRI 将协助其将口头投诉转换为书面形式。所有投诉应由申诉人签名。
- B. 匿名投诉的提交方式相同。匿名投诉的调查同其他投诉。
- C. 受理各语言提出的投诉。提供多语种投诉表格。
- D. 如果投诉无法提供申诉人偏好的语言版本，申诉人可以要求 CMMPO/CMRPC 提供相应的翻译。

4. 我必须多久以后提交投诉？

- A. 对于涉嫌违反第六章和/或 CMMPO/CMRPC 的 ADHP 政策的投诉，应在涉嫌违规行为之日起不迟于一百八十（180）天内提交。
- B. 涉及州法或联邦法违规行为的投诉必须在法定、法规或判例确定的时间范围内提交，某些情况下，最迟可在涉嫌违规行为之日起三百（300）天内提交。

5. 我的投诉将如何处理？

收到投诉后，将会指派一名民权调查员（CRI）来处理。CRI 将会：

A. 确定裁判权：ODCR 对以下投诉具有管理权：

1) 涉及的行为或言论违反：

i. CMMPO/CMRPC 阻止因与其公众服务某一方面相关的受保护特征而发生歧视、骚扰或报复行为的义务和承诺。

ii. 与 MassDOT/MBTA 合作的分包商和承包商做出遵守 MassDOT/MBTA 政策的承诺。

AND

2) 及时上诉。

B. 确认收到投诉，并在收到投诉后的十（10）个工作日内提供管辖权确定书。

1) 如 CRI 判定投诉可能无法确定为侵犯公民权利，则 CRI 应发出书面形式的调查发现，通知投诉人和第六章专家，并结案。

C. 根据 CMMPO/CMRPC 内部投诉程序对投诉中所述的指控进行彻底的调查。

6. 调查发现和建议？

在调查结束之际，CRI 将基于调查结果向原告和被告发送一封信件：

A. 一份决议书，解释被告为遵守第六章的规定已经或将要采取的措施。

B. 如被投诉人符合第六章的行为规定时，则发出一封调查结果信。信件中将解释为什么认为被投诉人符合规定，并提供投诉人的上诉权的告知函。

C. 如被投诉人不符合第六章的行为规定时，则发出一封调查结果信。信件中包括援引适用法规的全部违规行为，简要描述调查结果/建议，未能自愿遵守规定的处罚，以及主动帮助提议（如适用），协助制定补救计划，以符合规定。

7. 我能否对调查结果提出上诉？

如果投诉人或被投诉人不同意 CRI 的调查结果，则他/她/他们可以向助理秘书兼首席多元化官员提出上诉。上诉方必须提供上轮调查过程中无法获得的任何新信息，这些信息将促使 **MassDOT** 重新考虑其决定。上诉请求和补充新信息必须在调查结果信函传达之日起三十（30）天内提交。审查相关信息后，MassDOT 可以做出的决议包括：将修订决议信并发布或通知上诉方维持原决议书或调查结果不变，以此作为回应。



Taratibu za Malalamiko za Kichwa cha VI

Kusudi na Kutumika

Madhumuni ya waraka huu ni kuweka taratibu za kuchakata na kushughulikia malalamiko yote mawili ya ubaguzi yaliyowasilishwa moja kwa moja na Shirika la Mipango la Massachusetts Metropolitan (CMMPO) au Tume ya Mipango ya Mkoa wa Massachusetts (CMRPC), na malalamiko ya ubaguzi ambayo CMMPO/CMRPC ina mamlaka iliyokabidhiwa ya kuchakata chini ya Kifungu cha VI cha Sheria ya Haki za Kiraia ya 1964 (Kichwa VI) na mamlaka zinazohusiana na serikali na shirikisho zisizo na ubaguzi, ikijumuisha Sheria ya Walemavu ya Marekani (ADA).

Uchakataji wa malalamiko ya ubaguzi utafuata hatua zilizoainishwa hapa chini na zimefafanuliwa zaidi katika waraka huu wote.

Hatua ya 1: Mlalamikaji awasilishe malalamiko yake.

Hatua ya 2: CMMPO/CMRPC inampa mlalamishi barua ya kukiri.

Hatua ya 3: Malalamiko yamekabidhiwa, na kukaguliwa na, mpelelezi.

Hatua ya 4: Mpelelezi hufanya mahojiano ya walalamikaji, mashahidi, na mhojiwa.

Hatua ya 5: Mpelelezi hupitia ushahidi na ushuhuda ili kubaini kama ukiukaji umetokea.

Hatua ya 6: Mlalamikaji na Mlalamikiwa wanapewa barua ya azimio au barua ya kutafuta na kupewa haki za kukata rufaa.

Hatua ya 7: Baada ya muda wa kukata rufaa kuisha, uchunguzi unafungwa.

Taratibu zinaelezea mchakato wa usimamizi unaolenga kutambua na kuondoa ubaguzi katika programu na shughuli zinazofadhiliwa na serikali. Taratibu hazitoi mwanya wa afueni kwa walalamikaji wanaotafuta masuluhisho ya kibinafsi, ikijumuisha uharibifu wa adhabu au malipo ya fidia; hawakatazi walalamikaji kuwasilisha malalamiko kwa mashirika mengine ya serikali au shirikisho; wala hawanyimi walalamikaji haki ya kutafuta mawakili wa kibinafsi kushughulikia vitendo vya madai ya ubaguzi.

Taratibu zilizoelzwa katika hati hii zinatumiwa kwa CMMPO/CMRPC na wapokeaji wadogo, wakandarasi na wakandarasi wadogo katika usimamizi wao wa programu na shughuli zinazofadhiliwa na serikali.

Kama sehemu ya juhudi zao za kutii Kichwa cha VI, wapokeaji wadogo wa usaidizi wa kifedha wa shirikisho kupitia CMMPO/CMRPC wanahimizwa kufuata taratibu hizi za malalamiko. Kwa kufanya hivyo, wapokeaji hawa wadogo wanakubali wajibu wao wa kuwapa wananchi fursa ya kuwasilisha malalamiko yao kuhusu ukiukaji wa sera za kutobagua zinazotekelezwa kote katika shirika lao na katika programu zao,

huduma, na shughuli. Kwa mujibu wa mwongozo wa shirikisho, wapokeaji wadogo wa fedha zinazohusiana na usafiri wa umma wanaelewa kuwa wana mamlaka ya kushughulikia malalamiko ya Kichwa VI na watawafahamisha wapokeaji wao, CM MPO/CMRPC, kuhusu malalamiko yaliyopokelewa na matokeo ya uchunguzi jinsi mambo yanavyotatuliwa.

Wapokeaji wa fedha zinazohusiana na barabara kuu wanaelewa zaidi kuwa hawana mamlaka ya kuchunguza madai ya ukiukaji wa Kichwa VI yaliyowasilishwa dhidi ya shirika lao (ambapo shirika lao ni mlalamikiwa au mhusika anayedaiwa kukiuka Kichwa VI). Madai hayo yote yatatumwa kwa MassDOT/MBTA Ofisi ya Anuwai na Haki za Kiraia (ODCR) ili kubaini mamlaka ifaayo ya uchunguzi. Wapokeaji wa ufadhili wa barabara kuu wanabaki na haki ya kuzingatia madai ya ukiukaji wa Kichwa VI kama suala la Uihakikisho na/au utii wa sera ya ndani lakini wamezuiwa kufanya maamuzi kuhusu ukiukaji unaowezekana wa Kichwa VI. CMMPO/CMRPC inawahimiza wapokeaji wadogo kuwasiliana na Wataalamu wa Kichwa cha VI wa ODCR, Mkurugenzi wa Kichwa cha VI na Ufikivu, na/au Mkurugenzi wa Uchunguzi wakati/ikiwa malalamiko ya Kichwa cha VI yanapokelewa ili kuhakikisha ushughulikiaji unaofaa.

Ufafanuzi

Mlalamikaji - Mtu anayewasilisha malalamiko kwa CMMPO/CMRPC.

Malalamiko - Taarifa ya maandishi, ya mdomo au ya kielektroniki kuhusu madai ya ubaguzi ambayo yana ombi kwa ofisi inayopokea kuchukua hatua . Malalamiko yanapowasilishwa na mtu mwenye ulemavu, neno lalamiko linajumuisha miundo mbadala ya kushughulikia ulemavu wa mlalamishi.

Ubaguzi - Kitendo hicho au kutotenda, iwe kwa kukusudia au bila kukusudia, ambapo mtu nchini Marekani, kwa sababu tu ya rangi, rangi, asili ya kitaifa, au misingi inayosimamiwa na mamlaka nyingine zisizo na ubaguzi, kama vile jinsia, umri, au ulemavu. kukabiliwa na matibabu yasiyo sawa au athari tofauti chini ya mpango au shughuli yoyote inayopokea usaidizi wa shirikisho.

Tawala za Uendeshaji - Mashirika ya Idara ya Uchukuzi ya Marekani, ikijumuisha Utawala wa Barabara Kuu (FHWA), Utawala wa Usafiri wa Serikali (FTA), Utawala wa Shirikisho la Reli (FRA), Utawala wa Kitaifa wa Usalama wa Trafiki wa Barabara Kuu (NHTSA), na Shirikisho la Magari. Utawala wa Usalama wa Mtoa huduma (FMSCA), unaofadhili programu au shughuli za usafirishaji.

Mhojiwa - Mtu, wakala, taasisi, au shirika linalodaiwa kujihusisha na ubaguzi.

Uwasilishaji wa Malalamiko

Sehemu hii inafafanua taratibu za CMMPO/CMRPC za kushughulikia malalamiko ya ubaguzi wa Kichwa VI (kwa misingi ya rangi, rangi, au asili ya kitaifa, ikiwa ni pamoja na lugha) na malalamiko yanayodai ubaguzi kwa misingi ya masharti ya ziada ya shirikisho ya kutobagua (kwa misingi ya umri, jinsia, na ulemavu). Sheria na kanuni za shirikisho zinazosimamia Kichwa cha VI cha Sheria ya Haki za Kiraia ya 1964 (Kichwa VI) huweka mamlaka ya jumla ya uratibu wa uchunguzi wa malalamiko ya haki za kiraia katika Idara ya Haki ya Marekani, ambayo hufanya kazi kwa ushirikiano na mashirika ya shirikisho yanayotekeleza jukumu hili. Katika sekta ya uchukuzi, mamlaka hii ya uchunguzi iko na Idara ya Usafiri ya Marekani (DOT ya Marekani) na mashirika yake kwa njia tofauti za usafiri, ikiwa ni pamoja na Utawala wa Barabara Kuu ya Shirikisho (FHWA) na Utawala wa Usafiri wa Shirikisho (FTA). Kwa kuratibu mahitaji ya

USDOT, FHWA na FTA zimeweka kanuni na mwongozo unaohitaji wapokeaji na wapokeaji wa usaidizi wa kifedha wa shirikisho kuweka taratibu za kushughulikia malalamiko ya Kichwa VI yaliyowasilishwa na mashirika haya.

Taratibu zilizofafanuliwa hapa chini, zikiigwa kwa taratibu za malalamiko zilizopendekezwa zilizotangazwa na Idara ya Haki ya Marekani (US DOJ), zimeundwa ili kutoa fursa ya haki ya kushughulikia malalamiko hayo kuhusu utaratibu unaostahili kwa walalamikaji na wajibu. Kando na mchakato rasmi wa utatuzi wa malalamiko uliofafanuliwa hapa, CMMPO/CMRPC itachukua hatua za uthibitisho ili kutafuta utatuzi usio rasmi wa malalamiko yoyote ya Kichwa cha VI, inapowezekana.

Mchakato wa Malalamiko

1. Nani anaweza kuwasilisha malalamiko?

yeyote wa umma, pamoja na wateja wote wa CMMPO/CMRPC, waombaji, wakandarasi, au wapokeaji wadogo ambao wanaamini kwamba wao wenyewe, wahusika wengine, au tabaka la watu walitendewa isivyo haki kwa sababu ya rangi, rangi, au asili ya kitaifa. (ikiwa ni pamoja na ufahamu mdogo wa Kiingereza) katika ukiukaji wa Kichwa cha VI cha Sheria ya Haki za Kiraia ya 1964, sheria na amri zinazohusiana na shirikisho na serikali, au Sera ya Kupambana na Ubaguzi/Unyanyasaji (ADHP) ya CMMPO/CMRPC. Kulipiza kisasi dhidi ya mwanachama wa umma kwa misingi ya rangi, rangi, au asili ya kitaifa pia ni marufuku chini ya Kichwa VI na Sera ya ADHP.

2. Je, ninawasilishaje malalamiko?

Malalamiko yanaweza kuwasilishwa na yafuatayo:

Janet A. Pierce

Shirika la Mipango ya Metropolitan ya Kati ya Massachusetts

1 Mercantile Street, Suite 520

Worcester, MA 01608

MassDOT/MBTA Kichwa VI Wataalamu

Ofisi ya Anuwai na Haki za Kiraia - Kitengo cha VI

10 Park Plaza, Suite 3800

Boston, MA 02116

Simu: (857) 368-8580 au 7-1-1 kwa Huduma ya Relay

Barua pepe: MassDOT.CivilRights@state.ma.us au MBTAcivilrights@mbta.com

MassDOT/MBTA, Katibu Msaidizi na Afisa Mkuu wa Anuwai

Ofisi ya Anuwai na Haki za Kiraia - Kitengo cha Uchunguzi

10 Park Plaza, Suite 3800

Boston, MA 02116

Simu: (857) 368-8580

Barua pepe: odcrcomplaints@dot.state.ma.us

Idara ya Usafiri ya Marekani

Ofisi ya Haki za Kiraia

1200 New Jersey Avenue, SE

Washington DC 20590

Tovuti: civilrights.justice.gov/

Tafadhali kumbuka:

- FTA inapopokea malalamiko ya Kichwa VI kuhusu CMMPO/CMRPC, mpokeaji mdogo, au mwanakandarasi, FTA inaweza kuomba suala hilo kuchunguzwa na CMMPO/CMRPC.

3. Je, ninahitaji kujumuisha nini katika malalamiko?

Fomu ya Malalamiko ya Kichwa VI/Kutokubagua inapatikana kwa njia ya kielektroniki kwenye tovuti ya CMRPC Title VI, au katika nakala ngumu katika Ofisi ya CMRPC. Vinginevyo, mlalamikaji anaweza kuwasilisha barua kwa njia mbadala ambayo inapaswa kujumuisha:

- Jina lako, saina na maelezo ya sasa ya mawasiliano (yaani, nambari ya simu, barua pepe na anwani ya posta);
- Jina na nambari ya beji (ikiwa inajulikana na inatumika) ya mtuhumiwa;
- Maelezo ya jinsi, lini, na wapi madai ya mwenendo uliokatazwa ulifanyika;
- Maelezo ya kina kwa nini unaamini ulitendewa tofauti;
- Majina na taarifa za mawasiliano za mashahidi wowote; na
- Taarifa nyingine yoyote unayoamini ni muhimu kwa malalamiko yako.

A. Katika hali ambapo mlalamishi hawezi kutoa taarifa iliyoandikwa, malalamiko ya mdomo yanaweza kuwasilishwa kwa Ofisi ya Diversity & Civil Rights (ODCR). Walalamikaji watahojiwa na Mpelelezi wa Haki za Kiraia (CRI). Ikibidi, CRI itamsaidia mtu huyo kubadilisha malalamiko ya maneno kuwa maandishi. Malalamiko yote yanapaswa kusainiwa na mlalamikaji.

B. Malalamiko yasiyojulikana yanaweza kuwasilishwa kwa njia sawa. Malalamiko yasiyojulikana yatachunguzwa kwa njia sawa na malalamiko mengine yoyote.

C. Malalamiko yatakubaliwa katika lugha yoyote inayotambulika. Fomu za malalamiko za lugha nyingi zinapatikana.

D. Ikiwa lalamiko halipatikani katika lugha ya mapendeleo ya mlalamishi. Mlalamishi anaweza kuuliza CMMPO/CMRPC kutoa tafsiri kama hizo.

4. Je, nina muda gani kuwasilisha malalamiko?

A. Malalamiko yanayodai ukiukaji wa Kichwa VI na/au sera ya ADHP ya CMMPO/CMRPC yanapaswa kuwasilishwa kabla ya siku mia moja na themanini (180) kuanzia tarehe ya madai ya ukiukaji.

B. Malalamiko yanayodai ukiukaji wa sheria ya serikali au shirikisho lazima yawasilishwe ndani ya muda uliowekwa na sheria, kanuni, au kesi - katika hali fulani hadi siku mia tatu (300) kuanzia tarehe ya madai ya ukiukaji.

5. Je, malalamiko yangu yatashughulikiwa vipi?

Malalamiko yanapokelewa, hutumwa kwa Mpelelezi wa Haki za Kiraia (CRI). CRI itakuwa:

A. Amua Mamlaka: ODCR ina mamlaka ikiwa malalamiko:

1) inahusisha taarifa au mwenendo unaokiuka:

i. Wajibu wa kisheria wa CMMPO/CMRPC na dhamira ya kuzuia ubaguzi, unyanyasaji, au kulipiza kisasi kwa misingi ya sifa inayolindwa kuhusiana na kipengele chochote cha huduma ya Wakala kwa umma.

ii. au

Ahadi iliyotolewa na wapokeaji wadogo na wakandarasi wanaofanya kazi na MassDOT/MBTA kuzingatia sera za MassDOT/MBTA.

NA

2) imewasilishwa kwa wakati.

B. Thibitisha kupokea malalamiko na utoe uamuzi wa mamlaka ndani ya siku kumi (10) za kazi baada ya kupokea malalamiko.

1) Iwapo CRI itabaini kwamba malalamiko yoyote hayana uwezo wa kuanzisha ukiukwaji wa haki za kiraia, basi CRI itamjulisha mlalamikaji na Mtaalamu wa Mada ya VI kwa maandishi juu ya matokeo yake na suala hilo litafungwa.

C. Fanya uchunguzi wa kina wa tuhuma zilizomo kwenye malalamiko kwa mujibu wa Taratibu za Malalamiko ya Ndani ya CMMPO/CMRPC.

6. Matokeo na Mapendekezo?

Mwisho wa upelelezi, CRI itawasilisha kwa mlalamikaji na mlalamikiwa mojawapo ya barua tatu zifuatazo kulingana na matokeo:

A. Barua ya azimio inayoeleza hatua ambazo mlalamikiwa amechukua au atakazochukua ili kuzingatia Kifungu VI.

B. Barua ya kutafuta ambayo hutolewa pindi mlalamikiwa anapopatikana kuwa anafuata Kichwa cha VI. Barua hii itajumuisha maelezo ya kwa nini mlalamikiwa alipatikana kuwa anafuata na kutoa taarifa ya haki za rufaa za mlalamikaji.

C. Barua ya kutafuta ambayo hutolewa wakati mlalamikiwa anapatikana kwa kutofuata sheria.

Barua hii itajumuisha kila ukiukaji unaorejelewa kuhusu kanuni zinazotumika, maelezo mafupi ya matokeo/mapendekezo, matokeo ya kushindwa kufikia utiifu kwa hiari, na ofa ya usaidizi katika kubuni mpango wa urekebishaji wa kufuata, ikiwa inafaa.

7. Je, ninaweza kukata rufaa dhidi ya Utafutaji?

Iwapo mlalamikaji au mlalamikiwa hatakubaliana na matokeo ya CRI basi anaweza kukata rufaa kwa Katibu Msaidizi na Afisa Uanuwai Mkuu. Mhusika aliyekata rufaa lazima atoe **taarifa yoyote mpya ambayo haikupatikana kwa urahisi wakati wa uchunguzi wa awali ambayo ingesababisha MassDOT kutafakari upya maamuzi yake** . Ombi la rufaa na taarifa yoyote mpya lazima iwasilishwe ndani ya siku thelathini (30) tangu tarehe ya kutumwa barua ya kutafuta. Baada ya kupitia habari hii, MassDOT itajibu kwa kutoa barua iliyorekebishwa ya azimio au kwa kumjulisha mhusika aliyekata rufaa kwamba barua ya awali ya azimio au kutafuta inaendelea kutumika.



Thủ tục khiếu nại Tiêu đề VI

Mục đích và Phạm vi áp dụng

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

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

Bước 1: Người khiếu nại nộp đơn khiếu nại.

Bước 2: CMMPO/CMRPC cấp cho người khiếu nại thư xác nhận.

Bước 3: Khiếu nại được giao cho điều tra viên và xem xét.

Bước 4: Điều tra viên tiến hành phỏng vấn người khiếu nại, người làm chứng và bị đơn.

Bước 5: Điều tra viên xem xét các bằng chứng và lời khai để xác định liệu có xảy ra hành vi vi phạm hay không.

Bước 6: Nguyên đơn và Bị đơn được cấp thư giải quyết hoặc thư xác kết luận và đề nghị quyền kháng cáo.

Bước 7: Sau khi hết thời hạn kháng cáo, việc điều tra sẽ kết thúc.

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

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

Với nỗ lực tuân thủ Tiêu Đề VI, các đơn vị cấp dưới nhận hỗ trợ tài chính từ liên bang thông qua MassDOT/MBTA được khuyến khích áp dụng trình tự, thủ tục khiếu nại này. Như vậy, các đơn vị cấp dưới này thừa nhận nghĩa vụ tạo cơ hội cho công chúng nộp đơn khiếu nại các cáo buộc vi phạm chính sách

không phân biệt đối xử hiện hành trong chính tổ chức và trong các chương trình, dịch vụ và hoạt động của họ. Theo hướng dẫn của liên bang, các đơn vị cấp dưới nhận tài trợ liên quan đến vận chuyển hiểu rằng họ có thẩm quyền xử lý những khiếu nại về vi phạm Tiêu Đề VI và sẽ thông báo cho đơn vị nhận tài trợ, MassDOT/MBTA, về những khiếu nại nhận được và kết quả điều tra khi vấn đề được giải quyết.

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

Định nghĩa

Người khiếu nại– Người nộp đơn khiếu nại với CMMPO/CMRPC.

Khiếu nại– Thuyết minh bằng văn bản, bằng lời hoặc điện tử liên quan đến cáo buộc phân biệt đối xử trong đó có yêu cầu văn phòng tiếp nhận hành động. Khi người khuyết tật nộp đơn khiếu nại, thuật ngữ khiếu nại bao gồm các hình thức thay thế để đáp ứng tình trạng khuyết tật của người khiếu nại.

Phân biệt đối xử– Hành động hoặc không hành động, dù cố ý hay vô ý, qua đó một người ở Hoa Kỳ, chỉ vì chủng tộc, màu da, nguồn gốc quốc gia hoặc nền tảng được quy định bởi các cơ quan không phân biệt đối xử khác, chẳng hạn như giới tính, tuổi tác hoặc khuyết tật, đã phải chịu đối xử bất bình đẳng hoặc tác động phân biệt trong bất kỳ chương trình hoặc hoạt động nào nhận sự hỗ trợ của liên bang.

Quản lý điều hành– Các cơ quan của Bộ Giao thông vận tải Hoa Kỳ, bao gồm Cục Quản lý đường cao tốc liên bang (FHWA), Cục Quản lý vận tải liên bang (FTA), Cục Quản lý đường sắt liên bang (FRA), Cục Quản lý an toàn giao thông đường bộ quốc gia (NHTSA) và Cục Quản lý an toàn vận tải ô tô liên bang (FMSCA), tài trợ cho các chương trình hoặc hoạt động giao thông vận tải.

Bị đơn –Người, cơ quan hoặc tổ chức bị cáo buộc đã tham gia vào hành vi phân biệt đối xử.

Nộp đơn khiếu nại

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

đòi hỏi các đơn vị nhận tài trợ và đơn vị cấp dưới nhận hỗ trợ tài chính từ liên bang xây dựng trình tự, thủ tục xử lý các khiếu nại về vi phạm Tiêu Đề VI được nộp cho những tổ chức này.

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

Quy trình khiếu nại

1. Ai có thể nộp khiếu nại?

BẤT KỲ thành viên nào của công chúng, cùng với tất cả khách hàng, người nộp đơn, nhà thầu hoặc bên đại diện tiếp nhận của CMMPO/CMRPC tin rằng bản thân họ, bên thứ ba hoặc một nhóm người đã bị ngược đãi hoặc đối xử bất công vì chủng tộc, màu da hoặc nguồn gốc quốc gia của họ (bao gồm cả trình độ tiếng Anh hạn chế) vi phạm Tiêu đề VI của Đạo luật dân quyền năm 1964, các luật và lệnh liên quan của liên bang và tiểu bang hoặc Chính sách chống phân biệt đối xử/quấy rối (ADHP) của CMMPO/CMRPC. Việc trả thù một thành viên của công chúng vì lý do chủng tộc, màu da hoặc nguồn gốc quốc gia cũng bị cấm theo Tiêu đề VI và Chính sách ADHP.

2. Tôi nộp khiếu nại như thế nào?

Có thể nộp khiếu nại tới những cơ quan sau đây:

Janet A. Pierce

Central Massachusetts Metropolitan Planning Organization
1 Mercantile Street, Suite 520
Worcester, MA 01608

MassDOT/MBTA Title VI Specialists

Office of Diversity and Civil Rights – Title VI Unit
10 Park Plaza, Suite 3800
Boston, MA 02116
Điện thoại: (857) 368-8580 hoặc 7-1-1 dành cho Đường dây tiếp âm
Email: MassDOT.CivilRights@state.ma.us hoặc MBTAcivilrights@mbta.com

MassDOT/MBTA, Assistant Secretary and Chief Diversity Officer

Office of Diversity and Civil Rights – Investigations Unit

10 Park Plaza, Suite 3800
Boston, MA 02116
Điện thoại: (857) 368-8580
Email: odcrcomplaints@dot.state.ma.us

U.S. Department of Transportation

Office of Civil Rights
1200 New Jersey Avenue, SE
Washington D.C. 20590
Website: civilrights.justice.gov/

Hãy lưu ý:

- Khi FTA nhận được khiếu nại theo Tiêu đề VI liên quan đến CMMPO/CMRPC, bên đại diện tiếp nhận hoặc nhà thầu, FTA có thể yêu cầu CMMPO/CMRPC điều tra vấn đề.

3. Tôi cần đưa những thông tin gì vào đơn khiếu nại?

Mẫu đơn khiếu nại Tiêu đề VI/Không phân biệt đối xử có sẵn dưới dạng điện tử trên trang web Tiêu đề VI của CMRPC hoặc ở dạng bản cứng tại Văn phòng CMRPC. Ngoài ra, người khiếu nại có thể gửi khiếu nại bằng một hình thức thay thế, bao gồm:

- Tên, chữ ký và thông tin liên hệ hiện tại của quý vị (ví dụ: số điện thoại, địa chỉ email và địa chỉ gửi thư qua đường bưu điện);
- Tên và số huy hiệu (nếu biết và có thể áp dụng) của thủ phạm bị cáo buộc;
- Mô tả về cách thức, thời gian và địa điểm xảy ra hành vi bị cho là bị cấm;
- Mô tả chi tiết lý do tại sao quý vị tin rằng mình bị đối xử khác;
- Tên và thông tin liên lạc của bất kỳ nhân chứng nào; và
- Bất kỳ thông tin nào khác mà quý vị tin là có liên quan đến khiếu nại của mình.

A. Trong trường hợp người khiếu nại không thể đưa ra tuyên bố bằng văn bản, có thể gửi khiếu nại bằng lời đến Văn phòng Đa dạng & Dân quyền (ODCR). Người khiếu nại sẽ được Điều tra viên dân quyền (CRI) phỏng vấn. Nếu cần thiết, CRI sẽ hỗ trợ người đó chuyển đơn khiếu nại bằng lời sang văn bản. Tất cả các khiếu nại phải có chữ ký của người khiếu nại.

B. Có thể nộp khiếu nại ẩn danh theo cách tương tự. Các khiếu nại ẩn danh sẽ được điều tra theo cách tương tự như bất kỳ khiếu nại nào khác.

C. Khiếu nại sẽ được chấp nhận bằng bất kỳ ngôn ngữ nào được công nhận. Có sẵn mẫu đơn khiếu nại đa ngôn ngữ.

D. Nếu không có sẵn đơn khiếu nại bằng ngôn ngữ ưu tiên của người khiếu nại. Người khiếu nại có thể yêu cầu CMMPO/CMRPC cung cấp bản dịch.

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

A. Đơn khiếu nại cáo buộc vi phạm Tiêu đề VI và/hoặc chính sách ADHP của CMMPO/CMRPC phải được nộp chậm nhất là một trăm tám mươi (180) ngày kể từ ngày xảy ra vi phạm bị cáo buộc.

B. Phải nộp khiếu nại cáo buộc vi phạm luật tiểu bang hoặc liên bang trong khung thời gian được đạo luật, quy định hoặc án lệ quy định - trong một số trường hợp nhất định lên đến ba trăm (300) ngày kể từ ngày xảy ra vi phạm bị cáo buộc.

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

Khi nhận được khiếu nại, khiếu nại sẽ được giao cho Điều tra viên dân quyền (CRI). CRI sẽ:

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

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

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

ii. hoặc

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

VÀ

2) được nộp kịp thời.

B. Xác nhận đã nhận được khiếu nại và đưa ra quyết định theo thẩm quyền trong vòng mười (10) ngày làm việc kể từ khi nhận được khiếu nại.

1) Nếu CRI xác định rằng bất kỳ khiếu nại nào không có khả năng cấu thành hành vi vi phạm quyền dân sự thì CRI sẽ thông báo cho người khiếu nại và Chuyên gia Tiêu đề VI bằng văn bản về quyết định của mình và vấn đề sẽ kết thúc.

C. Tiến hành điều tra kỹ lưỡng các cáo buộc có trong đơn khiếu nại theo Thủ tục khiếu nại nội bộ của CMMPO/CMRPC.

6. Quyết định và khuyến nghị?

Khi kết thúc cuộc điều tra, CRI sẽ chuyển cho người khiếu nại và bị đơn một trong ba lá thư sau dựa trên kết quả điều tra:

A. Thư giải quyết khiếu nại giải thích các bước mà bị đơn đã hoặc sẽ thực hiện để tuân thủ Tiêu đề VI.

B. Thư thông báo kết quả sẽ được ban hành khi bị đơn được xác định là có tuân thủ Tiêu đề VI. Thư này sẽ bao gồm một phần giải thích tại sao bị đơn được xác định là có tuân thủ và thông báo về quyền kháng cáo của người khiếu nại.

C. Thư thông báo kết quả được ban hành khi bị đơn được xác định là không tuân thủ Tiêu đề VI.

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

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

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



Título VI Procedimentos de Reclamação

Propósito e Aplicabilidade

O propósito deste documento é estabelecer procedimentos para o processamento e a determinação tanto de reclamações de discriminação protocolizadas diretamente junto à Central Massachusetts Metropolitan Planning Organization (CMMPO – *Organização de Planejamento Metropolitano Central de Massachusetts*) ou junto à Central Massachusetts Regional Planning Commission (CMRPC – *Comissão de Planejamento Regional Central de Massachusetts*) quanto reclamações de discriminação a que a CMMPO/CMRPC tenha a autoridade delegada para processar sob o Título VI da Lei de Direitos Civis de 1964 (Título VI) e autoridades de não-discriminação estaduais e federais relacionadas, inclusive a Americans with Disabilities Act (ADA – *Lei de Proteção a Americanos Portadores de Deficiência*).

O processamento das reclamações de discriminação seguirão as etapas delineadas abaixo e também detalhadas por todo este documento.

Etapa 1: O reclamante encaminha sua reclamação.

Etapa 2: A CMMPO/CMRPC emite uma carta de confirmação para o reclamante.

Etapa 3: A reclamação é atribuída a um investigador, que a analisará.

Etapa 4: O investigador conduz entrevistas com reclamantes, testemunhas e o contestante.

Etapa 5: O investigador analisa a prova e os testemunhos para determinar se ocorreu uma violação.

Etapa 6: Uma carta de deliberação ou uma carta de constatação é emitida para o reclamante e o contestante, e são oferecidos direitos de apelação.

Etapa 7: Uma vez expirado o prazo da apelação, a investigação está encerrada.

Os procedimentos descrevem um processo administrativo voltado para a identificação e a eliminação da discriminação em programas e atividades financiados em nível federal. Os procedimentos não oferecem uma via de acesso para provimento de reclamantes que buscam recursos individuais, inclusive indenização punitiva ou remuneração compensatória; eles não proíbem que os reclamantes protocolizem reclamações junto a outras agências estaduais ou federais; nem negam aos reclamantes o direito de buscar assessoria jurídica privada para tratar de atos alegados de discriminação.

Os procedimentos descritos neste documento se aplicam à CMMPO/CMRPC e seus sub-beneficiários, contratados e subcontratados na administração de seus programas e atividades financiados em nível federal.

Como parte de seus esforços para observar o Título VI, os sub-beneficiários da assistência financeira federal através da CMMPO/CMRPC são encorajados a adotar esses procedimentos de reclamação. Ao fazê-lo, esses sub-beneficiários reconhecem sua obrigação de dispensar aos membros do público uma oportunidade de protocolizar reclamações alegando violações a políticas de não-discriminação instaladas por sua organização e em seus programas, serviços e atividades. De acordo com a orientação federal, os sub-beneficiários dos fundos relacionados ao trânsito entendem que têm autoridade para processar as reclamações do Título VI e informarão seus beneficiários, a CMMPO/CMRPC, sobre as reclamações recebidas e o resultado das investigações por ocasião da resolução das questões.

Os sub-beneficiários de fundos relacionados a rodovias ainda entendem que não têm autoridade para investigar reclamações de violação do Título VI protocolizadas contra sua organização (seja a sua organização a reclamante ou a parte que tenha supostamente violado o Título VI). Todas as ditas reclamações serão encaminhadas para o Office of Diversity and Civil Rights (ODCR – *Escritório de Diversidade e Direitos Civis*) do MassDOT/MBTA [*Departamento de Transporte de Massachusetts/Autoridade de Transporte da Baía de Massachusetts*] para determinação da autoridade investigativa competente. Os sub-beneficiários do financiamento de rodovias retêm o direito de considerar as alegações de violação do Título VI como uma questão de Garantia e/ou conformidade com a política interna, mas são impedidos de fazer determinações quanto a possíveis violações do Título VI. A CMMPO/CMRPC estimula todos os sub-beneficiários a comunicar aos Especialistas do Título VI do ODCR, ao Diretor do Título VI e Acessibilidade, e/ou ao Diretor de Investigações quando/se são recebidas reclamações do Título VI para assegurar o tratamento apropriado.

Definições

Reclamante – Uma pessoa que protocoliza uma reclamação junto à CMMPO/CMRPC.

Reclamação – Declaração escrita, verbal ou eletrônica pertinente a uma alegação de discriminação que contenha um pedido para que o escritório receptor tome providências. Quando uma reclamação é protocolizada por uma pessoa com incapacidade, o termo reclamação abarca formatos alternativos para conciliar a incapacidade do reclamante.

Discriminação – Aquela ação ou inação, seja intencional ou não, através da qual uma pessoa nos Estados Unidos, exclusivamente devido à raça, cor, origem nacional ou bases cobertas por outras autoridades de não-discriminação, como gênero, idade ou incapacidade, tenha estado sujeita a tratamento desigual ou impacto diferenciado sob algum programa ou atividade que recebe assistência federal.

Administrações Operacionais – Agências do Departamento de Transporte dos EUA, inclusive a Federal Highway Administration (FHWA – *Administração Federal de Autoestradas*), a Federal Transit Administration (FTA – *Administração Federal de Trânsito*), a Federal Rail Administration (FRA – *Administração Federal de Ferrovias*), a National Highway Traffic Safety Administration (NHTSA – *Administração Nacional de Segurança do Tráfego Rodoviário*) e a Federal Motor Carrier Safety Administration (FMSCA – *Administração Federal de Segurança de Transportadoras Motorizadas*), que financiam programas ou atividades de transporte.

Contestante – A pessoa, agência, instituição ou organização que supostamente se envolveu em discriminação.

Protocolização de reclamações

Esta seção detalha os procedimentos da CMMPO/CMRPC para o processamento de reclamações de discriminação do Título VI (com base na raça, cor, origem nacional, inclusive idioma) e reclamações alegando discriminação baseadas nas disposições federais adicionais de não-discriminação (com base na idade, sexo e incapacidade). A lei e as regulamentações federais que regem o Título VI da Lei de Direitos Civis de 1964 (Título VI) designam como a autoridade geral de coordenação para a investigação das reclamações de direitos civis o Departamento de Justiça dos Estados Unidos, que trabalha em colaboração com agências federais que arcam com esta responsabilidade. No setor de transporte, esta autoridade investigativa está sob o encargo do Departamento de Transporte dos EUA (US DOT) e suas agências para os diferentes modais de transporte, inclusive a Federal Highway Administration (FHWA) e a Federal Transit Administration (FTA). Em coordenação com os requisitos do USDOT, a FHWA e a FTA têm regulamentações e orientação estabelecidas que exigem que beneficiários e sub-beneficiários da assistência financeira federal determinem procedimentos para o processamento das reclamações do Título VI protocolizadas junto a essas organizações.

Os procedimentos descritos abaixo, modelados em procedimentos de reclamação recomendados promulgados pelo Departamento de Justiça dos EUA (US DOJ), são concebidos para fornecer uma oportunidade justa para que as reclamações abordadas respeitem o devido processo tanto para reclamantes quanto para contestantes. Além do processo formal de resolução de reclamação detalhado aqui, a CMMPO/CMRPC tomará medidas afirmativas visando adotar a resolução informal de todas e quaisquer reclamações do Título VI, quando possível.

O processo de reclamação

1. Quem pode protocolizar uma reclamação?

QUALQUER membro do público, junto com todos os clientes, requerentes, contratados ou sub-beneficiários da CMMPO/CMRPC que acreditam que são, eles próprios, um terceiro ou uma classe de pessoas que foram maltratados ou tratados injustamente devido à sua raça, cor ou origem nacional (inclusive proficiência limitada em inglês) em violação ao Título VI da Lei de Direitos Civis de 1964, leis e decisões federais e estaduais relacionadas, ou a Anti-Discrimination/Harassment Prevention Policy (ADHP – *Política de Prevenção à Antidiscriminação/Assédio*) da CMMPO/CMRPC. A retaliação contra um membro do público com base na raça, cor ou origem nacional também está proibida nos termos do Título VI e da Política de ADHP.

2. Como eu protocolizo uma reclamação?

Uma reclamação pode ser protocolizada mediante o encaminhamento para:

Janet A. Pierce

Central Massachusetts Metropolitan Planning Organization
1 Mercantile Street, Suite 520
Worcester, MA 01608

Especialistas em Título VI do MassDOT/MBTA

Office of Diversity and Civil Rights – Unidade do Título VI
10 Park Plaza, Suite 3800
Boston, MA 02116
Telefone: (857) 368-8580 ou 7-1-1 para Serviço de Retransmissão
E-mail: MassDOT.CivilRights@state.ma.us ou MBTAcivilrights@mbta.com

Secretária Assistente e Diretor de Diversidade, MassDOT/MBTA

Office of Diversity and Civil Rights – Unidade de Investigação
10 Park Plaza, Suite 3800
Boston, MA 02116
Telefone: (857) 368-8580
E-mail: odcrcomplaints@dot.state.ma.us

Departamento de Transporte dos EUA

Office of Civil Rights
1200 New Jersey Avenue, SE
Washington, D.C. 20590
Site: civilrights.justice.gov/

Observar:

- Quando a FTA recebe uma reclamação do Título VI referente à CMMPO/CMRPC, um sub-beneficiário ou um contratado, a FTA pode solicitar que a questão seja investigada pela CMMPO/CMRPC.

3. O que devo incluir em uma reclamação?

Um formulário de Reclamação de Não-Discriminação do Título VI está disponível eletronicamente no site do Título VI da CMRPC, ou como cópia impressa no escritório da CMRPC. Ou então, um reclamante pode encaminhar correspondência em um formato alternativo que deverá incluir:

- Seu nome, assinatura e informações de contato atuais (ou seja, número de telefone, endereço de e-mail e endereço postal para correspondência);
- O nome e o número do crachá (se conhecido e aplicável) do suposto violador;
- Uma descrição de como, quando e onde ocorreu a suposta conduta proibida;
- Uma descrição detalhada do motivo pelo qual você acredita que foi tratado de maneira diferente;
- Nomes e informações de contato de quaisquer testemunhas; e
- Quaisquer outras informações que você julgue pertinentes para a sua reclamação.

A. Nos casos em que o reclamante não é capaz de fornecer uma declaração por escrito, pode ser feita uma reclamação verbal junto ao Office of Diversity & Civil Rights (ODCR). Os reclamantes serão entrevistados por um Investigador de Direitos Civis (CRI). Se necessário, o CRI ajudará a pessoa a converter a reclamação verbal para o formato escrito. Todas as reclamações deverão estar assinadas pelo reclamante.

B. Reclamações anônimas podem ser protocolizadas da mesma maneira. As reclamações anônimas serão investigadas da mesma maneira que qualquer outra reclamação.

C. As reclamações serão aceitas em qualquer idioma reconhecido. Estão disponíveis formulários de reclamação multilíngues.

D. Caso uma reclamação não esteja disponível no idioma de preferência do reclamante, este pode pedir que a CMMPO/CMRPC forneça essas traduções.

4. Qual o prazo para protocolizar uma reclamação?

A. Uma reclamação alegando violação do Título VI e/ou da política de ADHP da CMMPO/CMRPC deverá ser protocolizada no máximo 180 (cento e oitenta) dias a partir da data da suposta violação.

B. As reclamações alegando violações de legislação estadual ou federal devem ser protocolizadas dentro dos mesmos prazos estabelecidos por lei, regulamentação ou jurisprudência – em determinadas situações, até 300 (trezentos) dias a partir da data da suposta violação.

5. Como será tratada a minha reclamação?

Quando uma reclamação é recebida, ela é designada para um Investigador de Direitos Civis (CRI). O CRI, então:

A. Determinará a jurisdição: O ODCR tem jurisdição caso a reclamação:

1) envolva uma declaração ou conduta que viola:

i. A obrigação e o compromisso legais da CMMPO/CMRPC de impedir a discriminação, o assédio ou a retaliação com base em uma característica protegida com respeito a qualquer aspecto do serviço ao público da Agência.

ii. ou

O compromisso feito pelos sub-beneficiários e contratados que trabalham com o MassDOT/MBTA de aderir às políticas do Mass/DOT/MBTA.

E

2) seja protocolizada em tempo hábil.

B. Acusa o recebimento da reclamação e disponibiliza a determinação jurisdicional dentro de 10 (dez) dias úteis a partir do recebimento da reclamação.

1) Caso o CRI determine que qualquer reclamação não tem o potencial para estabelecer uma violação aos direitos civis, então o CRI notificará o reclamante e o Especialista no Título VI por escrito sobre a sua constatação e a questão será encerrada.

C. Conduz uma investigação minuciosa das alegações contidas na reclamação, de acordo com os Procedimentos de Reclamação Internos da CMMPO/CMRPC.

6. Constatações e recomendações?

Na conclusão da investigação, o CRI transmitirá ao reclamante e ao contestante uma das seguintes três cartas baseadas nas constatações:

A. Uma carta de deliberação que explica as etapas tomadas, ou que serão tomadas, pelo contestante para estar em conformidade com o Título VI.

B. Uma carta de constatação que é emitida quando o contestante é considerado como estando em conformidade com o Título VI. Esta carta incluirá uma explicação sobre o motivo pelo qual o contestante foi considerado estando em conformidade e fornecerá notificação sobre os direitos de apelação do reclamante.

C. Uma carta de constatação que é emitida quando o contestante é considerado como não estando em conformidade.

Esta carta incluirá cada violação mencionada em relação às regulamentações aplicáveis, uma breve descrição das constatações/recomendações, as consequências da falha em conseguir a conformidade voluntária e uma oferta de ajuda na elaboração de um plano de reparação buscando a conformidade, caso apropriado.

7. Posso interpor recurso sobre uma Constatação?

Caso um reclamante ou contestante não concorde com as constatações do CRI, ele então pode interpor recurso ao Secretário Assistente e Diretor de Diversidade. A parte recorrente deve fornecer quaisquer **novas informações que não estavam prontamente disponíveis no curso da investigação original e que poderiam levar o MassDOT a reconsiderar as suas determinações**. O pedido de um recurso e quaisquer novas informações devem ser encaminhados dentro de 30 (trinta) dias a partir da data em que a carta de constatação foi transmitida. Após analisar estas informações, o MassDOT responderá, seja emitindo uma carta de deliberação revisada ou informando à parte recorrente que a carta de deliberação ou de constatação original permanece em vigor.

Appendix C

CMMPO Subrecipient Monitoring Process

CMMPO Title VI Subrecipient Monitoring

Introduction

In accordance with Title 49, Section 21 of the Code of Federal Regulations (49 C.F.R. § 21.9) all subrecipients of federal financial assistance are required to comply with the nondiscrimination obligations in Title VI of the Civil Rights Act of 1964. Primary recipients of federal financial assistance that pass funds to third parties, thereby making them subrecipients, are required to ensure subrecipient compliance with Title VI requirements. On that effect, the CMRPC/CMMPO Title VI Coordinator is responsible for conducting external Title VI / Nondiscrimination compliance monitoring activities. These monitoring activities reach subrecipients of Federal-aid highway funds, including municipalities, transportation providers, and others. To guarantee compliance, CMRPC/CMMPO Title VI Coordinator can provide technical assistance to achieve compliance when necessary.

Assurances

The FHWA Title VI / Nondiscrimination Agreement and Recipient Assurances (Assurance) is executed by direct recipients. The CMRPC Executive Director is the designated signatory of the Assurance. The CMRPC/CMMPO includes the Assurance provisions into contracts and subcontracts. These provisions are discussed during contract negotiations and contractors sign these documents having been fully informed of the obligations and/or having had an opportunity to review them and follow up with questions if needed.

Compliance Requirements

The main compliance requirements for subrecipients are:

- Title VI Notice
- Title VI Complaint Form
- Title VI Complaint Procedures
- Title VI Complaint Log
- Public Participation Plan
- Language Access Plan

In many instances, these requirements are built into the contracts with subcontractors. CMRPC/CMMPO has all these documents readily available on the website and subrecipients can adopt to follow the CMRPC/CMMPO methodologies as a way for compliance.

Additional compliance requirements may exist depending on the nature of the subrecipient organization and other reporting requirements from various federal agencies.

Monitoring Methodology

The Central Massachusetts Regional Planning Commission / Central Massachusetts Metropolitan Planning Organization Title VI Coordinator conducts routine audits to ensure that project administration meets applicable federal and state laws, including Title VI. Project managers are trained in Title VI requirements and obligations and how to demonstrate compliance. Both the Title VI Coordinator and

the project managers play a key role in ensuring the subrecipient's Title VI requirements are met. Their role is to explain the requirement, set a timeframe for submission or required Title VI documentation, and provide support to ensure that subrecipients comply with federally mandated reporting requirements, as outlined above.

Procedures

As part of the federal funding award and obligation process, the CMRPC/CMMPO Title VI Coordinator in coordination with the project manager sets a meeting with the subrecipient to review the administrative requirements and procedures for a particular project as well as discuss any reporting needs that must be addressed by the subrecipient. The subrecipient are asked to submit the required Title VI documentation based on an agreed upon schedule. The subrecipients are provided with an explanation of Title VI / Nondiscrimination requirements, receive a copy of the Subrecipient Monitoring Checklist used by the CMRPC/CMMPO staff to ensure compliance.

If needed, the CMRPC/CMMPO Title VI Coordinator can provide assistance and/or technical training to subrecipients and provide clarification regarding compliance requirements. The purpose of these one-on-one interactions is to provide subrecipients with guidance on Title VI program adoption, development, customization, and implementation.

Modifications to the Monitoring Protocol

Certain occurrences during the project delivery cycle may affect the subrecipient monitoring protocol. These procedures are intended to be flexible and thereby allow the CMRPC/CMMPO enhance and/or modify monitoring activities based on the following:

- Title VI Complaints
 - Changes in the characteristics of frequency or type of complaints received against the subrecipient could indicate a need for increase scrutiny for Title VI / Nondiscrimination compliance.
- Staff changes
 - Staffing changes can impact Title VI / Nondiscrimination compliance activities. The CMRPC/CMMPO Title VI Coordinator will monitor any staffing changes and will provide the necessary support to the subrecipient to ensure that Title VI / Nondiscrimination obligations are understood and continue to be fulfilled.
- Patterns of Noncompliance
 - Patterns of noncompliance could prompt additional monitoring activities. In some instances, if needed, the CMRPC/CMMPO Title VI Coordinator will request the support of the MassDOT Office of Diversity and Civil Rights (ODCR) to support the development of a tailored workplan to bring the noncompliant subrecipient into compliance.

In the event that an issue does arise, CMRPC/CMMPO will assess the need for technical assistance and provide guidance to the subrecipient on addressing the matter. Also, further capacity may be requested from the MassDOT Office of Diversity and Civil Rights (ODCR) to address the matter, conduct investigations, or provide compliance authority.

Corrective Actions

If a subrecipient or a contractor is found to be noncompliant with Title VI and fails or refuses to voluntarily comply, CMRPC/CMMPO will take the following actions:

Resolve the noncompliance or potential noncompliance through a voluntary compliance agreement with the subrecipient or contractor.

Where voluntary compliance efforts are unsuccessful, CMRPC/CMMPO may consult with MassDOT Office of Diversity and Civil Rights (ODCR) regarding possible state intervention, depending on the severity of the noncompliance.

CMRPC/CMMPO in consultation with the MassDOT Office of Diversity and Civil Rights (ODCR) may condition further financial assistance on the achievement of compliance.

CMRPC/CMMPO in consultation with the MassDOT Office of Diversity and Civil Rights (ODCR) may consult with Federal partners at Federal Highway Administration (FHWA) or Federal Transit Administration (FTA) - depending on the project's Title VI requirements – regarding possible federal intervention, depending on the severity of the noncompliance.

Appendix D

Long-Range Transportation Plan Title VI and EJ Analyses

CHAPTER V

**Programs and Projects
Prioritization**

INTRODUCTION

Throughout the development of this document, the CMMPO has embarked on a process to define programs and assess projects for future programming. The prioritization combines multi-modal priorities from three different sources:

- Review of all available data, including management systems data.
- Sought and received extensive public input on needs and priorities for funding.
- Review of modal and planning area needs (included in Chapter IV).

This information was used to develop a list of potential projects and program's priorities based on cost, project effectiveness and readiness, regional significance and community support. For the prioritization of projects, the CMMPO used a three-step process. In the first step, projects and initiatives were grouped into programs. The second step considered how well they address measures within the CMMPO performance management goals and were scored based on the ten federal emphasis areas of: safety, security, state of good repair, congestion, multi-modality, GHG/sustainability, equity, economic development, resiliency and travel and tourism.

In the third step, those projects identified as potential major infrastructure projects were combined into two scenarios which placed the projects into financially constrained five-year bands for implementation through 2050. These scenarios were then and assessed for:

- Congestion reduction and savings in vehicle miles travelled
- Greenhouse gas effects
- Geographic equity
- Regional environmental justice (plus) benefits and burdens
- Consistency with prior public input

The CMMPO and CMMPO Advisory Committee members reviewed all project options. The recommended list of major infrastructure and other programmatic area projects are included in this chapter. The priorities were presented to the public and input was gathered on May 31, 2023, hybrid meeting with an opportunity to provide feedback on their top priorities. The priority locations were included in a web map on the *2050 Connections* website for any stakeholder that could not attend the public meeting to provide additional feedback.

DATA INTEGRATION

Regional Priorities have been developed through a Management Systems approach, resulting in several roadway segments that demonstrate the greatest need for improvement. The segments used in the following analyses are based on staff’s pavement data collection defined segments. These segments are usually less than one mile in length and are between two selected minor streets. All data were analyzed based on these defined segments. The Management Systems approach combines congestion, safety, traffic volume, pavement condition, sidewalk condition, curb ramps, transit use, freight movement, environmental justice, bicycle lanes, and bridges related data to define “hot spots” throughout the CMRPC planning region. The 11 management systems data was analyzed to create a score based on pre-determined criteria. Table V-1 below shows the scoring methods for the roadway segments.

Table V-1: Management Systems Analysis Scoring Criteria

Management System	Type of Data Used	Scoring Criteria	Points
Congestion	CMRPC Transportation Model	Segment is Congested	5 points
	Travel Time Reliability	Segment is considered unreliable	5 points
Safety	MassDOT Vehicle Crash Data (18-20)	Segment has a Fatality	5 points
		Segment has an Injury	3 points
		Segment only Property Damage	1 point
Traffic Volume	CMRPC Traffic Count Data	>30,000 VPD	5 points
		10,000 – 30,000 VPD	3 points
		<10,000 VPD	1 point
Pavement Condition	CMRPC Pavement Data	Segment is rated Very Poor	5 points
		Segment in rated Poor	3 points
		Segment is rated Fair	1 point
Transit	WRTA Data	Segment is on a Top 5 Route for Passenger Activity (11,19,26,27,30)	3 points
		Segment is on any other Bus Route	1 point
Freight	CMRPC Traffic Count Data	>1,000 Heavy Vehicles Per Day	5 points
		500 – 1,000 Heavy Vehicles Per Day	3 points
Environmental Justice	CMRPC Data	Segment is within an EJ neighborhood	3 points

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Sidewalks Condition	CMRPC Sidewalk Data	Segment is rated Poor	5 points
		Segment has sidewalk gaps	3 points
		Segment is rated Fair	1 point
Curb Ramps	CMRPC Curb Ramp Data	No Ramps or in poor condition	5 points
Bicycle Lanes	Bicycle Compatibility Index	Segment is rated a Class F	5 points
		Segment is rated a Class E	3 points
		Segment is rated a Class D	1 point
Bridges	MassDOT Bridge Data	Segment has a Structurally Deficient Bridge	3 points

Based on the above scoring criteria, Figure V-1 on the following page shows the roadway segment results in three categories. Tier 1 segments are considered high priority, Tier 2 segments are considered medium priority, and Tier 3 segments are low priority.

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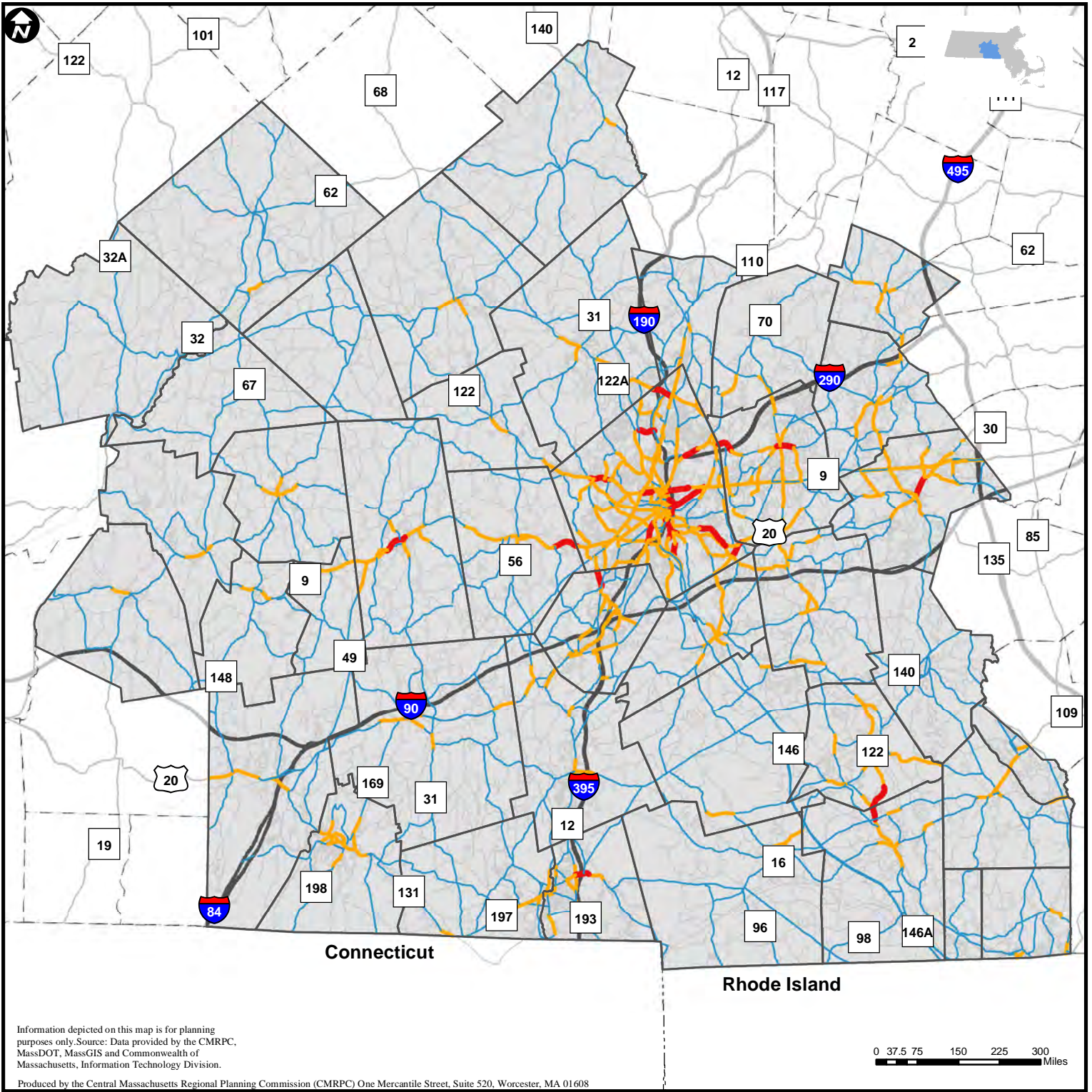


Figure V-1: Transportation Data Integration Overview



Data Integration Tiers

- Tier 3 (0 - 20)
- Tier 2 (21 - 33)
- Tier 1 (34 - 42)



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The Tier 1 roadway segments are also listed by municipality in Table V-2 below. As the Table shows, the majority of Tier 1 segments are located in the City of Worcester. The remaining segments are in the communities of Auburn, Leicester, North Brookfield, Northbridge, Shrewsbury, Uxbridge, Webster, and Westborough. For the future, staff will continue to update the data and collect new data for segments along the federal-aid road network.

Table V-2: Management Systems Tier 1 Roadway Segments

Community	Roadway	From	To
Auburn	Pinehurst Avenue	Worcester City Line	Oxford Street North
Auburn	Southbridge Street	Water Street	Faith Avenue
Leicester	Main Street	Worcester City Line	Auburn Street
North Brookfield	North Main Street	South Main Street	Oakham Road
Northbridge	Providence Road	Union Street	Uxbridge Town Line
Shrewsbury	Route 20	Worcester City Line	Lake Street
Shrewsbury	Route 9 Westbound	Maple Avenue	Worcester City Line
Shrewsbury	Main Street	Worcester City Line	I-290 EB Ramp
Shrewsbury	Main Street	Maple Avenue	South Street
Spencer	Main Street	Grove Street	Olde Main Street
Uxbridge	North Main Street	Northbridge Town Line	Hartford Avenue West
Webster	Gore Road	Arthur Remillard Jr Wy	Thompson Road
Westborough	East Main Street	Lyman Street	South Street (Rotary)
Westborough	East Main Street	Route 9	Lyman Street
Worcester	Belmont Street	Skyline Drive	Lincoln Street
Worcester	Chandler Street	Park Avenue	June Street
Worcester	East Central Street	Summer Street	Shrewsbury Street
Worcester	Grafton Street	Sunderland Road	Jennings Street
Worcester	Grafton Street	Jennings Street	Warner Avenue
Worcester	Grafton Street	Massasoit Road	Hamilton Street
Worcester	Grafton Street	Water Street	Washington Square
Worcester	Grove Street	Holden Street	West Boylston Street
Worcester	Harding Street	Franklin Street	Kelly Square
Worcester	Highland Street	West Street	Park Avenue
Worcester	Lincoln Street	Country Club Blvd	I-290 Access Road
Worcester	Madison Street	Main Street	Kelly Square
Worcester	Mountain Street East	West Boylston Street	Burncoat Street
Worcester	Mountain Street West	West Boylston Street	Holden Town Line
Worcester	Pleasant Street	May Street	Chandler Street
Worcester	Providence Street	Millbury Street	Ames Street
Worcester	Shore Drive	Norton Drive	Holden Street
Worcester	Shrewsbury Street	Washington Square	Muskeego Street
Worcester	Shrewsbury Street	Muskeego Street	Belmont Street
Worcester	Southbridge Street	Quinsigamond Avenue	Cambridge Street

Worcester	Southbridge Street	I-290 WB Ramp	Auburn Town Line
Worcester	Southwest Cutoff	Grafton St Overpass	Shrewsbury Town Line
Worcester	Vernon Street	Kelly Square	Euclid Avenue
Worcester	West Boylston Street	East Mountain Street	Jersey Drive
Worcester	West Boylston Street	Gold Star Boulevard	Brooks Street
Worcester	West Boylston Street	Marland Road	East Mountain Street
Worcester	Winthrop Street	Granite Street	Vernon Street

PRIORITIES ANALYSIS/CONSIDERATIONS

Planning Considerations

The CMMPO developed a set of programmatic areas to better address the region’s transportation needs. Given the financially constrained environment, it is best practice to prioritize the investments and scrutinize the projects based on their ability to advance the State’s and the region’s goals. The CMMPO Programmatic Areas are geared towards achieving the regionally derived targets endorsed by the CMMPO. Also, the programmatic areas reflect the federal emphasis areas, planning factors and the statewide guidance.

Many factors are considered during the prioritization process. Land use and economic development, particularly the population and employment projections are closely analyzed, as well as the number of acreages in Priority Development Areas, new zoning requirements, like the recently passed multi-family zoning requirement for MBTA Communities (Chapter 40A, Section 3A of MGL), or the Gateway Cities initiatives. The results from the data management systems are also considered in the prioritization process. The 11 data points used in the management systems provide a comprehensive view of the regional transportation network, the asset conditions, and the level of operations. This information is also tied to the performance measures that ensure the most efficient investment of federal transportation funds across the nation. The federal performance measures include safety, infrastructure condition, congestion reduction, environmental sustainability, system reliability, and freight movement/economic vitality. Beyond the federally required performance measures, the CMMPO has established regionally customized measures for the region based on multiple planning areas, including aspects of multimodality, equity, stormwater management and travel & tourism.

Even though equity is one of the elements included in the regionally customized performance measures, equity also plays an important role in the prioritization process. Aspects such as geographic equity, scenario planning and benefits and burdens analysis, each provide a glimpse into the disproportionate burdens and disparities that transportation disadvantaged populations face. As such, the CMMPO decided to adopt the MassDOT’s Regional Environmental Justice Plus (REJ+) Communities designation to provide uniformity between statewide and regional efforts geared to these populations. Public outreach is also considered during the prioritization process. The public have many opportunities to provide their self-reported transportation needs based on their experience on their everyday trips. The information was gathered through multiple media, including surveys, public forums, one-on-one conversations, and virtual involvement opportunities, among other formats. The Annual Environmental Consultation

provides the perfect forum to interact with environmental stakeholders. From these interactions, among others, priorities related to the environment are taken into consideration. Financial constraint is one more consideration in the prioritization process (more details will be provided in Chapter VI). The CMMPO has an estimated amount of funds allocated until 2050, and one of its roles is to program the regional targets. It is a federal requirement that any long-range transportation plan should be financially constrained.

It is important to note that the priorities can include projects, studies, or initiatives. The priorities identified as projects can be addressed through the standard TIP development process working in collaboration with the host communities. In other cases, the priorities are studies because they require some technical assistance or more information to identify potential projects or the best course of action. In other cases, the priorities are listed as initiatives, these are mostly conceptual in nature or potential opportunities that are still in its infancy and would require establishing partnerships and fostering commitments from several agencies and stakeholders, sometimes including statewide partners. The following pages include the top priorities for each programmatic area. For estimated funding levels for each of these programs see Chapter VI.

Public Participation

In an effort to provide meaningful engagement opportunities, the public had several opportunities to participate throughout the *2050 Connections* development process. The *2050 Connections* survey tool provided insightful information related to the planning areas the public would like to see prioritized in the future. This information was used as one of the main criteria to develop the financial scenarios included in Chapter 6. In terms of prioritizing projects, studies, and initiatives, the CMMPO staff developed a list of priorities by programmatic area based on the considerations aforementioned. The list was presented to the public during a hybrid meeting on May 31, with the purpose of providing one more meaningful opportunity to weigh-in on the final list of priorities identified by programmatic area. The meeting had an in-person component and a simultaneous component via Zoom.

During the meeting, the public had the opportunity to revisit one more time the *2050 Connections* background, planning areas, projections, financial scenarios and the multiple aspects that were taken into consideration while developing the priorities. Participants were able to choose their top priorities, while the participants online were directed to the *2050 Connections* hubsite, where they were able to use an online mapping application to choose their priorities. The participants online “liked” the priorities they would like to see included on the LRTP. The top three priorities from the online mapping exercise were: The trail connections between Blackstone Valley Greenway and the Southern New England Trunk Trail (SNETT), local transit options within the communities of Southbridge and Sturbridge, the expansion of Southbridge’s Airport and the need for a study to identify locations and future implementation more buffered/separated bicycle facilities in the region. Overall, the participants online were leaning towards transit (19.9% of the votes), congestion (19.9%), and trails (15.15%). Pedestrian-related priorities accounted for 10.1% of all the online votes, whereas bicycle-related priorities accounted for 9.1%. Only 1% of the online votes were allocated to priorities related to pavement improvements.

Below we included a list of the projects, studies and initiatives that were chosen by the public (in-person and online) as their top priority by programmatic area.

System Management and Operations

Safety

- Projects:
 - Worcester – Multiple locations (Plantation Street, West Boylston Street, Lake Ave, Belmont Street)
 - Shrewsbury – Ramp from I-290 and Route 140

Congestion

- Projects:
 - Worcester – Multiple locations (Park Ave, Main Street, Highland Street, Pleasant Street, Route 122)
- Planning study:
 - Auburn – US20 corridor – one lane sections

Pavement

- Projects:
 - Worcester – Maywood Street from Main Street to Park Ave.
 - Worcester – College Street from Southbridge Street to Auburn Town Line

Freight

- Planning study:
 - Blackstone Valley sub-region – Route 146 Corridor Study
 - Regionwide – Study transportation impacts of distribution centers and warehousing.
- Initiatives:
 - Regionwide – Increase supply of parking for long-distance trucking
 - Regionwide – Improve highway-railroad at-grade crossings

Emerging Technologies

- Planning study:
 - Regionwide – EV charging infrastructure in rural communities
 - Regionwide – Study the impact of automated vehicles
- Initiatives:
 - Regionwide – EV Car-sharing opportunities
 - Regionwide – ITS for freight – GPS / freight routes

Airports

- Initiatives:
 - Barre / New Braintree – Pedestrian bridge to connect to the MassCentral Rail Trail
 - Southbridge – Airport improvements
 - The participants online choose the improvements to Southbridge Airport as the main priority. This initiative received the highest number of votes online compared to all the other priorities.

Active Transportation

Trails

- Projects:
 - Westborough – Boston-Worcester Air Line Trail (BWALT) segment
 - North Brookfield – Rail trail segment and connections to Route 9
 - Blackstone – Connection between the Blackstone River Greenway and the Southern New England Trunk Trail (SNETT).
 - This priority received the second highest number of votes online.
- Initiatives:
 - Regionwide – Improve access from older adults housing to walking trails and recreation areas
 - Regionwide – Include parks information on bus scheduled, or develop a separate information tool on how to access parks, walking trails and other recreational areas by transit

Pedestrian

- Projects:
 - Westborough – Otis Street corridor
- Planning study:
 - Regionwide – Improve pedestrian signals and phasing
- Initiatives:
 - Regionwide – Improve snow clearance at transit stops, crosswalks and curb ramps.
 - Sutton / North Brookfield / Spencer / East Brookfield / Southbridge / West Boylston – Safe Routes to School

Bicycle

- Projects:
 - Worcester – Bicycle accommodation at multiple locations (Main Street, May Street, Park Ave, Mill Street, Lincoln Street, Country Club Boulevard)
- Planning study:
 - Regionwide – Identify locations for buffered / separated bicycle facilities
 - This priority received the third highest number of votes online.
- Initiatives:
 - Worcester / Southbridge – Start a bike-sharing program

Climate Change and Resiliency

Culverts

- Projects:
 - Paxton – Culverts along Route 31
 - New Braintree – Single culvert at Ravine Road and Old Turnpike
- Initiatives:
 - Regionwide – Develop culvert scoring checklist

Decarbonization

- Planning study
 - Regionwide – Identify suitable locations for EV charging stations

Transit Support

Transit

- Projects:
 - WRTA Fixed Route – Update and improve transit bus stop signs and surroundings
 - WRTA Fixed Route – Expansion of late-night service and weekend service on select routes
 - WRTA Fixed Route – Implementation of TSP in Worcester
- Planning study:
 - Southbridge / Sturbridge – Local transit service
 - Among all the transit priorities listed online, this priority received the highest number of votes online.
 - Regionwide – Same day in-demand transit service in rural communities
 - Regionwide – Transportation for older adults

- Initiatives:
 - Worcester – Provide bike-sharing stations at the WRTA Hub facility
 - Regionwide – East-West Rail
 - Regionwide – Updated bus transit information (Bustracker, Google Maps)
 - Regionwide – Intermodal Travel Information Systems (ITIS) with MBTA Commuter Rail information

Parking Management

- Planning study:
 - North Brookfield – Parking study
 - Uxbridge – Parking study

Equity Analysis

Equity is defined “the distribution of impacts (benefits, disadvantages and costs) and whether that distribution is considered fair and appropriate.”¹ Current regulations mandate different types of analysis in order to prevent foreseeable impacts to the population as a result of a transportation project. Equity principles permeate in transportation planning when the analyses include possible impacts to disadvantage populations and measures to avoid, minimize or mitigate such impacts. The *2050 Connections’* Equity Analysis incorporates equity in the Central Massachusetts long range transportation planning process by measuring different facets of equity according to federal provisions and planning emphasis areas for each of the options for major infrastructure projects. To evaluate the equity of major infrastructure projects included in this document, the analysis relies on a three-pronged approach. This approach includes elements of geographic equity, locational analysis, and a benefits and burdens analysis.

¹ Victoria Transport Policy Institute. 2023. *Evaluating Transportation Equity: Guidance for Incorporating Distributional Impacts in Transport Planning*. Retrieved online: [Evaluating Transportation Equity \(vtpi.org\)](https://vtpi.org/evaluating-transportation-equity/)

Geographic equity can be used primarily to determine any disparities that could raise in the transportation planning process, during the programming of transportation funds and, in this case, the locations that are being prioritized for either studies, initiatives or projects. A closer look at the priorities identified by CMMPO subregions shows a fair distribution, considering that some of the priorities are regionwide in nature. Below, Table V-3 shows the distribution of identified priorities by CMMPO programmatic areas.

Table V-3: Geographic Equity by CMMPO Subregion

Community	Major Infrastructure Projects	System Maintenance & Operations	Active Transportation	Climate Change & Resiliency	Transit Support	Total	2020 Population	# of 2020 REJ+ Block Groups
Regionwide		8	5	2	7	22		
North	0	3	2	2	0	7	52,711	0
Northeast	3	3	2	2	0	10	83,640	15
West	2	1	5	2	1	11	45,948	9
Southwest	2	8	5	0	2	17	100,855	23
Southeast	1	13	3	2	1	20	114,959	5
Central	2	4	2	0	2	10	206,518	107
Regional Totals:	10	40	24	10	13	97	604,631	159

The other methodology used to evaluate equity is locational analysis. This methodology uses the new regional environmental justice plus (REJ+) definition and thresholds to determine the location of major infrastructure projects respective to environmental justice populations (Chapter 2 includes a description of all the populations included in the new REJ+). For this purpose, Geographic Information Systems (GIS) was used to map and tabulate the socio-demographic information. On the following pages, Figure V-2 depicts the proposed Major Infrastructure projects in relation to the REJ+ communities in the region. A one-mile radii buffer was created for each major infrastructure project. If the project’s buffer intersects a block group with REJ+ populations, the project was located in a REJ+ area for the purpose of this analysis.

On the following page, Table V-4 shows the major infrastructure projects that would impact an REJ+ community. The thresholds for each REJ+ dominant factor are: low income (\$60,921 or below), race and ethnicity (Non-White 41%), limited English proficiency (LEP) (8%), Car ownership zero vehicle households (14%), disability (32%) and population 65 years of age or over (21%).

This initial analysis makes planners aware of the need to tailor outreach activities for each one of these major infrastructure projects according to the populations identified in this buffer zone. As projects move forward on the design phase, the analysis becomes more refined and will allow the identification of other transportation disadvantaged populations not initially identified. The project located at the

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Vernon Street bridge over I-290 in Worcester, recently included in a US DOT Reconnecting Communities proposal, exhibits all the REJ+ factors, with the exception of the older adults’ criteria. This project will require special attention to the public outreach activities during the planning, design and eventual construction phases of the project.

Table V-4: Geographic Equity

Program Year	Project	Income	Race	LEP	Zero Vehicle	Disability	Age 65+
2024 -2025	Charlton/ Oxford – US 20 Corridor improvements ¹						
2024 -2025	West Brookfield – Route 9 widening and improvements (Phase I & II) ¹	x			x	x	
2026-2030	Shrewsbury – US 20 Corridor improvements ²		x	x			
2026 -2030	Worcester – US 20 / Grafton Street Interchange ³		x	x			
2031 -2035	Worcester – I-290 / Vernon Street Bridge widening and reconstruction ⁴	x	x	x	x	x	
2036 -2040	Westborough / Southborough – I-495 / Route 9 Interchange reconstruction and braided ramps ⁵		x	x			
2041 -2045	Sutton – Route 146 / New Boston Road new grade-separated Interchange ⁴						
2046 -2050	Westborough – Route 9 / Route 135 Interchange reconstruction ⁴		x				

Notes:

1. Projects currently listed on the CMMPO FFY 2024-2028 TIP.
2. Major Infrastructure Project in Shrewsbury’s US 20 corridor is currently programmed on the CMMPO FFY 2024-2028 TIP, with a cost of \$26,774,956. This project is funded with federal and state funds.
3. Resiliency improvements programmed on the CMMPO FFY 2024-2028 TIP. The bridge is in deficient condition, will require replacement and subsequent interchange reconstruction to be programmed in later years. CMMPO will allocate up to 15% of the regional target funds as seed money for this project.
4. Projects envisioned for the region. There is no PRC approved for any of these projects. CMMPO will allocate up to 15% of the regional target funds as seed money for this project.
5. Major infrastructure project envisioned to be completed once the I-90 interchange with I-495 is completed.

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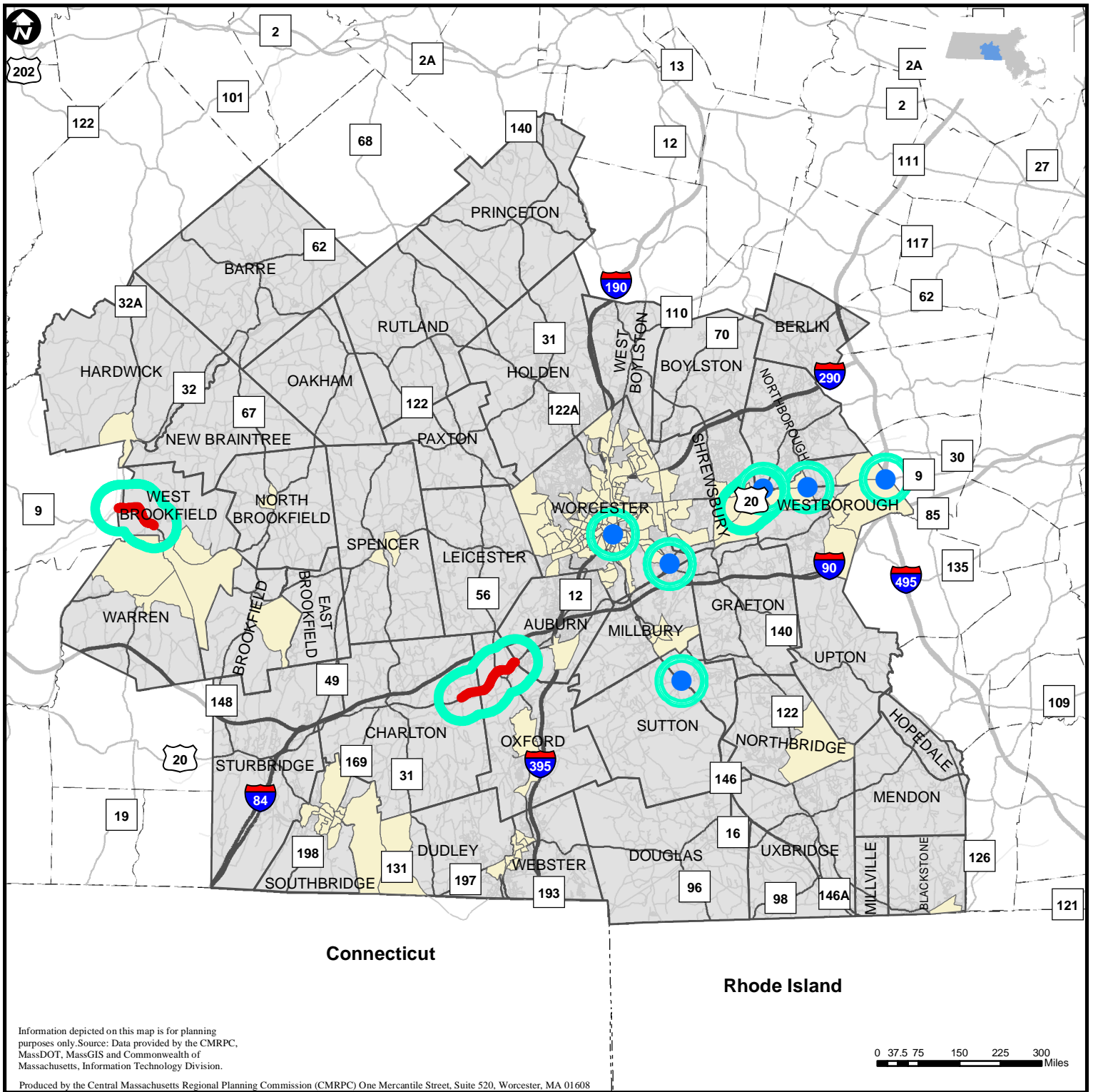


Figure V-2: Major Infrastructure (MI) Highway Projects and REJ+ Areas

- MI Points
- MI 1 Mile Buffer
- MI Roadways
- CMMPO REJ+ Areas



Benefits and burdens are “an evaluation comparing impacts likely to be experienced by EJ populations against those likely to be experienced by non-EJ populations and the community as a whole in order to address any disproportionate benefits or burdens between EJ populations and the population at large.” (FTA C 4703.1, August 15, 2012) A disproportionate burden is defined as an impact predominantly borne by a minority population or low-income population, will be suffered by the minority and/or low-income population and is appreciably more severe or greater in magnitude than the adverse effect that will be suffered by the non-minority population and or the non-low-income population. For the purposes of this analysis, the REJ+ definition was used anywhere the analysis refers to EJ population.

Furthermore, the FHWA requirements for Title VI Program (23 CFR Part 230) requires recipients to collect statistical data and establish procedures to identify and eliminate discrimination when found to exist. Title VI Analyses are grounded on the basis of disparate impacts. A disparate impact is a statistical demonstration that a facially neutral policy or practice caused a significant, adverse impact based on race, color, national origin, sex, disability, or another protected basis.

It is important to note that there’s no one-size-fits-all type of approach to determine benefits or disproportionate burdens from transportation projects. The Travel Demand Model outputs were used as the main source of data to determine if any disproportionate burdens and/or disparate impacts could result from the proposed scenarios. For the purpose of this analysis, the results for REJ+ traffic analysis zones (TAZs) were compared with those from the non-REJ+ traffic analysis zones. The analysis includes the following criteria:

- Vehicles mile traveled (VMT)
- Congested vehicle miles traveled (VMT)
- Number of jobs within 25 minutes by highway
- Number of jobs within 45 minutes by transit

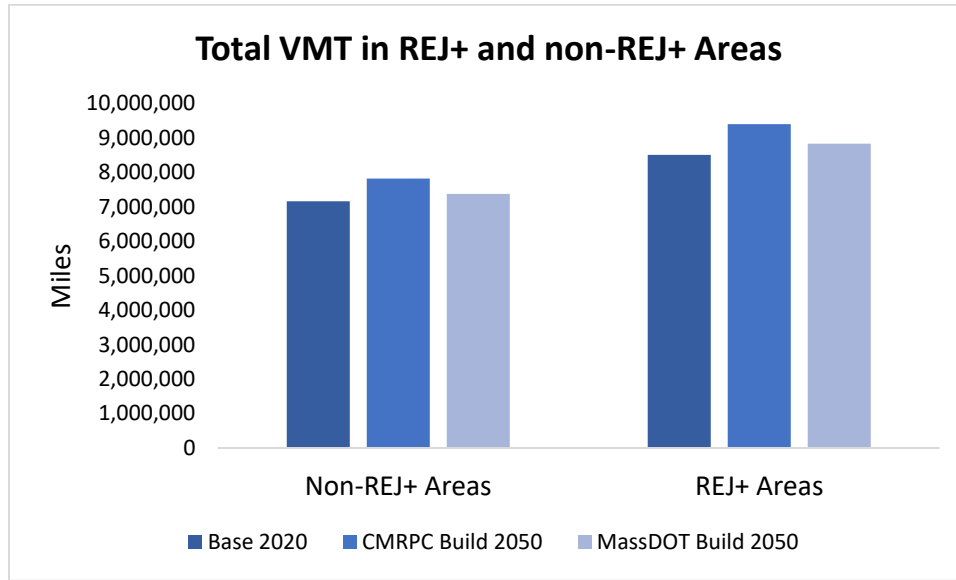
Vehicle Miles Traveled

As shown in Table V-5 below and Figure V-3 on the following page, the CMMPO’s vehicle miles traveled (VMT) baseline is 15,679,915, of which 7,167,090 (45.7%) are in non-REJ+ areas, whereas 8,512,825 (54.6%) are in REJ+ areas. Based on the model, the VMT in the region using the MassDOT Build projections is expected to grow 3.4%, whereas the CMRPC Build projections, the expected growth is much higher, 9.9% by 2050.

Table V-5: Total Vehicle Miles Traveled (VMT) in REJ+ and non-REJ+ Areas

	Non-REJ+ Areas	REJ+ Areas	Total
Base 2020	7,167,090	8,512,825	15,679,915
CMRPC Build 2050	7,826,412	9,407,159	17,233,571
MassDOT Build 2050	7,379,418	8,837,325	16,216,743

Figure V-3: Total Vehicle Miles Traveled (VMT) in REJ+ and non-REJ+ Areas



The growth in VMT is expected to be higher in REJ+ areas compared to non-REJ+ areas irrespective of the CMRPC Build 2050 or MassDOT Build 2050 projections. See Table V-6 below.

Table V-6: Vehicle Miles Traveled (VMT) Percentage Growth

	Non-REJ+ Areas	REJ+ Areas	Total
Base 2020	-	-	-
CMRPC Build 2050	9.2%	10.5%	9.9%
MassDOT Build 2050	3.0%	3.8%	3.4%

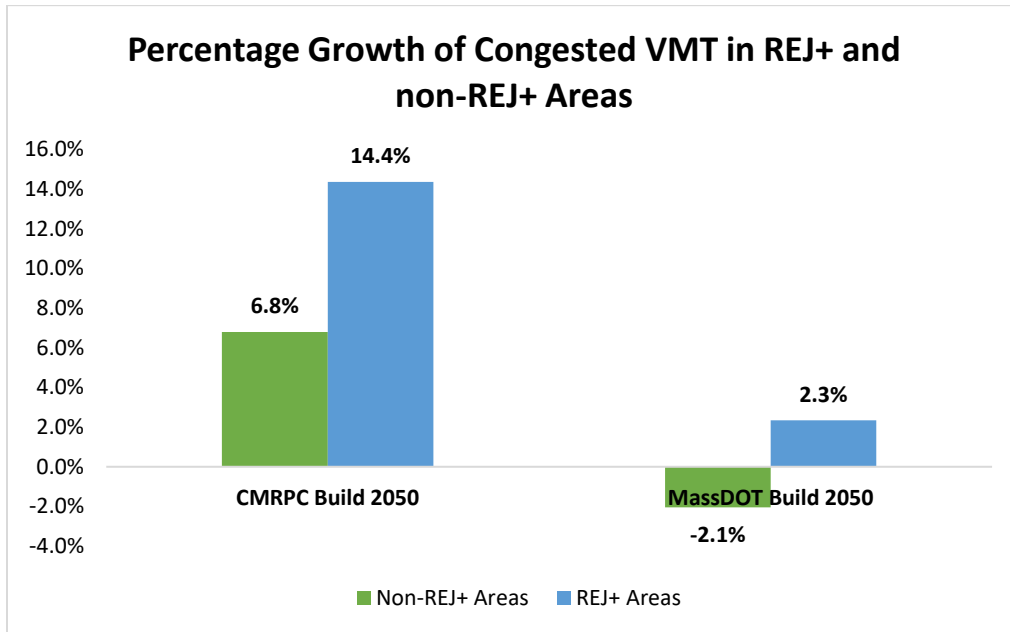
Congested Vehicle Miles Traveled

As shown in Table V-7 below, the congested vehicle miles traveled (VMT) baseline for the CMMPO region is 6,888,752. The baseline for congested VMTs in non-REJ+ areas is 3,078,122 (44.7%), whereas in the REJ+ areas is 3,810,631 (55.3%). The percentage growth of congested vehicle miles traveled is substantially higher in REJ+ areas compared to non-REJ+ areas for both CMRPC Build 2050 and MassDOT Build 2050 conditions. See Figure V-4 on the following page for details.

Table V-7: Total Congested Vehicle Miles Traveled (VMT) in REJ+ and non-REJ+ Areas

	Non-REJ+ Areas	REJ+ Areas	Total
Base 2020	3,078,122	3,810,631	6,888,752
CMRPC Build 2050	3,287,640	4,358,389	7,646,029
MassDOT Build 2050	3,014,832	3,899,757	6,914,589

Figure V-4: Percentage Growth of Congested Vehicle Miles Traveled (VMT) in REJ+ and non-REJ+ Areas



Both scenarios, the MassDOT Build 2050 and the CMRPC Build 2050 show a higher number of congested VMT in REJ+ areas compared to the non-REJ+ areas, which is consistent with the 2020 baseline. What’s relevant from these figures, is that the REJ+ areas will have a higher share of congested VMT compared with the non-REJ+ areas.

In both the VMT analysis and the congested VMT, the REJ+ areas will bear a disproportionate burden compared to non-REJ+ areas. As such, an emphasis should be placed on providing more multimodal opportunities in REJ+ areas, including transit, bicycle facilities and pedestrian accommodation. A closer examination of the REJ+ dominant factor will provide the necessary information for a context-sensitive solution tailored to the transportation disadvantaged populations.

Number of Jobs Within 45 Minutes by Transit

Another measure of equity is access to destinations. For this purpose, Conveyal, a web-based mapping application, was used specifically to measure the access to jobs by transit. In this case, the base data for the map included the General Transit Feed Specification (GTFS) files, also refer as the public transit databases for the WRTA fixed route service, Peter Pan inter-city routes, MBTA Commuter Rail, and other transit services operating in the region with GTFS files available. The second dataset used was the U.S. Census Longitudinal Employer-Household Dynamics (LEHD) dataset, in particular the LEHD Origin-Destination Employment Statistics (LODES). When these two datasets are combined, it illustrates how accessible a census block group is to jobs within a specific amount of time, in this case, 45 minutes by transit.

On the following pages, Figure V-5 illustrates the area that is most accessible by transit within a 45-minutes span, which is the average travel time to work by transit in the region. It is important to note that to access many jobs outside the City of Worcester will require travel times longer than 45 minutes.

In other words, populations in towns like Southbridge or Webster where WRTA fixed routes exists, will experience longer and excessive commute times via transit for jobs outside their immediate vicinity. Below, Table V-8 includes the number of jobs accessible for the region’s Census Block Groups within a 45-minute span.

In summary, REJ+ populations have access to a limited number of jobs using transit. There are 159 Census Block Groups identified as REJ+ in the region. About half of the REJ+ Census Block Groups have access to more than 50,000 jobs in 45 minutes. It is even more disparate for those Census Block Groups where the zero vehicle households is the REJ+ dominant factor, the proportion drops to 37.7% of the REJ+ Census Block Groups. These disparities are exacerbated in the rural areas with no access to transit services.

Table V-8: Number of Jobs Accessible Within 45 Minutes by Transit by Number of Census Block Groups

Number of Jobs	All Block Groups	REJ+	Zero Vehicle Households	Income
Less than 10,000	249	54	35	35
More than 10,000, but less than 50,000	40	21	8	5
More than 50,000	104	84	60	51

Number of Jobs Within 25 Minutes by Highway

The same exercise was completed for auto trips, in this case, we looked at the number of jobs within a 25 minutes travel time by auto, which is the average travel time to work using a vehicle in the region. One more time Conveyal was used to measure access to jobs by car. In this case, the base datasets for the map included the Massachusetts Road Inventory File (RIF) and the LODES dataset. When these two datasets are combined, it illustrates how accessible a census block group is to jobs within a specific amount of time, in this case, 25 minutes by car.

On the following pages, Figure V-6 illustrates the area that is most accessible by car within a 25-minutes span. The access to the number of jobs is significantly higher than by transit. On the following page, Table V-9 includes the number of jobs accessible for the Census Block Groups within a 25-minute span. Even though the number of jobs is significantly higher than on the analysis using transit, there are still a limited number of REJ+ Census Block Groups with access to more than 140,000 jobs within 25 minutes, particularly in the rural areas of the region.

Table V-9: Number of Jobs Accessible Within 25 Minutes by Car by Number of Census Block Groups

Number of Jobs	All Block Groups	REJ+	Zero Vehicle Households	Income
Less than 30,000	26	8	3	8
More than 30,000, but less than 140,000	97	23	21	22
More than 140,000	270	128	78	61

In conclusion, the Benefits and Burdens analysis show that the REJ+ populations in the region exhibit a disproportionate burden compared to the non-REJ+ population. The analyses show that they bear higher VMTs, higher congested VMTs and have significantly less access to job opportunities when relying only on transit options. Long and excessive commutes are experienced by the region’s rural populations, with significant differences among the REJ+ in these areas. Given the scenarios, MassDOT Build 2050 and CMRPC Build 2050, more multi-modal opportunities should be provided that could potentially improve not only congestion levels and the associated impacts that it causes, but also, increase access to jobs within the region.

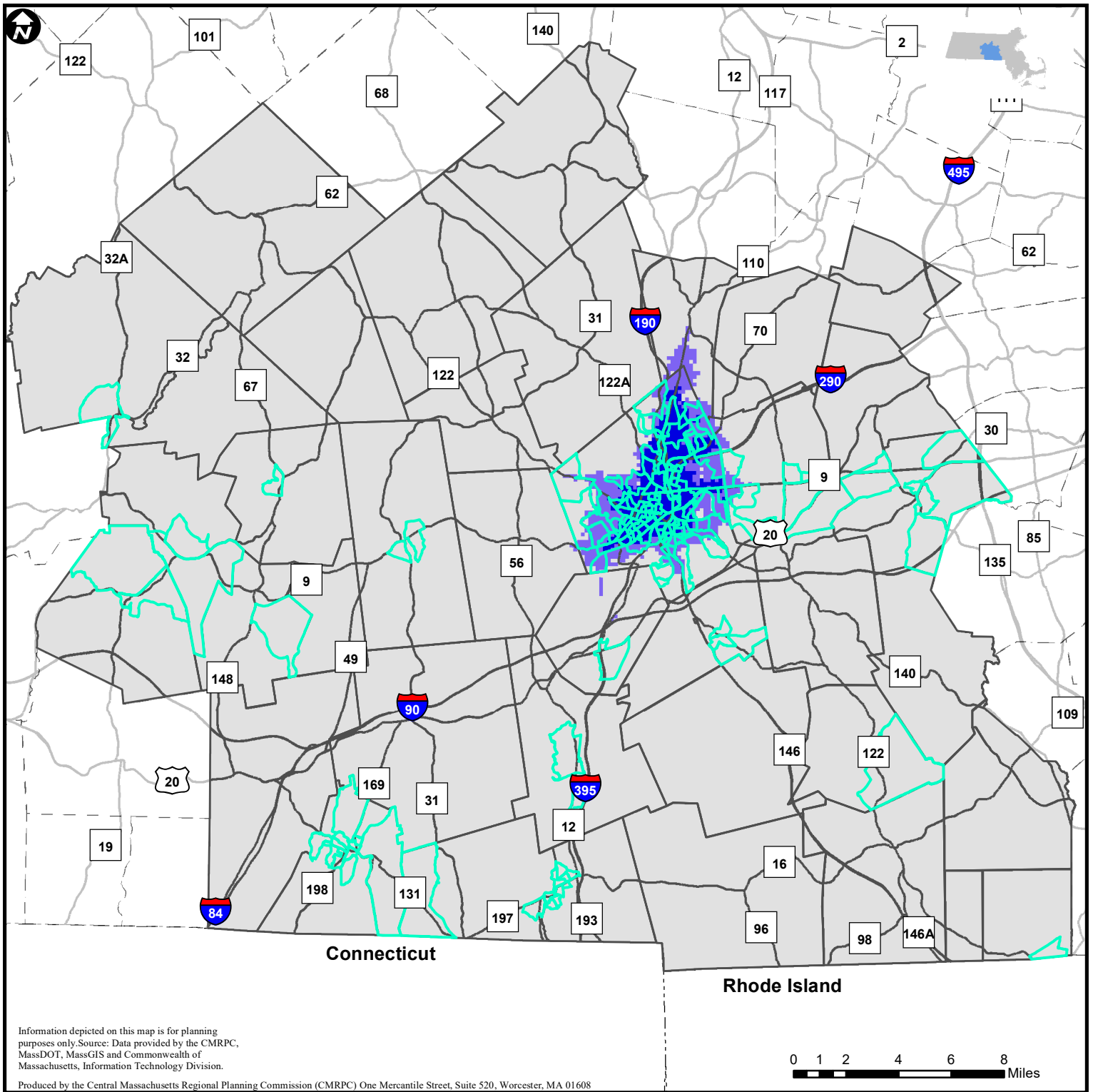


Figure V-5: Jobs Accessible within a 45 Minute Transit Ride

Number of Accessible Jobs

- 10,001 - 50,000
- 50,001 - 101,466

REJ+ Block Groups



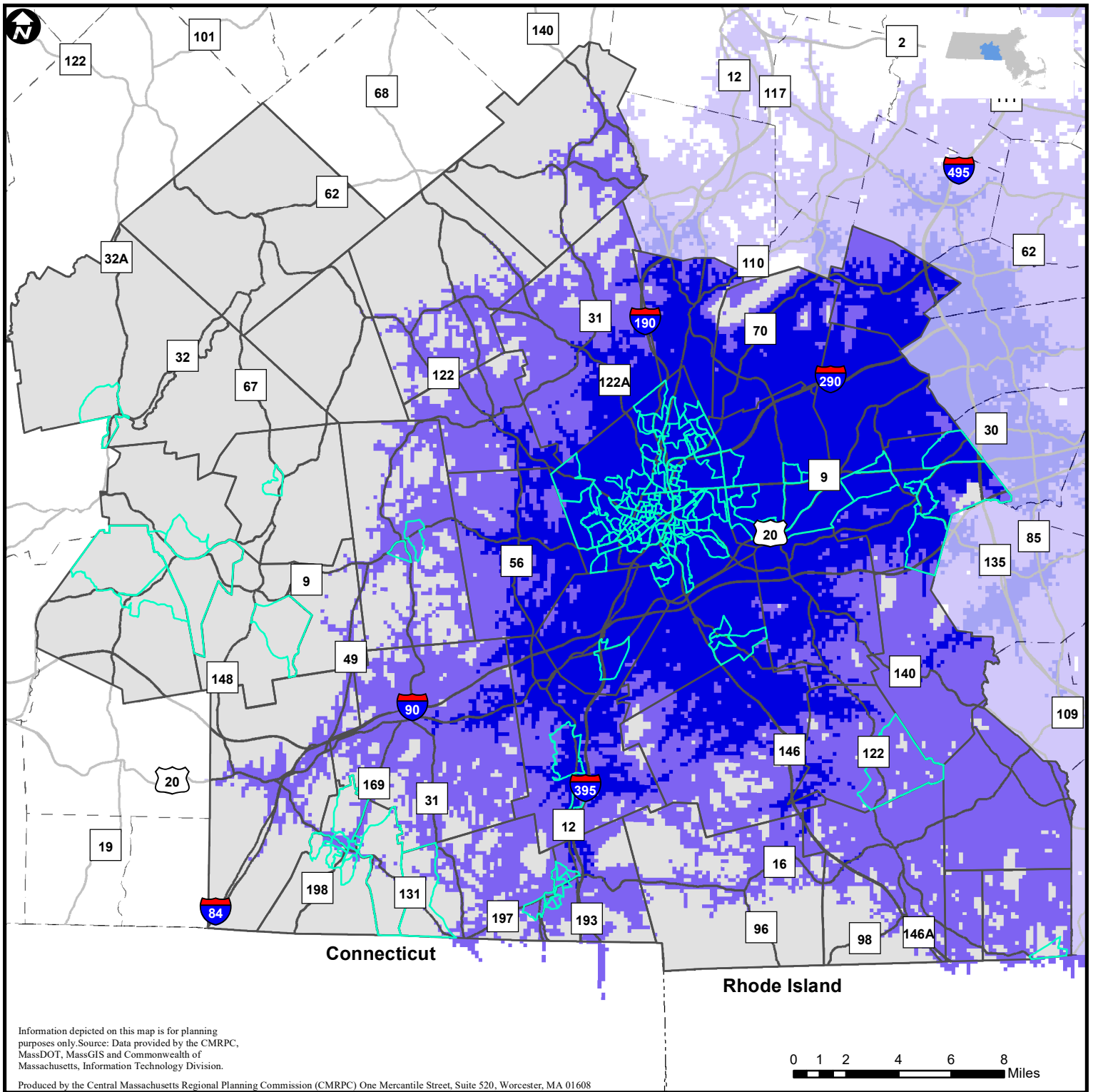


Figure V-6: Jobs Accessible within a 25 Minute Auto Ride

Number of Accessible Jobs

- 30,000-140,000
- 140,000-285,032

REJ+ Block Groups



Major Infrastructure (MI)

The following provides brief descriptions of each of the planned and proposed Major Infrastructure (MI) projects that the CMMPO decided to include in the financially constrained LRTP. The location of each featured MI project can be seen in Figure V-7 following these descriptions.

US Route 20 Reconstruction, Charlton & Oxford

A major goal of the US Route 20 reconstruction project is to improve the traffic operations and safety along the highway in both the host communities of Charlton and Oxford. Project elements aimed at improving safety include roadway widening to include a raised concrete median or barrier separating opposing directions of travel, roadway shoulders and intersection turning lanes. The project also includes the addition of a roadside clear zone for vehicle recovery as well as designated “Emergency Pull-Off Areas” for police enforcement and safe vehicle refuge. Improvements to Route 20/Route 56 signalized intersection include protected left turn provisions & signal phasing. Three (3) other intersections will also be improved, including the installation of a modern roundabout at Oxbow Road. The project will also implement a range of speed reduction measures, such as Advisory Speed Limit signage, Speed Feedback signage as well as Chevron signage at curves. Further, bicycle and pedestrian amenities within the project scope include a separated Shared Use Path (SUP) on the westbound side of Route 20 from Route 12 to Oxbow Road in Oxford.

Route 9 Reconstruction, West Brookfield

Route 9 is part of the National Highway System (NHS) and provides interregional connectivity to the neighboring Pioneer Valley. The project to improve this highway has been divided into two phases. Phase 1 of the Route 9 (West Main Street) reconstruction effort is a 1.1-mile segment from the Ware town line to just west of Welcome Road. Phase 2 of the Route 9 reconstruction project is a 1.0-mile segment from just west of Welcome Road to Pierce Road. In its entirety, the project will address safety concerns for all roadway users identified in a Road Safety Audit (RSA) related primarily to the narrow width of the existing pavement, visibility, drainage deficiencies and signage. The project also includes new signing, striping, guardrail replacement where necessary, and slope stabilization. A combination of cement concrete retaining walls and rockfill is planned for slope stabilization to accommodate limited roadway widening.

US Route 20/Route 122 Interchange Reconstruction, Worcester

This project will reconstruct the interchange of US Route 20 with State Numbered Route 122 (Grafton Street) in Worcester. The project will replace the existing bridge structure, improve the ramp system and traffic control at this location. Prior to the planned reconstruction of the interchange, MassDOT will complete work to alleviate the reoccurring and extensive flooding at the interchange and other nearby spot locations caused by the insufficient capacity of the existing highway drainage system. In rainy weather conditions the roadway drainage becomes overwhelmed, and the Route 20 traveled way becomes impassable. The preliminary work consists of doubling the existing capacity of drainage at the interchange and elsewhere along the Route 20 corridor to alleviate the flooding. Recently, MassDOT

successfully applied for PROTECT discretionary funding under the BIL to assist in funding the remediation of this long-standing and perhaps worsening flooding issue.

US Route 20 Reconstruction, Shrewsbury

Funded by MassDOT, this planned highway improvement project for US Route 20 in Shrewsbury consists of roadway rehabilitation and box widening between Route 9 and South Street. A Master Plan of Route 20 in Shrewsbury was developed in coordination with host community officials to address both existing issues and anticipated traffic growth. MassDOT, in turn, initiated a project to address a number of documented safety concerns. Further, beyond corridor safety, existing issues include a near total lack of pedestrian and bicycle accommodations along this highway segment.

Proposed improvements include pavement rehabilitation and box widening to allow for two travel lanes in each direction on Route 20. The effort also includes planned improvements at the US Route 20 intersections with Valente Drive, Walnut Street, and South Street/Green Street. New traffic signals will be installed at Route 20/Valente Drive and Route 20/Walnut Street intersections. Further, Walnut Street's southern leg will be connected to Valente Drive through the construction of a new roadway. The existing traffic signal at the Route 20/South Street/Green Street intersection will be reconstructed and additional turning lanes will be installed. In addition, in order to accommodate bicyclists and pedestrians, a Shared Use Path (SUP) and sidewalks will be constructed on both sides of Route 20.

Route 122A Bridge Replacement over I-290, Worcester

The Route 122A bridge (Vernon Street) over I-290 is approximately 50-foot wide, consisting of four (4) narrow vehicular lanes, narrow sidewalks, does not feature bicycle facilities, and does not meet Americans with Disabilities Act (ADA) or Massachusetts Architectural Access Board (MAAB) standards. It currently serves the local Route 11 bus operated by the Worcester Regional Transit Authority (WRTA), but frequency is irregular due to recurring congestion. The Route 122A bridge also includes on- and off-ramps to the Interstate, where adjacent heavy traffic flows significantly impact the safety as non-motorized users crossing the ramp system. The bridge is also a major route for those traveling between Route 146 North and I-290 West. Due to limited turning radii, freight vehicles regularly cause delays.

Despite its significance, the Vernon Street Bridge is considered an inadequate link between the equity-focused and Environmental Justice neighborhoods concentrated on the east side of I-290 and the growing number of opportunities in one of the hottest real estate markets on the west side. Following the construction of a new minor-league baseball stadium, Polar Park, the nearby Canal District and Kelley Square areas have continued to attract significant investments in commercial, retail, and housing development.

As such, the proposed project would reconstruct a widened bridge that accommodates all users – passenger vehicles, trucks, bicycles, and pedestrians. The project would also involve ramp modifications and improved signalized traffic control. Notably, the City of Worcester may apply for a Reconnecting Communities grant to conduct a broad planning study for the bridge and its environs to address the severed nature of the neighborhoods and nearby economic opportunities. One dynamic idea being explored involves “freeway lidding” – building a land bridge that would create greenspace and other

developable land as envisioned by local residents and stakeholders to allow for a multitude of modal options, including enhanced bicycling, pedestrian, and transit facilities.

I-495/Route 9 Interchange Reconstruction, Westborough/Southborough

Based on earlier planning efforts conducted by MassDOT, it is recommended that the existing I-495/State Numbered Route 9 interchange be reconstructed using the conceptual “braided ramp” geometry. Previously analyzed in 2013, a braided ramp separates merging and diverging traffic by installing a bridge to elevate one ramp over the other. This would eliminate the significant number of weaves now necessary on the I-495 mainlines. For I-495 northbound, the Route 9 westbound off-ramp would go over the on-ramp from Route 9 eastbound. Similarly, for I-495 southbound, the Route 9 eastbound off-ramp would go over the Route 9 westbound on-ramp. The I-495 northbound and southbound off-ramps to Route 9 would be two lanes, until they split into the eastbound and westbound ramps. Overall, the braided ramps would have a significant impact, improving interchange operations and highway safety while reducing recurring congestion. Further, the braided ramps can be constructed within the state’s existing right-of-way with no major identified environmental impacts. MassDOT has indicated that the condition of the I-495 bridges over Route 9 would dictate the timing of this anticipated Major Infrastructure project.

Route 146/New Boston Road Grade-Separated Interchange, Sutton

As daily traffic volumes continue to trend upward on State Numbered Route 146 in the Blackstone Valley, recurring congested conditions can be observed at the existing signalized intersection of Route 146 with New Boston Road in Sutton. Reconstructed nearly a decade ago, increased capacity and improved signal operations helped alleviate vehicle delays and improve highway safety. It is anticipated that traffic volumes at this location will continue to increase, especially on the Route 146 mainline. As such, the idea of a grade-separated, diamond-type interchange, suggested previously, should again be pursued and installed at this location. Conceptually, Route 146 would be bridged over New Boston Road. New intersections would be created on both the eastern and western sides of Route 146 where the on and off-ramps ramps would intersect with New Boston Road. A long-anticipated improvement, MassDOT had previously set the stage for this next necessary step when the existing signalized intersection was recently improved.

Route 9/Route 135 Interchange Replacement, Westborough

During the proactive public outreach process conducted for the development of the LRTP, the reconstruction of the existing interchange between State Numbered Routes 9 & 135 was suggested. The interchange features substandard roadway geometry from 1930’s era, now nearly 100 years in age. In addition to the curving and narrow Route 135 roadway and ramps to Route 9, it is difficult for vehicles to both exit and enter Route 9 due to high mainline travel speeds and the existing Route 9 weaving areas. The envisioned Major Infrastructure project for this location would reconstruct the interchange to modern standards and address all identified deficiencies. Notably, trucking access to the downtown area of Westborough needs to be accommodated on a number of different major access routes due to the low overhead railroad bridge clearance issue that exists in the center of the host community.

US Route 20/Route 9 Interchange Bridge Reconstruction, Northborough

The Route 9 bridge over US Route 20 in Northborough had previously been identified for eventual replacement by MassDOT in earlier LRTP documents. The existing bridge, nearly 100 years in age, although well maintained, will eventually need to be replaced. Beneath the Route 9 bridge structure, the width of Route 20 is constrained, limiting whatever improvements for bicycles and pedestrians can be accommodated. Along with the eventual replacement of the Route 9 bridge, it is anticipated that any new structure would need to be widened to provide adequate merging and weaving areas deemed necessary for improved interchange operations and safety. A widened Route 20 with improved signalized traffic control and sufficient bicycle and pedestrian features would also likely result from any future year Major Infrastructure bridge replacement effort.

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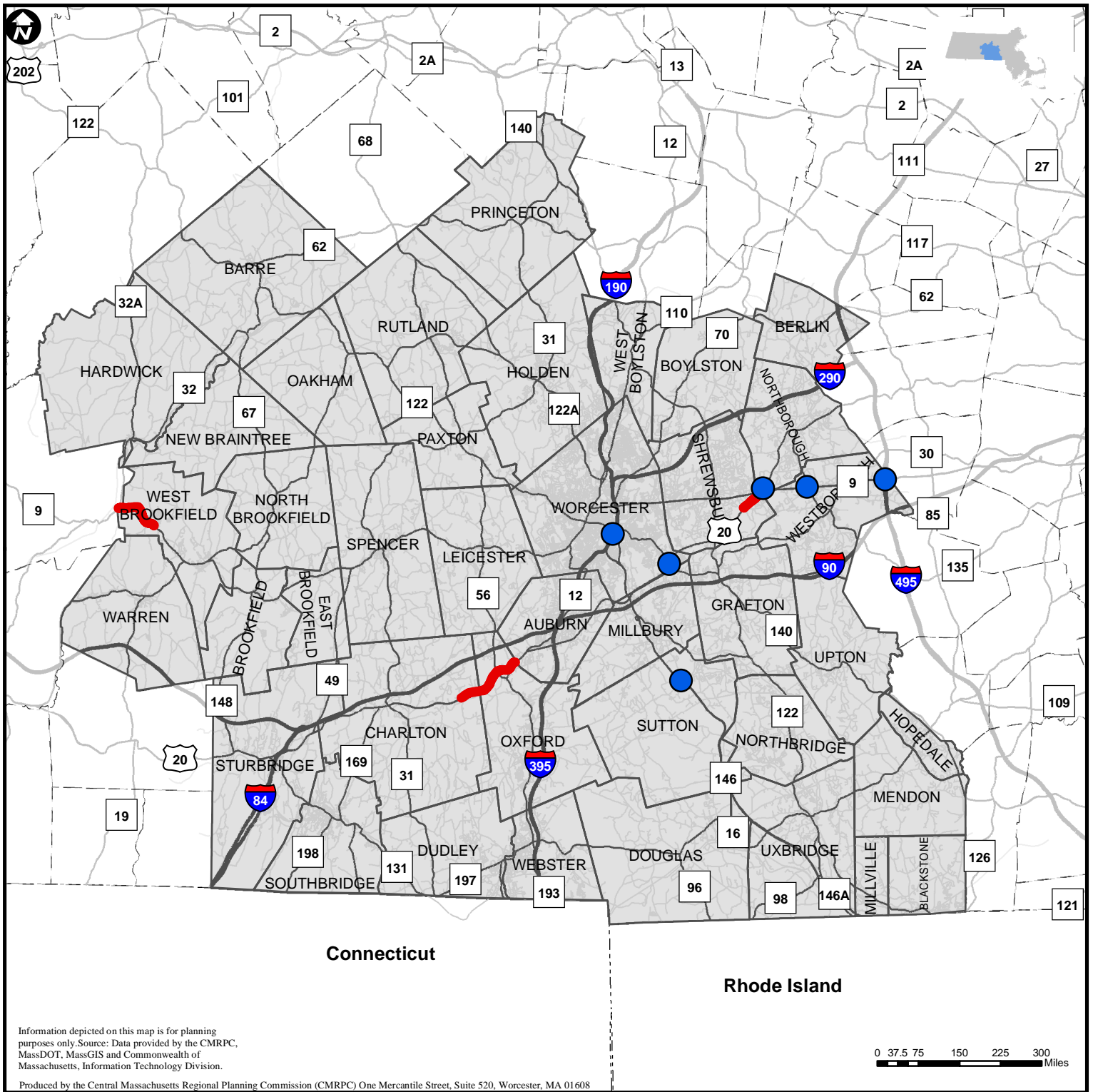


Figure V-7: Major Infrastructure (MI) Highway Projects



- MI Intersections
- MI Roadways



Performance Management Evaluation

As Major Infrastructure (MI) projects are chosen and included in the LRTP document, the projects are screened using Performance Measures criteria. As its scoring criteria, staff uses the Performance Measures to address the federal transportation planning emphasis areas of safety, security, state of good repair, congestion, multi-modality, GHG/sustainability, equity, economic vitality, resiliency, and travel/tourism. The current criteria are summarized below, and Table V-10 on the following pages show the criteria which includes the objective, measure, and scoring criteria for each emphasis area.

- **Safety:** This category is based on whether the project will reduce crashes and whether the project roadway has an identified HSIP crash cluster.
- **State of Good Repair:** This category is based on whether the project will improve roadway pavement, especially pavement that is currently in poor condition. Further criteria include whether the project is rehabilitating or replacing one or more bridges.
- **Congestion:** This category has multiple criteria. It includes whether the project is improving an existing intersection or installing a new signal, roundabout or adding ITS components. Other criteria include whether the project roadway is considered unreliable and if a project is eligible for CMAQ funding to help reduce emissions. The last two criteria are whether the project is along a primary freight route and reducing delays to freight movement.
- **Security:** This category is based on whether the project roadway is considered a primary evacuation route and if the project roadway is listed in the host community's Hazard Mitigation Plan (HMP) or Municipal Vulnerability Preparedness (MVP) Plan.
- **Multimodality:** This category also has multiple criteria. It includes whether a project is improving or building new sidewalks and/or ADA ramps. Other criteria includes whether the project is increasing bicycle lane mileage or related infrastructure and if the project is improving accessibility to fixed-route public transit service. The last of the criteria is whether the project roadway is included in the host community's Complete Streets approved prioritization plan.
- **Sustainability:** This category is for projects within a designated Priority Development Area (PDA) and if a project includes extensive environmental mitigation work.
- **Equity:** This category is based on whether the project is within an identified REJ+ community and if the project is within a community that is below the average per capita of distributed TIP target funds.
- **Economic:** This category is based on whether the project improves mobility in an area that is losing access to jobs. The criteria analyze the 45-minute travel time difference between 2:00 AM and 8:00 AM. This data reflects the number of jobs lost because of recurring congestion.
- **Stormwater Management:** This category is based on whether the project is improving stormwater infrastructure such as drainage or culverts and if the project is within an identified 100 or 500-year flood zone.
- **Travel and Tourism:** This category is based on whether the project is improving mobility to/from a significant tourist attraction or recreational area.

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Table V-10: Regional Performance Measures – Project Scoring Criteria

	OBJECTIVE	TARGET/MEASURE	Scoring
SAFETY	(PM1) Reduce Number and Rate of Fatal and Serious Injury Crashes in the Region. Move towards Zero Deaths.	Reduction of Fatalities, Fatality Rates, Serious Injuries, Serious Injury Rates, and Non-Motorized Fatalities & Serious Injuries based on 5-year Rolling Averages.	X - project will help reduce all types of crashes X - project roadway has an identified HSIP crash cluster
STATE OF GOOD REPAIR	(PM2) Maintain the Highway Infrastructure Asset System in a State of Good Repair	Increase % of Non-Interstate & Interstate NHS Pavement in Good Condition and Decrease % of Non-Interstate & Interstate NHS Pavement in Poor Condition	X - project is improving roadway pavement (or) XX - project is improving roadway pavement in poor condition
		Increase % of Bridges by Deck Area in Good Condition & Reduce % of Bridges by Deck Area in Poor Condition	X - project is rehabilitating or replacing a bridge (or) XX - project is rehabilitating or replacing multiple bridges
CONGESTION	(PM3) Achieve a Significant Reduction in Congestion on the National Highway System	Increase Travel Time Reliability, % of Non-Single Occupancy Vehicle (SOV) Travel, and Reduce Peak Hour Excessive Delay (PHED)	X - project is improving an existing signalized intersection, installing new signalized control or roundabout, or adding ITS components X - project roadway is considered unreliable
		Reduce On-Road Mobile Source Emissions	X - project is potentially eligible for CMAQ funding (reduce emissions)
		Improve Truck Travel Time Reliability on both Interstate and Non-Interstate NHS	X - project is along an established primary freight route (or) XX - project is on a primary freight route and reducing average freight delay
SECURITY	Enhance the Transportation Security Coordination and Preparedness Regionwide	Evacuation Routes Established as Primary; Vulnerable roadway specified within Hazard Mitigation/MVP Plan	X - project roadway is a primary established evacuation route X - project roadway is listed in the town's Hazard Mitigation Plan as a potential hazardous location

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	OBJECTIVE	TARGET/MEASURE	Scoring
MULTIMODALITY	Improve and/or Expand Transportation Accessibility for all Modes (Bicycle, Pedestrian, Transit) in the Region	Increase # of ADA-Compliant Ramps and Reduce Mileage of Sidewalks in Poor Condition	X - project is improving existing sidewalks or building new sidewalks X - project is improving existing ADA ramps or building new ADA ramps
		Increase Bike Lane Mileage and Infrastructure; Improve accessibility to Bus Routes	X - project is increasing bike lane mileage and infrastructure X - project is improving accessibility to fixed route transit
	Increase the Number of Communities with Complete Streets Policies	Incorporate Complete Streets Prioritization Plan Roadways into TIP Projects	X - the project roadway is included in the community's approved prioritization plan
SUSTAINABILITY	Combat sprawl and its effects	Project provides opportunities to avoid, minimize, or mitigate environmental effects in a PDA area	X - project is within a PDA area X - project includes extensive environmental mitigation work
EQUITY	Assure that Improvements are Fairly Distributed among Populations, Towns and Subregions	Equitable TIP Project Distribution; Increase Percent of EJ and Vulnerable Population that can Access Transit Service	X - project is within an identified REJ+ community X - project is within a community that is below the average per capita of distributed TIP target funds.
ECONOMIC	Make Employment Opportunities Accessible and Available Allowing for Job Expansion and Reducing Transportation Costs	Improving the accessibility to jobs in the CMMPO region.	X - project improves mobility in an area that is losing jobs access between 33rd and 66th percentile of other areas in the region (or) XX - project improves mobility in an area that is losing jobs access greater than 66th percentile of other areas in the region
STORMWATER MGMT	Create a Transportation Network that is Resilient to the Impacts of Stormwater	Consider Nature-Based Solutions for Stormwater Management; Improve Drainage or Replace/Retrofit Culverts that have either Moderate, Significant, or Severe Barriers	X - project is improving stormwater infrastructure (i.e. - drainage, culverts) (or) XX - project is improving stormwater infrastructure within an identified 100 or 500 year flood zone

	OBJECTIVE	TARGET/MEASURE	Scoring
TRAVEL & TOURISM	Enhance region's travel and tourism opportunities	To improve traveler access, mobility and linkages to sites of touristic value and balance the travel demand needs of area residents and visitors	X - project is improving the mobility to/from these tourist attractions/recreational areas
Each X = 1pt (max total of 27)			
<i>For the PM scoring that has a choice of either "X" or "XX", only one of the two choices can be chosen for up to a total of 2pts</i>			

Table V-11 on the following page shows the Performance Measures scoring results for the ten Major Infrastructure (MI) highway projects. The highest possible score that a project could receive is 27 points. The highest scoring project was Worcester Vernon Street bridge with a score of 24 points. The second highest scoring project was Charlton/Oxford Route 20 with a score of 22 points. The lowest scoring projects were Worcester Route 20 & Route 122 Interchange with a total of 14 points, West Brookfield Route 9 (Phase II) with a total of 11 points, and West Brookfield Route 9 (Phase I) with a total of 10 points.

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Table V-11: Performance Management Assessment for Major Infrastructure (MI) Highway Projects
(Highest Possible Score is 27)

Project	Safety	State of Good Repair	Congestion	Security	Multi-Modality	Sustainability	Equity	Economic	Stormwater	Travel & Tourism	Total Score
Worcester – Vernon St (122) Bridge	2	3	5	2	4	2	2	2	1	1	24
Charlton/Oxford – Route 20	2	3	5	2	4	2	1	1	2	0	22
Shrewsbury – Route 20	2	2	4	2	4	0	2	2	1	0	19
Sutton – Route 146 / Boston Rd Interchange	2	3	4	1	2	2	0	2	2	0	18
Northborough – Route /Route 20 Interchange	2	2	3	2	2	2	1	2	1	0	17
Westborough – Route 9/Route 135 Interchange	1	2	2	2	3	1	2	2	2	0	17
Westborough/ Southborough – I-495/Route 9 Interchange	1	3	3	1	2	2	2	2	1	0	17
Worcester – Route 20 / Route 122 (Grafton St)	1	3	1	2	2	1	1	2	1	0	14
West Brookfield – Route 9 (Ph 2)	1	1	1	2	2	1	0	0	2	1	11
West Brookfield – Route 9 (Ph 1)	1	1	1	2	2	1	0	0	1	1	10

Travel Demand Model Analysis

The Regional Travel Demand Forecast Model (TDM) is an important planning tool in many regards. First and foremost, it is used to evaluate projects for the Long Range Transportation Plan by computing congestion metrics associated with no-build and build project alternatives. Additionally, the model provides traffic growth estimates associated with land use changes. The growth estimates are used to aid land use development decisions as well as traffic forecasts to aid in project designs. When the model output is combined with the Environmental Planning Agency (EPA) mobile emission computer models, the mobile emissions for the region are forecasts. The model is the most effective and comprehensive way to project transportation needs within a twenty-year planning horizon as required by Federal regulation.

The regional TDM geographically covers all 40 communities in CMRPC. However, since the model must work as well at forecasting in remote communities as it does forecasting in the City of Worcester, the model geography extends beyond the CMRPC communities. The TDM covers all of Worcester County, as well as abutting neighboring communities east and west of CMRPC, with some representation of roads in abutting Connecticut and Rhode Island communities. Having this larger geography enhances the TDM's ability to model travel decision points outside of CMRPC which impact travel to and through CMRPC.

At its basic level, the TDM has two components, **a demand side** (households and employment centers generating trips), and **a supply side** (highways, streets, and the Worcester Regional Transit Authority (WRTA)), have a fixed capacity to handle demand. The TDM simulates the interaction and complex relationship between supply and demand.

On the demand side, the model takes as input employment by employment type. Employers generate trips associated with those employees coming to work, as well as trips associated with households using these services (shopping, medical, legal, education, recreation, or other). Also on the demand side, household members make daily trips. Households are defined by size, income, and number of workers. A household with 4 working adults would have different travel behavior than a household with 2 adults (one working) and 2 children in school.

On the supply side, all roads in the region which are on the Federal Aid system, are included in the TDM. This road system includes the entire Interstate Highway System as well as all State number routes and their feeder network. Additionally, the supply side includes some local roads as necessary to provide access and network connectivity. For each road included in the TDM, the roadway length, number of lanes, and posted travel speed are defined.

For the WRTA, all fixed route bus service is represented in the model. Attributes of this service include: the hours of operation, headway, bus stop locations, scheduled travel time, and fare.

Transportation Analysis Zones (TAZs) form the basic structure of a TDM. TAZs are smaller than communities, and larger than individual households. The City of Worcester for example is divided into over 50 TAZs. It would be ideal to simulate individual households and employers. Each household or employer has a parcel of land associated with it and each has a driveway where trips begin or end. However, dealing with individual parcels is extremely time consuming and access to household data at this level will reveal sensitive information about the household or employer. Consequently, TAZs protect individual information. TAZs are contiguous land with that land sharing a common use such as a housing development or an industrial park. For transit, the TDM reports directional ridership by route, and time of day.

Outputs of the TDM are traffic volumes by vehicle type (auto, light truck, medium truck, and heavy truck) along with average travel speed by time of day (for time periods as follows: 6AM-9AM, 9AM-3PM, 3PM-6PM, and 6PM-6AM). This data is summed to report traffic volumes by time of day and daily. This information can be used to compute the vehicle miles of travel by roadway type and time of day, by community. Community congestion levels and community mobile emissions can be computed by this data.

The current CMRPC model has 2020 as its base year to coincide with the availability of U.S. Census data. Forecast years are 2030, 2040, and 2050. For the purposes of the Major Infrastructure projects analysis Travel Demand model was run for the base year 2020, 2050 network with all Major Infrastructure projects included was run using both the MassDOT and CMRPC socio-economic projections. Vehicle miles travelled and Congested vehicle miles travelled were generated for both REJ+ and non-REJ+ areas to assess the benefits and the burdens of the Major Infrastructure projects. The travel demand model will be used to also measure the benefits and the burdens to the REJ+ communities for the 2050 network if none of the major infrastructure projects are built. Please find the results of this analysis in the technical appendix section of this document.

PROGRAMMATIC AREA PRIORITIES

Major Infrastructure (MI)

This program was created to strategically support those projects and initiatives that are critical to the region but cannot be funded solely with regional target funds. In summary, they have regional significance, add capacity to the system, require an extensive public outreach and engagement process, are modeled, require multi-year financial commitment from both the CMMPO and the state, and use multiple types of funds. The Major Infrastructure Projects are included in Table V-12 on the following page.

Table V-12: Major Infrastructure Projects in the CMMPO Region

Community	Description	Program Year
West Brookfield ¹	Route 9 widening and improvements (Phase I and II)	2024-2025
Charlton/Oxford ¹	US 20 Corridor improvements	2024-2025
Shrewsbury ²	US 20 Corridor improvements	2026-2030
Worcester ³	US 20 / Route 122 (Grafton Street) interchange reconstruction	2026-2030
Worcester ⁴	I-290 / Vernon Street bridge widening and reconstruction	2031-2035
Westborough/Southborough ⁵	I-495 / Route 9 Interchange reconstruction and braided ramps	2036-2040
Sutton ⁴	Route 146 / New Boston Road, new grade-separated interchange	2041-2045
Westborough ⁴	Route 9 / Route 135 Interchange reconstruction	2046-2050

Notes:

1. Projects currently listed on the CMMPO FFY 2024-2028 TIP.
2. Major Infrastructure Project in Shrewsbury’s US 20 corridor is currently programmed on the CMMPO 2024-2028 TIP, with a cost of \$26,774,956. This project is funded with federal and state funds.
3. Resiliency improvements programmed on the CMMPO FFY 2024-2028 TIP. Bridge in deficient condition, will require replacement and subsequent interchange reconstruction to be programmed in later years. CMMPO will allocate up to 15% of the regional target funds as seed money for this project.
4. Projects envisioned for the region. There is no PRC approved for any of these projects. CMMPO will allocate up to 15% of the regional target funds as seed money for this project.
5. Major infrastructure project envisioned to be completed once the I-90 interchange with I-495 is complete.

System Management and Operations

This program specifically addresses the reliability of the system and the state of good repair of the regional assets. Operational improvements can maintain and even restore the performance of the existing transportation system before extra capacity is needed. Maintenance is key to keeping the region’s assets and infrastructure in top shape. It is critical to continue the implementation of an asset management plan that prioritizes on-going maintenance while addressing those in dire need. The System Management and Operations are included in Table V-13 on the following page.

Table V-13: System Management and Operations

SAFETY		
Community	Description	Type
Worcester	Several locations: Plantation Street, West Boylston Street, Lave Ave, Belmont Street.	Project
Webster	Douglas Road and Gore Road	Project
Southbridge	Sandersdale Road	Project
Rutland	Route 122A and Pleasantdale Road	Project
Shrewsbury	Ramp from I-290 and Route 140	Project
Regionwide	Safe Streets for All: Southbridge, Charlton and Dudley	Planning study
CONGESTION		
Community	Description	Type
Worcester	Multiple locations: Park Ave, Highland Street, Main Street, Pleasant Street, Grafton Street.	Project
Holden	Route 122A.	Project
Charlton	Stafford Street / Center Depot Road.	Project
Auburn	Route 20 (one lane sections).	Corridor study
Mendon	Route 140 / Hartford Ave.	Project
Shrewsbury	Route 140.	Project
Northbridge	Church Street.	Project
Westborough	Route 30 and Route 135.	Initiative
PAVEMENT		
Community	Description	Type
Southbridge	West Street from South Street to Main Street.	Project
Webster	Park Ave from East Main Street to Thompson Road.	Project
Auburn	South Street from Southbridge Street to Auburn Town Line.	Project
Worcester	Maywood Street from Main Street to Park Ave.	Project
Worcester	College Street from Southbridge Street to Auburn Town Line.	Project

FREIGHT		
Community	Description	Type
Blackstone Valley sub-region	Study local access to Route 146 corridor.	Planning study
Regionwide	Study transportation impacts of distribution centers and warehousing.	Planning study
Regionwide	Increase supply of parking for long-distance trucking.	Initiative
Regionwide	Improve highway-railroad at-grade crossings.	Initiative
EMERGING TECHNOLOGIES		
Community	Description	Type
Regionwide	EV Car-sharing opportunities.	Initiative
Regionwide	ITS for freight – GPS / freight routes.	Initiative
Regionwide	EV charging infrastructure in rural communities.	Planning study
Regionwide	Study the impact of automated vehicles.	Planning study
AIRPORTS		
Community	Description	Type
Southbridge	Potential expansion.	Initiative
Barre / New Braintree	Pedestrian bridge to connect to the MassCentral Rail Trail.	Initiative

Active Transportation

This program was envisioned to promote livable and healthy communities by supporting projects that provide or enhance the multimodal universe of transportation options for all ages and abilities. Under this program, technical assistance is also provided to the communities interested in pursuing Complete Streets, grant writing support, as well as initiatives centered in improving access and addressing gaps in the non-motorized transportation network. The Active Transportation priorities are included in Table V-14 on the following page.

CHAPTER V: PROGRAMS AND PROJECTS PRIORITIZATION

Table V-14: Active Transportation Priorities

TRAILS		
Community	Description	Type
Blackstone	Connection between the Blackstone River Greenway and the Southern New England Trunk Trail (SNETT).	Project
Sutton	Sutton Blackstone River Greenway segment.	Planning Study
Barre	Expand Wachusett Trail to Barre’s downtown area.	Planning study
Westborough	Boston-Worcester Air Line Trail (BWALT) segment.	Project
North Brookfield	Rail trail segment and connections to Route 9.	Project
Regionwide	Improve access from older adults housing to housing complexes, walking trails and recreation areas.	Initiative
Regionwide	Include park information on bus schedules, or develop a separate information tool on how to access parks, walking trails and other recreational areas by transit.	Initiative
PEDESTRIAN		
Community	Description	Type
Westborough	Otis Street corridor – improve pedestrian access between major destinations along this corridor, including MBTA Commuter Rail Station, BWALT, employment and retail centers and residential areas.	Project
West Brookfield	Walkable downtown area.	Project
Southbridge / Dudley	New sidewalks along Route 131, major employers along this road and vicinity.	Project
Sutton / North Brookfield / Spencer / East Brookfield / West Boylston / Southbridge	Pursue Safe Routes to School – Partner school activation, analysis and identification of potential infrastructure projects.	Initiative
Regionwide	Improve pedestrian signals and phasing.	Project
Regionwide	Improve snow clearance at transit stops, crosswalks and curbs.	Initiative
BICYCLE		
Community	Description	Type
Webster	Bicycle accommodations at East Main Street.	Project
Worcester	Bicycle accommodations at multiple locations: Main Street, May Street, Park Ave, Mill Street, Lincoln Street, Country Club Boulevard.	Project
Worcester / Southbridge	Start a bike-share program.	Initiative
Regionwide	Buffered / separated bicycle lanes.	Planning study

Climate Change and Resiliency

This program was created to promote projects that address climate change and/or the implementation of resilient strategies at the local and regional level. Technical assistance on these topics is also provided to the communities, along with training opportunities, grant writing support and public engagement, mostly during the development of local Municipal Vulnerability Preparedness Plans (MVPs). The priorities for Climate Change and Resiliency are included in Table V-15 below.

Table V-15: Climate Change and Resiliency Priorities

CULVERTS		
Community	Description	Type
Warren	Single culvert at Keyes Road.	Project
Millbury	Single culvert at Carleton Road.	Project
Paxton	Culverts along Route 31.	Project
Berlin	Double culvert at Randall Road and West Street (potential candidate for PROTECT).	Project
Berlin	Assess culverts in town.	Planning study
West Boylston	Assess culverts in town and flood mitigation strategies.	Planning study
Upton	TIP Project.	TIP Project
New Braintree	Single culvert at Ravine Road and Old Turnpike.	Project
Regionwide	Develop culvert checklist – to score before performing assessments.	Initiative
DECARBONIZATION		
Community	Description	Type
Regionwide	Identifying and planning for EV charging station projects at the suitable locations.	Planning study

Transit Support Projects and Initiatives

This program was conceived to support transit activities throughout the region, including the Worcester Regional Transit Authority (WRTA) and other transportation partners, by strategically addressing regional mobility needs for all users. Transit support includes technical assistance to organizations that provide human-service transportation options, demand-response, transportation services operated by municipal entities or other entities that are not WRTA member-communities. Also, other aspects included in transit support are those related to transit reliability, multimodal connections, and accessibility to all users regardless of their age or ability. The priorities under Transit Support are included in Table V-16 on the following page.

Table V-16: Transit Support Priorities

TRANSIT		
Community	Description	Type
Southbridge / Sturbridge	Local transit service to serve Southbridge and Sturbridge local needs.	Planning study
Boston-Worcester-Springfield	East West Rail – increase passenger rail service	Initiative
Worcester	Provide bikesharing stations at the WRTA Hub facility with fare media integration	Initiative
WRTA Host Communities	Update and improve bus stop signs and surroundings (lighting, crosswalks, shelters, wayfinding, etc.)	Project
WRTA Fixed Routes	Expansion of late-night service and weekend service on select routes	Project
WRTA Fixed Routes - Worcester	Implementation of Transit Signal Priority (TSP) corridor projects to improve Transit operations in the City of Worcester	Project
Regionwide	Same day on-demand transit service, with particular attention to rural communities	Planning study
Regionwide	Transportation for older adults to access everyday trips.	Planning study
Regionwide	Develop a process to send updated transit information on the Bus Tracker and to Google Maps.	Initiative
Regionwide	Intermodal Traveler Information Systems (ITIS) with MBTA Commuter Rail information (next train arrival time, parking spaces available, etc.)	Initiative
PARKING MANAGEMENT		
Community	Description	Type
North Brookfield	Downtown Parking Study	Planning study
Uxbridge	Downtown Parking Study	Planning study

Appendix E

Transportation Improvement Program Title VI and EJ Analyses

2) Environmental Justice

Environmental Justice was first noted on the Executive Order 12898 (1994) which mandated all federal agencies to ensure that their programs do not disproportionately cause high and adverse effects on minority and low-income populations and to ensure that all potentially affected populations are allowed full and fair participation in the transportation decision-making process. Moreover, the US DOT Order 5610.2(a) presents DOT policy to consider Environmental Justice in all programs, policies, and activities with the US DOT. The guiding principles in the DOT policy are:

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

To carry out the intent of the federal guidance, it was necessary to identify low income and minority communities or neighborhoods in the planning region. The CMMPO updated and approved the current EJ definition in November 2022 to reflect regional characteristics and demographic changes based on the decennial US Census. With the update, the term EJ is now being referred to as Regional Environmental Justice “Plus” (REJ+) Community. A REJ+ community is a designation assigned to block groups with relatively high shares of residents that are especially impacted by changes and or to transportation networks. This designation is “regional” in nature because the socioeconomic characteristics that designate REJ+ status are considered in relation to regional percentiles (through comparing block group characteristics to MPO-level percentiles rather than statewide percentiles); the designation is called “plus” because it includes characteristics beyond traditional “environmental justice” definitions to identify the most dominant factor that defines a community’s social vulnerabilities. The definition reads as follows:

- To qualify as an REJ+ community, a block group must meet the following thresholds that correspond to traditional EJ criteria. All data used for this analysis was retrieved from the U.S. Census in which the unit of analysis is census block groups (ACS 2021 5-year estimates)
 - **Income:** Annual median household income \leq MPO 25th percentile.
 - **Race & Ethnicity:** Percent of individuals that identify as Hispanic or Latino; Black or African American; American Indian or Alaska Native; Asian; Native Hawaiian or

Other Pacific Islander; Some other race; or Two or more races and do not identify as White alone \geq MPO 75th percentile.

- **Limited English Proficiency (LEP):** Percent of households with LEP speaking members \geq MPO 75th percentile.
- While the community characteristics that traditionally define EJ communities to establish areas that are particularly vulnerable to social, economic, and political pressures are relied upon, it is also recognized that these characteristics do not capture other socio-economic contexts that indicate area of high need with respect to transportation issues. Therefore, the “most dominant factor” that drives transportation and accessibility needs in each community is calculated and identified, the following “plus” element characteristics are also included for this determination:
 - **Car Ownership:** Percent of households without an available vehicle \geq MPO 75th percentile.
 - **Disability:** Percent of households with one or more persons with a disability \geq MPO 75th percentile.
 - **Age:** Percent of individuals aged 65 or older \geq MPO 75th percentile.

The REJ+ thresholds were developed for each MPO region to control the regional differences in socio-economic and demographic characteristics across the Commonwealth. The thresholds were calculating the Quartile function in Excel to determine each MPO-specified threshold value within each EJ or “Plus” category. Block group-level values for each characteristic are then compared to their respective MPO thresholds to determine if the block group meets the criteria for REJ+ designation. The following Table 14 shows the CMMPO identified thresholds:

Table 14 – CMMPO REJ+ Thresholds

MPO	Income	Nonwhite	LEP	Disability	Zero-Vehicle	Senior
Central Mass	\$60,921	41%	8%	32%	14%	21%

For block groups that are identified as REJ+ communities, the “most dominant” of the six characteristics was identified in terms of the greatest dissimilarity or distance from the MPO threshold. This identification provides a deeper sense of the social contexts that shape local transportation needs. Knowing that an REJ+ community’s most dominant factor is a lack of automobile access, or a high proportion of individuals with physical disabilities, or a high share of older individuals, gives a greater insight into the programs, initiatives, or investments that can be made to promote accessibility and mobility for those who may need extra support.

The TIP prioritizes projects that can most effectively and efficiently utilize the limited funding, both federal and state, that is available to the planning region while maintaining financial

constraint. These priorities are derived from the comprehensive public outreach efforts conducted on behalf of the CMMPO, as guided by the CMMPO Advisory Committee and in cooperation with the WRTA Advisory Board.

In the development of the TIP project listings, the prioritization process is based on established Performance Management criteria. Potential federal-aid target-funded projects are evaluated using the criteria along with other critical benchmark data concerning project design status and readiness. During the evaluation process, the CMMPO identifies those projects located within REJ+ communities based on the established EJ definition. These factors are fully considered in the project screening process. In addition, maps are also produced showing the identified REJ+ areas in relation to the projects seeking TIP programming.

The results of the evaluation process, a numeric point scoring, are used to assist in the selection of TIP target projects for programming and eventual endorsement by the CMMPO. Notably, before the eligible projects are considered by the CMMPO, all candidates are thoroughly reviewed by the CMMPO Advisory Committee. The Advisory Committee provides a forum for broad public participation, providing technical and stakeholder commentary and suggesting recommendations to the CMMPO. The Committee's purpose is to bring together representatives from public agencies, elected and appointed officials, transportation providers, environmental interests, technical experts, business persons and other stakeholders that wish to participate directly in the regional transportation planning process. Essentially, the CMMPO Advisory Committee membership consists of both the providers and users of all major modes of transportation. Representatives of REJ+ groups include elder transportation advocates, minority advocates, low-income advocates, citizens-at-large, and neighborhood representatives among others.

It should also be mentioned that the CMMPO staff conducts special meetings when necessary, such as community-targeted "TIP Information Sessions". Further, open public meetings are often held throughout the planning region, tailored to times and locations that maximize the potential for public input and participation. All meetings are held in locations accessible to people with disabilities and language interpreters or translation services are provided on an as needed/requested basis.

Once the various transportation improvement projects identified in REJ+ Communities are programmed on the endorsed CMMPO TIP, staff continues to encourage the project proponents (the host communities, their consultants and MassDOT – Highway Division) to continue to employ additional effective and efficient outreach strategies. These may include, but not limited to, the use of multi-lingual radio announcements on commercial radio frequencies targeting impacted communities, multi-lingual notices in newspapers circulated widely within impacted communities, announcements in newsletters of community-based organizations serving the impacted communities, notices to neighborhood organizations

serving the impacted communities, and any other practical and workable outreach strategy as reflected in the CMMPO’s recently updated [Public Participation Plan](#) (PPP). Further, MassDOT’s “Engage” tool can also be used to identify the languages spoken, community organizations, and accessible meeting locations in a particular project area.

The projects located in identified REJ+ neighborhoods and programmed on the 2025-2029 TIP are included in Tables 15 & 16:

Table 15
Environmental Justice Review
2025-2029 Transportation Improvement Program
Federally Funded Projects Using Target Authority

TIP Year	Hwy Projects Using Federal Target \$\$		Projects Located in Municipalities with Environmental Justice Neighborhoods		Projects Located in Environmental Justice Neighborhoods		EJ % of Total Federal Target \$\$
	#	\$\$	#	\$\$	#	\$\$	
		(in millions)		(in millions)		(in millions)	
2025	5	24.719	5	24.719	2	13.279	53.7%
2026	3	14.026	1	5.703	1	5.703	40.7%
2027	4	25.327	3	15.425	2	10.959	43.3%
2028	3	24.611	2	21.235	1	9.564	38.9%
2029	3	31.253	3	31.253	3	31.253	100.0%
Total	18	119.936	14	98.335	9	70.758	59.0%

TABLE 16 - TIP Target Projects Located in Neighborhoods of Environmental Justice Concern

Year	PRC#	Municipality	Facility	Description	Cost (in millions)	Funding	Environmental Justice			"Plus" Populations		
							Low-Income	Minority	LEP	Zero-vehicle households	Households with disabilities	Households with pop 65+
2025	608778	Southbridge	Hamilton St/Hook St/Central St/Foster St	Intersection improvements	7.279	STBG / HSIP / CMAQ	Y	Y	Y	Y	Y	Y
2025	608961	Worcester	May St & Chandler St	Intersection improvements	6.000	STBG / HSIP	N	N	Y	N	N	Y
2026	610535	Worcester	Pleasant St	Bike & Ped Improvements	5.703	STBG	Y	N	N	N	N	N
2027	608990	Worcester	Chandler St (Phase 1)	Reconstruction	6.418	HSIP / STBG	Y	Y	Y	Y	Y	N
2027	612011	Worcester	Chandler St (Phase 2)	Reconstruction	4.541	HSIP	Y	Y	Y	Y	Y	N
2028	611988	Oxford	Route 12 (Main St)	Rehabilitation	9.564	STBG	N	N	Y	N	N	N
2029	612779	West Brookfield	Route 9 (Phase 3)	Resurfacing	13.230	STBG	Y	N	N	N	Y	Y
2029	613242	Westborough	Route 30	Roadway Improvements	10.236	STBG	N	Y	Y	N	N	N
2029	613648	Worcester	Lake Ave/Bigelow Davis Pkwy	Intersection improvements	7.785	STBG	N	Y	Y	N	N	N

Maps of these areas which include census block group information are included in Technical Appendix.

Environmental Justice Criteria:

- 1) Block Groups where the annual median household income is less than or equal to the MPO 25th percentile, CMMPO = \$60,921
- 2) Block Groups with the percentage of minority population is greater than or equal to the MPO 75th percentile, CMMPO = 41%
- 3) Block Groups with the percentage of LEP speaking members greater or equal to the MPO 75th percentile, CMMPO = 8%
- 4) Percent of households without an available vehicle greater than or equal to the MPO 75th percentile, CMMPO = 14%
- 5) Percent of households with one or more persons with a disability greater than or equal to the MPO 75th percentile, CMMPO = 32%
- 6) Percent of individuals aged 65 or older greater than or equal to the MPO 75th percentile, CMMPO = 21%

3) CMMPO TIP Equity Analysis (2020 – 2029)

The following features a map of the CMMPO region that shows project distribution within the 40 member communities. The analysis includes the most recent 5 years of advertised projects (2020 – 2024) as well as the projects programmed within this current TIP (2025-2029). Project types include bridges, intersections, roadway segments, bikeways, and other multi-modal projects. Both target and statewide projects are included in the analysis. Accompanying the map, Table 17 provides a summary of the total number of projects in each community within each CMMPO transportation planning subregion as well as the total funding (in millions) that was allocated. The number of target projects and associated funding are also shown separately in the analysis.

There was a total of 89 TIP projects, advertised and programmed, between 2020 and 2029. Several projects also included multiple host communities. Funds for these projects were split between each participating community. In addition, there were projects funded by both target and statewide funds. There were 22 communities that had no target projects, 16 communities with no statewide projects, and 13 communities had neither target nor statewide projects. The North and Northeast Subregion had the fewest number of target projects with each a total of three. Over \$230 million in federal-aid target funds have been programmed by the CMMPO since 2020. Statewide funds applied to the region during the same timeframe totaled approximately \$508 million.

Also shown in the table is the number of projects in each host community that are within an identified REJ+ community. Out of the 89 total TIP projects, 38 of the projects were within an REJ+ community. As such, about half the projects did provide benefit to identified REJ+ populations. The projects benefit these populations by improving the transportation infrastructure for all modal options. By improving bicycle, pedestrian, and transit infrastructure, it allows the households without vehicles, people with disabilities, and the elderly population a better and safer access to essential services. Additionally, projects that help reduce congestion and address air quality issues by reducing the amount of Greenhouse Gases (GHG) are included in these communities. In Worcester, 16 out of the 17 projects were within REJ+ neighborhoods. Of the 72 projects within the five other subregions, 22 were seen to benefit REJ+ populations. About half of the communities in the CMMPO region have REJ+ populations. The established TIP performance-based project evaluation scoring criteria gives a point to projects within an identified REJ+ population neighborhood and a potential additional point to projects in those communities that have had a minimal number of programmed TIP projects over time.

In addition to highway projects, the funding provided through the TIP is also used to purchase new buses, support vehicles, and improve transit infrastructure on an annual basis for the

WRTA. New buses are used on all routes on a rotating schedule to enable all populations within the transit network to have an equal opportunity. New bus shelters and signage are replaced or added where needed along all fixed bus routes. Occasionally, new shuttle services are funded through the TIP to serve various WRTA member communities.

Beyond funding projects through the TIP, there are other transportation-related grant programs available to the region's communities. Some of these opportunities include Workforce Transportation Grants, Shared Streets and Spaces, MassWorks, Complete Streets, Municipal Small Bridge Program, Culvert Replacement Program, and others. These grants can be applied either before or after the implementation of a TIP-funded project. Additionally, there are numerous competitive discretionary grant programs funded through the Bipartisan Infrastructure Law (BIL) that fund various types of transportation projects and activities. Further, there are various projects that are either programmed on the TIP, or attempting to obtain funding through the TIP, that have been awarded grants to improve the roadway or related infrastructure adjacent to the TIP project boundaries. Since the region's annual allocation of TIP funding is limited, communities often need to consider other available funding opportunities to fully address identified needs through improved infrastructure.

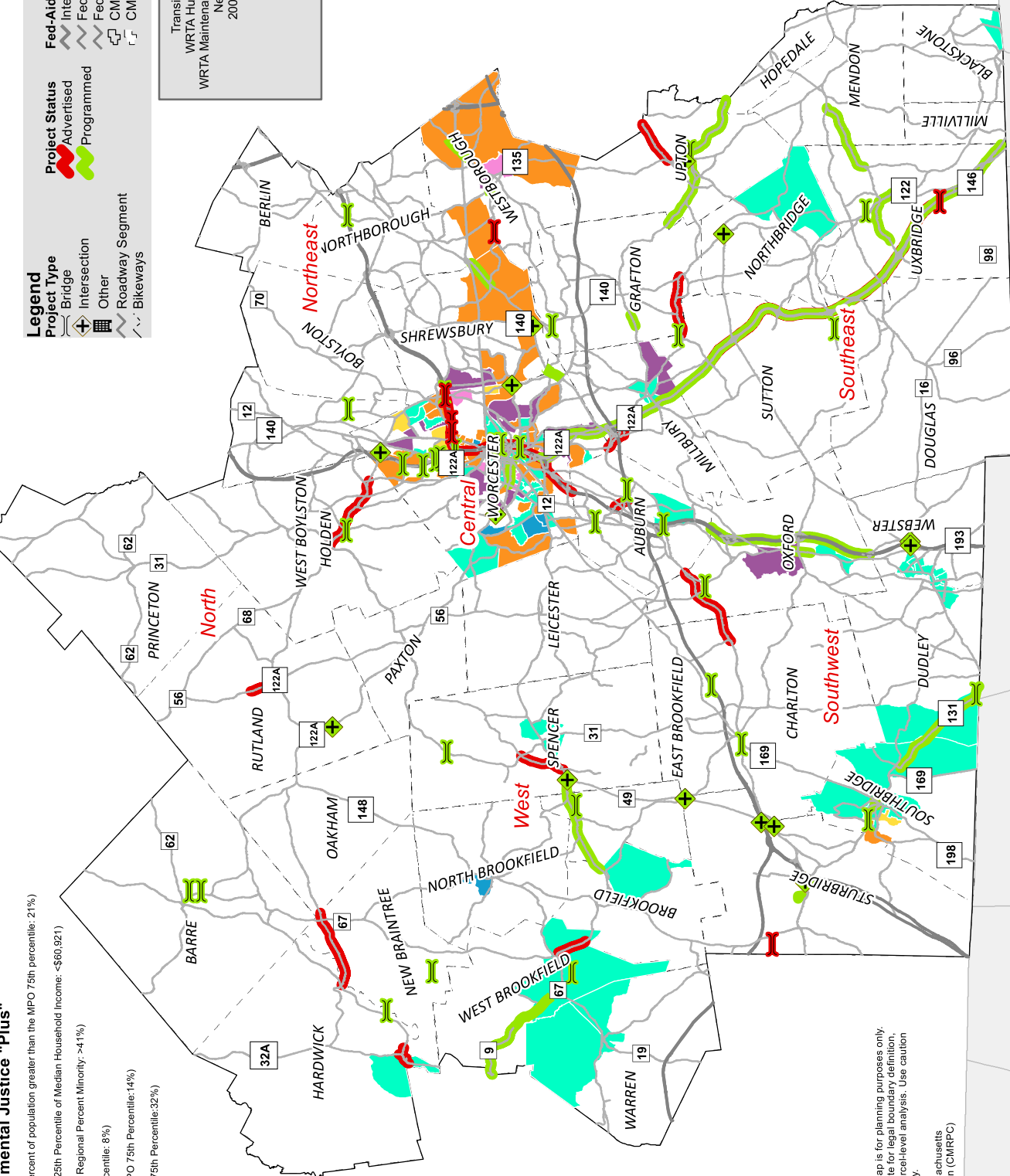
2020 - 2029 CMMPO Transportation Improvement Program (TIP) Equity Analysis

Regional Environmental Justice "Plus"

- Population over 65 (Percent of population greater than the MPO 75th percentile: 21%)
- Low Income (< MPO 25th Percentile of Median Household Income: <\$60,921)
- Minority (> 75th MPO Regional Percent Minority: >41%)
- LEP (> MPO 75th Percentile: 8%)
- Zero Vehicle HH (> MPO 75th Percentile: 14%)
- Disability HH (> MPO 75th Percentile: 32%)

- Legend**
- Project Type**
- Bridge
 - Intersection
 - Other
 - Roadway Segment
 - Bikeways
- Project Status**
- Advertised
 - Programmed
- Fed-Aid Eligible Road**
- Interstate Highway
 - Fed-Aid Eligible Collector
 - Fed-Aid Eligible Arterial
- Other**
- CMMPO Boundary
 - CMRPC Towns

Transit TIP Projects
 WRTA Hub Complex: 2012
 WRTA Maintenance & Operations: 2014
 New Buses:
 2008-2024: 79
 2025: 6
 2026: 7
 2027: 3
 2028: 0
 2029: 0



Information depicted on this map is for planning purposes only. This information is not adequate for legal boundary definition, regulatory interpretation, or parcel-level analysis. Use caution interpreting positional accuracy.

Produced by the Central Massachusetts Regional Planning Commission (CMRPC)
 11 Merrimack St., Suite 520
 Worcester, MA 01608
<http://www.cmrc.org/gis>

Source: Data provided by the Central Massachusetts Regional Planning Commission (CMRPC), Mass DOT and the Executive Office of Environmental Affairs/MassGIS (EOEA/MassGIS).



Table 17 - 2020 – 2029 CMMPO TIP Equity Distribution Analysis

CMRPC Sub-Region	Community	# of Target Projects	Target Funds	Total # of Projects	# of Projects In EJ Area	Total Funds Allocated
Central	Worcester	5	\$30.447	12	16	\$146.877
North	Barre	0	N/A	2	0	\$5.896
	Holden	1	\$13.05	3	0	\$27.413
	Oakham	0	N/A	0	0	N/A
	Paxton	0	N/A	0	0	N/A
	Princeton	0	N/A	0	0	N/A
	Rutland	2	\$10.368	0	0	\$10.368
	West Boylston	0	N/A	2	0	\$10.541
Northeast	Berlin	0	N/A	0	0	N/A
	Boylston	0	N/A	0	0	N/A
	Northborough	0	N/A	1	0	\$2.400
	Shrewsbury	0	N/A	3	3	\$55.856
	Westborough	3	\$14.677	1	2	\$16.791
Southeast	Blackstone	0	N/A	0	0	N/A
	Douglas	0	N/A	0	0	N/A
	Grafton	1	\$10.241	3	0	\$28.140
	Hopedale	0	N/A	0	0	N/A
	Mendon	0	N/A	1	0	\$27.224
	Millbury	1	\$11.310	1	1	\$13.080
	Millville	0	N/A	0	0	N/A
	Northbridge	1	\$4.466	0	0	\$4.466
	Sutton	0	N/A	3	0	\$21.760
	Upton	2	\$6.295	2	0	\$19.445
Uxbridge	2	\$20.525	3	0	\$27.869	
Southwest	Auburn	1	\$4.765	5	3	\$44.179
	Charlton	0	N/A	4	0	\$49.436
	Dudley	0	N/A	2	2	\$14.330
	Oxford	1	\$9.564	4	2	\$64.091
	Southbridge	1	\$7.279	2	3	\$19.085
	Sturbridge	1	\$4.329	3	0	\$10.634
	Webster	2	\$20.801	0	1	\$20.801
West	Brookfield	0	N/A	0	0	N/A
	East Brookfield	0	N/A	1	0	\$2.021
	Hardwick	1	\$5.031	1	1	\$6.894
	Leicester	0	N/A	0	0	N/A
	New Braintree	1	\$5.618	2	0	\$18.849
	North Brookfield	0	N/A	0	0	N/A
	Spencer	2	\$24.493	2	1	\$37.166
	Warren	0	N/A	0	0	N/A
West Brookfield	4	\$32.444	2	3	\$39.012	
Totals		33	\$235.973	56	38	\$744.894

Appendix F

Analysis of the Geographic Distribution of UPWP Funds

Unified Planning Work Program

Central Massachusetts Regional
Planning Commission (CMRPC)

CMMPO FFY 2025 Program Year

Endorsed: June 20, 2024



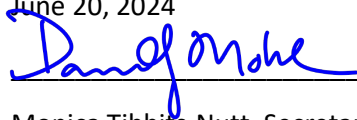
Central Massachusetts Metropolitan Planning Organization (CMMPO)

Endorsement Sheet

FFY 2025 Program Year Unified Planning Work Program (UPWP)

The Central Massachusetts Metropolitan Planning Organization (CMMPO) hereby endorses the FFY 2025 Program Year Unified Planning Work Program (UPWP) document. The UPWP describes all transportation and transportation related air quality planning activities anticipated within the region during the upcoming program year, indicating who will perform the work; the schedule for completing it, and the products that will be produced. The FFY 2025 Program Year UPWP document was endorsed on June 20, 2024, at a meeting of the CMMPO.

June 20, 2024

 for _____

Monica Tibbitts-Nutt, Secretary and Chief Executive Officer
Massachusetts Department of Transportation
Chair, Central Massachusetts MPO

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UPWP Equity Assessment

CMRPC conducted an equity assessment on MPO-funded UPWP work products from FFY 2020 through FFY 2025. This assessment process has previously been used on the regional TIP and identifies how regional TIPs have potentially impacted defined Regional Environmental Justice Plus (REJ+) block groups in the region. REJ+ communities include the traditional EJ environmental justice criteria, which is low-income (\$60,921), minority populations (41%), and limited English proficiency (8%). “PLUS” criteria include zero-vehicle households (14%), households with disabilities (32%), and households with persons 65 years or older (21%).

UPWP’s for program years 2020-2025 were reviewed to identify the transportation planning tasks that were completed for each of the 40 communities in the CMRPC region. The aggregate of CMMPO staff’s completed tasks during this timeframe has resulted in a robust program of studies that shed light on the needs and opportunities for the Central Massachusetts transportation system. In addition, the CMMPO staff was able to provide specific assistance to all CMMPO communities during this timeframe; both in terms of data provided, advice on specific projects, and historical knowledge of transportation problems. CMMPO staff also provided community technical assistance that resulted in customized transportation studies and work products. Examples of this assistance include and are not limited to:

- Corridor Profile studies
- RSAs
- Freight studies
- TIP Development Program Orientation Meetings
- Complete Street analyses
- Assistance with implementation of Community Shuttle programs
- Parking studies
- Grant applications for healthy communities, transit support etc.
- Traffic and Turning Movement Counts (TMCs)
- Pavement data collection

The total number of completed tasks identified during the 2020-2025 program years is 445, which include community specific and region-wide tasks. At least one task was completed for each community during this timeframe. This information is summarized in Table 3 below. Also, Figure 1 on the following pages shows each community in the CMMPO region with block groups that have EJ and/or vulnerable populations. The color for each community from dark green to red shows the number of projects/studies over the last six years, with darker green being the least number of projects to red being the most projects. As Figure 1 indicates, the distribution of projects is equitable amongst communities with REJ+ populations.

Table 3: Transportation Tasks by Community and Year

Community	2020	2021	2022	2023	2024	2025	2020-2025 Total	2020 Population	# of 2020 REJ+ Block Groups
Auburn	4	0	3	2	1	2	12	16,889	1
Barre	4	0	4	2	1	1	12	5,530	0
Berlin	3	2	2	2	4	2	15	3,158	0
Blackstone	1	0	1	1	1	3	8	9,208	1
Boylston	0	1	1	0	4	3	9	4,849	0
Brookfield	3	1	2	2	1	1	10	3,439	1
Charlton	1	1	2	3	0	2	9	13,315	0
Douglas	1	0	2	3	1	1	8	8,983	0
Dudley	2	2	2	3	0	1	10	11,921	2
East Brookfield	2	1	1	2	1	1	8	2,224	0
Grafton	3	2	3	2	3	2	15	19,664	0
Hardwick	2	2	3	1	1	2	11	2,667	1
Holden	3	1	5	2	2	1	14	19,905	0
Hopedale	2	1	1	1	1	2	8	6,017	0
Leicester	3	1	2	1	1	1	9	11,087	0
Mendon	2	0	0	1	1	2	6	6,228	0
Millbury	4	1	0	1	2	1	9	13,831	3
Millville	1	0	0	1	1	2	5	3,174	0
New Braintree	2	1	1	2	1	1	8	996	0
Northborough	1	2	3	2	4	1	14	15,741	0
Northbridge	2	2	3	2	1	2	12	16,335	1
North Brookfield	4	1	1	2	1	1	10	4,735	1
Oakham	3	0	1	2	1	1	8	1,851	0
Oxford	1	2	1	1	0	2	7	13,347	2
Paxton	2	0	2	2	1	1	8	5,004	0
Princeton	2	0	2	2	1	1	8	3,495	0
Rutland	3	0	3	3	1	3	13	9,049	0
Shrewsbury	2	3	5	4	5	2	21	38,325	8
Southbridge	1	3	2	3	1	2	12	17,740	11
Spencer	3	2	3	2	1	2	13	11,992	2
Sturbridge	2	2	3	3	0	1	12	9,867	0
Sutton	1	2	2	2	1	2	10	9,357	0
Upton	1	1	1	1	1	2	7	8,000	0
Uxbridge	1	2	1	1	1	2	8	14,162	0
Warren	2	1	1	2	1	2	9	4,975	2

Webster	1	2	3	3	0	1	10	17,776	7
Westborough	4	5	3	2	5	3	22	21,567	7
West Boylston	2	0	3	0	3	2	10	7,877	0
West Brookfield	2	1	3	3	1	2	12	3,833	2
Worcester	8	5	6	4	5	5	33	206,518	107
	Regional Totals:						445	604,631	159

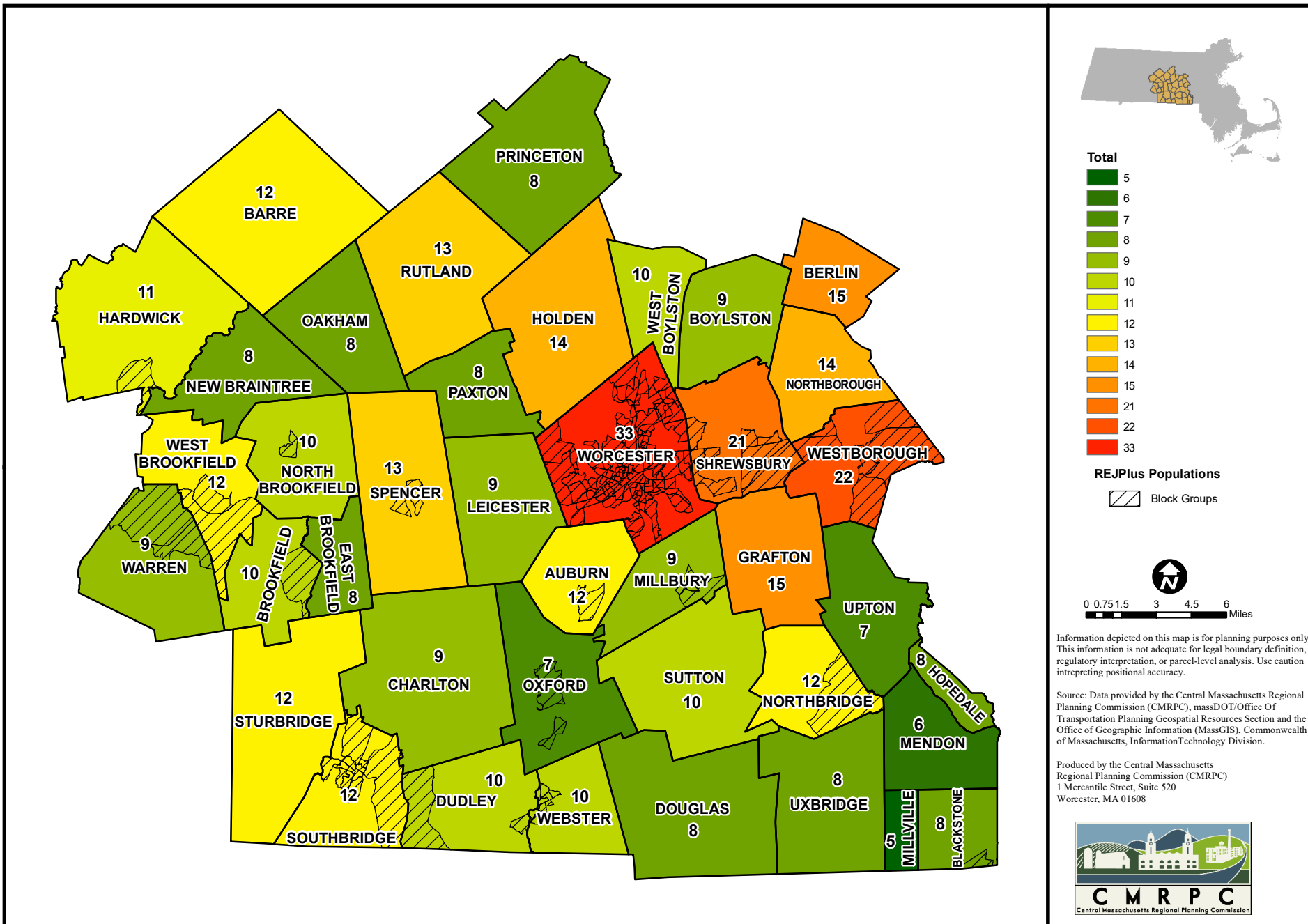


Figure 1- UPWP Transportation Tasks Equity Analysis (FFY2020 - 2025)

Task Summary by Funding Source

The overall budget increase for FFY 2025 as compared to FFY 2024 is 59%. This increase is four separate categories: 1. The PL funding increase is 5.4% to account for 2020 UZA population distribution, 2. WRTA funding increase of 15% to bring funding levels back to FFY 2023 levels to support staffing capacity, 3. Additional funding for special studies utilizing de-obligated funds from FY 21-23 PL funds totalling \$656,250 and 4. Anticipated first year funding for the Safe Streets for All grant monies.

FFY 2025 Program Year Unified Planning Work Program

Task #	Description	FHWA/PL (thru DOT)	State Match	FTA 5307 (through WRTA)	WRTA Match	Totals
<i>Element 1: Management & Support of the Planning Process and Certification Activities</i>						
1.1	Management & Support of "3C" Process	221,287	55,322			276,609
1.2	Unified Planning Work Program	16,000	4,000			20,000
1.3	Transportation Improvement Program	56,000	14,000			70,000
1.4	Title VI - LEP	48,000	12,000			60,000
1.5	Public Participation	48,000	12,000			60,000
	Subtotals:	389,287	97,322	0	0	486,609
<i>Element 2: Data Collection and Analysis Activities</i>						
2.1	Data Collection and Analysis	160,000	40,000			200,000
2.2	Regional Transportation Model	80,000	20,000			100,000
2.3	Community and Regional Technical Assistance	100,000	25,000			125,000
2.4	Performance Management Analysis and Reporting	44,000	11,000			55,000
*2.5	Regional Housing and Transportation Plan	200,000	50,000			250,000
	Subtotals:	584,000	146,000	0	0	730,000
<i>Element 3: Transportation Plan Refinement Activities</i>						
3.1	Corridor Study	40,000	10,000			50,000
3.2	Congestion Mgt Process Project Development	48,000	12,000			60,000
3.3	Safety and Security Project Development	48,000	12,000			60,000
3.4	Asset Management	48,000	12,000			60,000
3.5	Livability (Bike/Ped, Public Health, Travel&Tourism)	61,351	15,338			76,689
	Complete Streets	32,000	8,000			40,000
3.6	Freight and Intermodal Planning	40,000	10,000			50,000
3.7	Long-term RTP Implementation	109,589	27,397			136,986
3.8	Climate Change - Resiliency, Sustainability, and Vulnerabil	60,000	15,000			75,000
*3.9	Vernon St. over I-290 Planning Study	325,000	81,250			406,250
**3.10	Safe Streets for All (SS4A)	260,000	65,000			325,000
	Subtotals:	1,071,940	267,985	0	0	1,339,925
<i>Element 4: Other Technical Activities</i>						
4.1	Transit /Paratransit / Rail & Technical Activities	48,000	12,000			60,000
4.2	WRTA Technical Assistance			300,000	75,000	375,000
	Subtotals:	48,000	12,000	300,000	75,000	435,000
	Totals:	2,093,227	523,307	300,000	75,000	2,991,534

*Tasks 2.5 and 3.9 are one time planning studies availing the FY 21-23 de-obligated PL funds.

** Task 3.10 Federal Safe Streets for All grant

CMRPC Funding Summary FFY 2025 Program Year

Transportation Funding

Source	Value (\$)	% of Total
FHWA/FTA/MassDOT-PL ^{1 2}	\$1,635,284	54.7
FTA/WRTA ³	\$375,000	12.5
De-Obligated FY21-23 PL funds ⁴	\$656,250	21.9
Safe Streets for All (SS4A) ⁵	\$325,000	10.9
<i>Transportation Funding Total:</i>	2,991,534	67.2

Other Funding ⁶

Source	Value (\$)	% of Total
Federal Grants	\$440,000	11.4
State Grants	\$1,570,000	40.8
Community Contract Work	\$1,600,000	41.6
Interest Income	\$24,077	0.6
Local Assessments	\$190,894	5.0
Retiree Health Ins Trust Fund	\$22,000	0.6
<i>Total:</i>	\$3,846,971	100.0

Overall Funding

Source	Value (\$)	% of Total
FHWA/MHD-PL ¹	\$1,635,284	23.9
FTA/WRTA ²	\$375,000	5.5
De-Obligated FY21-23 PL funds ⁴	\$656,250	2983.0
Safe Streets for All ⁵	\$325,000	4.8
Local Assessments	\$190,894	2.8
Federal Grants	\$440,000	6.4
Community Contract Work	\$1,600,000	23.4
State Grants	\$1,570,000	23.0
Interest Income	\$24,077	0.4
Retiree Health Ins Trust Fund	\$22,000	0.3
<i>Total:</i>	\$6,838,505	3073.4

¹ As reflected in '25 UPWP

² Includes 20% local/state match

³ FTA 5307 and WRTA match

⁴ De-obligated funds FY 21-23 including MassDOT state match

⁵ Safe Streets for All (SS4A) Federal Grant

⁶ As reflected in FY '25 CMRPC Proposed Annual Budget