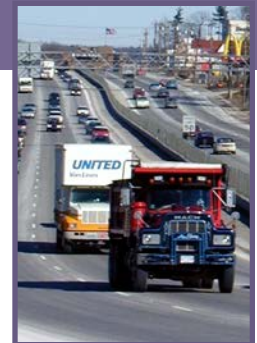
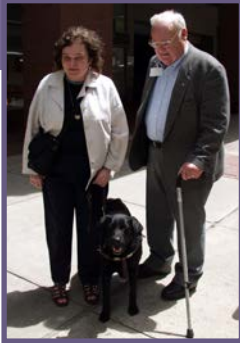


Boston Region Metropolitan Planning Organization

2015 Title VI Annual Update



July 31, 2015



Prepared by the Boston Region Metropolitan Planning Organization Staff

Fiscal Year 2015 Title VI Program Update to MassDOT

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Central Transportation Planning Staff
Directed by the Boston Region Metropolitan Planning Organization. The MPO is composed of state and regional agencies and authorities, and local governments.

July 31, 2015

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1 INTRODUCTION

Title VI of the Civil Rights Act of 1964 (42 United States Code (U.S.C) §2000d) provides that “no person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subject to discrimination under any program or activity receiving federal financial assistance.” To fulfill this basic civil rights mandate, each federal agency that provides financial assistance for any program is authorized and directed by the United States Department of Justice to apply provisions of Title VI to each program by issuing applicable rules, regulations, or requirements. Therefore, as federal agencies, the Federal Transit Administration (FTA) and the Federal Highway Administration (FHWA) require recipients of their funding to develop Title VI programs, and to report triennially on the status and implementation of program activities.

The Massachusetts Department of Transportation (MassDOT) is a primary recipient of federal funding from both FHWA and FTA. MassDOT, in turn, extends both federal financial assistance and the associated Title VI requirements to its subrecipients. The Boston Region Metropolitan Planning Organization (MPO), as a MassDOT subrecipient, has developed a Title VI program and submits to MassDOT annual and triennial Title VI reports regarding the MPO Title VI program and its implementation.

2 MASSDOT 2015 TITLE VI WORK PLAN

In response to the MPO's *2014 Triennial Title VI Report*, MassDOT prepared the *2015 Title VI Work Plan for the Boston Metropolitan Planning Organization*¹ that highlights notable findings and recommends ways in which the MPO could improve its Title VI program. As requested by MassDOT, this annual MPO update responds specifically to Section 3 of the work plan: Program Development Recommendations, which are intended to help ensure that the MPO's Title VI program reflects current best practices.

3 MASSDOT RECOMMENDATIONS AND MPO RESPONSES

The following sections detail MassDOT's program development recommendations along with responses that demonstrate steps the MPO is taking to comply with each. MassDOT issue statements and recommendations

¹ MassDOT Office of Diversity and Civil Rights, *2015 Title VI Work Plan for Boston Metropolitan Planning Organization*,

are taken directly from the work plan. For each recommendation, the MPO is asked to: 1) describe strategies that address each work plan recommendation, 2) cite actions taken relative to the work plan, and 3) describe the preliminary outcomes and effectiveness of the strategies adopted.

3.1 Public Participation Plan (P3)

MassDOT Issue Statement

Public engagement activities can be improved to ensure that all populations in the region are given meaningful opportunities to participate in transportation project planning and programming activities.

MassDOT Recommendations

MassDOT recommends that the MPO review Chapter 3 of MassDOT's Public Participation Plan and incorporate MassDOT's public engagement strategies into the MPO's P3. For this report, the MPO should provide the following:

- 1. A description of any revisions the organization will make to adopt, in whole or in part, Chapter 3 of MassDOT's Public Participation Plan for regional application.*
- 2. A description of the public engagement strategy for the federally required 45-day public comment period that the organization's draft Public Participation Plan will undergo (including a description of efforts that will encourage review by Title VI/Nondiscrimination populations in the planning region).*

MPO Response

The Boston Region MPO's current P3 (Appendix A), which was adopted on October 16, 2014, was modeled on MassDOT's Public Participation Plan. As a document that is intended to educate the public about opportunities and strategies for becoming involved in the MPO transportation planning process, the P3 provides only the information that the public needs to know. It does not discuss details about protocols followed by staff to ensure that outreach is accessible. These details are contained in a separate document for use by staff—the *CTPS Nondiscrimination Handbook* (Appendix B). This handbook includes the following protocols, many of which mirror those found in MassDOT's Public Participation Plan:

- All MPO documents and Web content are fully accessible
 - o All Web content is screen readable for those with low vision, as are all documents posted in the past two years

- o All Web content can be translated using Google Translate, including all hypertext markup language (HTML) versions of posted documents
 - o All documents identified as “Vital ” are translated into three languages of policy (Spanish, Portuguese, and Chinese)
- All MPO and MPO-sponsored meetings are accessible
 - o All meeting locations are pre-screened and set up for physical accessibility
 - o Amplification equipment and assistive-listening devices (ALDs) are provided at all meetings
 - o Other accommodations are provided upon advance request (e.g., large print, language interpreters, translated materials, sign-language interpreters)
- Staff are trained to understand all civil rights requirements and to be sensitive to people of all abilities and ethnicities

The handbook also includes the following chapters and/or appendices:

- Guidelines for communicating with people with disabilities
- MPO Notice to Beneficiaries and Complaint Procedures
- MPO Language Assistance Plan (LAP)
- MPO Public Participation Plan

Prior to beginning the P3 update, staff sought input from the public through meetings and a survey to understand how the public prefers to be informed about and involved in MPO programs and activities. In May, 2013, the Boston Region MPO initiated outreach for the P3 update by sending a notice to MPO meeting attendees, contacting people on the MPO’s email list (MPOinfo), which covers the complete set of state, regional, and local officials and other interested parties, and publishing an announcement in the MPO newsletter, *TRANSREPORT*.

Three general workshops were held in May and June of 2013 to discuss the draft Transportation Improvement Plan (TIP), the draft Unified Planning Work Program (UPWP), the transportation needs of environmental justice residents, and the Public Participation Plan. Two meetings were held in communities with either significant minority, low-income, or limited English-proficient populations or a combination of the three. Information in the dominant non-English language(s) spoken in the municipalities was provided (see Appendix C). Comment cards also were available during these workshops.

Input gathered from the public and the MPO was incorporated into a draft Public Participation Plan, which was circulated for a 45-day public review process in August 2014. During the public review process, the draft P3 was posted on the MPO website and discussed with the Advisory Council. In addition, four MPO

public workshops were held to provide information and solicit feedback. The public was notified about the public review process via *TRANSREPORT*, emails to MPOinfo and the Transportation Equity list, website news flashes, a press release, and a Tweet. The four public workshops were held in communities with significant Title VI populations. Meeting flyers also were available in Chinese, Portuguese, Spanish, and Vietnamese (see Appendix D). One of the workshops was held at VietAid, a Dorchester agency that provides services and programs for the Vietnamese community; and a trusted community member served as interpreter.

In order to make MPO members aware of the public's concerns and to solicit MPO input, staff discussed [comments received](#) with the MPO. Many of the comments were addressed by actions that staff could implement (or consider implementing) without amending the P3. Other comments were considered by the MPO, and some were adopted in the final P3.

To ensure that the P3 program continues to evolve and reflect the most current and effective methods, MPO staff gathers both quantitative and qualitative data to evaluate the MPO's outreach practices.

Quantitative techniques include tracking attendance at events, number of comments received, and website usage. Twenty-eight oral comments and 12 written comments were received during P3 outreach meetings and the public review process. Using Google Analytics to track visits to the website, the MPO determined that web pages were translated 219 times between July 1, 2014 and July 1, 2015. Almost half (43%) of the translations were Chinese (26% Simplified, 17% Traditional), followed by French (22%), Spanish (11%), Italian (11%), Russian (9%), and Portuguese (4%).

Qualitative measures include soliciting feedback from members of the public through surveys (both online and at meetings) about their satisfaction with process and outcome, sense of fair treatment and their views about transportation issues. The MPO considered results of the survey administered during P3 outreach when finalizing the document.

3.2 Notice to Beneficiaries

MassDOT Issue Statement

Now that MassDOT has provided translated versions of the Notice to Beneficiaries to each MPO and regional planning agency (RPA), there is a need to disseminate these documents in a manner that meets both FHWA and FTA requirements.

MassDOT Recommendation

MassDOT recommends that the MPO download the translations and use them in accordance with the region's Language Access Plan. For this report, the MPO should provide the following:

- 1. Photographs/screenshots of the Notice, with translations necessary in your region, posted in appropriate locations. This should include the MPO/RPA office, public meeting room, the website, and offsite public meeting locations.*

MPO Response

The Boston Region MPO has adopted MassDOT's Notice to Beneficiaries and posted it on the MPO website in English and seven other languages, in accordance with the MPO's four-factor analysis. A print version of this notice is posted at the entrance to the MPO's office and in its conference room, where public meetings sometimes are held; and a portable version of the print notice is taken to meetings outside the office.

Because of the length of the notice, not all seven translations are included in the print version. Instead, the print notice has translated riders stating, "If this information is needed in another language, please contact the Boston Region MPO's Title VI Specialist at 857-702-3700." The print notice posted in the office and taken to meetings also lists this rider in Braille. The MPO receptionist has copies of the full notice in 10 languages and in Braille; and a condensed version of the notice is included on meeting agendas and flyers. The following figures show various postings of the notice.

FIGURE 1
Nondiscrimination Notice on the MPO Website



The screenshot shows the website for the Boston Region Metropolitan Planning Organization (MPO). The header features the MPO logo and the text "Boston Region MPO METROPOLITAN PLANNING ORGANIZATION". A navigation bar includes links for "About the MPO", "Plans and Programs", "Studies", "Data", and "Meetings and Input".

The main content area is titled "Civil Rights - Title VI" and includes a breadcrumb link "Home » About the MPO". The section is titled "Notice of Nondiscrimination Rights and Protections to Beneficiaries" and "Federal 'Title VI/Nondiscrimination' Protections".

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

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

The "Additional Information" section provides contact information for the Title VI Specialist: "Title VI Specialist - Boston Region MPO, 10 Park Plaza, Suite 2150, Boston, MA 02116, 857-702-3700, TTY: 617-570-9193, publicinformation@ctps.org".

The "Complaint Filing" section states: "To file a complaint alleging a violation of Title VI or related federal nondiscrimination law, contact the Title VI Specialist (above) within 180 days of the alleged discriminatory conduct. To file a complaint alleging a violation of the state's Public Accommodation Law, contact the Massachusetts Commission Against Discrimination within 300 days of the alleged discriminatory conduct at: Massachusetts Commission Against Discrimination (MCAD) One Ashburton Place, 6th Floor, Boston, MA 02109, 617-994-6000, TTY: 617-994-6196."

The "Notice of Nondiscrimination Rights and Protections to Beneficiaries Translations" section lists links for translations: "Chinese Simplified (pdf) (html)", "Chinese Traditional (pdf) (html)", "Haitian Creole (pdf) (html)", "Portuguese (pdf) (html)", "Russian (pdf) (html)", "Spanish (pdf) (html)", and "Vietnamese (pdf) (html)".

The page concludes with: "If this information is needed in another language, please contact the Boston Region MPO's Title VI Specialist at 857-702-3700."

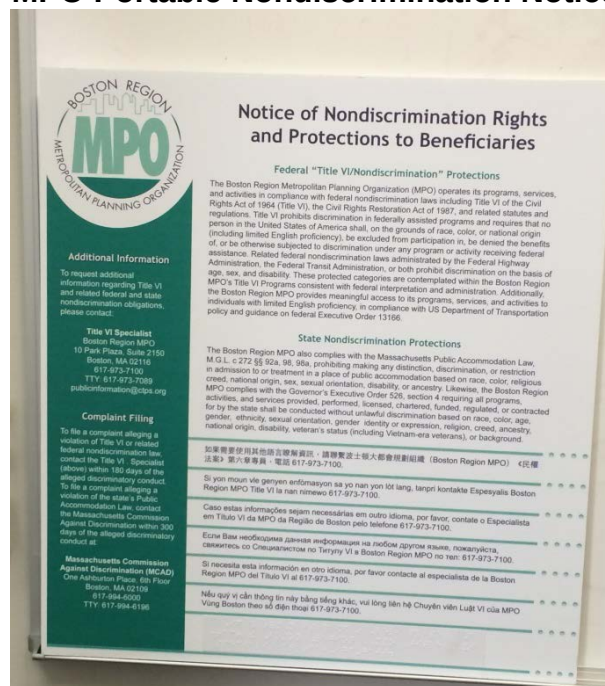
FIGURE 2
Nondiscrimination Notice Posted at the MPO Office Entrance



FIGURE 3
Nondiscrimination Notice in Multiple Languages
at MPO Reception Area



FIGURE 4
MPO Portable Nondiscrimination Notice



3.3 Contact List

MassDOT Issue Statement

The MPO/RPA outreach lists require further development to reach all Title VI/Nondiscrimination populations in the region adequately and effectively. Without a recurring effort to develop these lists further, the MPO/RPAs risk omitting protected populations from participating in the planning process. Furthermore, the MassDOT-developed online Title VI outreach tool, which is based on MPO contact lists, cannot be completed until solid MPO data has been received.

MassDOT Recommendation

The MPO's outreach list will be incorporated into MassDOT's tool to provide users with contact information for diverse stakeholders across the state. The usefulness of this feature of the tool depends on robust and up-to-date data from each MPO/RPA. For this report the MPO should provide:

1. *A schedule and process for updating the contact list*
2. *A form letter that the MPO/RPA will send to new contacts when added to the organizations outreach list that describes the work of the MPO/RPA and identifies opportunities for participation in the transportation planning, project development, and programming process.*

MPO Response

The MPO's Transportation Equity database contains several hundred contacts in social-service agencies, agencies representing different ethnic and language groups, community-development corporations, immigrant groups, civic associations, senior-service agencies, councils-on-aging, disability commissions, and veterans' organizations. New contacts are added to the MPO's Transportation Equity (TE) contact database continuously in a number of ways, through:

- Contacts from various meetings
- News and magazine articles
- Periodic internet searches
- Annual requests that MPO members suggest contacts in their communities

Currently, contacts whose email is undeliverable are researched to determine whether they have new email addresses or if their organizations still exist.

Beginning in federal fiscal year 2016, in addition to contacts obtained from other sources, quarterly internet searches will be performed.

Contacts in the TE database receive emails that are targeted to TE issues. In the past, however, they have not received all emails that were sent to the general contact list, MPOinfo. MPOinfo has only included contacts who have requested that they receive the information distributed through this list. Staff currently are merging the TE contacts with the MPOinfo list so that they will receive general MPO information in addition to TE-specific content.

Going forward, the text below will be sent to all new TE contacts. An email containing much of this information was sent to existing TE contacts in anticipation of the public review period for the Long-Range Transportation Plan (LRTP), the TIP, and the UPWP.

The Boston Region Metropolitan Planning Organization (MPO) is responsible for conducting the federally required metropolitan transportation-planning process for the Boston metropolitan area. The 22-member MPO board, which makes decisions about how to spend federal transportation funding in the Boston metropolitan area, include representatives of the 101 cities and towns in the region, state transportation agencies, regional entities, and the Regional Transportation Advisory Council (Advisory Council)—an independent group charged with providing public input to the MPO.

Public input is an important part of the MPO's transportation spending decisions. The MPO is particularly interested in giving a voice to individuals and groups that are sometimes underrepresented in public discussions and decision making.

We would like to keep you informed about important activities and decisions in the MPO planning process. We use an email list, MPOinfo, to send notices to interested parties concerning MPO-sponsored meetings and forums; new reports, studies, and tools; and document public review schedules. We do not send out notices often, approximately one per month. If after receiving an e-mail from MPOinfo, you decide not to subscribe, please click "unsubscribe" and we will take you off the list.

There are several other ways to participate. You can take a survey and/or share your views via the web site, <http://www.bostonmpo.org>. You can attend MPO and its Advisory Council's meetings. The MPO generally meets at 10:00 AM on the first and third Thursday of each month in the State Transportation Building. The Advisory Council meets the second

Wednesday of each month at 3:00 PM in the State Transportation Building in Boston. All meetings are open to the public. Meeting agenda and minutes are posted on the MPO web site. You can subscribe to *TRANSREPORT*, the MPO's bimonthly newsletter that contains timely information about MPO activities, studies, and reports, opportunities for public involvement, and transportation projects in the region. You can also follow the MPO on Twitter [@BostonRegionMPO](#).

We hope that you will be pleased to be part of the MPO's public outreach program for regional transportation decision making. Please contact Alicia Wilson at 857.702.3701 or awilson@ctps.org for additional information.

While Transportation Equity contacts do not always attend meetings or comment on documents, there is evidence that MPO outreach has been effective in other ways. A representative from a newly added immigrant group attended an MPO-sponsored forum in 2014 and, during the last year, has asked several transportation related questions via email. The MPO has also received and answered transportation-related questions from several other contacts in the TE database (examples below).

- Do you have any information on how to start a one-stop call center?
- How can I get information about the Massachusetts Community Transit Grant Program?

The MPO will keep track of the number of contacts added during a given fiscal year.

3.4 Document Accessibility

MassDOT Issue Statement

An accessibility check of MPO/RPA Title VI materials submitted to MassDOT indicates that there are ADA accessibility errors in the document design, structure, and content. These errors act as a barrier to access for individuals with disabilities that may be utilizing assistive technologies. The risk of noncompliance with ADA document accessibility reaches all materials developed by the MPO/RPA, but this risk is especially acute in the context of materials posted online for general public consumption. The matter of compliance in this context is not just a consideration of a best practice; it is a potential MPO/RPA risk of liability to administrative or judicial challenges that must be eliminated.

MassDOT Recommendation

The MPO should produce accessible documents and deliverables and verify accessibility when posting/disseminating documents for the public. For regularly

produced or updated documents, the MPO should develop accessible templates. The state of Texas has developed a series of training videos on accessible-document development and accessible electronic deliverables, which the MPO should use to train staff involved in document production. For this report, the MPO should provide:

1. *A schedule for staff trainings*
2. *Identification of MPO documents that could benefit from development of an accessible template with a strategy and timeline for production*

MPO Response

The MPO website and documents have been fully accessible to individuals with visual impairments since 2012. For the Central Transportation Planning Staff (CTPS) and the Boston Region MPO, document accessibility encompasses the various ways in which the needs of persons with disabilities are accommodated so that they can participate in the transportation planning work conducted by these organizations. In the case of an individual who has limited vision, an accessible document might be produced in a large-size, easy-to-read font (typically a sans serif font). In the case of an individual who is blind, an accessible document might be produced in Braille (using our in-house Braille embosser); formatted to interact with a screen reader; or read onto tape or compact disk. The key to making the document and the information it conveys accessible is to provide an individual with the format that works best for him or her.

To implement these accessibility measures, the MPO invested a great deal of time researching accessibility requirements and technologies to ensure accessibility of electronic and print media produced by the MPO. As part of this effort, staff developed templates for reports, memoranda, tables, and graphics and documented the protocols for using them in the *CTPS Nondiscrimination Handbook* (see Appendix B). Staff are required always to use the most up-to-date versions of the templates for documents and other work products that will be posted on the MPO website. These templates, as well as the design of the website itself, were developed in consultation with the Perkins School for the Blind and the Massachusetts Commission for the Blind.

MPO staff attended mandatory training sessions when the templates were introduced (2013–14). The CTPS document accessibility committee currently is updating the templates to make them easier to use; and all staff will be trained again this fall, when the new templates are in place. This training will incorporate, to the degree possible, the video material developed by Texas. New staff will be

instructed in accessibility protocol when hired, and all staff will receive refresher training annually. CTPS has included funding in its state fiscal year (SFY) 2016 operating budget to hire another editor who will be responsible for checking document formatting and working with individual staff, as needed, to ensure proper use of the templates. In addition, the Graphics staff regularly advises authors on the colors and combinations of colors that are visually appealing and provide the correct amount of contrast for individuals with low vision.

All documents on the MPO website are posted in both Portable Document Format (PDF) and HTML. Individuals with low vision can enlarge both of these formats on their screen for easier viewing. In addition, HTML documents (and to some degree PDFs) can be read by a screen reader for people who cannot see the screen. If an online document contains images—for example, tables, graphs, charts, photographs, illustrations, and so forth—that cannot be read by a screen reader, alternative text (also called “alt text”) that describes the image is imbedded in the document. Documents in other accessible formats, such as large print, Braille, or an audiotope, are provided upon request.

Occasionally, the MPO must post documents that cannot be made fully accessible or navigable using a screen reader—for example, tables that summarize all TIP projects must conform to formatting defined by MassDOT; and specific FTA and FHWA Title VI Certifications and Assurances forms must be included in the MPO’s triennial Title VI Program reports. In such cases, the MPO uses alt text or gives an explanation in the body of the document that explains the content of the non-accessible material and provides instructions about who the reader may contact for assistance.

3.5 Long-Range Transportation Plan Equity Considerations

MassDOT Issue Statement

MPO/RPA certification documents call for equity analyses to understand the implications of planning and programming activities on the region’s protected populations. These analyses require more than articulating a demographic profile for the region. The required analysis should include study of project and other data for identifying possible disparate impacts in the articulation of transportation improvement programs on Title VI/Nondiscrimination populations. Further, a good Title VI analysis should describe the MPO/RPA efforts to develop certification documents that avoid, minimize, and/or mitigate any disparities.

MassDOT Recommendation

According to FHWA and MassDOT guidance, LRTPs currently under development should reflect regional equity considerations. This can be demonstrated throughout the document including the establishment of regional

transportation priorities, goals, objectives, as well as long-range project proposals. For this report the MPO should provide:

- 1. A description of the way that Title VI considerations were incorporated into the development of the new RTP. If the RTP development process included any Title VI related analyses, that work should be provided.*

MPO Response

The MPO systematically integrates equity concerns into the transportation planning process in a number of ways. At the highest level, equity is part of the MPO's central vision statement, and therefore is reflected in the MPO's goals and objectives. Equity concerns also are integrated by considering feedback from all outreach activities, including TE outreach, and the ongoing public involvement that routinely occurs during development of the LRTP, TIP, UPWP, and other MPO studies.

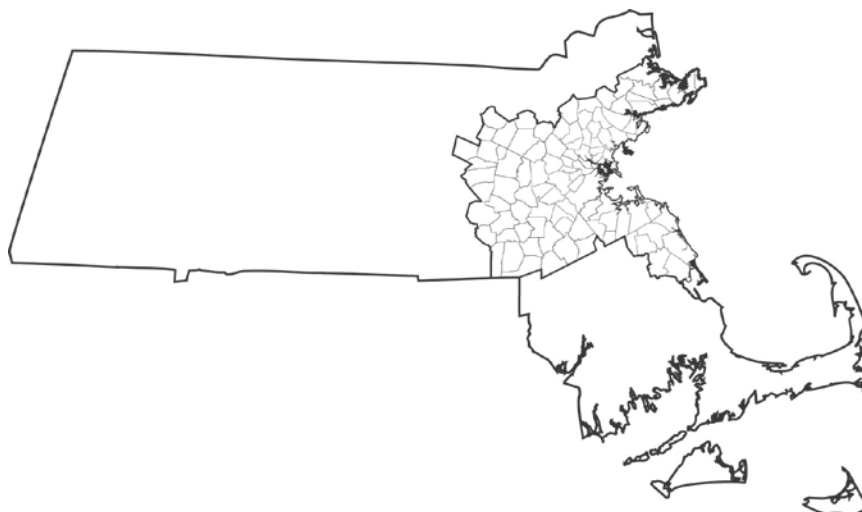
In addition, equity is one of the factors the MPO considers when selecting studies for the UPWP, and it is integrated into the project selection criteria for the LRTP and TIP. Finally, staff performs equity analyses on the recommended projects in the draft LRTP to evaluate the effects on access, mobility, congestion, and air quality for TE populations. Appendix E contains the Transportation Equity Chapter from the LRTP, which explains the equity analyses performed for the Plan. Although the equity analyses conducted for this LRTP look only at impacts on minority and low-income populations, the MPO plans to increase the number of protected populations covered in the future. The FHWA Title VI/Nondiscrimination Program requires MPOs also to consider and analyze equity impacts based on age, sex, and disability. In the coming year, staff will investigate data sources and analytic techniques to determine the most effective and appropriate ways to incorporate these populations into equity analyses.

The MPO also plans to fund a study in the FFY 2016 UPWP that will evaluate methods for performing more sophisticated equity analyses on the TIP. Such analyses would help to ensure the equitable distribution of benefits and burdens for projects that are not individually listed in the LRTP because either 1) they are not regionally significant, or 2) cost less than \$20 million; and will be funded using money set aside in an LRTP program that will support operations and management-type projects, such as intersection improvements or expansion of bike and pedestrian infrastructure. The specific projects funded through these programs will be selected using the TIP project-selection criteria, which include equity concerns. They also will be subject to the TIP equity analysis.

Appendix A—Boston Region MPO Public Participation Plan

BOSTON REGION METROPOLITAN PLANNING ORGANIZATION





To request additional copies of this document or
copies in an accessible format, contact:

Central Transportation Planning Staff
State Transportation Building
Ten Park Plaza, Suite 2150
Boston, Massachusetts 02116

(617) 973-7100

(617) 973-8855 (fax)

(617) 973-7089 (TTY)

ctps@ctps.org

www.bostonmpo.org

Public Participation Plan

For the Boston Region Metropolitan Planning Organization

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Central Transportation Planning Staff
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October 2014

Notice of Nondiscrimination Rights and Protections to Beneficiaries

Federal "Title VI/Nondiscrimination" Protections

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

State Nondiscrimination Protections

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

Additional Information

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

Title VI Specialist -
Boston Region MPO
10 Park Plaza, Suite 2150
Boston, MA 02116
617-973-7100
TTY: 617-973-7089
publicinformation@ctps.org

Complaint Filing

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

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

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

Translation

If this information is needed in another language, please contact the Boston Region MPO's Title VI Specialist at 617-973-7100.

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Summary

This public participation plan documents the Boston Region Metropolitan Planning Organization's (MPO) Public Participation Program, which comprises the various outreach activities that the MPO engages in to ensure that all members of the public—including populations that are described as traditionally underserved by the transportation system and/or have lacked access to the decision-making process—are given the opportunity to participate in the metropolitan transportation planning process that shapes the Boston region.

This plan provides information about the outreach activities in which the MPO engages, and the ways in which various federal civil rights mandates are incorporated into outreach activities to ensure inclusive participation. The plan includes in-depth descriptions of the various ways the public may be involved, the transportation planning and programming processes, and MPO meetings and activities. Also covered is the annual public engagement schedule for the MPO's three certification documents: Long-Range Transportation Plan, Transportation Improvement Program, and Unified Planning Work Program.

This plan is an update to the MPO's previous public participation plan, *Be Informed, Be Involved*. It was developed using information obtained through a public survey and research on other MPO public outreach activities, and it reflects recent changes in information and communication technologies. It was endorsed by the MPO on October 16, 2014 after a 45-day public review process.

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Chapter 3—The MPO’s Approach to Public Participation

The Boston Region MPO firmly believes that meaningful public participation should be integral to the organization’s transportation planning work. Public participation improves decision making by helping to illuminate many of the social, economic, and environmental benefits and drawbacks of transportation decisions.

As indicated in the introduction to this document, the MPO’s Program comprises activities the MPO undertakes and materials it produces to facilitate consultation on its planning and programming with all interested parties and members of the public. The Plan is the document (with text and graphics) that explains the Program and provides information about how to become involved in the MPO’s transportation decision-making process through Program activities.

3.1 FEDERAL REQUIREMENTS FOR PUBLIC PARTICIPATION

As discussed above, public participation is one of the five core functions of an MPO. Federal metropolitan transportation planning rules require MPO public participation plans to:

- Define details about how the MPO provides opportunities to be involved in its planning process, including methods used and the goals set
- Establish strategies for outreach to all interested parties, including the general public and particular groups (such as “representatives of the disabled”)
- Undergo periodic reviews and updates, along with involvement of the public, who are provided (at least) a 45-day review and comment period before the updated plan is adopted by the MPO

Other federal legislation, such as the Americans with Disabilities Act (ADA), and Title VI of the Civil Rights Act of 1964, also have public participation requirements that MPOs must implement to ensure access to the planning process for protected populations (please see Appendix A for a list of federal legislation). To meet these requirements, the MPO takes steps to include people with disabilities, minority and low-income populations, and those with limited English proficiency (LEP), as discussed throughout this Plan.

3.2 UPDATING THE PUBLIC PARTICIPATION PLAN

As indicated above, MPOs develop and update their public participation programs and plans in consultation with members of the public and other interested parties. Staff performs updates as needed, to reflect changes in federal guidance, requirements and regional needs, and improvements in the state of the practice.

The MPO will continue to seek feedback on its public participation program to help it improve and evolve.

The Boston Region MPO approved its previous public participation plan, *Be Informed, Be Involved* in 2007 and revised it in 2010 and 2012. This document (which is an updated version of *Be Informed, Be Involved*) reflects changing public participation requirements and practices. Prior to beginning this update, staff sought input from the public through meetings and a survey to gain insight into ways the public

likes to be ‘informed and involved.’ Staff also researched other MPOs to study the innovative and effective practices they currently use. Please see Appendix C for a full discussion of the survey and research on other MPO practices.

Using the results of the outreach and research discussed above, as well as general awareness of changing communication techniques and technologies, in-house problem solving, and federal guidance, staff identified areas where updates to the MPO’s Program would be beneficial and recommended a number of specific actions and practices that have been adopted through this updated Plan.

To ensure that the Program continues to evolve and reflect the most current and effective methods, MPO staff will adopt a regular, frequent and more rigorous process for gathering data and evaluating the MPO’s outreach practices, both quantitatively and qualitatively. Quantitative techniques include tracking the level of attendance at events, number of comments received, and use of the website. Qualitative measures include soliciting feedback from members of the public through surveys (both online and at meetings) about their satisfaction with process and outcome, and sense of fair treatment.

3.3 MPO PUBLIC PARTICIPATION VISION AND GUIDELINES

The MPO’s vision for public participation in the region is to hear, value, and consider—throughout its planning and programming work—the views of and feedback from the full spectrum of the public, and use this input in its decision making.

In order to accomplish its vision, the MPO has established a number of public participation guidelines, which have been updated to reflect the insights gained through its recent research. The MPO makes every effort to:

- Provide a predictable, easy-to-understand process
- Offer information that is clear, concise, current, and easily available
- Make great use of visualization techniques to enhance understanding
- Cast a wide and inclusive net to invite participation of interested parties and the general public: bolster outreach to minority, low-income, elderly, and youth communities, the LEP population, and persons with disabilities
- Respond to participants' interests, views, and need for information
- Arrange convenient, timely, and meaningful opportunities for involvement
- Respect the views offered by members of the public; utilize these opinions, and other information offered, in programming and planning
- Promote respect among all participants
- Create a framework that encourages constructive contributions by members of the public to the work and decisions made by the MPO
- Allow flexibility in the Program
- Remain open to adopting new avenues of communication
- Explore strategies for connecting with people who do not use or don't have ready access to computers
- Maximize effectiveness by coordinating with partner agencies and their outreach activities
- Embrace, as feasible, new technologies with which to engage the public in an interactive way

3.4 OPPORTUNITIES FOR PUBLIC PARTICIPATION

The MPO's website, www.bostonmpo.org, is a rich source of transportation information.

The MPO's activities and programs—presentations, discussions; various venues for meetings and forums; information on the MPO website; flyers; emails, other notification media, etc.—are designed to meet the preferences and needs of the public.

3.4a How to Be Informed

Primary among the MPO's outreach strategies is its website, which provides comprehensive information about all of the MPO's work and planning activities, including:

- Studies, statistical reports, technical memoranda, and other documents related to metropolitan transportation planning process
- Information about structure and composition of the MPO
- MPO meeting agendas and minutes
- Contact information for project managers of the MPO's major programs
- News Flashes that highlight MPO activities, programs, and results of MPO studies and reports—to capitalize on News Flashes' prominent location on the website (the home page) the MPO recently has increased their frequency and scope of topics covered
- TRANSREPORT, the MPO's bi-monthly, web-based newsletter, which covers timely MPO activities and transportation issues around the region—this is distributed via email to approximately 2,500 recipients, including public libraries, which can print it to make available to all visitors
- A comment section on the website, where people can express their views to the MPO and receive a response from staff
- Online surveys to collect public input periodically on important issues—going forward, staff will regularly evaluate potential for additional surveys

To improve access to, and the appeal of, information on the website, staff will explore the possibility of using an RSS¹ feed to notify interested parties of updated content on the MPO website. To the same end, staff also will use more graphics, such as text boxes in narratives for public information and flow charts, and other visualization techniques, in addition to and to augment written information. MPO staff has developed an internal *CTPS Nondiscrimination Handbook* that details the practices that staff follows to make the MPO website, and all documents posted on it, accessible.

To ensure web access for people with low or no vision, who use screen readers, all documents are posted in both PDF and HTML. In addition, the MPO makes every effort to make data presented in tables fully navigable by a screen reader and provides alternative text to describe those tables, figures, and images that cannot be read by a screen reader.

To make information more accessible for people with limited English proficiency, the website features a translation function for languages other than English, including Chinese (simplified and traditional), French, Italian, Portuguese, Russian, and Spanish. In addition, vital documents are professionally translated into the three most frequently spoken languages other than English in the MPO region (Spanish, Chinese, and Portuguese), and these translated versions are posted on the website. Staff will reevaluate annually whether additional MPO documents should be identified as “vital documents,” to be translated into the languages of policy. Documents currently defined as vital include:

- MPO Notice to Title VI Beneficiaries
- MPO compliant procedures and form
- Summaries of key materials: a description of the MPO transportation-planning process and the certification documents, LRTP, TIP, and UPWP
- Meeting notices: generally prepared for out-of-Boston MPO meetings, and all MPO-sponsored meetings, workshops, forums, and other similar input-sessions

All documents on the MPO website are available in PDF and HTML for those with low or no vision. Materials also may be translated into other languages.

Audio recordings of MPO meetings are posted on the website so that those who cannot attend meetings can listen to the discussions at any time. These

¹ RSS (Rich Site Summary) is a format for delivering regularly changing web content.

recordings also provide easy access to meeting content for individuals with low or no vision or with low literacy.

The MPO utilizes various other tools to keep the public informed, including an extensive email list with almost 3,000 contacts, MPOinfo, through which it sends information to interested individuals and entities. The MPO also has email lists for Transportation Equity, Access Advisory Committee to the MBTA (AACT), the Advisory Council, and interested parties. In general, notices sent via the email lists focus on major MPO milestones, such as certification document amendments or announcements of public comment periods. The MPO staff also has begun sending News Flashes to email list recipients and distributing more press releases, and will explore the use of Twitter as another way to share information. The MPO also intends to explore local access cable television as another medium of communication.

For those who are not connected to email or the internet, staff works with public libraries, requesting that they post and/or distribute MPO information.

3.4b How to Be Involved

Everyone is welcome to attend MPO and MPO committee meetings. They are held in Boston and in other municipalities around the region.

The MPO hosts a number of meeting and event types at which the public can learn about current MPO activities. Among these are the meetings of the MPO itself, meetings of MPO committees, and various public participation opportunities. One purpose of these meetings is to present and discuss information, solicit feedback, or gather input from the public on specific topics or plans, in order to inform transportation planning and programming

decisions for the region. The other primary purpose is to provide an open and constructive context in which those decisions are made by MPO members.

MPO and MPO Committee Meetings

The MPO typically meets on the first and third Thursday of each month at 10:00 AM. Most meetings are at the State Transportation Building, 10 Park Plaza, in Boston; however, once a quarter, the MPO convenes its meeting off site in one of the MPO municipalities.

MPO meetings follow the general process below, which includes opportunities for public comment:

- The Chair (the Secretary of Transportation or his designee) leads the meetings, recognizing speakers, and managing the flow of discussion
- Agendas include a public-comment time, in which any member of the public will be recognized to speak and present information
- At the discretion of the chair, members of the public also may be recognized to speak during discussions of other agenda items

The three MPO standing committees, UPWP, CMP, and A&F meet as needed. As with MPO meetings, these committee meetings usually are at the State Transportation Building, either before or after an MPO meeting. However, when necessary, committee meetings may be held off site in conjunction with an MPO meeting. Committee meetings are also open to the public.

To extend the public's ability to provide input to the MPO, staff will research, and if feasible and useful, create a mechanism for submitting public comments on MPO agenda items in advance of meetings

MPO staff takes comments and respond to questions from individuals who contact them via telephone or email. Individuals with low or no vision or with low literacy will be informed on the website and at meetings that they may submit comments via a recording or staff transcription of their spoken remarks, either before, during or after MPO or MPO-sponsored meetings.

Regional Transportation Advisory Council

The Regional Transportation Advisory Council (Advisory Council) is an independent transportation public advisory committee that is an active and voting member of the MPO. The primary function of the Advisory Council is to advise the MPO on transportation policy and planning. Advisory Council meetings provide an ongoing avenue for public participation that invites informed involvement. The Advisory Council's members are municipalities, professional organizations, transportation advocacy groups, and state and regional agencies. The chair of the Advisory Council is elected by its members.

The Advisory Council provides advice to the MPO on a broad range of issues and may discuss topics that do not always exactly track those of the MPO meetings. Advisory Council meetings are designed to foster broad-based and robust discussions on transportation issues and topics related to planning and

The Regional Transportation Advisory Council is an independent body that brings public viewpoints and advice to the MPO.

programming. Meetings are held each month, generally on the second Wednesday, at 3:00 PM in the State Transportation Building, 10 Park Plaza, Boston.

Advisory Council meetings adhere to the same general process as MPO meetings. Although the agendas do not routinely include a specific item for public comment, at the discretion of the Chair, members of

the public who are not Advisory Council members are allowed to speak and ask questions.

To improve the public participation opportunities offered by the Advisory Council, MPO staff will work with the Advisory Council to hold jointly-sponsored programs and forums on timely transportation topics; solicit the Advisory Council's views and ideas on specific, MPO-defined topics; and support the Advisory Council's membership outreach to low-income, minority, and LEP populations, persons with disabilities, and other traditionally underrepresented populations.

MPO-Sponsored Meetings

As part of its Program, the MPO sponsors a variety of public-engagement opportunities, convened and managed by MPO staff. The purpose of these meetings is to provide information about MPO work underway and gather information and views from members of the public. Therefore, they are designed for as much interaction as possible among all in attendance. When appropriate, the transportation agencies will be part of MPO-sponsored meetings.

The MPO often holds public meetings in areas with high concentrations of minority, low-income, and/or LEP populations to facilitate their inclusion. In addition, staff consults with personnel in host municipalities to learn about particular cultural or language issues that should be recognized and respected when planning and operating the meeting (for example, dates of community celebrations or observations and/or cultural preferences or restrictions).

Workshops:

MPO staff schedule workshop-type meetings in public venues in municipalities all throughout the MPO region. These workshops are set to coincide with the public review of the draft certification documents, typically in May or June every year. Other MPO documents and programs also may be discussed.

Often the workshops include brief presentations followed by question-and-answer sessions. Subsequently, there are opportunities for one-on-one interaction between members of the public and MPO staff. Workshop formats may follow an exhibit-style format, with tables, staffed by program managers, set up for each major topic on the agenda. Participants are invited to move from topic to topic as their interest guides. Materials may be in any number of communications vehicles: print, large print, web based, PowerPoint slides, table-top display boards, maps, etc.

General Information Sessions

The MPO staff regularly conducts informational meetings at its offices in the State Transportation Building in Boston, which is a central location for the region. The Program's practice is to hold these quarterly.

Session topics include current MPO activities, such as development of the certification documents and updates on other MPO ongoing programs, but also may include detailed presentations and discussions about the results of MPO studies and reports. The format generally consists of presentations by program and project managers, followed by questions and answers. Staff is available after the presentations for individual follow-up discussion with meeting participants.

TIP and UPWP Information Sessions

MPO staff conducts some public meetings (still open to all) whose topics are geared to persons who prepare their municipality's or other entity's official inputs to the TIP and UPWP development processes. Staff makes presentations on the current year's certification document process and discusses any changes from previous years, followed by questions and answers. After the presentations, staff is available for a roll-up-the-sleeves style working session with individual participants.

The MPO hosts various events throughout the year. Information about these is posted on the MPO website and distributed via email.

Forums

MPO staff collaborates with other entities to convene regional forums on important topics. Forums are focused on issues of interest to particular constituencies and generally feature a panel of expert speakers with time for questions and answers; sometimes followed by breakout sessions in which small groups of participants may have more intimate discussions. The purpose is to foster communication and cooperation among disparate entities that deal with the

issue under discussion, and to look for new solutions to existing problems. These meetings usually are held at the State Transportation Building.

Special Topic Discussions

The MPO occasionally brings together agencies and other entities to seek their input on specialized aspects of important topics in the metropolitan transportation planning process. Past special topic discussions dealt with transportation-equity and environmental issues.

Other Opportunities for Public Participation

In addition to the meeting opportunities discussed above, the MPO provides a number of other ways for the public to be involved in the planning process:

Surveys

From time to time, the MPO conducts surveys to learn the views of members of the public on targeted topics. Respondents submit their ideas via survey tools on the MPO website. Staff presents the survey results to the MPO.

Public Information Email

Members of the public can submit questions, comments, and ideas to the MPO and its staff via this email address. Staff replies to these queries and use information provided, as applicable. This email address is listed on meeting flyers and other MPO outreach materials.

Website Comments

The MPO website houses a general comment section that viewers can reach from any page on the site. Using this function, members of the public are invited to submit a comment on any topic. Comments are directed to the appropriate staff-level program manager, who will respond to the comments and use this input, as appropriate. Comments submitted during a formal comment period for a document under review, and their associated staff responses, are summarized and reported to the MPO.

MAPC Subregion Meetings and Coordinated Activities

The Metropolitan Area Planning Council has divided the municipalities in its area (which coincides exactly with the Boston Region MPO area) into eight subregions. The subregions convene their member municipalities regularly to discuss topics related to land use, urban and community planning, issues of general interest to local and regional planners, and transportation. MAPC and MPO staff attends meetings as needed to discuss pertinent MPO activities, schedules, and issues and to gather the subregions' and their municipalities' views and priorities.

In order to provide additional opportunities for public engagement, MPO staff will look for ways to collaborate with MAPC on specially targeted public outreach activities.

MPO “Invite Us Over”

MPO staff asks transportation advocacy groups, professional organizations, transportation-equity organizations, and other such groups to invite staff to attend their regularly scheduled meetings to discuss transportation issues that are important to them. MPO staff makes presentations, answers questions, and gathers comments at these meetings. Staff will work to increase the number of “Invite-Us-Over” speaker events in order to bolster the MPO’s visibility and heighten the effectiveness of such events as an outreach strategy.

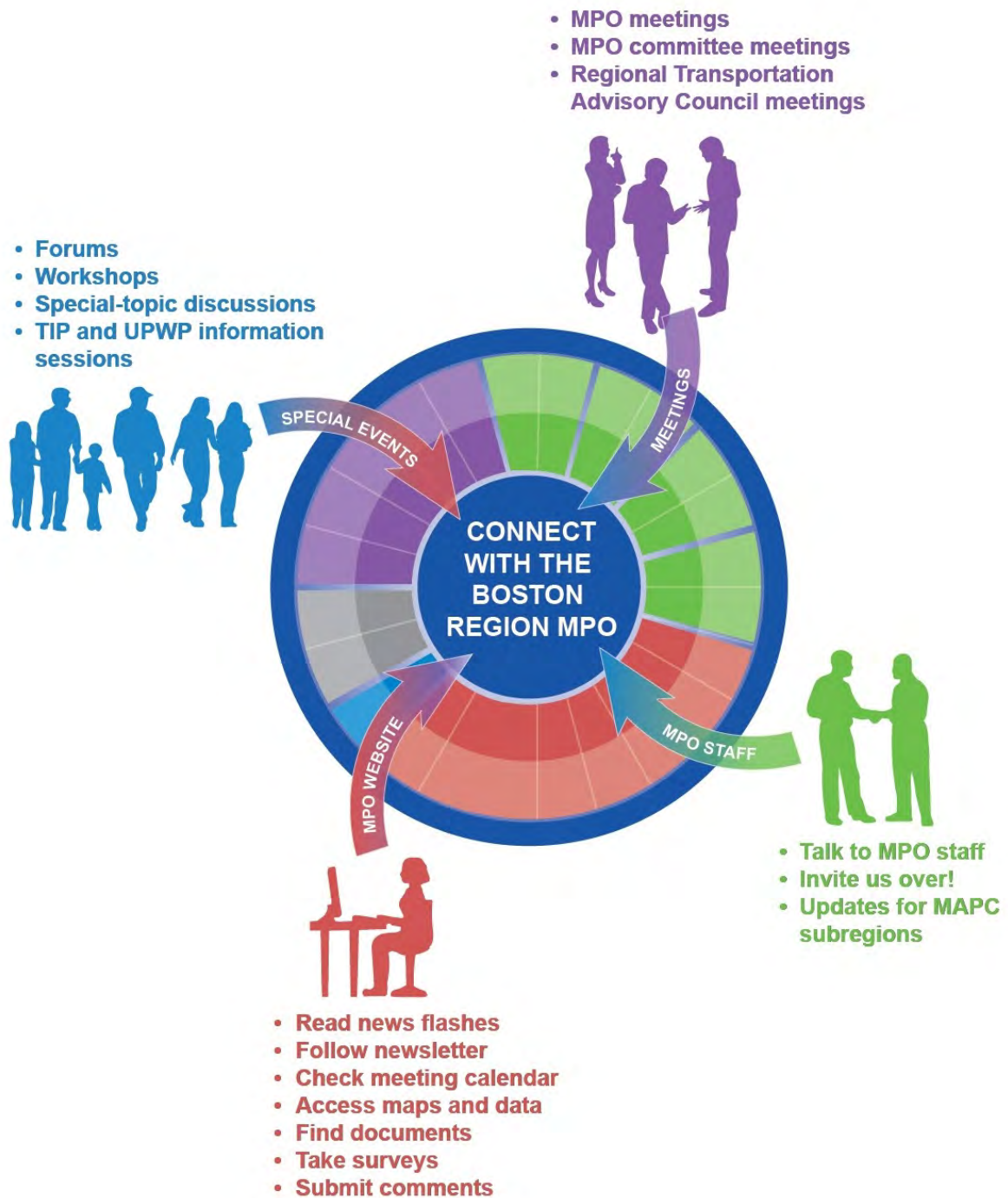
Figure 6 summarizes the various ways that members of the public can receive MPO information and be involved in MPO activities and decision making.

3.4c Notice of MPO Activities

The MPO provides notification of meetings through the calendar on its website. MPO, MPO Committee, and Regional Transportation Advisory Council meeting agendas and materials are posted on the MPO’s website a week in advance of the meeting, except in cases of emergency or other constrained circumstances.

MPO-sponsored meetings and sessions also are posted on the website calendar, and usually include a flyer announcing the day, time, and location of the gathering and the topics to be discussed. These flyers are translated into the three most commonly spoken languages other than English in the MPO region: Spanish, Portuguese, and Chinese. Links to related documents may be included under the meeting’s entry.

Figure 6
Ways to be Informed and Involved



Meeting notifications also are provided in the *TRANSREPORT* calendar section. Flyers (as described above) are sent via the MPOinfo, Transportation Equity, and AACT email lists, as well as to Advisory Council members and contact lists of other interested parties.

3.4d Access to MPO and MPO-Sponsored Meetings

The MPO works to make all meetings accessible to all members of the public, regardless of their transportation alternatives, mobility limitations, or language skills. The *CTPS Nondiscrimination Handbook* described earlier also contains protocols to ensure physical access to meeting venues.

The MPO strives to make its meetings accessible to everyone, and is attentive to transportation, physical, and language access needs.

Transportation and Physical Access

All MPO-sponsored meetings are held in locations that are accessible to people with disabilities and are near public transportation.

To ensure accessibility for persons with disabilities, locations for meetings held outside the State Transportation Building are selected through a process that includes an on-site review of the meeting facilities. As part of this

review, staff uses an accessibility checklist with a list of physical characteristics that are necessary to accommodate individuals with a variety of mobility limitations.

Language Access

When selecting meeting venues, staff consults the MPO's Language Assistance Plan (LAP), which was developed as part of the Title VI program. The LAP identifies location of LEP populations; provides information regarding languages into which materials may need to be translated, based on the meeting location; and describes the language services that will be provided.

3.4e Recent Opportunities for Public Involvement

In keeping with FTA Title VI requirements, the MPO has prepared a summary of all public-involvement meetings since the last triennial Title VI Program submission. This summary, found in Appendix D, includes MPO-sponsored public meetings and forums that were held specifically for the purpose of public participation, and MPO meetings that were held outside of Boston, as of August 2014.

Not listed are the regularly scheduled Boston meetings of the MPO, the three MPO standing committees, the Advisory Council, and AACT (which is funded and staffed by the MPO). All of these meetings are open to the public and provide opportunities for public input, as discussed above.

3.4f Federal Transit Administration (FTA) Public Hearing Requirements

The MBTA, Cape Ann Transportation Authority, and MetroWest Regional Transit Authority, which are FTA Section 5307(c) applicants, have consulted with the MPO and concur that the public involvement process adopted by the MPO for the development of the TIP satisfies the public hearing requirements that pertain to the development of the Program of Projects for regular Section 5307, Urbanized Area Formula Program, grant applications, including the provision for public notice and the time established for public review and comment.



Appendix B—CTPS Nondiscrimination Handbook

CTPS Nondiscrimination Handbook

*Ensuring Access to the Transportation Planning Process for
Populations Protected under ADA and Title VI*

September 2014

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Chapter 1—Introduction

1.1 MPO NONDISCRIMINATION POLICY

The Boston Region Metropolitan Planning Organization (MPO) complies with Title VI of the Civil Rights Act of 1964, the Americans with Disabilities Act (ADA), and other federal and state nondiscrimination statutes and regulations in all programs and activities. The MPO does not discriminate on the basis of race, color, national origin, English proficiency, income, religious creed, ancestry, disability, age, gender, sexual orientation, gender identity or expression, or military service. As staff to the MPO, the Central Transportation Planning Staff (CTPS) complies with these nondiscrimination mandates when carrying out the work of the MPO.

One fundamental nondiscrimination requirement is that the MPO develop a formal statement that informs the public of their civil rights and remedies under the mandates described above. The MPO's "Notice to Beneficiaries" and a description of the process individuals may follow if they believe that they have been discriminated against in any MPO programs or activities is located in Appendix A. This information is also on the [MPO's website](#).

1.2 PURPOSE OF THIS HANDBOOK

This handbook describes how we comply with both Title VI (which prohibits discrimination on the basis of race, color, national origin, and limited English proficiency) and ADA (which prohibits discrimination on the basis of disability) to ensure that individuals protected under these statutes have the opportunity to participate fully in the transportation planning process. Here, staff may find information needed to interact with and inform the public—whether in the office, at outreach activities such as MPO and public meetings, and through all types of written materials and electronic communications.

1.3 CTPS NONDISCRIMINATION HANDBOOK DEFINITIONS

Below are definitions of terms used in this handbook that relate to civil rights requirements under ADA and Title VI.

Accessibility

This refers to document accessibility, or the various ways that CTPS and the Boston Region MPO accommodate the needs of persons with disabilities so that they can participate in the transportation planning work conducted by these organizations.

Accessible Format

An accessible format is a format that meets the needs of its user. For documents, that means a format that can be accessed by individuals who have low vision or who are blind. Text and documents that appear on a website are considered accessible when they can successfully interact with a screen reader for the blind or can be enlarged for individuals with low vision. Braille and audio recordings also are accessible formats for the visually impaired.

Accommodations

Accommodations are measures put in place to help overcome the problems created by a particular disability. For example, for an individual who has low vision, providing a large-print version of a document is an accommodation. For an individual who is hearing impaired, providing an assistive-listening device or a sign-language interpreter at a public meeting would be an accommodation.

Alternative Text

If a document that is posted online contains images—images include maps, tables, graphs, charts, and other types of figures and exhibits—that cannot be read by a screen reader, CTPS provides alternative text (also called “alt text”) that describes the image. A screen reader can read the alternative text to give the user a verbal description of what is represented in the image.

American Sign Language (ASL) Interpreter

An individual trained to facilitate communication between deaf American Sign Language users and hearing individuals via American Sign Language.

Americans with Disabilities Act (ADA)

ADA, enacted by Congress in 1990 and amended in 2009, is a civil rights law that prohibits discrimination in employment, access to government services, public accommodations, telecommunications, etc. on the basis of disability

Assistive-Listening Device (ALD)

An electronic device used by individuals who are hard of hearing to amplify sound. Though there are a number of types of assistive-listening devices, the ones primarily used by the MPO broadcast wirelessly over a frequency modulation (FM) frequency. The person who is listening may use a small FM receiver to tune into the signal and listen at his/her preferred volume. The MPO also owns a different type of ALD that can be used one-on-one or in small group settings.

Attendee

An individual attending a public meeting.

Braille

Braille is a [writing system](#) for [blind](#) and [visually impaired people](#), who use their sense of touch to read letters and other characters that are embossed as raised dots on paper. The number and arrangement of the dots differentiate letters and characters from.

Computer-Assisted Real-Time Transcription (CART)

A process whereby a trained operator uses a keyboard to transcribe spoken speech into written text. This may be done either on site or remotely using a voice connection such as a telephone, cell phone, or computer microphone to send the voice to the operator; and the real-time text is transmitted back over an internet connection. For meeting rooms without an internet connection, it is possible to establish connectivity via a WiFi router or wireless “hot spot.”

Clear Floor Space

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

Closed Captioning

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

Descriptive Video/Described Narration

A feature that provides descriptive narration of key visual elements in the content of television programs, videos, films, and other visual media for people who are blind or visually impaired. Important visual elements that such viewer ordinarily would miss—actions, costumes, gestures, colors, scene changes, and so forth—are described by voice, thus engaging the visually impaired viewer with the story.

Disability

The Americans with Disabilities Act defines a “disability” as a physical or mental impairment that **substantially limits** one or more **major life activities**; having a record of such an impairment; or being regarded as having such an impairment.

Disabilities are generally caused by an accident, trauma, genetics, or disease. Examples of physical disabilities include impairments to a person’s mobility, hearing, vision, or speech. Examples of impairments that affect mental function are lower-than-normal intelligence, emotional illness, or some specific learning disabilities.

- **Major life activities** are the basic activities that the average person in the general population can perform with little or no difficulty, such as caring for oneself, performing manual tasks, walking, seeing, hearing, speaking, breathing, learning, and working.
- **Substantial limits** prohibit or significantly restrict an individual in his or her ability to perform a major life activity compared to the ability of the average individual in the general population.

Discrimination

For the MPO or other public entities that receive federal funding, discrimination is defined as excluding specific individuals or groups of people from participating in, or denying benefits of, the services, programs, or activities of the entity.

Discrimination can be caused by intentional actions, or through actions (or inactions) that are not intended to discriminate, but which nonetheless have a discriminatory effect.

Four-Factor Analysis

The US Department of Transportation (DOT) outlines **four factors** that MPOs should consider to assess language needs and decide what steps they should take to ensure meaningful access for people with [limited English proficiency](#):

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

Analyzing these factors helps MPO staff determine the extent of language assistance needed to enable LEP individuals to participate in a program or activity. You can find more information about the four-factor analysis and assistance for LEP individuals in the MPO's [Language Assistance Plan](#).

Handicap

A handicap is a constraint that is imposed upon a person, regardless of whether that person has a disability. For example, stairs, narrow doorways, and curbs are handicaps imposed upon people who use wheelchairs. Handicaps also may result from negative attitudes toward those with disabilities.

Language Assistance Plan (LAP)

Under Title VI, MPOs are required to prepare a LAP that outlines the steps an MPO will take to ensure that eligible LEP persons can meaningfully access the agency's programs and activities. The [four-factor analysis](#) is a basis for determining specifics of the LAP (Appendix B).

Large Print

To make a print document more easily read by individuals with low vision, the font size may be enlarged. The minimum acceptable size for large print is 16 point (Arial 12 point can be converted to 16 point if enlarged 134%). Because the appropriate font size varies according to the severity of the visual impairment, it is best to ask an individual what size is best for them before producing a large-print version of a document.

Limited English Proficiency (LEP)

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

Minority

Minority persons include the following:

- 1) American Indian and Alaska Native, which refers to people having origins in any of the original peoples of North and South America (including Central America), and who maintain tribal affiliation or community attachment.
- 2) Asian, which refers to people having origins in any of the original peoples of the Far East, Southeast Asia, or the Indian subcontinent, including, for example, Cambodia, China, India, Japan, Korea, Malaysia, Pakistan, the Philippine Islands, Thailand, and Vietnam.
- 3) Black or African American, which refers to people with origins in any of the Black racial groups of Africa.
- 4) Hispanic or Latino, which includes persons of Cuban, Mexican, Puerto Rican, South or Central American, or other Spanish culture or origin, regardless of race.
- 5) Native Hawaiian or Other Pacific Islander, which refers to people having origins in any of the original peoples of Hawaii, Guam, Samoa, or other Pacific Islands.

National Origin

National origin means the particular nation in which a person was born, or where the person's parents or ancestors were born.

Path of Travel

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

Public Meeting

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

Reasonable Accommodation

A reasonable accommodation would not “fundamentally alter” the nature of the services, programs, or activities provided. Nor would it result in an “undue administrative or financial burden” for the agency. If a requested accommodation would result in a fundamental alteration or undue burden, the agency must take another action that would not be burdensome, but which nevertheless would ensure that individuals with disabilities receive the benefits and services of the program or activity.

Any reasonable service, aid, modification or adjustment to a meeting, materials, or documents, etc., that gives a person with a disability the opportunity to be an active participant in the meeting process.

Sans Serif Font

Serifs are the small lines tailing from the edges of letters and symbols in some fonts, such as **Times New Roman**. San serif fonts, like **Arial**, do not have these and are therefore easier for individuals with low vision and some types of learning disabilities to read.

FIGURE 1.
Serif and San Serif Fonts

***Screen Reader***

A screen reader is a software application used by individuals who cannot read the computer screen because of full or partial blindness, some types of learning disabilities, or illiteracy. The screen reader identifies what is displayed on the screen and “reads” it to the individual using audible text-to-speech translation, sound icons, or a Braille output device.

Styles

Microsoft Word allows the user to specify styles that automatically apply formatting to text elements in a document, such as headings, body text, and numbered and bulleted lists. Documents that are produced using styles are easier to make accessible using a screen reader, as they provide cues about the type of text that is being read. For example, if a “Heading 1” style is applied to a top-level heading in the document, the screen reader will indicate that the text being read is a top-level heading. Without styles, the screen reader will read all text continuously without giving the listener any idea about the level (heading levels, body text) of the text. In addition, the use of style elements in Microsoft Word creates the necessary tags needed by screen readers to navigate a document.

Template

A template is a master document that has built in styles that specify the text elements, fonts, and other formatting. When a document is created using a template, the desired styles can be easily and consistently applied so that all documents made with that template have a standard look.

TTY (Text Telephone)

A TTY is an electronic device for text communication via a telephone line, used when one or more of the parties has a hearing or speech-related disability. Public payphones equipped with TTY have a small keyboard that pulls out underneath the phone. Note: TTYs are gradually phasing out because of the increased use of voice and video relay.

Undue Burden

An accommodation would impose an undue burden on an agency if it resulted in “significant difficulty or expense.” The determination of an undue burden must be based on all resources available for use in the program for which accommodation is requested.

Wheeled Mobility Device

This refers to devices, such as wheelchairs (manual and motorized) and scooters, which are used by some individuals with physical disabilities to move through their environment. Non-traditional wheeled mobility devices may include Segways and bicycles.

Video Remote Interpreting

This refers to a contracted video service that allows individuals who are deaf to communicate via webcams and/or video phones with hearing people in real time, via a sign language interpreter.

Video and Telecommunication (Voice) Relay Services

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

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

VRS and TRS are overseen by the Federal Communications Commission and private contractors who perform the intermediary communication service are reimbursed for this service.

Vital Document

Vital documents are ones that are necessary for access to essential services and that, if not translated, could result in discrimination on the basis of national origin. Vital documents include, but are not limited to, consent and complaint forms; intake and application forms with the potential for important consequences; written notices of rights; notices of denials, losses, or decreases in benefits or services; and notices advising LEP individuals of free language assistance services. Vital documents need to be translated into the primary languages identified for an area, based on the [LEP four-factor analysis](#).

Chapter 2—Accessible Document and Web Content Protocols

2.1 ABOUT ACCESSIBLE DOCUMENTS

For CTPS and the Boston Region MPO, document accessibility encompasses the various ways in which the needs of persons with disabilities are accommodated so that they can participate in the transportation planning work conducted by these organizations. In the case of an individual who has limited vision, an accessible document might be produced in a large-size, easy-to-read font (typically a [sans serif font](#)). In the case of an individual who is blind, an accessible document might be produced in Braille, be formatted to interact with a screen reader, or be read onto tape or compact disk (CD). The key to making the document and the information it conveys accessible is to provide an individual with the format that works best for him or her.

CTPS and the Boston Region MPO are endeavoring to make all documentation (both print and electronic) accessible to the public, including persons with disabilities. Federal laws require all subrecipients of federal funding to comply with a number of laws and regulations that require all documentation to be accessible. The Commonwealth of Massachusetts has adopted the federal requirements and included compliance in its own enterprise standards. In addition, the contracts that fund the work done by CTPS and the MPO require compliance with [Section 508 of the Federal Rehabilitation Act](#) (which governs electronic media and documentation).

2.2 VISUAL CHARACTERISTICS OF ACCESSIBLE DOCUMENTS

Documents are easier for individuals with low vision to read if they are created with a [sans serif font](#) and minimal [use of all caps, small caps, and italics](#). In addition, [if background and/or text shading or colors are used](#), there should be a high contrast between the text and the background.

- Print documents are made accessible by enlarging them for easier reading by individuals with low vision.
- Documents on the MPO website are posted in both PDF and HTML formats. Individuals with low vision can enlarge both of these formats on their screen for easier viewing. In addition, HTML documents (and to some degree PDFs) can be read by a screen reader for people who cannot see the screen.

2.3 POLICIES AND PROCEDURES

2.3.1 All CTPS Documents Need to Be Made Accessible

Except those that will be used only for internal purposes, all documents should be accessible. Although documents that are for internal use only (that is, documents that will not be sent to a recipient outside of CTPS and will not appear on the website) do not technically need to be accessible, authors should get in the habit of making every document accessible by starting with a CTPS [template](#), as it may save time and effort in the long run.

2.3.2 Documents in Large-Print, Braille, or Audio Recording

In general, documents only need to be produced in these formats in response to a specific request through which the individual can specify their particular needs in terms of accessibility.

2.3.3 Large-print Versions of Handouts at Meetings

All public meeting notices must inform potential attendees that, if they wish to receive handouts in accessible formats at the meeting, they should contact CTPS in advance to inform us of their specific needs. It is, therefore, not necessary to create large-print versions of all meeting handouts. However, if there is a reasonable expectation that someone attending the meeting will need a large-print version, you can produce copies that meet the [minimum acceptable size for large print](#) (Arial 16 point). If this is not sufficient, the individual can let you know, and, if possible, you can enlarge the document for them at that time, or you can send it to them after the meeting.

2.3.4 Making Print Documents Accessible

The CTPS [document templates](#) have been created so that the print version of a document can be easily enlarged to the minimum acceptable size for large print, or larger (Arial 12 point can be converted to 16 point if enlarged 134%).

2.3.5 Updating and Publishing Legacy Documents

- **Approach 1:** If the document was created using Word styles and, in particular, if document headings were formatted using Word's heading styles, it may be easiest to import the current CTPS template styles into the document. Instructions for Using Styles from CTPS Templates in Other Documents are available on the CTPS intranet site. Bear in mind that this approach still requires manual re-creation of page-level formatting such as margins, headers, and footers. In reports especially, headers and footers can be quite complex to set up properly, so the second approach, below, may turn out to be easier.
- **Approach 2:** Copy and paste the text of your original document into the appropriate template. After you have finished pasting in the text, you

should position the cursor inside each paragraph (it is not necessary to highlight the entire paragraph) and apply the appropriate style from the template document styles.

2.3.6 Making Documents for the MPO Website Accessible

For all documents that will be posted to the MPO website, you must use one of the CTPS [document templates](#) to create your document. Embedded in each template are instructions for all of the steps that you, the author, need to follow to ensure that your document can be made accessible. If your document will be posted on the MPO's website, follow the instructions in the [Accessible Document Production Process: Flowchart](#) and the [Work Scope Development and Accessible Document Production Process: Flowchart](#).

2.3.7 Posting Nonaccessible Documents to the MPO Website

It is our policy not to post documents from other sources that cannot be made accessible. If requested to do so, we will work with the client to provide guidance on how they can make their documents accessible.

Sometimes documents from other sources that are not accessible will be presented and discussed at an MPO meeting. In such cases, the documents will not be posted on the MPO's website. They will be sent via email to MPO members for their review before the meeting and will, if requested, be enlarged for individuals who may be attending the MPO meeting.

2.4 ROLES AND RESPONSIBILITIES

2.4.1 Author's Role in Creating Accessible Documents

All authors must follow the procedures that will ensure that all of their documents can be made accessible. ***This includes all content—text, alternative text, images, maps, tables, graphs, charts, figures, and exhibits.***

For additional information on creating accessible documents, please see the [Purpose, Methods, and Responsibilities: Memo from Executive Director](#), the [Accessible Document Production Process: Flowchart](#), and the [Work Scope Development and Accessible Document Production Process: Flowchart](#).

2.4.2 Editorial Group's Role in Creating Accessible Documents

During the editing process, Editorial staff review each document to check for the proper application of styles. If only a few problems are found, editors will make the corrections. However, if the editor finds that the author has not applied styles correctly throughout a document, the editor will ask the author to correct the problem(s) in the original source document.

Although authors are encouraged to write the alternative text for images, Editorial will do so if the author prefers.

2.4.3 Graphics' Role in Creating Accessible Documents

The Graphics staff is responsible for producing accessible versions of the properly prepared documents provided to them by CTPS authors. The Graphics staff reviews each document to check for the proper placement of tables, maps, figures, and exhibits prior to converting the document into PDF and HTML files.

For additional information on creating accessible documents, please see the [Purpose, Methods, and Responsibilities: Memo from Executive Director](#), the [Accessible Document Production Process: Flowchart](#), and the [Work Scope Development and Accessible Document Production Process: Flowchart](#).

2.4.4 Charging Your Time When Preparing Accessible Documents

Editing an accessible document, including all associated alternative text for describing images, maps, tables, graphs, charts, figures, and exhibits will be charged to the project budget. The Graphics staff will charge its post-document-production accessibility work to a specified budget other than the project budget.

2.5 CREATING ACCESSIBLE DOCUMENTS USING TEMPLATES AND STYLES

2.5.1 Always Use Templates to Create Accessible Documents

Authors should ***always*** use one of the [CTPS templates](#) that have been developed for the various kinds of documents produced by CTPS. The templates contain specific styles and other formatting that is necessary for creating documents that can be made accessible.

The templates incorporate all of the CTPS standards—both for accessibility and for appearance and content. Instructions and other helpful hints and comments appear within each template.

While every effort has been made to perfect the templates and automate various processes for the author, ***the author still must utilize the templates correctly.*** If you need help using the templates, please see Editorial.

2.5.2 Location of Templates

The templates can be found on the [CTPS intranet site](#) under Templates/Forms: Documents and Graphics. Document templates appear alphabetically on that page.

2.5.3 Always Download a New Template from the Intranet

Each time you start a new document, you should download the appropriate template from the “Documents and Graphics” page on the CTPS intranet site, as the templates continue to be refined. Downloading the template before you begin will ensure that you are using the latest version.

2.5.4 Considering Visual Elements in Your Publications

You should always ask the Graphics staff, preferably before you begin your work, to give you advice on the color combinations that are visually appealing and provide the correct amount of contrast for individuals with low vision.

2.5.5 Use of Fonts

The CTPS templates use Arial for body text and Trebuchet for headings, as they are both [sans serif fonts](#) that are widely available across platforms and by most web browsers. You are not necessarily limited only to the use of these fonts; however, at the very least, you should consult with Graphics staff before using other fonts; they are best equipped to advise you about the availability of your desired fonts to all readers, as well as how the fonts fit within the established “look” of CTPS documents. Because CTPS templates are designed to save you time in the long run, it is advisable to start with them, even if you will be modifying the fonts they use.

2.5.6 Use of ALL CAPS or *Italics*

For individual words or short phrases, all caps, small caps, and italics can be used. However, for large chunks of text, it is preferable not to use them, as they are more difficult for individuals with low vision or certain types of learning disabilities to read.

2.5.7 Do Not Use Multiple Columns in Text

Using multiple columns does not adhere to accessibility criteria.

2.5.8 Orientation of Text on a Page

In general, text should be oriented parallel to the top of a page unless it is rotated for aesthetic purposes. However, column headings in a table may be rotated sideways (that is, turned 90 degrees counterclockwise) if necessary to make the table fit on the page.

2.5.9 Using Styles that Are Not in the Template

Examples of this include multilevel lists, and different numbering styles. Word lists are a bear to work with—very touchy indeed. It is recommended that you seek the help of IT&S staff if you need to add a style for a bulleted or numbered list. If you want to [change the appearance of other types of text](#), you should be able to [modify or add to the template’s Word styles yourself](#).

2.5.10 Some Documents Cannot Be Made Fully Accessible

As illustrated by the following examples, when faced with a document that cannot be made fully accessible, we will determine and use the next best alternative in terms of accessibility. If you have questions about specific documents and whether and how they can be made accessible, please consult with the Deputy Director or Director of Policy and Planning.

- **TIP Tables**: Currently the TIP tables must conform to formatting that is defined by MassDOT. This formatting is not fully accessible or navigable by screen readers. Because CTPS cannot change this formatting, we have developed a way to add alternative text in the first cell of the table that cannot be seen by sighted individuals, but that can be read by a screen reader.
- **Gantt Charts**: Microsoft Project Gantt charts cannot be made accessible, nor can the text in a Gantt chart be exported in an accessible way to PDF or HTML. However, an accessible table can be produced from the Gantt chart and referenced by it.
- **Some Forms**: Sometimes a form that the MPO is required to use by a federal agency cannot be made accessible (for example, the FTA Title VI Certifications and Assurances form). When this is the case, the text of the document in which the form appears should inform the reader that the form is not accessible and provide the reader with instructions regarding who they can contact for assistance.

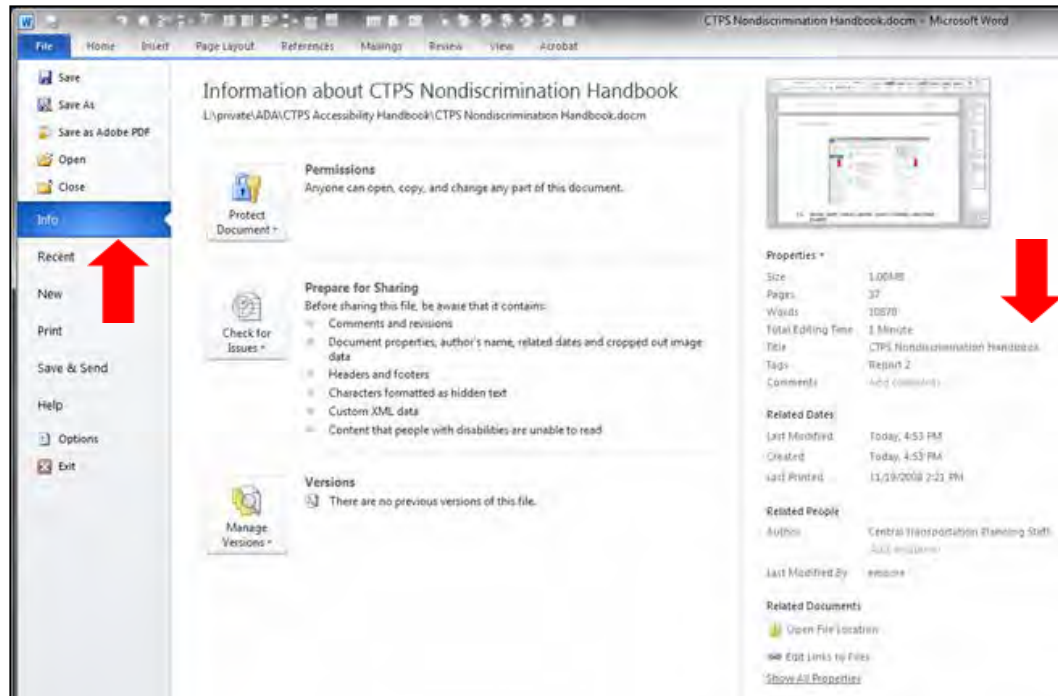
2.5.11 Making Special Formatting Accessible

Examples include a long quote that is indented at both margins and a paragraph with a hanging indent. Styles may be added to Word documents by authors who need formatting that is particular to their document. For example, if you have evaluated multiple intersections for a report and include a recommendation for each intersection styled as a hanging-indent paragraph in italics, you may create a new style to help in formatting each occurrence. (However, you should first consider whether your repeated element can be implemented with one of the heading levels available in the templates.) Although the new style will aid comprehension for sighted readers, authors should be aware that screen-reading software will not distinguish between the new style and plain text, so accessibility will not be improved for non-sighted readers. Therefore, don't rely solely on visual formatting to convey the context of content in your document. Spell out the context in the document's text. In the example given above, "Recommendation:" could precede each recommendation. A long quote could be introduced as such ("...according to the following extract from the *MUTCD*:").

2.5.12 Specific Aspects of a Document That Ensure it is Accessible

All headings and lists (numbered and bulleted) must be designated as such by applying the specified Word style so that the screen reader announces them appropriately. In addition, all embedded graphics that are not purely decorative should have alternative text so that the screen reader can announce the function and purpose of the graphics. Tables should follow [table guidelines](#) so that the screen reader can read the applicable column and row headings of any cell in the tables. Finally, the title of the document should be copied from the visible text of the document and entered in the document properties—found under the "Info" section of the "File" tab, as shown in the figure below—so that the screen reader can properly announce the document title. If you follow the instructions provided in the document templates carefully, all these aspects will be correctly addressed.

FIGURE 2.
Document Title in Document Properties



2.6 IMAGES, MAPS, TABLES, GRAPHS, CHARTS, FIGURES, AND OTHER EXHIBITS

2.6.1 Making Images Accessible

For simplicity, the word “image” will be used for all of the categories cited above. Some [simple tables](#) can be read by a screen reader; however, when using most images in an accessible document, alternative text must be supplied for each image ***unless the image is merely decorative or the text of the main document fully describes the image or, in the case of tables, if the table is***

small enough that its description would include much of the content or would seem redundant. Screen-reader software generally announces the presence of any image and reads aloud accompanying alternative text (which is invisible to the sighted reader) to convey the purpose and/or content of the image.

2.6.2 How to Write Alternative Text

In general, alternative text should:

- ***Avoid redundancy:*** Do not repeat an image title or caption (assuming that it is in Word and occurs above the table or figure), or other nearby text that already describes at least part of the purpose of the image.
- ***Be succinct:*** Omit extraneous information that is not needed to convey the purpose of showing the image. If the author believes that the image needs a long explanation (more than 20 words), the explanation should be in the text of the main document.
- ***Convey in words the same information that is communicated by the image:*** Think of the alternative text as a replacement of the image rather than simply a description of its appearance. The alternative text should represent the purpose and function of the image in the context of the document. It should cite what this image says and why it is important.

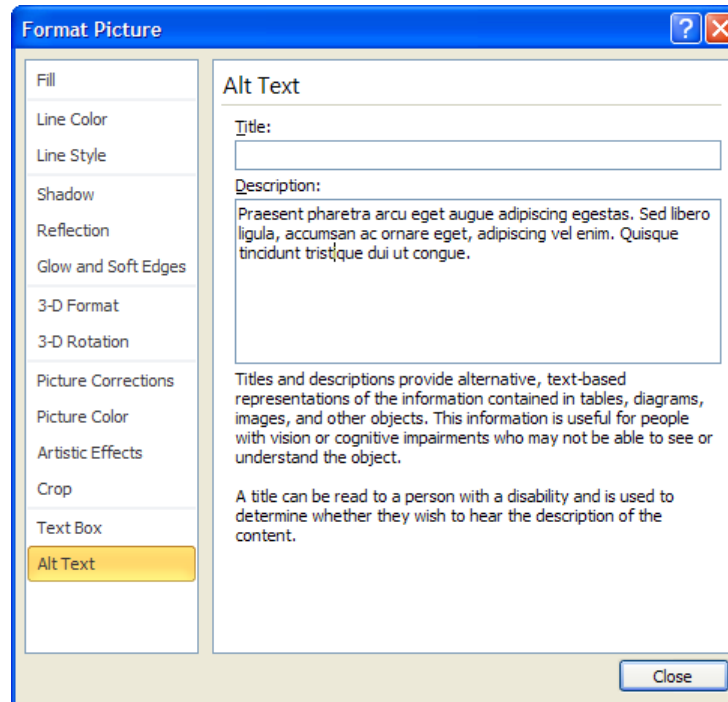
For example, an image may be used to illustrate the growth in population over a decade. The main document text may state: “Below is a chart illustrating the growth in population over the last decade. It shows that there has been an annual increase of 3% during the first five years, while the second half of the decade had lower growth, at 1% per year.” If the main text does not include this information, it must be provided as alternative text.

- ***Describe the general organization of a table:*** For example: “The MPO town at the beginning of each row is followed by columns of population and employment data.”

2.6.3 Specifying Alternative Text for Images and Tables in MS Word

In Microsoft Word, alternative text can be inserted by right-clicking on the image or table, selecting “Format Picture” or “Table Properties” or “Object Properties,” respectively, choosing the “Alt Text” tab in the dialog box, and then entering the alternative text in the “Description” box provided (shown in the figure below).

FIGURE 2.
Alt Text Dialog Box



2.6.4 Alternative Text for Decorative Images

Alternative text should be provided for all images. If the image is decorative only, the alternative text can be a null value or it can be a simple description such as “Photograph of an Orange Line train.” You should consult with Graphics if you are unsure about what is needed.

2.6.5 Inserting Alternative Text for Images That Are NOT in a Word Document, but Will Be Added to the PDF

If the images requiring alternative text are to be inserted in a Word document by Graphics staff rather than by the author, the author should enter the images’ alternative text in the main document text following the images’ placeholders.

If the images requiring alternative text will not be inserted into a Word document, but will be inserted into the PDF file (such as a full-page map or table), the author should place the alternative text on a blank page within the Word document where the image will be inserted. The author also should provide the name of the file that is associated with the alternative text.

Alternative text is a very important part of making a document accessible. Consult the Graphics staff if you need help using Microsoft Word to insert

alternative text. For more guidance on writing alternative text, please speak to Editorial. You can find additional information on the [WebAIM website](#).

2.6.6 How to Create Tables for a Screen Reader

Screen readers read tables in rows from left to right and then from top to bottom, reading the text as if no cell boundaries are present. Listeners will be disoriented if rows do not contain equal numbers of columns (as happens if some cells have been merged) or if some cells are empty (screen readers do not pause for empty cells or announce them). Therefore you should try to make your table a simple grid, with equal numbers of columns in each row and equal numbers of rows in each column. You also should supply content for each cell. If it is very important for visual clarity to leave some cells blank, consult Graphics staff for techniques to meet both demands simultaneously.

Graphics staff will make simple grid tables both readable **and navigable**; that is, the screen-reading software will be able to identify, on demand, the applicable column and row headings for any cell in the table, in addition to reading the contents of all rows sequentially. The table below can be prepared easily for navigation by individuals using screen-reading software.

TABLE 1.
Example of a Table that is Accessible to a Screen Reader

Travel Mode	No-Build	Alternative 1	Alternative 2	Alternative 3
Automobile	8,277	8,878	8,770	8,579
MBTA bus	753	566	1,254	1,001
Rapid transit	650	879	708	889
Commuter rail	n/a	N/A	101	99
Total	9,680	10,323	10,833	10,568

N/A = Not applicable or available.

The most common use for merged cells within tables is to create multilevel row or column heads to avoid repeating information that is common to several them. The table below extracts words common to the last four column heads and places them in a single merged cell spanning four columns. For tables to be accessible it is preferable **not** to do this but instead to ensure that each row or column head is fully contained within one cell for each row or column.

TABLE 2.
Example of a Table that is NOT Accessible to a Screen Reader

Travel Mode	No-Build Trips	Alternative 1 Trips	Alternative 2 Trips	Alternative 3 Trips	Alternative 3 B			
					Trips	Mode Share	User's Cost/Mile	Emissions of X
Automobile	8,278	8,878	8,579	8,579	6,186	92.5%	\$2.50	5.25 kg
MBTA bus	753	566	1,001	1,001	1,049	4.5%	\$0.25	1.00 kg
Rapid transit	650	879	889	889	1,014	1.5%	\$0.50	.75 kg
Commuter rail	na	na	101	101	99	0.5%	\$0.75	.90 kg
Total/Avg.	9,681	10,323	10,570	10,570	7,334	100.0%	\$1.00	9.15 kg

Another use of merged cells is in “category” header rows. For example, a table showing demographic information for the towns in the Boston Region MPO area might group the towns by subregion and include a row above each group of town names announcing the name of the subregion in a single merged cell. This construction is also very difficult to make accessible. Instead, consider breaking the table into separate tables, one for each group or category, with table titles adjusted accordingly. If you have any difficulty figuring out how to break complex tables into simple ones, you can seek help from the Graphics staff.

Complete instructions for creating accessible tables can be found at the end of this chapter.

2.6.7 Exhibit Tables in Work Scopes Do Not Require Alternative Text

Tables that are automatically generated from the CTPS work scope [exhibit builder tool](#) are accessible for use with a screen reader and do not need alternative text.

2.6.8 Using Borders and Other Visual Separation Aids in Tables

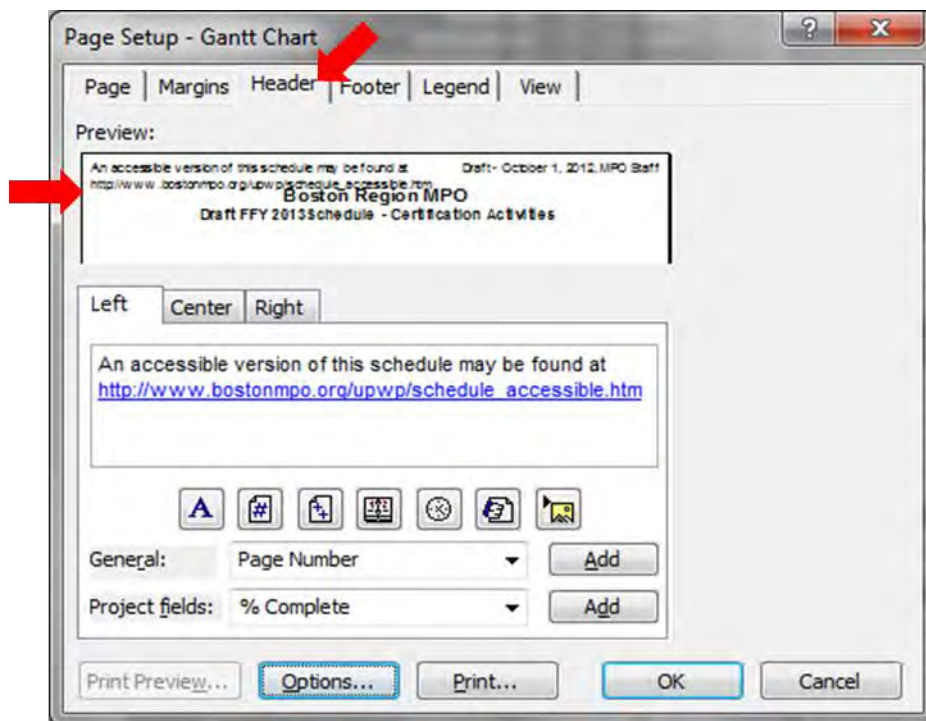
When you judge that the reader will need help in not losing track of a row, you may need to give the rows horizontal borders, provide more space between the rows, or shade every other row. You should not insert blank rows or columns to add spaces between rows and columns, respectively, as doing so causes problems for the screen reader.

Vertical borders should be used only when you think the reader would have trouble grasping the organization of the table without them. If it is at all possible, avoid the use vertical borders to provide separation between columns of data that are too close together. Instead, reformat the table to solve the problem. For more information regarding the formatting of tables, see the “Documents and Graphics” page on the [CTPS intranet site](#).

2.6.9 How to Make a Microsoft Gantt Chart Accessible

If you have any tasks or activities in the project that occur on single days (for example, a recurring meeting), edit the task description to summarize that schedule with words (e.g., "RTAC meetings monthly on the second Monday"). Then use your mouse to highlight the first three columns of the chart (the task description column, the start date column, and the end date column) for all of the task rows. Copy the highlighted cells and paste them into a Word document as a table. The Word document can be further edited to adjust the formatting and to add any necessary title or other text. Then it should be converted by Graphics into HTML. In the page header of the Microsoft Gantt chart, add text that explains that a fully accessible version of the schedule is available and provides the URL of the HTML page that Graphics created. Microsoft Project will automatically make the URL an active link.

FIGURE 4.
Gantt Chart Page Header



2.6.10 Formatting Maps

In general, you should use the same fonts and point sizes for any text on a map that you would use for the text portion of a Word document. However, if 12-point Arial is too large to fit on the map, you should use the largest size that will fit. When doing so, you should try to make any thematic text (that is, the text that is most important to the purpose of the map) as large as possible, while placing less emphasis on the background or reference text (for example, the names of municipalities). A map's legend should always be oriented parallel to the top and

bottom of the map (i.e., parallel to the title box.) The “Documents and Graphics” page on the [CTPS intranet site](#) also has instructions for producing maps, including:

- Standards and Procedures
- Graphics and Mapping: Dos and Don'ts
- ArcGIS Templates
- Frames for Full-Page Figures (including maps) in PowerPoint

2.7 POSTING DOCUMENTS TO THE MPO WEBSITE

2.7.1 Getting Your Documents to the Right Place

As indicated on the [Accessible Document Production Process: Flowchart](#) and the [Work Scope Development and Accessible Document Production Process: Flowchart](#), you should move your document into the prescribed folder on the network and then email all Graphics staff to alert them that the document is in the folder.

2.7.2 The Process for Posting Documents

Once documents have been converted to HTML and PDF and verified for accessibility by Graphics staff, the Certification Activities staff has the responsibility of posting documents that are associated with specific MPO meetings. For documents that are posted on the MPO website under “MPO/CTPS Reports,” the author should notify IT&S staff when the document is available for posting. For more details, see the [Accessible Document Production Process: Flowchart](#) and the [Work Scope Development and Accessible Document Production Process: Flowchart](#).

2.8 MISCELLANEOUS

These guidelines are intended to be as generally helpful as possible for staff members facing the task of preparing their work to be made accessible. Please contact the CTPS Director of Policy and Planning to suggest inclusion of any additional accessibility-related materials.

2.9 CTPS ACCESSIBLE DOCUMENT PRODUCTION PROCESS

The following process should be followed for all CTPS-produced documents (other than work scopes*) that will be posted for an MPO meeting or anywhere on the MPO website.

ACTION	Description	Action Completed No Later Than:
ALERT GRAPHICS	Author emails ALL Graphics staff that a document will be available soon.	When document is sent to editing
GET DOCUMENT ON MPO AGENDA	Document approved for placement on MPO agenda at agenda-setting meeting (if applicable). Author should alert Karl and Certification Activities staff, the week before the agenda-setting meeting, that he or she wishes to have the scope on the agenda.**	8 full business days prior to MPO meeting†
PLACE SCOPE IN FOLDER	Author PLACES COMPLETED, APPROVED, AND EDITED DOCUMENT (in MS Word) in the appropriate sub-folder (e.g., Memo, Report) under \\Lilliput\groups\Editing\Document_processing\	7 full business days prior to MPO meeting or desired posting date‡
NOTIFY GRAPHICS	Author emails ALL Graphics staff when document has been placed in the appropriate sub-folder, noting date of MPO meeting.	7 full business days prior to MPO meeting or desired posting date‡
CREATE PDF & HTML DOC.	Graphics staff CREATES PDF and HTML versions of document and VERIFIES accessibility.‡	6-7 full business days prior to MPO meeting or desired posting date‡
PLACE & NOTIFY	Graphics staff PLACES PDF and HTML versions in \\Lilliput\groups\Editing\Document_processing\appropriate sub-folder\ Accessible_HTML_PDF. Graphics staff NOTIFIES appropriate party§ that document is ready for website.	5 full business days prior to MPO meeting or desired posting date‡
PLACE ON WEBSITE	Appropriate party§ PLACES PDF and HTML versions of the document on website (and deletes the PDF and HTML files from the "Accessible_HTML_PDF" sub-folder).	5 full business days prior to MPO meeting or desired posting date‡
SEND CONFIRMATION	Appropriate party§ emails a CONFIRMATION to author and Graphics that document has been posted.	5 full business days prior to MPO meeting or desired posting date‡

* For work scopes, please refer to the "CTPS Work Scope Development and Accessible Document Production Process" flowchart.

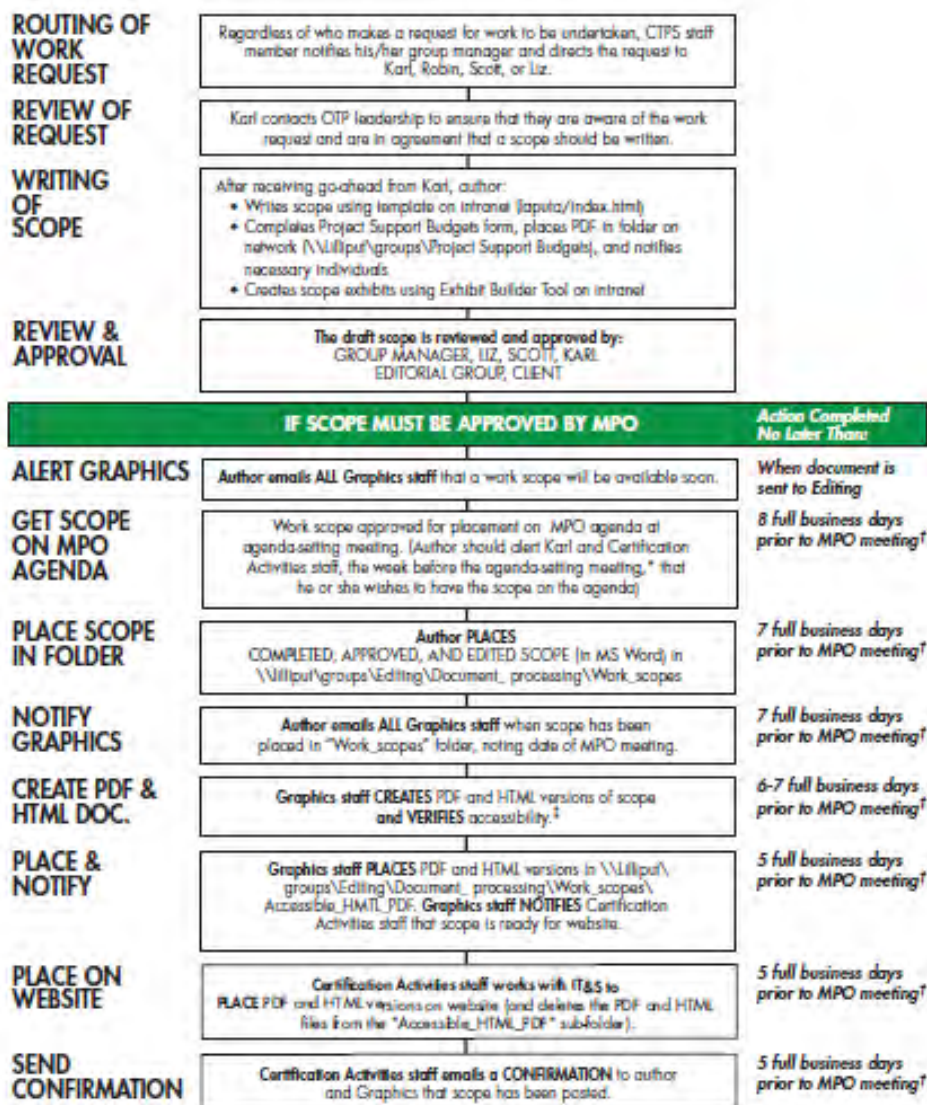
**The agenda-setting meeting is generally held on the Monday of the week preceding the week of the MPO meeting.

† Example: If the MPO meeting is held on the morning of Thursday, September 20, "8 full business days prior" starts at the beginning of the day on Monday, September 10.

‡ After Graphics staff create the PDF and the HTML versions of the document, they place the author's original document in the "Post_process_originals" sub-folder under \\Lilliput\groups\Editing\Document_processing\appropriate sub-folder).

§ For documents associated with MPO meetings, this refers to Certification Activities staff. For all other documents, this refers to IT&S staff (Ben or Mark).

2.10 CTPS WORK SCOPE DEVELOPMENT AND ACCESSIBLE-DOCUMENT PRODUCTION PROCESS



* The agenda-setting meeting is generally held on the Monday of the week preceding the week of the MPO meeting.

† Example: If the MPO meeting is held on the morning of Thursday, September 20, "8 full business days prior" starts at the beginning of the day on Monday, September 10.

‡ After Graphics staff create the PDF and HTML versions of the scope, they place the author's original document in the "Post_process_originals" sub-folder under \\Lilliput\groups\Editing\Document_processing\Work_scopes\.

2.11 TABLE FORMATTING—PRODUCING TABLES THAT MEET BOTH ACCESSIBILITY AND CTPS DESIGN STANDARDS

INTRODUCTION

WHY TABLES?

At CTPS, we use tables to present large amounts of technical data. By arranging data in coherent groupings, tables can communicate complicated ideas simply. Tables can act as ordered lists—storage for data. Often they can explain, compare, and clarify concepts in a smaller space than can words alone. Some CTPS products will contain no tables at all, while others will employ tables heavily. This is natural; tables may not be needed in a memo that primarily discusses policy issues, for example, which are best communicated through words. The general idea is to choose a blend of communication that uses both tabular and narrative information to their best advantage.

TABLES ARE INHERENTLY VISUAL

Every reader absorbs information differently; some prefer it communicated through text and others through tables. When we are trying to digest content rapidly, we scan material. We use our eyes to scan tables differently than we scan text. By their nature, tables are a visual medium; they rely on layout to enhance comprehension of their contents. But what if the reader is blind or has low vision? Section 508 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act (ADA) of 1990 require that all federal agencies and federal-funding recipients give people with disabilities access to information that is comparable to the access available to others—unless it presents an undue burden for an agency.

The Boston Region MPO and CTPS are committed to both the letter and spirit of this mandate.¹ Because the majority of our products are read electronically on the Web, we are dedicated to making all of our information accessible to people who are blind or have low vision, providing them with “reasonable accommodation,” per the ADA. Further, since CTPS strongly believes that this is the right and just thing to do, we expect our authors to participate in our dedication to accessibility.

CTPS TABLE TEMPLATES

The CTPS accessibility committee has defined conventions for tables that ensure they can be fully described and navigated by current “screen readers”—applications that audibly read the material to blind users in an artificial voice.

These conventions are described in this document and incorporated into the CTPS table templates, which are located at http://laputa/new_site/standards/requirements_and_templates.html for your convenience.

Please create your tables in Excel using one of the CTPS table templates, and import them into a Word document using the preferred method described in [Appendix A](#) of this document.

¹ [Krepp, Ben. TRB paper submission, CTPS, 2013.](#)

TYPES OF TABLES

There are as many ways of constructing tables as there are authors and ideas. This document cannot cover every possible type of table because their formats depend upon the content, the audience, the type of written product, and the author's imagination. The possibilities for presenting information visually are boundless! So, for the purpose of this document, we are going to refer broadly to "simple" and "complex" tables.

Simple Tables

- Simple tables are ones that present data in a completely uniform grid, with only one row of column heads (the top row in the table) and only one column of row heads (the first column in the table), and with no merged cells or subsections.
- Simple tables can easily be made accessible.
- They are preferable to complex tables because it is easier to make simple tables fully navigable for a screen reader.
- Therefore, authors should make every effort to present data in a simple table format.
- Examples of formatting for simple tables are presented in [Appendix B](#) at the end of this document.

Complex Tables

- In short, complex tables are more complicated than the examples shown in Appendix B.
- Unlike simple tables, complex tables may have rows that are organized in multiple sections (each with a row section head) and/or multiple columns (each with a column head) grouped under one common column section head (in a merged cell).
- Although complex tables are not CTPS's preferred mode for accessibility, sometimes they are necessary in order to present material in an understandable and effective way.
- If an author believes that her/his content would lose impact by organizing it in a simple table format, s/he should seek guidance on the various options available.
- It is an author's responsibility to consult with Graphics staff in the early stages of formatting their complex tables for tips on making them as accessible as possible.

THESE GUIDELINES

While the guidelines herein are agreed upon and preferred for all CTPS documents, they do not cover all conditions in every instance and, depending upon the content and product, some exceptions may be made. If you do not see a topic covered here, or are wondering how to handle a specific or unusual situation, please consult with the Graphics or Editorial group.

FORMATTING CONVENTIONS

II.1 ACRONYMS/ABBREVIATIONS

- All acronyms and abbreviations used in table should be defined below the table, on a separate line in the [citation area](#).
 - Arrange alphabetically, separate with period.
 - For example: FFY = federal fiscal year. mph = miles per hour. N/A = not applicable or available.
-

II.2 ALIGNMENT

Placement of table on page:

- Center horizontally

Column Heads:

- Vertically aligned at the bottom of cell (whether or not text in column head wraps)

Columns of numbers, including column head:

- Right align

Columns of text, including column head:

- Left align

Columns of mixed text and numbers:

- Right align

Row Heads (far left column):

- Left align
- If more than one line, use a hanging indent

In rows:

- If only the row head has multiline contents, bottom align
- If cells other than the row head have multiline contents, top align

When text is rotated vertically within cell:

- Left align
-

II.3 BOLD TYPEFACE

The following components should always be in bold type:

- Column heads
- Total rows
- Table titles

Bold text can also be used to emphasize the contents of a cell

II.4 BORDERS

General:

- “Borders” are any lines in a table
- Use the Borders function to create them
- Never use underscore or underline functions

Vertical borders:

- Try to avoid
- May use when making visual statement
- Or, to provide separation between columns of data that must be very close together
- Or, if they would help reader grasp organization of table

Thickness of borders:

- In general, use default one-point lines for borders (select thinnest border option in Excel)

Continuous-border style:

FORMATTING CONVENTIONS

- Use above and beneath column heads, above totals, and at bottom of table
 - Use continuous borders, not partial borders
 - Subsections of a table may be divided by horizontal borders
-

II.5 CAPITALIZATION

In column heads:

- Capitalize Like the Title of a Book, as in This Sentence.

In row heads:

- Capitalize only first letter of first word.
-

II.6 CITATION AREA

- This is the area below and on the outside of table.
 - Information in citation area of table should be two points smaller than point size of table body. For example, if a table is displayed in Arial 12 point, then the footnotes, definitions, source, etc. should be in Arial 10 point, etc.
 - Left aligned with hanging indent; do not skip any lines.
 - The order of citations is, each on its own line:
 - Note(s) (A “note” is a comment that applies to the entire table.)
 - Footnotes (A “footnote” applies only to a specific element in a table.)
 - Acronyms
 - Source
-

II.7 COLUMN HEADS

- Column heads contain text at the top of a column, which defines the data in the column
 - They are bold
 - [See Alignment above](#)
-

II.8 COLUMN WIDTHS

Columns with the Same Category of Data:

- For example, a group of columns all giving numbers of trips under various scenarios
- Widths should be equal

Columns with Varying Types of Data:

- Do not need to have equal widths
-

II.9 CONSISTENCY

- Format should be consistent within each table and from table to table within a document.
-

II.10 EMPTY CELLS

- Empty cells are not audibly signaled by a screen reader, so can lead people using screen-reading software to lose their place in the table.
 - Therefore, all cells should have something in them. For data cells, you can use a zero, N/A, or em dash (use the Special Character tab in the Insert Symbol dialog box)
 - However, for sighted people, empty cells can sometimes aid comprehension of the table as a whole.
 - To solve this problem, you can put text, symbols, or numbers formatted in the same color as the table background (usually white) in the “empty” cells.
 - For column and row heads, you can use “no heading.”
 - For data cells, use a zero, N/A, or em dash (use the Special Character tab in the Insert Symbol dialog box)
-

II.11 FONT AND POINT SIZE

- Arial 12 point in the body of table; Arial 10 point in [citation area](#)
-

FORMATTING CONVENTIONS

- However, sometimes may be necessary to use smaller point size to fit table on the page
- In such cases, the largest possible font size should be used. If it appears that 8 point is too large, try using Arial Narrow before decreasing the point size any further.

II.12 FOOTNOTES

- Do not use MS Word's footnote function that is used to place footnotes at the bottom of page
- Footnotes should appear immediately following table, not in the table or at bottom of page
- The CTPS template Table Source style automatically provides the proper spacing
- Use an asterisk (*) if only one footnote is needed
- For an all-text table, use numbers as footnote symbols
- For numerical or mixed (numbers and text) data, use lower case letters as footnote symbols
- Make letters and/or numbers superscript both in the table and in the footnote
- Footnotes within a table should read alphabetically or in numerical order, left to right
- Avoid using symbols for footnotes, e.g. († ‡ §)

II.13 HYPHENATION

- Do not hyphenate words in tables

II.14 LANDSCAPE-ORIENTED (HORIZONTAL) TABLES

When placing in a document with mostly portrait-oriented pages:

- Position so that the top of the table is on reader's left

II.15 NOT APPLICABLE/NOT AVAILABLE

- "N/A," not "na" or "NA"
- If data for a cell are not available or not applicable, you may put an em dash in the cell (use the Special Character tab in the Insert Symbol dialog box)
- If N/A is used, you should define the [acronym](#) in the citation area

II.16 NUMBERS

Commas:

- Use commas in numbers (1,000 *not* 1000)

Decimals:

- Include leading zeros (0.68 *not* .68) and closing zeros (1.60 *not* 1.6, if rounding to two decimal places)

Negative Numbers:

- Use a negative sign rather than parentheses () to denote negative numbers

II.17 PLURAL VS. SINGULAR WORDING

- Almost always use singular form in column heads
- Example: "Model Statistic," not "Model Statistics"

II.18 PROJECT NAME

- Does not need to appear with the table unless table will be distributed separately
- Example: meeting handout; in which case, project name may be added in header or footer
- Should not be part of table or table title

II.19 ROW HEADS

- The far left column contains the titles of rows ("row heads")
- The row head must contain information that defines the contents of a row
- Generally composed of text, so often is wider than the other columns of data in table

FORMATTING CONVENTIONS

- Capitalize only first letter of first word
 - A **subtotal** row head should state which rows are included in the subtotal
-

II.20 SHADING

- Refers to shading within cells/rows
 - May use with discretion
 - Use high contrast shading (text should stand out from background)
 - Shading of alternate rows is recommended on large tables—of one page or longer
-

II.21 SPACING***Spacing between columns:***

- Avoid large gaps between columns
- Space between columns should appear equal
- If you have groups of columns within a table, then add more space between the groups
- There should be space between a cell's contents, borders, and content of adjacent cells
- You may add space by indenting text by using the either the left or right horizontal alignment function

Spacing between rows:

- Add a small amount of space above and below each horizontal border (in Excel, increase the row height and vertically align at the top, center, or bottom of cell to achieve desired result)
-

II.22 SOURCE

- Citation of source should begin with the word "Source" followed by a colon
 - Should come last at bottom and outside of table, in the citation area
-

II.23 TABLES THAT CONTINUE ON MULTIPLE PAGES

- Use the Repeat Header Rows table function.
 - Allow tables to break naturally.
 - Do not break them manually.
 - The headings of your table will automatically repeat on each new page (as happens with this text table).
-

II.24 TEXT TABLES

- The document you are reading is formatted as a text table.
 - You may use them to organize text data in a document.
 - Some of the rules of numerical data tables do not apply.
 - For example, you may center columns of text if helpful in displaying meaning of content.
-

II.25 TITLES/TABLE NUMBERS***Table number line (for example, "TABLE 3-9"):***

- The word "TABLE" in the table number should be all caps
- Table numbers should be bold and on a separate line above the table title

Table title:

- Style of type = bold; capitalize Like the Title of Book, as in This Sentence; centered above table
 - Font = Arial, 12 point
 - Titles of all tables in a document should be in the same point size
 - Okay if title does not fit on single line are; text should wrap (flow from line to line)
 - Table title formatted in Caption style in the CTPS memo and report templates
-

II.26 TOTAL

FORMATTING CONVENTIONS

- “Total,” not “Totals”
- Entire total row should be bold
- Put a border above and below total row
- Subtotals: entire row should be italics

II.27 UNIT SIGNS

- Unit signs are symbols that refer to units of measure; for example: #, \$, %, x, kg, mph, etc.
- They should be used in a cell, abutting (either right or left) the data they portray.
- There is no need to repeat the same unit sign in every cell in a column unless it changes.
- Unit signs should not be used in column or row heads; rather, write the word, i.e., “percent,” not “%.”
- As noted above, all abbreviations and acronyms used in a table must be defined below last row of table in the [citation area](#).

APPENDIX A – INSTRUCTIONS FOR INSERTING EXCEL TABLES INTO WORD²

- Highlight and copy the cells comprising the table (omit any cells containing table title or text that appears in the [citation area](#), as these are added in Word outside the table): and paste the cells into Word using either of the two options in the Paste drop-down menu (first button on the Home ribbon bar) that offer to “preserve source formatting.”
- These options transform the Excel cells into a Word table, optionally providing for automatic updates if the original Excel cells are edited.
 - **Option 1: “Keep Source Formatting”**
 - **Option 2: “Link and Keep Source Formatting”**
If you choose this option when you paste your table, right-click anywhere in the inserted table and choose Links from the Linked Worksheet Object submenu in the context menu. Check the option to preserve formatting after update in the Links dialog box.

If you move your Excel workbook to a different location or rename it, you can use this dialog box to restore the link between it and your copy of the table in Word.
- After the table has been inserted, click anywhere in the inserted table so that the Table Tools Layout ribbon bar becomes available. Click the Properties button on that ribbon bar to open the Table Properties dialog box.
- Select the Table tab in the dialog box and click the Center alignment button. Then, click the Options button, set the left and right Default cell margins to 0 in the Table Options dialog box, and click the OK button.

² For more information, please see the table template at http://laputa/new_site/standards/requirements_and_templates.html

APPENDIX B — SAMPLE TABLES WITH ANNOTATED DESCRIPTIONS

SIMPLE TABLE: FORMAT GUIDE (Part 1)

TABLE 1
Results of the Ridership Analysis of the Urban Ring Study

Model Statistic	New Parking Supply	Old Parking Supply
Daily transit mode split	47	44
Daily transit trips	8,000 ^a	75,000
Daily auto trips	375,000	375,000
Daily vehicle miles traveled on arterial roadways	275,600	275,600
Daily vehicle hours traveled	456,000	456,000
Daily parking demand	955	N/A
Unit operating cost per passenger	\$0.80	\$1.65
Subtotal	579,500	579,500
Total	579,500	579,500

Note: This table is not meant to make sense

^a 8,000 is bold

N/A = not applicable

Source: Data from Massachusetts Port Authority, Logan Five-Year Plan (2002), pp.121-27.

ACRONYMS/ABBREVIATIONS

ALIGNMENT

BOLD TYPEFACE

BORDERS

CAPITALIZATION

CITATION AREA

COLUMN HEADS

COLUMN WIDTHS

CONSISTENCY (not shown)

EMPTY CELLS

FONT AND POINT SIZE

FOOTNOTES

HYPHENATION (never use in tables)

LANDSCAPE-ORIENTED (HORIZONTAL) TABLES

Font and point size: Arial 12 points

Example of LANDSCAPE-ORIENTED (HORIZONTAL) TABLES

Align text at the bottom of the cell

Title style

capitalization in column heads

Sentence style capitalization in row heads

Right-align if all numbers

Left-align if all text

Right-align if text and numbers combined

Citation area below table includes:
i. Note(s)
ii. Footnotes
iii. Acronyms
iv. Source

Citation area font and point size: 10 point

APPENDIX B — SAMPLE TABLES WITH ANNOTATED DESCRIPTIONS (Cont'd.)

SIMPLE TABLE: FORMAT GUIDE (Part 2)

TABLE 1
Results of the Ridership Analysis of the Urban Ring Study

Model Statistic	New Parking Supply	Old Parking Supply
Daily transit mode split	47	44
Daily transit trips	8,000 ^a	75,000
Daily auto trips	375,000	375,000
Daily vehicle miles traveled on arterial roadways	275,600	275,600
Daily vehicle hours traveled	456,000	456,000
Daily parking demand	955	N/A
Unit operating cost per passenger	\$0.80	\$1.65
Subtotal	579,500	579,500
Total	579,500	579,500

Note: This table is not meant to make sense.
^a 8,000 is bold
N/A = not applicable
Source: Data from Massachusetts Port Authority, Logan Five-Year Plan (2002), pp.121-27.

15 NOT APPLICABLE/NOT AVAILABLE
16 NUMBERS
17 PLURAL VS. SINGULAR WORDING
18 PROJECT NAME (generally does not appear with tables)
19 ROW HEADS
20 SHADING
21 SPACING

22 SOURCE
23 TABLES THAT CONTINUE ON MULTIPLE PAGES (not shown)
24 TEXT TABLES (not shown)
25 TITLES/TABLE NUMBERS
26 "TOTAL"
27 UNIT SIGNS

Chapter 3—Making Meetings Accessible

3.1 MPO ACCESSIBLE MEETING POLICY

Public access to, and participation in, government is a fundamental right protected by both state and federal law. The Massachusetts Public Accommodation Law and the Americans with Disabilities Act mandate that persons with disabilities must not be denied participation in public meetings, and that [reasonable accommodation](#) requests made by attendees should be honored. In addition, Title VI of the Civil Rights Act of 1964 prohibits denial of meaningful access to programs and services, including public outreach activities, on the basis of race, color, national origin, and limited English proficiency.

All MPO meetings and committee meetings, and MPO-sponsored public meetings and events are held at locations that are accessible to people with disabilities and are near public transportation. In keeping with ADA, MPO staff make every effort to provide accommodations such as assistive-listening devices, materials in accessible formats, and interpreters in American Sign Language. To comply with Title VI, meeting materials are provided in languages other than English, and meeting accommodations, such as interpreters in languages other than English are provided on request. Meeting attendees are not charged for any reasonable accommodation provided.

3.2 ACCESSIBLE MEETING PROTOCOLS

Cited below are protocols used by MPO staff to ensure that meetings are accessible. Appendix C contains a checklist, customized to meet the MPO's needs, that guides a meeting planner through steps to to make a meeting accessible, including: publicizing a meeting, selecting a location, choosing reasonable accommodations, and readying the facility.

3.2.1 Inviting Requests for Accommodations

MPO staff strive to plan and publicize public meetings as early as possible—ideally, 14 to 21 calendar days in advance, to allow attendees time to submit requests for reasonable accommodations, and for outreach materials to be translated into necessary languages.

MPO staff publicize meetings through a variety of means, including flyers, email notifications, etc., as discussed in the MPO's Public Participation Plan (Appendix D). In addition, all MPO and MPO-sponsored meetings are posted on the MPO's website at www.bostonmpo.org.

The MPO includes the following language on its website and all meeting notices to inform individuals how to request special meeting accommodations.

Meeting locations are accessible to people with disabilities and are near public transportation. Upon request (preferably two weeks in advance of the meeting), every effort will be made to provide accommodations such as assistive-listening devices, materials in accessible formats and in languages other than English, and interpreters in American Sign Language and other languages. Please contact the MPO staff at 617.973.7100 (voice), 617.973.7089 (TTY), 617.973.8855 (fax), or publicinformation@ctps.org.

Within 48 hours of receiving an accommodation request, the meeting planner should follow up to confirm that the request was received and will be honored to the extent possible. If a request cannot be honored, the meeting planner should discuss alternate plans with the person who made the request; for example, if an American Sign Language interpreter cannot be arranged, the meeting planner should explore CART or video remote interpreting as a substitute.

3.2.2 Providing Meeting Accommodations

Below is a discussion of the types of meeting accommodations that may be requested and instructions for providing them.

American Sign Language (ASL)

To ensure their availability, staff should make arrangements for interpreter services at least 14 calendar days (preferably 21) in advance of a public meeting. Requests for interpreters can be made through the [Massachusetts Commission for the Deaf and Hard of Hearing](http://mass.gov/mcdhh) (MCDHH) website at <http://mass.gov/mcdhh> (click on “Request an Interpreter” under “Key Resources” on the left hand menu). Requesters are notified by MCDHH as soon as the request is filled: at a minimum two business days before the assignment date.

Because it may be difficult to arrange interpreter services even when requesting 14 days in advance, it may be prudent to schedule services before it is known for certain that they will be needed. The services can then be cancelled if not needed, but this should be done at least 48 hours advance to avoid being billed for the service.

Interpreters are billed at a minimum of two hours. For a two-hour assignment, requesters may anticipate a bill in the range of \$100-\$150 (which includes travel and mileage expenses). Because of the demanding nature of sign language interpreting, two interpreters may be necessary so that there will be time for each to rest during the meeting.

Unless specifically requested (or if an ASL interpreter is not available), [video remote interpreting](#) will not be considered a substitute for an on-site interpreter.

Assistive-Listening Device (ALD)

The MPO provides ALDs at all meetings for attendees who are hard of hearing. Although attendees are asked to request ALDs in advance of the meeting, staff routinely makes the devices available at all meetings.

ALDs are placed on a table near the meeting room entrance with a sign to identify them. At the beginning of each meeting, attendees are informed that ALDs are available. Several MPO staff, at least one of whom is at each MPO or public meeting, are trained in the use of the ALDs so that they may offer assistance if needed.

CART Services

CART services should be arranged at least 14 calendar days in advance of the meeting. Requests for CART services may be made through the [Massachusetts Commission for the Deaf and Hard of Hearing](#) (MCDHH) website at <http://mass.gov/mcdhh> ([click on "Request a CART Provider" under "Key Resources" on the left hand menu](#)).

As with sign language interpreters, it may be difficult to arrange CART services even when requesting them two weeks in advance; therefore, it may be prudent to schedule services before it is known that they will be needed. The services can then be cancelled if not needed. CART providers must be cancelled no later than 72 hours in advance of the event to avoid being billed for the services.

CART services are billed at a minimum of three hours. In most situations, one CART provider is sufficient if the meeting is no longer than three hours. The CART provider brings any equipment necessary for the service. For remote CART (i.e., the CART reporter is not in the room), Wi-Fi or other internet connection must be available in the meeting room. If using remote CART, staff should try to apprise the reporter of any technical terms or acronyms to be used, as well as the names of key meeting attendees, before the meeting date.

Foreign Language Interpreters

Foreign language interpreter services are generally procured through the [UMass Translation Center](#). To obtain a cost estimate for a translation, staff can email a description of the job to: umass.translation@umasstranslation.com. Short-notice interpreting services can be requested by [contacting the Center directly](#) at (413) 545-2203.

Interpreting services for all languages cost \$60/hour. There is a two-hour minimum, and services must be cancelled 24 hours in advance to avoid billing. Interpreters are also paid for mileage at the current Internal Revenue Service rates and travel time at \$20/hour. Telephone interpreting services are \$50/hour.

Conference interpreting and tele-interpreting via satellite TV are also available through the center.

Video Remote Interpreting

If requested in advance, MPO staff will make every effort to provide video remote interpreting, which requires a computer/laptop with a webcam and high-speed internet connection. However, because this technology is new and may not be available, ASL interpreters may be provided as a substitute.

3.2.3 Providing Meeting Material in Alternative Formats and Language Translations

Types of alternative formats that are generally requested are discussed below. MPO staff will make every effort to accommodate all reasonable requests for materials in these formats, as well as other formats specified by individuals to meet their unique needs. When requests are made in advance of a meeting, alternative format materials are provided at the start of the meeting. For requests made at or following a meeting, alternative format materials are provided within seven days.

Large-Print Format

A limited number of large-print versions (16-point font) of printed material are generally available at meetings. However, because the font size needed will vary from individual to individual, meeting attendees are advised to request large-print materials in advance so that they can specify their individual needs.

Large-print meeting materials should:

- Be created using "Arial" font with a font size of at least 16 points (Arial 12 point documents can be converted to 16 point if enlarged 134%)
- Contain the same information as the original handout
- Have the highest contrast possible (e.g., black on white)
- If graphics (such as images, tables, or graphs) are used in the original document, the same graphics should be included in the large-print version
- If graphics are used, a brief description of the image should be provided (giving the reader a general idea of what the image conveys)
- If tables or graphs are used, a summary of the table or graph should be provided

Electronic, Braille, and Audible Formats

Electronic files of meeting materials will be emailed or placed on a CD, which may be picked up at the meeting or mailed to the requester.

Staff has access to a Braille embosser on site, so will create Braille documents, as needed.

All meetings of the MPO are recorded and placed on the website as mp3 files, and other meetings can be recorded on request. In addition, administrative or temp staff can create audio recordings of meeting materials, if requested.

Foreign Language Translations

Translations are generally procured through the [UMass Translation Center](http://umass.translation.com). To obtain a cost estimate for a translation, staff emails a description of the job with a content sample attached (e.g., a couple pages for simple documents, or a number of sample documents for more complex projects) to: umass.translation@umasstranslation.com.

Documents as long as five pages are usually translated within five business days; for longer documents, the time varies based on their length and complexity. There is a minimum fee, and rates vary by language from 15–20 cents per word for West European languages to 23–43 cents per word for lesser-known languages. There is a 20% surcharge for handwritten, technical, legal, literary, medical, multilingual materials, and rush service.

3.2.4 Making Announcements and Presentations

When opening a public meeting, presenters should announce:

- The presence and function of sign language interpreters (if they are in the room), and/or CART providers
- That assistive-listening equipment is available
- The location of accessible restrooms
- A safety briefing that includes information about where attendees who require assistance should wait during an emergency (planners should familiarize themselves with the evacuation plan for the room before the meeting begins).

When presenting at public meetings, speakers should:

- Speak slowly and clearly so that sign language interpreters have time to interpret
- Verbally describe information presented visually (e.g., PowerPoint) so that attendees with visual impairments can access the information

- Ensure that any videos/DVDs shown during the meeting are encoded with closed captioning and are shown on a closed-caption compatible device.
 - Subtitles are an acceptable alternative for closed captioning.
 - An alternate version of the video/DVD with descriptive video/described narration could also be used; however this may not be a good choice in an open meeting, as it could cause problems for other viewers.
 - Resources for adding closed captioning and/or described narration to video:
 - WGBH: <http://main.wgbh.org/wgbh/pages/mag/services/captioning>
 - 3 Play Media: <http://www.3playmedia.com>
 - Line 21—<http://www.line21.tv>
 - TelePrint Digital Media: <http://www.tele-print.com>
 - Broadcast Captioning & Consulting Services: <http://www.closedcaptioning.com>

3.2.5 Choosing a Location

Consider the following characteristics when choosing a meeting site:

Easy Access to Transit

All public meetings should be within one-quarter mile of an accessible bus stop or rail station, where feasible, and the path of travel from the transit stop to the meeting location should meet the following accessibility requirements:

- At least three feet wide
- Unobstructed (not blocked by trashcans, light poles, etc.)
- Free of steps, drop-offs or curbs

Access to Parking

If parking is provided, meeting planners should ensure that accessible parking is available and that the spaces are:

- At least three feet wide
- Unobstructed (no trash cans, light poles, etc.)
- Free of steps, drop offs or curbs

The path-of-travel requirements for parking are the same as stated above for access to transit.

For additional information on the number and type accessible parking spaces required, see the accessible parking factsheet provided in Appendix E (also at: <http://adata.org/factsheet/parking>).

Identified Accessible Entrance

If the main entrance to the building in which a public meeting is being held is not the accessible entrance, a sign containing the universal symbol of accessibility, with an arrow pointing to the location of accessible entrance, should be posted.

In addition, meeting planners should ensure that the alternate accessible entrance is unlocked and available for independent usage, and that the path of travel to the alternate entrance is well lit (if the meeting is taking place at night). If the door is locked and intercom service or another format is used to gain access, an attendant must be at the door to accommodate deaf or hard-of-hearing individuals, as well as others with disabilities.

Accessible Restrooms

If restrooms are available for public use at a meeting location, at least one accessible restroom for men and one for women (or one accessible gender-neutral restroom) should be available. The accessible restrooms should be within reasonable proximity to the meeting room.

Accessible Telephones

If two or more public payphones are available at the meeting facility, at least one should be:

- Equipped with TTY
- Mounted no higher than 48" from the floor and provide clear floor space 30" wide and 48" wide (so that attendees using wheeled mobility can properly access the phone)
- MPO staff should notify the facility owner if the facility does not comply with the accessible telephone requirement

3.2.6 Making the Meeting Room Accessible:

The meeting room in which a public meeting will take place should be made accessible for persons with disabilities by providing the following:

Seating for Wheeled-Mobility Devices

- An integrated seating area for wheeled-mobility-device users should be made available.
- If possible, meeting planners should remove several chairs to accommodate potential attendees who use wheeled-mobility devices
- Spaces for wheeled-mobility-device users should be dispersed throughout the room—not clustered in one section—to allow attendees using these devices a variety of seating/viewing options

Space for Sign Language Interpreters and (CART)

A well-lit area and chairs facing the audience should be made available for sign language interpreters at the front of the room.

If a CART provider will be used, a small table for the laptop and space for a screen and projector should be provided near an electrical outlet.

Priority seating at the front of the audience and in direct line of sight of the interpreters/CART provider should be provided for attendees who are deaf/hard of hearing.

Space for Foreign Language

If foreign language interpreters will be at the meeting, space should be provided where they can sit with the individuals who require language assistance.

Aisles

Aisles within the meeting room should be:

- Clear of tripping hazards (e.g., electric cords)
- At least three feet wide

Microphones

The MPO owns two amplification systems, and one or the other is used at every meeting, depending on the size of the space and the meeting format. At meetings where speakers are seated at tables with the public in the audience, a system with multiple microphones (as many as eight) is used. For smaller venues, an amplification system with one microphone is used.

Regardless of the size of the room or type of meeting, a staff member provides a cordless microphone to any individuals from the audience who speaks.

Podiums

If any attendee might have an opportunity to speak at a podium, meeting planners should ensure that:

- The podium height is adjustable, or
- A small table is provided to the side of the podium
- The table is between 28 and 34" inches high
- There is at least 27" of knee space from the floor to the underside of the table
- If a microphone is provided at the podium, one also should be provided at the small table

Raised Platforms

If any attendee might have an opportunity to move onto a raised platform or stage during the meeting, the raised platform or stage should be accessible by:

- A ramp that is at least three feet wide and does not have a slope that exceeds a rise/run ratio of 1/12
- A platform lift

High-Speed internet Connection

If video remote interpreting or CART will be used at the meeting, a high-speed internet connection will be needed. There also should be a conference-capable telephone with a speakerphone function available. In the State Transportation Building conference rooms, staff must make requests internet connection to building management in advance of a meeting

Chapter 4—Training Staff

4.1 UNDERSTANDING CIVIL RIGHTS

All MPO staff will receive training regarding treatment of people protected under the various civil rights laws and regulations referenced earlier in this document. This training is being developed and implemented in collaboration with the MassDOT Office of Diversity and Civil Rights, the Massachusetts Office of Diversity and Equal Opportunity, the Massachusetts Office of Disability, the Massachusetts Commission for the Deaf and Hard of Hearing, and the Massachusetts Commission for the Blind. Additional training will be given to respond to changes in nondiscrimination policies or practices and to ensure that new staff are properly instructed.

4.2 COMMUNICATING EFFECTIVELY

The all-staff training will provide general information about civil rights requirements and foster awareness of and respect for diversity. It will also teach staff how to communicate effectively with people with various types of disabilities, and those with limited English proficiency, including strategies for both one-on-one and group interactions.

In addition, staff who have frequent involvement with public-participation activities and staff who regularly make presentations at MPO and public meetings will receive more in-depth training on communication strategies, including techniques for describing PowerPoint or other presentation materials to individuals with low or no vision.

4.3 PROVIDING REASONABLE ACCOMMODATION

Staff who are responsible for individual tasks related to making meetings, meeting materials, and other documents accessible are identified in advance and given instruction about their specific tasks.

4.3.1 Meeting Accommodations

An MPO staff member—along with a backup person—has been identified and trained to be the point person for selecting and screening meeting locations and attending to all physical accommodations, including amplification and assistive-listening equipment. Several staff members are trained in the use of ALDs and strategies for working with individuals to determine and accommodate their needs in the best possible way.

Annually, the meeting point person will review and revise (as needed) all documentation of meeting location screening and set-up protocols and determine whether additional staff need to be trained on any aspect of meeting setup or the use of ALDs.

4.3.2 Language Accommodations

To identify the primary language of LEP individuals when speaking face to face, the MPO Title VI Specialist will provide annual training in the use of language identification “I speak” flashcard (developed by the US Census Bureau) to key CTPS professional and administrative staff, including the receptionist. The phrase “Mark this box if you read or speak [name of language]” appears on this flashcard in 38 different languages (Appendix F).

In addition, the Title VI Specialist will annually update an existing list (kept at the reception desk) of staff members who speak languages other than English and are able and willing to serve as translators. Key staff in the Certification Activities Group (which has the most frequent contact with the public) will be instructed in the use of phone translation services and how to obtain written translations.

4.3.3 Accessible Documents

All staff have been trained in accessible-document protocol. This handbook, document templates, and other helpful guidance are posted on the CTPS intranet site so that all staff have easy access to the information at all times.

Chapter 5—Communicating with People with Disabilities

This chapter provides information to facilitate communicate with people with disabilities one-on-one or in other settings.

5.1 GENERAL COMMUNICATION GUIDELINES

- When introduced to a person with a disability, it is appropriate to offer to shake hands. People with limited hand use or who wear an artificial limb can usually shake hands. (Shaking hands with the left hand is an acceptable greeting.)
- If you offer assistance, wait until the offer is accepted. Then listen to or ask for instructions.
- Relax. Don't be embarrassed if you happen to use common expressions such as "See you later," or "Did you hear about that?" that seem to relate to a person's disability.
- Don't be afraid to ask questions when you're unsure of what to do.

5.2 COMMUNICATING WITH INDIVIDUALS WHO ARE BLIND OR VISUALLY IMPAIRED

- Speak to the individual when you approach him or her.
- State clearly who you are; speak in a normal tone of voice.
- When conversing in a group, remember to identify yourself and the person to whom you are speaking.
- Never touch or distract a service dog without first asking the owner.
- Tell the individual when you are leaving.
- Do not attempt to lead the individual without first asking; allow the person to hold your arm and control her or his own movements.
- Be descriptive when giving directions; verbally give the person information that is visually obvious to individuals who can see. For example, if you are approaching steps, mention how many steps.
- If you are offering a seat, gently place the individual's hand on the back or arm of the chair so that the person can locate the seat.

5.3 COMMUNICATING WITH INDIVIDUALS WHO ARE DEAF OR HARD OF HEARING

- Gain the person's attention before starting a conversation (i.e., tap the person gently on the shoulder or arm).
- Look directly at the individual, face the light, speak clearly, in a normal tone of voice, and keep your hands away from your face. Use short, simple sentences.
- If the individual uses a sign language interpreter, speak directly to the person, not the interpreter.
- If you telephone an individual who is hard of hearing, let the phone ring longer than usual. Speak clearly and be prepared to repeat the reason for the call and who you are.

5.4 COMMUNICATING WITH INDIVIDUALS WITH MOBILITY IMPAIRMENTS

- If possible, put yourself at the wheelchair user's eye level.
- Do not lean on a wheelchair or any other assistive device.
- Never patronize people who use wheelchairs by patting them on the head or shoulder.
- Do not assume the individual wants to be pushed—ask first.
- Offer assistance if the individual appears to be having difficulty opening a door.
- If you telephone the individual, allow the phone to ring longer than usual to allow extra time for the person to reach the telephone.

5.5 COMMUNICATING WITH INDIVIDUALS WITH SPEECH IMPAIRMENTS

- If you do not understand something the individual says, do not pretend that you do. Ask the individual to repeat what he or she said and then repeat it back.
- Be patient. Take as much time as necessary.
- Concentrate on what the individual is saying.
- Do not speak for the individual or attempt to finish her or his sentences.
- If you are having difficulty understanding the individual, consider writing as an alternative means of communicating, but first ask the individual if this is acceptable.

5.6 COMMUNICATING WITH INDIVIDUALS WITH COGNITIVE DISABILITIES:

- If you are in a public area with many distractions, consider moving to a quiet or private location.
- Offer assistance to complete forms or explain written instructions and provide extra time for decision making. Wait for the individual to accept the offer of assistance; do not "over assist" or be patronizing.
- Be patient, flexible and supportive. Take time to understand the individual and make sure the individual understands you.

5.7 ADDITIONAL RESOURCES

For additional information on this topic, you may visit:

- *Communicating Effectively With People Who Have A Disability*, North Dakota Center for Persons with Disabilities
<http://www.labor.state.ny.us/workforcenypartners/forms/communication.pdf>
- MassDOT Office of Diversity and Civil Rights
<http://www.massdot.state.ma.us/OfficeofCivilRights.aspx>
- MBTA System Wide Accessibility
http://www.mbta.com/riding_the_t/accessible_services/default.asp?id=16901
- Massachusetts Office on Disability <http://www.mass.gov/anf/employment-equal-access-disability/oversight-agencies/mod/>
- Commonwealth of Massachusetts - Office of Access and Opportunity
<http://www.mass.gov/anf/employment-equal-access-disability/diversity-access-and-opportunity/access-and-opportunities/>

Appendix A—MPO Notice to Beneficiaries and Complaint Procedures

To ensure that the MPO does not discriminate, either intentionally, or unintentionally, when providing its programs and activities, the MPO has established a notice to beneficiaries that informs them of their rights. In addition, anyone who believes that he/she or any specific class of persons has been subjected to discrimination prohibited by Title VI, ADA (or other nondiscrimination statute or regulation) in MPO programs and activities may, either singly or via a representative, file a written complaint. All complaints must be filed no later than 180 calendar days after the date on which the person believes the discrimination occurred. Below is the notice of beneficiaries used by the MPO, the MPO's complaint procedures, and associated forms used to file a civil rights complaint.

A.1 BOSTON REGION MPO NOTICE TO BENEFICIARIES

Federal "Title VI/Nondiscrimination" Protections

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

State Nondiscrimination Protections

The Boston Region MPO also complies with the Massachusetts Public Accommodation Law, M.G.L. c 272 §§ 92a, 98, 98a, prohibiting making any distinction, discrimination, or restriction in admission to or treatment in a place of public accommodation based on race, color, religious creed, national origin, sex,

sexual orientation, disability, or ancestry. Likewise, the Boston Region MPO complies with the Governor's Executive Order 526, section 4 requiring all programs, activities, and services provided, performed, licensed, chartered, funded, regulated, or contracted for by the state shall be conducted without unlawful discrimination based on race, color, age, gender, ethnicity, sexual orientation, gender identity or expression, religion, creed, ancestry, national origin, disability, veteran's status (including Vietnam-era veterans), or background.

A.2 COMPLAINT PROCEDURES

Title VI of the Civil Rights Act prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving federal financial assistance either directly or via contract. Executive Order 13166 provides for equal access to services and benefits for individuals with limited English proficiency (LEP). Language access is deemed to be covered under Title VI in terms of national origin.

An additional executive order and several related federal statutes further define populations that are protected from discrimination. Executive Order 12898 is concerned with environmental justice for minority and low-income populations. The Americans with Disabilities Act (ADA) protects the rights of persons with disabilities. The rights of women and the elderly are protected under other federal statutes.

The Massachusetts Public Accommodation Law, M.G.L. c 272 §§92a, 98, and 98a and the Governor's Executive Order 526, section 4 provide protections to prevent discrimination on the basis of religion, veteran status, ancestry, sexual orientation, or gender identity or expression, in addition to the categories cited above.

The Boston Region Metropolitan Planning Organization (MPO) maintains the following procedure for receiving, investigating, addressing, and tracking Title VI and other discrimination complaints.

A.2.1 Submittal of Complaints

A written complaint may be filed by any individual who believes that he or she, or any specific class of persons, has been subjected to discrimination or retaliation by the Boston Region MPO on the basis of race, color, national origin, language, gender, age, disability, income, religion, military service, ancestry, sexual orientation, or gender identity or expression. Such complaint must be filed no later than 180 calendar days after the date the person believes the discrimination occurred.

Written complaints shall be submitted to:

Mr. Richard A. Davey, Chair
Boston Region Metropolitan Planning Organization
State Transportation Building
10 Park Plaza, Suite 2150
Boston, MA 02116-3968

Complaints shall be in writing and shall be signed by the complainant and/or the complainant's representative. Complaints shall set forth as completely as possible the facts of and circumstances surrounding the alleged discrimination and shall include the following information:

- Name, address, and phone number of the complainant
- A written statement of the complaint, including the following details:
 - Basis of alleged discrimination (for example, race, color, national origin, or language)
 - Detailed description of the alleged discriminatory act(s)
 - Nature of the incident(s) that led complainant to feel discrimination was a factor
 - Date(s) on which the alleged discriminatory event or events occurred
 - Name(s) of alleged discriminating individual(s), if applicable
- Other agencies (state, local, or federal) where the complaint is also being filed
- Complainant's signature and date

In the case where a complainant is unable or incapable of providing a written statement and has no designee to do so, a verbal complaint of discrimination may be made through the Boston Region MPO executive director. Verbal complaints may be submitted (either in person, by telephone at 617- 973-7100 or via a recording) to the executive director. The executive director will ensure that the verbal allegations are converted to a written allegation and that the complainant has the opportunity to review, revise, and approve the written document before it is processed. In cases where the complainant is assisted in converting an oral complaint into a written complaint, the complainant is required to sign the written complaint to confirm that it accurately reflects their allegations.

Written complaints may also be submitted to:

MassDOT Director of Civil Rights
10 Park Plaza, Suite 4160

Boston, MA 02116
Departmental Office of Civil Rights
U.S. Department of Transportation
1200 New Jersey Ave.
Washington D.C. 20590

A.2.2 Review of Complaint

Upon receipt of the complaint, the MPO chair shall appoint the Boston Region MPO executive director and other MPO staff to review it. This review may include the collection of additional information from the complainant and/or the alleged discriminating party (or parties). Upon completion of the review, the executive director shall report to the MPO chair or the chair's designee. This report may include recommendations for possible action to address the complaint.

Recommendations may include:

- Forwarding the complaint to a responsible implementing agency
- Identifying remedial actions available to provide redress
- Identifying improvements to the MPO's processes relative to Title VI, environmental justice, and other populations covered by this procedure

The MPO chair or the chair's designee shall refer the matter to the MPO's Administration and Finance Committee, which shall meet to discuss the complaint and the staff report.

A.2.3 Responding to Complaints

The Administration and Finance Committee shall develop a proposed response to the complaint, recommending a course of action, and submit it to the MPO for discussion and approval. The MPO chair shall decide on a response to the complaint and inform the MPO of the response.

The MPO chair shall issue a written response to the complainant. This response shall be issued no later than 60 days after the date on which the chair received the complaint. If more time is required, the chair shall notify the complainant of the estimated time frame for completing the review and response.

If a complaint concerns agencies other than the Boston Region MPO, MPO staff will seek permission from the complainant to forward his/her complaint to appropriate individuals at those agencies.

A.2.4 Appeals

The complainant may appeal the chair's response to the complaint. Appeals must be in writing and shall be submitted to either of the following no later than 30 days after the date of the written response:

MassDOT Director of Civil Rights
10 Park Plaza, Suite 4160
Boston, MA 02116
Departmental Office of Civil Rights
U.S. Department of Transportation
1200 New Jersey Ave.
Washington D.C. 20590

In the case where a complainant is unable or incapable of providing a written appeal and has no designee to do so, a verbal appeal to a complaint-of-discrimination decision may be made through the executive director. Verbal appeals may be submitted (either in person, by telephone at 617-973-7100, or via a recording) to the executive director. The executive director will ensure that the verbal appeal is converted to a written appeal and that the complainant has the opportunity to review, revise, and approve the written document before it is processed. In cases where the complainant is assisted in converting an oral appeal into a written appeal, the complainant is required to sign the written appeal to confirm its accuracy.

These procedures do not deny the right of the complainant to file formal complaints with other state or federal agencies or to seek private counsel. These procedures are part of an administrative process that does not include punitive damages or compensatory remuneration for the complainant.

MPO staff will forward complaints and responses to those complaints to the Massachusetts Department of Transportation's (MassDOT) Office of Civil Rights. The MPO shall maintain a list of complaints, lawsuits, and investigations alleging discrimination on the basis of race, color, or national origin. The list shall include filing date(s), allegation summaries, status of the investigation, lawsuit or complaint, and actions taken by the MPO. The list of complaints, investigations and resolutions will be forwarded to MassDOT's Office of Civil Rights. A summary of all civil rights compliance review activities conducted over the latest three-year period shall be maintained.

A.3 BOSTON REGION MPO CONSENT/RELEASE FORM FOR DISCRIMINATION

Name: _____
Address: _____
City/Town: _____ State: _____ Zip: _____

As a complainant, I understand that the MPO may need to disclose my name during the course of the complaint review process to persons other than those

conducting the review, in order for the review to be thorough. I am also aware of the obligation of the MPO to honor requests under the Freedom of Information Act: I understand that it may be necessary for the MPO to disclose information, including personally identifying details, which it has gathered as part of the investigation of my complaint. In addition, I understand that as a complainant I am protected by MPO policies and practices from intimidation or retaliation in response to my having taken action or participated in action to secure rights protected by nondiscrimination statutes and regulations that are enforced by the MPO.

Please check one:

☐ **I GIVE CONSENT** and authorization to the MPO to reveal, insofar as required for an effective investigation, my identity to persons at the organization identified by me in my formal complaint. I also authorize the MPO to discuss, receive, and review materials and information about me with appropriate administrators or witnesses for the purpose of investigating this complaint. In doing so, I have read and understand the information at the beginning of this form. I also understand that the information received will be used for authorized civil rights compliance activities only. I further understand that I am not required to sign this release, and do so voluntarily.

☐ **I DENY CONSENT** and authorization to the MPO to reveal, in the course of its investigation of my discrimination complaint, my identity to persons at the organization identified by me in my formal complaint, other than those who will be conducting the investigation. I also deny consent to the MPO to disclose any information contained in this complaint to any witnesses I have mentioned in the complaint. In doing so, I understand that I am not authorizing the MPO to discuss, receive, and review materials and information about me from the same. In doing so, I have read and understand the information at the beginning of this form. I also understand that my decision to deny consent may impede the investigation of my complaint and may result in an unsuccessful resolution of my case.

Signature: _____ Date: _____

Please **sign and submit** complaint form, consent form, and any additional information to:

Mr. Richard A. Davey, Chair
Boston Region Metropolitan Planning Organization
State Transportation Building
10 Park Plaza, Suite 2150
Boston, MA 02116-3968

A.4 DISCRIMINATION COMPLAINT AGAINST THE BOSTON REGION METROPOLITAN PLANNING ORGANIZATION

If you need assistance completing this form, please contact CTPS at (617) 973-8495

COMPLAINANT CONTACT INFORMATION

Name: _____

Address: _____

City/Town: _____ State: _____ Zip: _____

Home phone: _____ Work phone: _____

E-mail: _____

COMPLAINT

Date of alleged incident: _____

Decision, document, statement, or other act
that you believe was discriminatory: _____

If you believe that one or more MPO employees discriminated
against you, name of employee(s), if known: _____

Basis of alleged discrimination:

- | | | |
|--|---|--|
| ☐ Race | ☐ Age | ☐ Ancestry |
| ☐ Color | ☐ Disability | ☐ Sexual orientation |
| ☐ National origin | ☐ Income | ☐ Gender identity or expression |
| ☐ Language | ☐ Religion | ☐ Other: _____ |
| ☐ Gender | ☐ Military service | |

Describe the nature of the incident. Explain what happened and the allegedly discriminatory action(s). Indicate who was involved. Include how other people were treated differently, if present, or how you believe others would have been treated differently if they had been present. Attach any written or graphic material or other information pertaining to the complaint.

List names and contact information of anyone who may have knowledge of the alleged discrimination.

Name: _____
Address: _____
City/Town: _____ State: _____ Zip: _____
Home phone: _____ Work phone: _____
E-mail: _____

Name: _____
Address: _____
City/Town: _____ State: _____ Zip: _____
Home phone: _____ Work phone: _____
E-mail: _____

Name: _____
Address: _____
City/Town: _____ State: _____ Zip: _____
Home phone: _____ Work phone: _____
E-mail: _____

How do you think this issue can be resolved?

In the course of conducting a thorough complaint review process, it may become necessary to disclose your name to persons other than those conducting the review. To allow this, sign, date, and submit the consent/release form, enclosed for your convenience.

This discrimination complaint form must also be signed and dated below.

I certify that to the best of my knowledge the information I have provided is accurate and the events and circumstances occurred as I have described them.

SIGNATURE: _____ **DATE:** _____

Attachments: ☐ Yes ☐ No

Please submit complaint form, consent/release form, and any additional information to:

Mr. Richard A. Davey, Chair
Boston Region Metropolitan Planning Organization
State Transportation Building
10 Park Plaza, Suite 2150
Boston, MA 02116-3968

Appendix B—Boston Region MPO Language-Assistance Plan (February 2014)

Appendix B—Boston Region MPO Language-Assistance Plan (February 2014)

B.1 INTRODUCTION

On August 11, 2000, President Clinton signed Executive Order 13166, “Improving Access to Services for Persons with Limited English Proficiency.” This Executive Order requires federal agencies to examine the services they provide, identify those whose potential users could include persons with limited English proficiency, and develop and implement a system to provide those services in such a way that LEP persons have meaningful access to them.

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of national origin and, in consideration of Executive Order 13166, requires that recipients of federal funds assess and address the needs of LEP individuals seeking assistance. The US Department of Transportation (USDOT) developed guidance titled Policy Guidance Concerning Recipients’ Responsibilities to Limited English Proficient Persons to ensure that people in the United States are not excluded from participation in DOT-assisted programs and activities because they face challenges communicating in English. This guidance clarifies funding recipients’ responsibilities to provide meaningful access for LEP people under existing law by describing the factors recipients should consider in fulfilling their responsibilities to LEP persons.

The Boston Region Metropolitan Planning Organization’s Language-Assistance Plan has been developed based on DOT guidance, which identifies the following four factors to consider when determining reasonable steps for ensuring that LEP people have meaningful access³ :

- Factor 1: The number and proportion of LEP persons eligible to be served by or likely to encounter a program, activity, or service of the recipient or grantee
- Factor 2: The frequency with which LEP individuals come in contact with the program
- Factor 3: The nature and importance of the program, activity, or service provided by the recipient to people’s lives
- Factor 4: The resources available to the recipient, and their costs

³ FTA C4702.1B, Title VI Requirements and Guidelines for Federal Transit Administration Recipients, October 1, 2012, p Chap. III.7.

B.1.1 Boston Region MPO Policy

It is the policy of the Boston Region MPO that people with limited English proficiency be neither discriminated against nor denied meaningful access to and participation in the programs and services provided by the MPO. The MPO has developed this plan ensure that it employs appropriate strategies to assess needs for language services; and to implement language services that provide meaningful access to the planning process and to published information without placing undue burdens on the MPO's resources.

B.2 DETERMINATION OF NEED

The MPO used the aforementioned four factors identified by USDOT to determine reasonable steps for providing meaningful access to the MPO's activities for people LEP. These factors are described below.

Factor 1: Number and Proportion of LEP People in the Boston Region MPO Area

According to the USDOT's definition, people are considered to have LEP if they speak English "not well" or "not at all." However, FTA's definition includes those who speak English "less than very well". FTA's definition is used in this analysis as it sets the upper bounds on the LEP population.

Data from the 2008–2012 five-year ACS public-use micro data sample (PUMS)⁴ were used to analyze the number of LEP persons five years of age and older in the Boston Region MPO. According to the ACS Summary file, 10.5% of this population (301,878 of the MPO area population of 2,865,258 who are five years of age and older) in the MPO region are considered to have limited English proficiency as they speak English "less than very well." The largest proportion of LEP persons speak Spanish (34.2%), followed by Chinese (14.4%), and Portuguese (12.4%). Altogether, LEP speakers of these three languages represent almost two-thirds (61%) of the MPO's LEP population five years old and older. LEP populations meeting the US Department of Transportation's definition of LEP "safe harbor" thresholds (5% of the population or 1,000 individuals, whichever is less) include speakers of the languages in the following

⁴ Geographic detail for this dataset is limited to the Public Use Micro data Area (PUMA). Each PUMA, with the exception of those overlaying the City of Boston, is made up of one or more municipalities and has a total population of at least 100,000. Boston is comprised of five PUMAs. The PUMA boundaries do not all nest within the limits of the Boston Region MPO. For those PUMAs that lie only partially within the MPO limits, the statistics were factored down in proportion to the percentage of the PUMA's 2010 five-year-and-older population residing in the MPO portion of the PUMA.

table. Individuals who do not speak English as their primary language and who have a limited ability to read, write, speak, or understand English may be entitled to language assistance under Title VI of the Civil Rights Act of 1964. Figures B1–B-7 (at the end of the appendix) show the distribution of those with limited-English proficiency and the distribution of speakers of the top six languages.

TABLE B.1
Non-English Safe Harbor Languages in the Boston Region MPO^a

Languages Spoken	Total LEP	Pct. LEP Population	Pct. MPO Population
Spanish	103,147	34.2%	3.6%
Chinese	43,614	14.4	1.5
Portuguese	37,400	12.4	1.3
French Creole	19,061	6.3	0.7
Vietnamese	16,186	5.4	0.6
Russian	12,281	4.1	0.4
Italian	7,956	2.6	0.3
Arabic	7,534	2.5	0.3
French	6,302	2.1	0.2
Korean	5,296	1.8	0.2
Greek	4,315	1.4	0.2
Mon-Khmer, Cambodian	2,915	1.0	0.1
Albanian	2,888	1.0	0.1
Japanese	2,416	0.8	0.1
Armenian	1,856	0.6	0.1
Polish	1,821	0.6	0.1
Hindi	1,768	0.6	0.1
Gujarati	1,607	0.5	0.1
Amharic	1,402	0.5	0.0
Punjabi	1,398	0.5	0.0
Persian	1,247	0.4	0.0
Tamil	1,140	0.4	0.0
Bengali	1,076	0.4	0.0
Tagalog	1,057	0.4	0.0
Other Languages	16,195	5.4	0.6
Total	301,878	100.0%	10.5%

a Population that is five years of age and older.

b Includes those who self-identify as speaking English “less than very well,” “not well,” and “not at all.”

Factor 2: Frequency of Contact

The MPO has infrequent and unpredictable contact with LEP individuals, partly because of the nature of MPO programs and activities. The most frequent avenues for contact are the MPO website, flyers, and other announcements that are emailed to individuals and organizations, identified through the MPO's transportation equity program.

Other likely occasions for contact with non-English-speaking people are events like the MPO's public workshops, open houses, and transportation equity forums. The MPO has been making a concerted effort to identify and reach out to minority and LEP populations. Demographic maps are used to identify areas in which public outreach meetings may be needed to include LEP populations and determine the languages into which outreach materials might be translated.

To date, language interpreters have not been requested for any MPO meetings or events. The MPO will continue to monitor such requests to help inform future needs.

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

The MPO plans, and programs capital transportation funds for future transportation projects in the region. While the MPO is not a direct transportation-service provider, and denial or delay of access to the MPO's programs and activities would not have immediate or life-threatening implications for a person with LEP, transportation improvements resulting from the MPO's activities have an impact on the mobility and quality of life for all residents.

Input from all stakeholders is critical to the MPO's process, so it invests considerable effort in inclusive public outreach. The MPO encourages and helps the public to understand the transportation planning process and provides many opportunities for the public to participate and comment through a variety of activities, which are described fully in the MPO's Public Participation Plan.

Three major documents and their related planning initiatives—an annual Unified Planning Work Program, a four-year Transportation Improvement Program, and a 20-plus-year Long-Range Transportation Plan—also are important to the planning process, and offer opportunities for the public to comment on the use of federal funds that are programmed

As a result of the regional transportation planning process, selected projects receive approval for federal funding and progress through project planning, design, and construction under the responsibility of local jurisdictions or state transportation agencies. These state and local organizations have their own

policies in place to ensure opportunities for people with LEP to participate in the process that shapes where, how, and when a specific project is implemented.

Some MPO documents and outreach materials are of vital importance to the public for understanding and participating in the transportation planning process. To accommodate LEP individuals, the MPO routinely translates these into the three languages most widely spoken by LEP individuals: Spanish, Chinese, and Portuguese. Documents currently identified as vital are:

- MPO Notice to Title VI Beneficiaries
- MPO complaint procedures and form
- Summaries of key materials: a description of the MPO transportation-planning process and the certification documents, LRTP, TIP, and UPWP
- Meeting notices and flyers: generally prepared for out-of-Boston MPO meetings, and all MPO-sponsored meetings, workshops, forums, and other similar input-sessions

Factor 4: Resources Available to the Recipient

The cost of providing interpreters at meetings is high; however, although the MPO has advertised the availability of interpreters, none have been requested to date. The MPO's current policy is to provide these services whenever they are requested.

Based on the number and type of meetings for which written materials need to be translated, the MPO has budgeted sufficient funds to translate vital documents into the three languages most widely spoken by LEP individuals (see section B.3.2 below). The budget also includes sufficient funds to translate documents into other languages, as needed, for public outreach or to accommodate requests. To date, only a few individuals have made such requests.

Although the MPO has been able to provide services with existing resources thus far, the region is dynamic and continues to attract diverse ethnic and cultural populations. Therefore, the MPO will continue to monitor the need for translating publications and documents and for interpretation at meetings/events, based on factors one through three of the four-factor analysis and the number of requests received, and will determine whether the current policy needs to be adjusted because of resource constraints.

B.3 PLAN IMPLEMENTATION

B.3.1 Oral Language Assistance

Notices for all MPO meetings state that translation services (including American Sign Language) are available at public meetings upon request. The current

number of residents with limited English proficiency in the Boston region, and their infrequent interaction with the MPO, have resulted in the MPO's rarely needing to provide language services. However, engaging the diverse population within the region is important, and the MPO takes the following measures to ensure meaningful access for the LEP population in the Boston region.

Key staff at the MPO office will utilize language identification "I speak" cards, developed by the US Census Bureau, when first encountering an LEP individual. On these cards appears the phrase "Mark this box if you read or speak [name of language]" in 38 different languages. Government and non-government agencies use these cards to identify the primary language of LEP individuals when face to face. To assist LEP individuals who might come to the MPO offices, language identification cards are available at the front desk, along with a list of staff members who are able and willing to serve as translators.

MPO staff that interact frequently with the public are familiar with the resources necessary to engage translators for meetings and use phone translators for one-on-one communication.

B.3.2 Written Language Assistance

The MPO's public involvement activities seek to promote respect, provide opportunities for meaningful involvement, be responsive to participants, provide a predictable process, open new avenues of communication, and attract new constituencies. The MPO provides press releases for its workshops on the LRTP and TIP. Language interpreters will be provided upon request at public meetings. Press releases announcing public review of the certification documents or their amendments are placed in the *El Mundo* and *La Semana* (the region's two major Spanish-language newspapers).

The MPO's Transportation Equity Program includes outreach to areas with relatively high concentrations of people who may be limited in their ability to speak or understand English. The MPO regularly contacts representatives of community ethnic and cultural organizations as part of the transportation equity outreach process. These individuals have been resources for identifying the needs of LEP populations and informing their communities about MPO programs and activities.

As indicated above, the MPO currently translates vital documents into Spanish, Chinese, and Portuguese, the three primary non-English languages in the region. Material is translated into other languages, as needed, when outreach meetings or forums are conducted in areas where MPO demographic maps indicate the presence of LEP populations.

MPO staff that interact frequently with the public are familiar with the resources necessary to obtain written translations of materials whenever necessary.

B.3.3 MPO Website

Google Translates is available on the MPO website, which contains considerable information on the regional transportation-planning process and the MPO's programs and activities. Google Translates allows visitors to translate any page of text into the following additional languages: simplified and traditional Chinese, French, Italian, Portuguese, Russian, Spanish, and Vietnamese. To meet accessibility requirements for individuals with low or no vision, MPO documents are posted as PDF files and in HTML, which can be read using Google Translates.

Vital documents posted on the website are formally translated into Spanish, Chinese, and Portuguese.

B.4 MONITORING AND UPDATING THE PLAN

The MPO will monitor the region's changing language needs and update language-assistance services when appropriate. The MPO will track the number of requests (by language) for language assistance in its programs and activities and will look for ways to expand participation of LEP people. If the need for language-assistance services warrants, the MPO will revise its language-access plan.

B.5 TRAINING STAFF

The *CTPS Nondiscrimination Handbook* describes a training program that is being developed to train MPO staff about the treatment and accommodation of those protected under various civil rights laws and regulations, including minority and LEP individuals. This training will be developed and implemented in collaboration with the MassDOT Office of Diversity and Civil Rights, the Massachusetts Office of Diversity, the Massachusetts Commission for the Deaf and Hard of Hearing, and the Massachusetts Commission for the Blind. Although key staff already know how to provide timely and reasonable language assistance to LEP populations, future training for all staff will include this information.

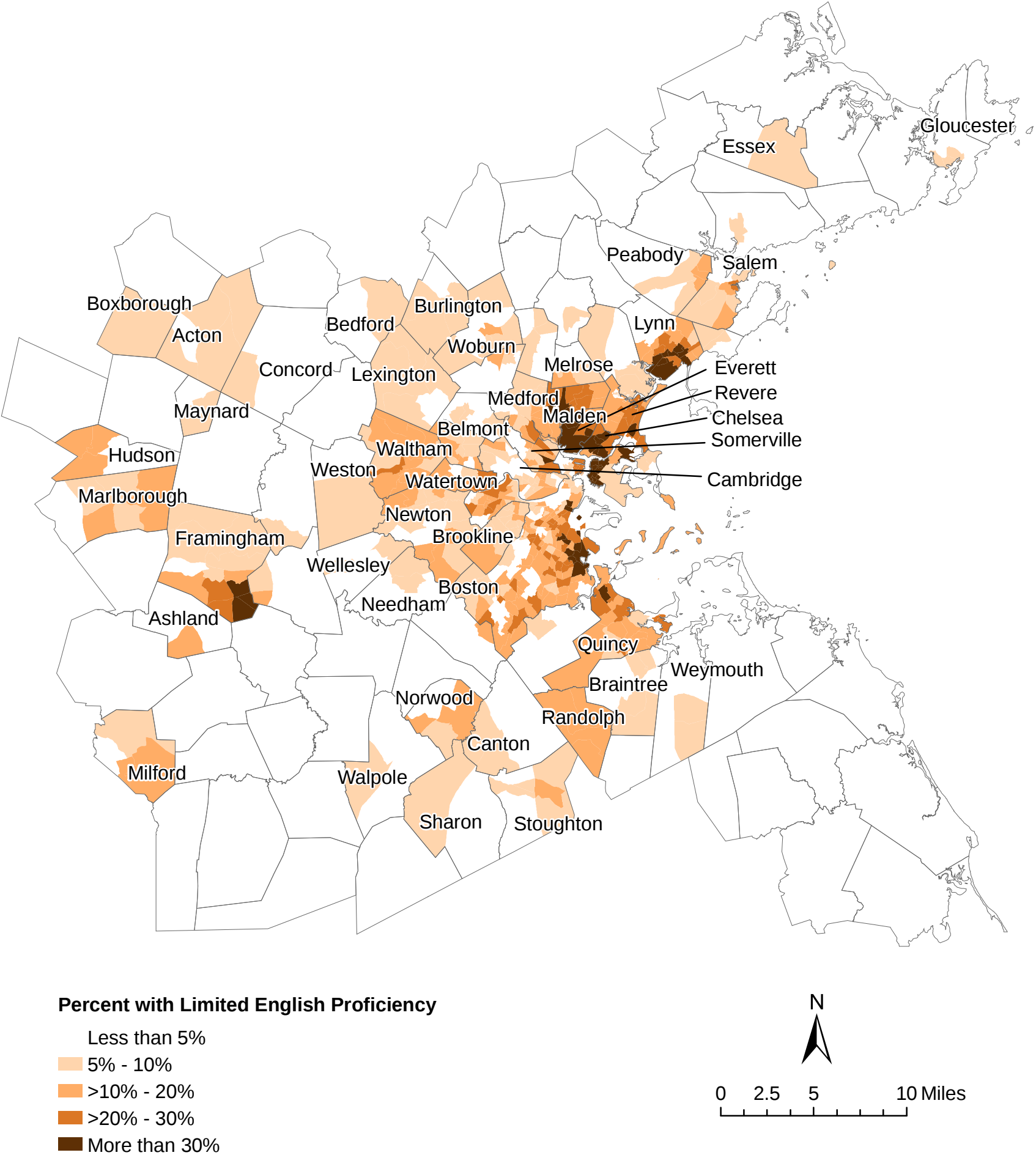
For face-to-face interactions with LEP individuals, training will include language identification "I speak" cards, developed by the US Census Bureau. The phrase "Mark this box if you read or speak [name of language]" appears on these cards in 38 different languages. These are kept at the front desk for use by the

receptionist or any other staff member who needs to identify the primary language of an LEP individual. Also available is a list of staff members who speak languages other than English and are able and willing to serve as translators. Staff that have most frequent contact with the public through MPO and other public meetings, are taught to use phone translation services, how to engage translators for meetings, and obtain written translations.

The *CTPS Nondiscrimination Handbook* provides MPO staff with information about all types of accommodations and establishes protocols for using them.

Geographic units in this map are U.S. census tracts from the 2010 Census.

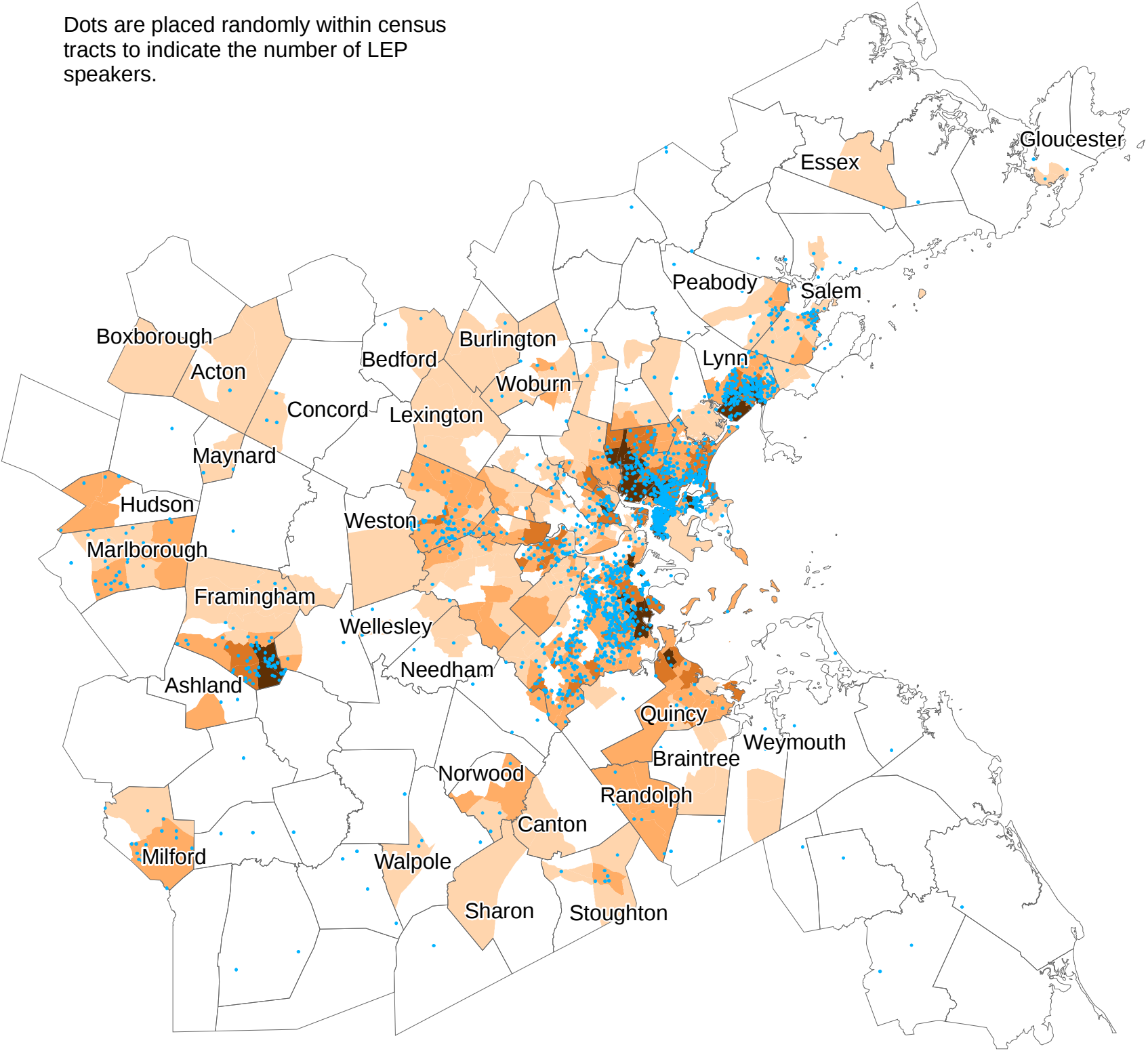
Residents with limited English proficiency are defined for Federal Transit Administration Title VI purposes as persons aged five and older whose ability to speak English was self-identified as "well," "not well," or "not at all" in the 2012 American Community Survey (ACS) five-year summary file.



Geographic units in this map are U.S. census tracts from the 2010 Census.

Residents with limited English proficiency are defined for Federal Transit Administration Title VI purposes as persons aged five and older whose ability to speak English was self-identified as "well," "not well," or "not at all" in the 2012 American Community Survey (ACS) five-year summary file.

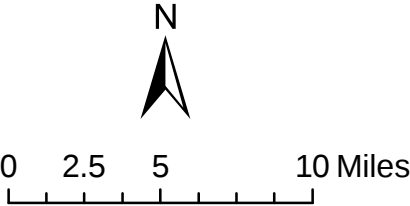
Dots are placed randomly within census tracts to indicate the number of LEP speakers.



● Spanish speakers who speak English "less than very well" (1 dot = 50 speakers)

Percent with Limited English Proficiency

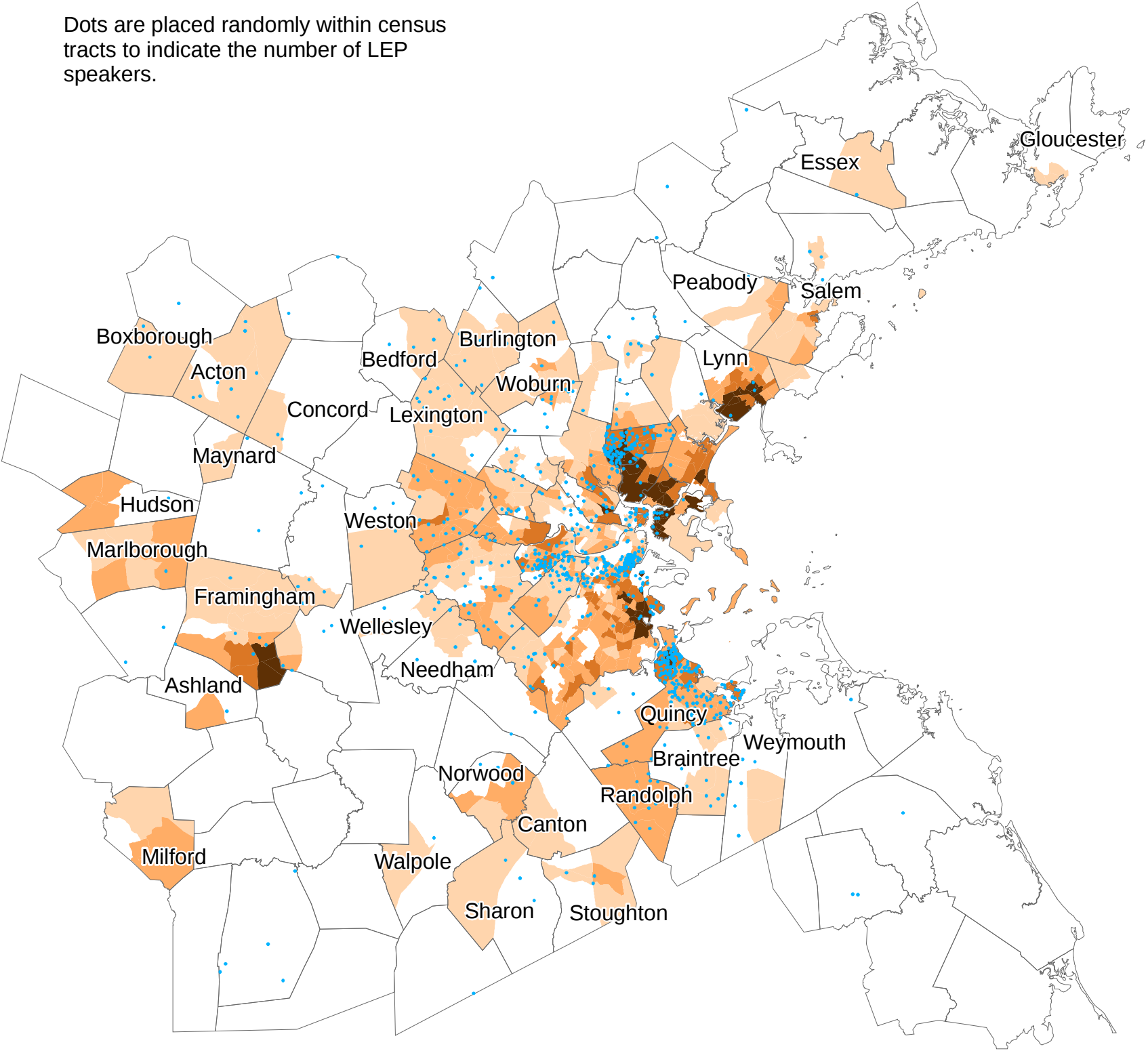
- Less than 5%
- 5% - 10%
- >10% - 20%
- >20% - 30%
- More than 30%



Geographic units in this map are U.S. census tracts from the 2010 Census.

Residents with limited English proficiency are defined for Federal Transit Administration Title VI purposes as persons aged five and older whose ability to speak English was self-identified as "well," "not well," or "not at all" in the 2012 American Community Survey (ACS) five-year summary file.

Dots are placed randomly within census tracts to indicate the number of LEP speakers.



● Chinese speakers who speak English "less than very well" (1 dot = 50 speakers)

Percent with Limited English Proficiency

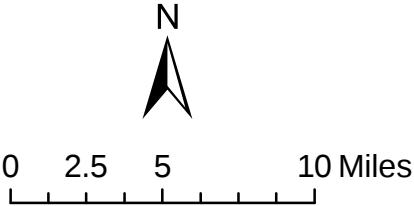
Less than 5%

5% - 10%

>10% - 20%

>20% - 30%

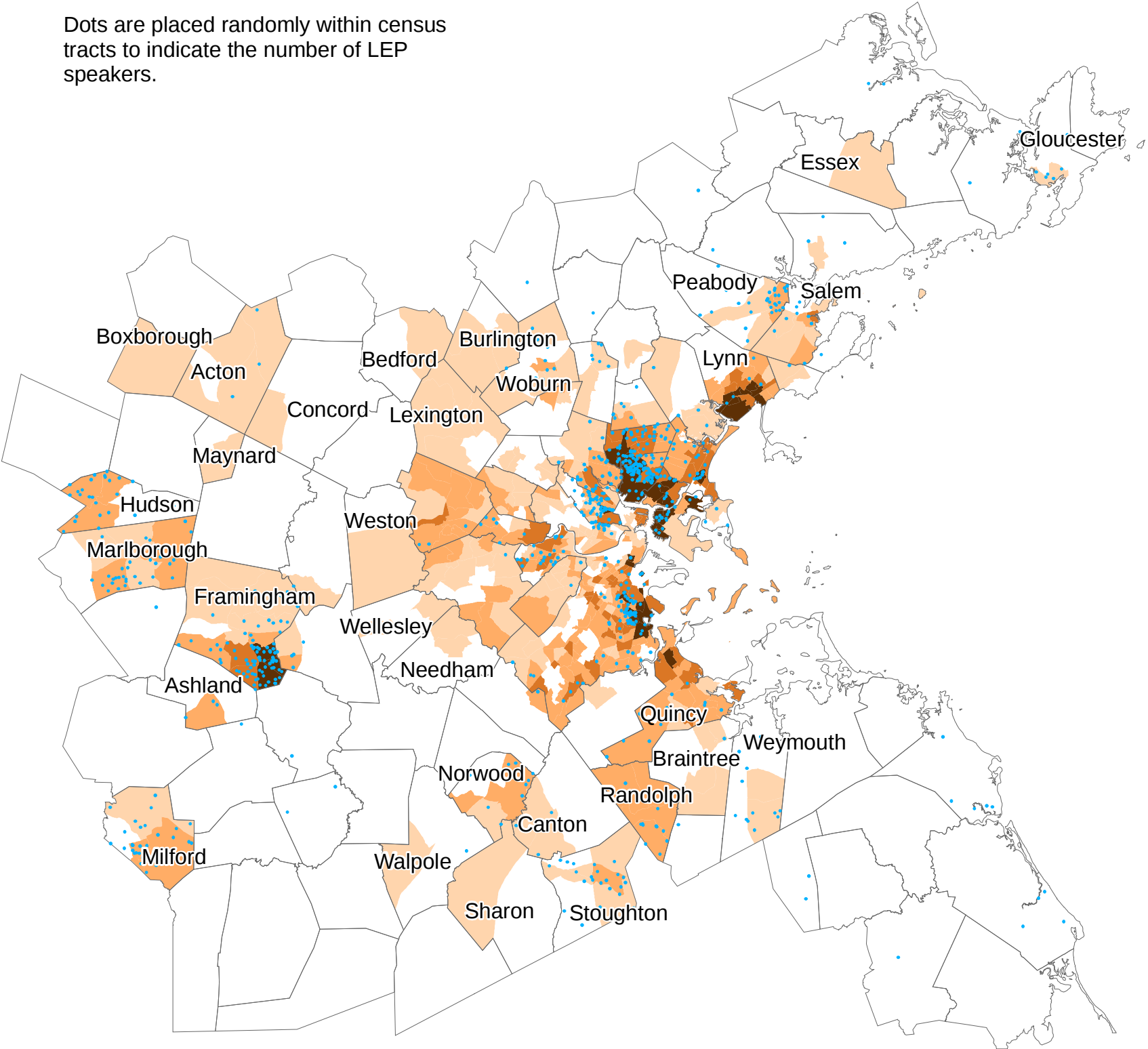
More than 30%



Geographic units in this map are U.S. census tracts from the 2010 Census.

Residents with limited English proficiency are defined for Federal Transit Administration Title VI purposes as persons aged five and older whose ability to speak English was self-identified as "well," "not well," or "not at all" in the 2012 American Community Survey (ACS) five-year summary file.

Dots are placed randomly within census tracts to indicate the number of LEP speakers.



● Portuguese speakers who speak English "less than very well" (1 dot = 50 speakers)

Percent with Limited English Proficiency

- Less than 5%
- 5% - 10%
- >10% - 20%
- >20% - 30%
- More than 30%

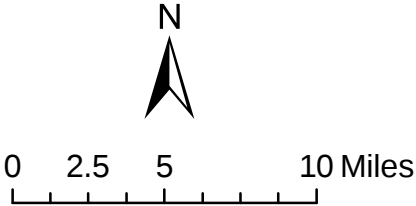
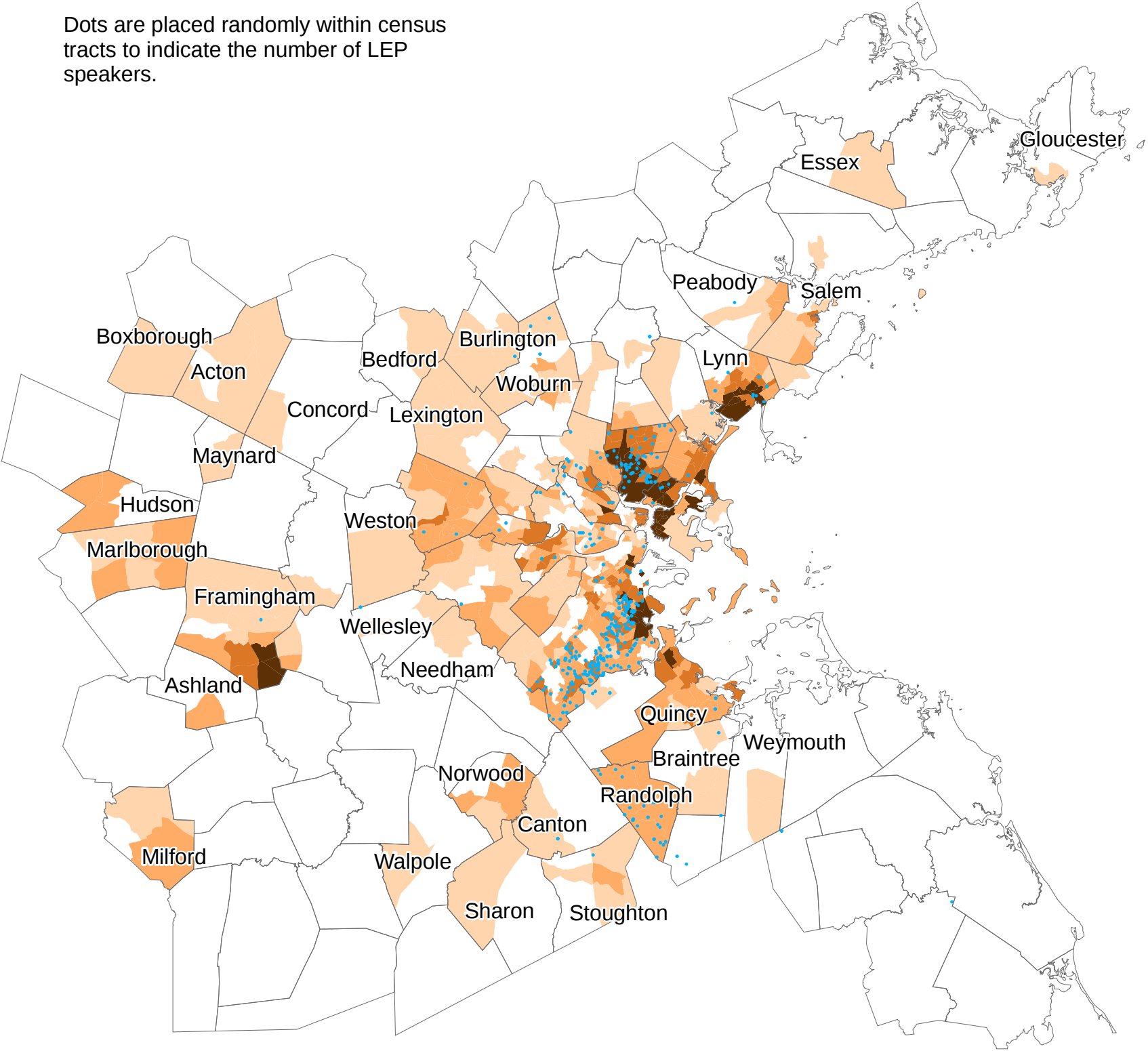


FIGURE B-4
Limited English
Proficiency:
Portuguese Speakers

Geographic units in this map are U.S. census tracts from the 2010 Census.

Residents with limited English proficiency are defined for Federal Transit Administration Title VI purposes as persons aged five and older whose ability to speak English was self-identified as "well," "not well," or "not at all" in the 2012 American Community Survey (ACS) five-year summary file.

Dots are placed randomly within census tracts to indicate the number of LEP speakers.



● **French Creole speakers who speak English "less than very well"**
(1 dot = 50 speakers)

Percent with Limited English Proficiency

- Less than 5%
- 5% - 10%
- >10% - 20%
- >20% - 30%
- More than 30%

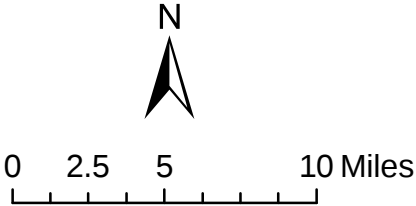
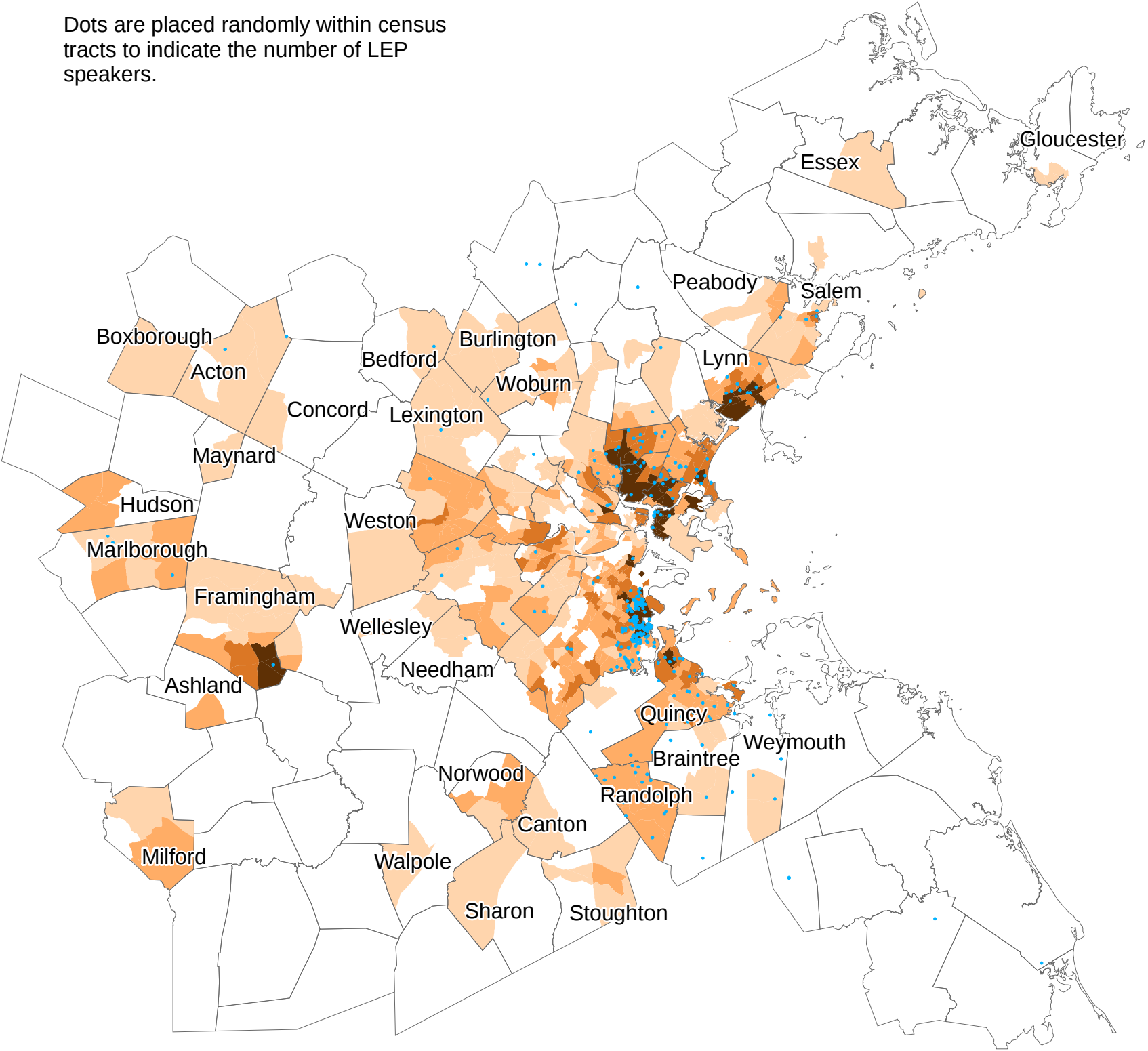


FIGURE B-5
Limited English
Proficiency:
French Creole Speakers

Geographic units in this map are U.S. census tracts from the 2010 Census.

Residents with limited English proficiency are defined for Federal Transit Administration Title VI purposes as persons aged five and older whose ability to speak English was self-identified as "well," "not well," or "not at all" in the 2012 American Community Survey (ACS) five-year summary file.

Dots are placed randomly within census tracts to indicate the number of LEP speakers.



- Vietnamese speakers who speak English "less than very well" (1 dot = 50 speakers)
- Percent with Limited English Proficiency**
- Less than 5%
 - 5% - 10%
 - >10% - 20%
 - >20% - 30%
 - More than 30%

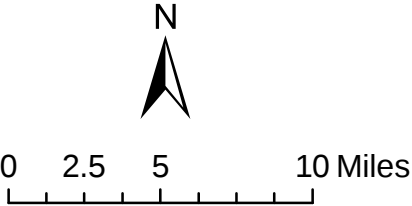
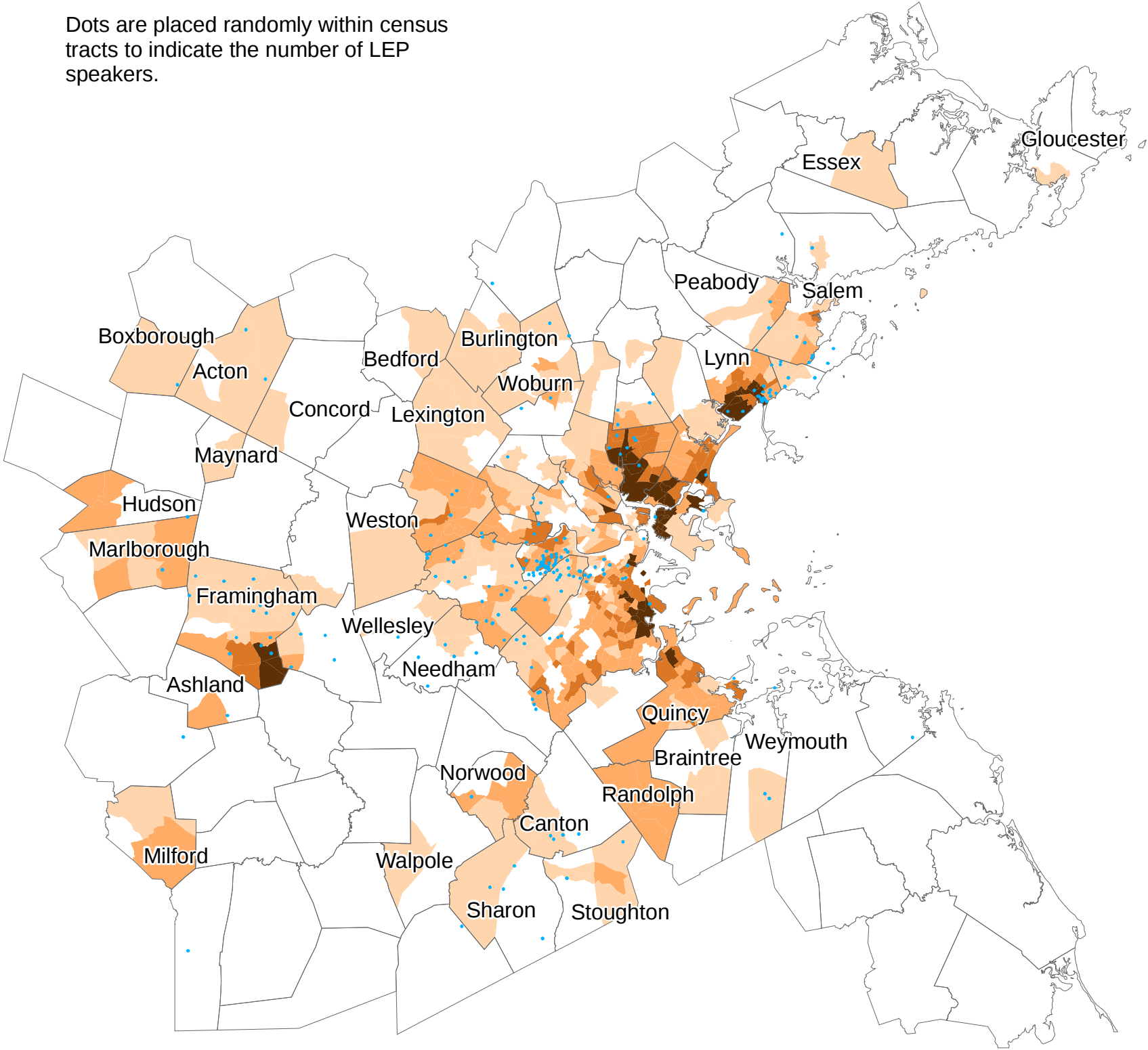


FIGURE B-6
Limited English
Proficiency:
Vietnamese Speakers

Geographic units in this map are U.S. census tracts from the 2010 Census.

Residents with limited English proficiency are defined for Federal Transit Administration Title VI purposes as persons aged five and older whose ability to speak English was self-identified as "well," "not well," or "not at all" in the 2012 American Community Survey (ACS) five-year summary file.

Dots are placed randomly within census tracts to indicate the number of LEP speakers.



● Russian speakers who speak English "less than very well" (1 dot = 50 speakers)

Percent with Limited English Proficiency

- Less than 5%
- 5% - 10%
- >10% - 20%
- >20% - 30%
- More than 30%

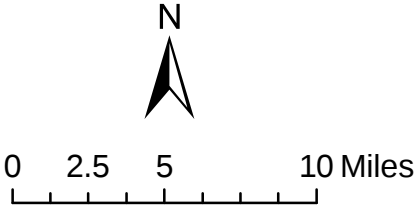


FIGURE B-7
Limited English
Proficiency:
Russian Speakers

Appendix C—Accessible Meeting Checklist

BOSTON REGION MPO ACCESSIBLE MEETING CHECKLIST

The checklist below should be completed by the person responsible for selecting and reviewing the meeting location to ensure that it meets all accessibility requirements.

Type/Purpose of Meeting: _____

Meeting Date: _____

Meeting Time: _____

Location: _____

Meeting Planner: _____

Publicizing the Meeting

- ☐ Has the public meeting been publicized at least three weeks in advance?
- ☐ Has the meeting been publicized in the required foreign languages and ethnic newspapers for the relevant populations in the community where the meeting will be held?
- ☐ Does the public meeting notice include accessibility information, how to request a reasonable accommodation, relevant dates for making requests, and who to contact to request a reasonable accommodation?
- ☐ Does the public meeting notice include information about how to request foreign language interpreters?

Evaluating the Meeting Location:

Evaluator: _____

Date of Evaluation: _____

- ☐ Where applicable (in areas where public transportation is available), is the meeting location one-quarter mile or less from the nearest accessible bus stop or rail station? Or, is transportation provided from the stop/station to the meeting location?
- ☐ Where applicable, is there an accessible path of travel provided from the public transportation stop to the meeting location and meeting room?

- ☐ If parking will be available at the meeting location, will there be accessible spaces (review number of car and van accessible spaces)?
- ☐ Is there an accessible path of travel provided from the accessible parking area to the meeting area?
- ☐ If the main entrance to the building is not accessible, is there directional signage pointing towards the accessible entrance?
- ☐ Is the accessible entrance unlocked and able to be used independently? If the meeting is taking place at night, is the path leading to the alternate entrance well lit?
- ☐ If there are restrooms that are open to the public, is there a pair of accessible restrooms available within close proximity of the meeting area? If not, is there at least one accessible gender-neutral restroom?
- ☐ If there are public phones, is there at least one accessible (TTY and within appropriate height range) telephone available?
- ☐ If a stage or platform will be used during the meeting, is it accessible?
- ☐ If a podium will be used during the meeting, is the podium height adjustable? If not, is there a small table (between 28 and 34 inches high) provided at the side of the podium?
- ☐ Is there a high-speed internet connection within the meeting space?

Ensuring Appropriate Accommodations

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

Facility/Room Setup (prior to meeting)

- ☐ If the main entrance to the building is not accessible, is the accessible entrance unlocked?

- ☐ Is there an integrated seating area in the meeting room for individuals who use a wheeled-mobility device?
- ☐ Is seating available for attendees who are deaf or hard of hearing, and who have requested an accommodation, near the front of the meeting room so that attendees may see the interpreter/captioner, or lip read?
- ☐ Is there an appropriately lit area in the front of the room for sign/foreign language interpreters and/or CART providers?
- ☐ Are the aisles at least three feet wide and clear of obstacles or tripping hazards?
- ☐ If microphones are used during the meeting, are adjustable microphone stands available for attendees? Can staff be used as floaters with microphones as an alternative?

Appendix D—MPO Public Participation Plan

Appendix E—Accessible Parking Factsheet



National Network

Information, Guidance and Training on the
Americans with Disabilities Act

Call us toll-free
1-800-949-4232 V/TTY

Find your regional center at
www.adata.org

Accessible Parking

The U.S. Department of Justice (DOJ) issued new regulations under the Americans with Disabilities Act (ADA) in 2010. The new rules affect state and local governments (Title II of the ADA), as well as public accommodations and commercial facilities (Title III). The regulations include the new 2010 ADA Standards for Accessible Design, outlining minimum accessibility requirements for buildings and facilities.

Existing Facilities

New construction projects must meet minimum standards with very few exceptions; alterations are also subject to strict requirements, although they may be more affected by existing structural conditions. Existing buildings and facilities which are not undergoing planned alterations are viewed a little differently.

Title II: Program Access

State and local government agencies that offer programs, services, or activities in existing facilities need to make sure that people with disabilities can gain access and participate in these activities. There are a variety of ways that agencies can ensure access to programs, but making structural improvements is often necessary.

Title III: Barrier Removal

Both commercial facilities and public accommodations must follow standards for new construction and alterations. Additionally, public accommodations (private businesses that are open to the general public, like retail stores, restaurants, banks, parking garages, and many others) must remove barriers when it is “readily achievable” to do so; readily achievable means

“easily accomplishable and able to be carried out without much difficulty or expense.” Designating accessible parking is often readily achievable, and is considered a top priority because it enables many people with disabilities to “get in the door.”

Safe Harbor

The 2010 regulations include a “safe harbor” for features that already comply with the 1991 standards, but may not meet the new 2010 standards. *For example:* A retail store’s parking lot has a total of 250 parking spaces; in compliance with 1991 standards, the lot includes seven accessible spaces, one of which is van-accessible. The 2010 standards would require two van-accessible spaces, but the store does not have to modify its parking lot to provide the additional space until the lot undergoes a planned alteration (re-striping, re-surfacing, etc.) after March 15, 2012. If the lot is altered after that time, it will then be brought into compliance with the 2010 standards, to the maximum extent feasible.

How many accessible parking spaces are needed?

One of every six accessible parking spaces, or fraction thereof, must be “van-accessible.” For example: A parking lot with 400 total spaces needs eight accessible spaces, and two of those eight spaces must be van-accessible.

Accessible spaces must connect to the shortest possible accessible route to the accessible building entrance or facility they serve.



Title II and Title III Revised Regulations: Accessible Parking

Total Number of Parking Spaces in Parking Facility (Lot or Garage)	Minimum Number of Accessible Parking Spaces Required
1 - 25	1
26 - 50	2
51 - 75	3
76 - 100	4
101 - 150	5
151 - 200	6
201 - 300	7
301 - 400	8
401 - 500	9
501 - 1000	20, plus 1 for each 100, or fraction thereof, over 1000

Where a parking facility serves multiple buildings or accessible entrances, accessible parking spaces should be dispersed to enable people to park near as many accessible entrances as possible. *For example:* A shopping center has fifteen stores, each with a separate entrance. There is one large parking lot with 1000 spaces. The twenty accessible parking spaces should be dispersed to provide some options for people to park close to the different stores.

Where separate parking facilities serve the same building or entrance, accessible spaces may be grouped together, as long as the number of spaces provided is determined according to each of the separate parking facilities. *For example:* A sports stadium has an adjacent parking lot with 1000 spaces and a separate parking lot several blocks away with an additional 1500 spaces. The adjacent lot needs 20 accessible spaces (four of which need to be van-accessible), and the

remote lot needs 25 accessible spaces (five of which need to be van-accessible). Since accessible spaces need to be as near as possible to the facilities they serve, the 45 accessible spaces (including nine van-accessible) can be located in the lot adjacent to the stadium.

Medical Facilities

Certain types of medical facilities need more accessible parking.

- Hospital outpatient facilities need **10%** of patient/visitor spaces to be accessible.
- Rehabilitation facilities that specialize in treating mobility-related conditions and outpatient physical therapy facilities need **20%** of patient/visitor spaces to be accessible.

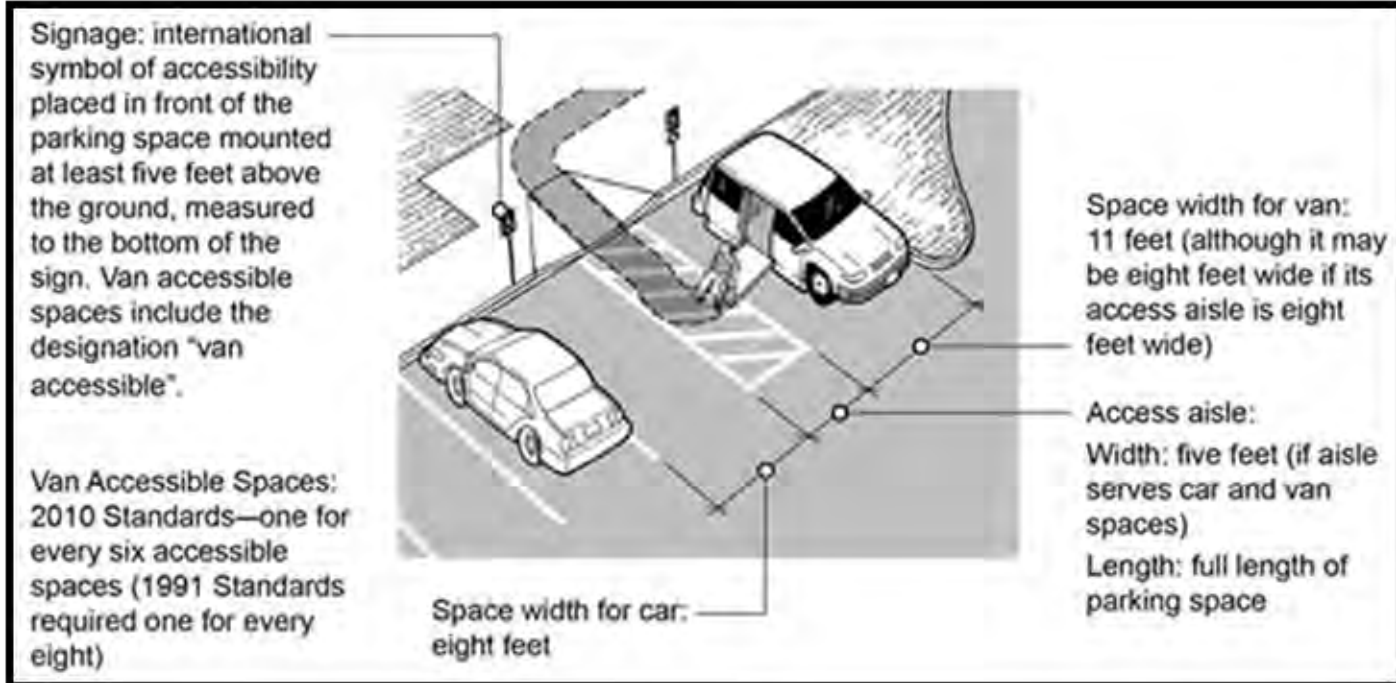
The number of van-accessible spaces is still one of every six accessible parking spaces, or fraction thereof.

For example: An outpatient physical therapy facility has a parking lot with 50 total spaces for employees only. Following basic requirements, that lot will need two accessible spaces, one of which will be van-accessible. A separate lot with 200 total spaces is provided for patients and visitors; this lot will need 40 accessible spaces, seven of which will be van-accessible.

Exceptions

- Parking facilities that are used exclusively for buses, trucks, delivery vehicles, law enforcement vehicles, and vehicular impound are not required to include accessible spaces, but if such lots are accessed by the public (e.g. impounded vehicle retrieval) then an accessible passenger loading zone must be provided.

What do accessible parking spaces look like?



Dimensions (all dimensions are minimums): Accessible parking spaces are eight (8) feet wide; van-accessible spaces are eleven (11) feet wide. Access aisles for either type of space are five (5) feet wide. These adjacent aisles, which can be shared between two spaces, provide room for individuals to deploy vehicle-mounted wheelchair lifts and/or unload and use mobility devices such as wheelchairs, walkers, etc. An alternate design allows a van-accessible space to be eight (8) feet wide if the adjacent access aisle is also eight (8) feet wide.

Access aisles must be marked (e.g., painted with hatch marks) to discourage parking in them. This is especially important where the alternate design is used and an access aisle at a van-accessible space is the same size as the space.

The surface of accessible spaces and access aisles must be smooth, stable, and virtually level in all directions to ensure safe use for people with disabilities, including those who must load, unload, and use wheeled mobility devices.

Additionally, van-accessible spaces, their associated access aisles, and the vehicular routes serving them must provide vertical clearance of at least 98 inches to allow for the height of typical wheelchair lift-equipped vehicles.

Signs

Accessible parking spaces must be identified by signs that include the International Symbol of Accessibility. Signs at van-accessible spaces must include the additional phrase "van-accessible."

Signs should be mounted so that the lower edge of the sign is at least five (5) feet above the ground. This helps ensure visibility both for motorists and local enforcement officials.

Exceptions

- Parking lots that have four or fewer total spaces do not need to designate the accessible space with a sign. This means that for the purposes of local enforcement (at least in most jurisdictions), anyone, with or without a disability, can park in the accessible space. This is intended to excuse very small entities from having to reserve 25% to 100%

of their available parking for individuals with disabilities.

- Residential facilities where parking spaces are assigned to specific dwelling units are also exempt from the requirement to post signs at accessible spaces.

Note that these two exemptions are only related to signs; accessible parking spaces must still be provided in appropriate numbers and with other required features (minimum width, etc.).

Maintenance

It is important that accessible features be maintained, and outdoor spaces can be especially challenging because of weather and other conditions. Accessible parking spaces, aisles, and routes should be maintained in good repair and kept clear of snow, ice, or fallen leaf build-up.

Other Laws, Other Requirements

The ADA establishes these requirements to ensure that when parking facilities are provided by entities covered by Title II or Title III, accessible spaces with certain features are available. Many state and local governments

have their own requirements, which may be more specific or more stringent in some ways.

Each state also establishes criteria and procedures to issue accessible parking permits (often in the form of distinctive license plates or placards) to individuals with disabilities. Enforcement activities related to these issues (fraudulent use of permits, illegal parking in accessible spaces, etc.) are typically carried out by state and local authorities, such as city police departments.

Other requirements may be relevant in different situations or under different laws. For example, the Fair Housing Act requires covered housing providers to make “reasonable accommodations” for residents with disabilities, which could mean reserving a parking space for a specific individual.

Content was developed by the Mid-Atlantic ADA Center, and is based on professional consensus of ADA experts and the ADA National Network.



401 North Washington Street, Suite 450
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Toll Free: 800-949-4232 V/TTY (DC, DE, MD, PA, VA, WV)
Local: 301-217-0124 V/TTY
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<http://www.adainfo.org/>

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Appendix F—I Speak Language Identification Flashcard

- | | | |
|--------------------------|--|------------------------|
| ☐ | ضع علامة في هذا المربع إذا كنت تقرأ أو تتحدث العربية. | 1. Arabic |
| ☐ | Խոսողո՞ւմ ե՞ս, կ՞արեա՞րք այս քաղաքում,
եթե խոսում կամ կարդում եք հայերեն: | 2. Armenian |
| ☐ | যদি আপনি বাংলা পড়েন বা বলেন তা হলে এই বাক্সে দাগ দিন। | 3. Bengali |
| ☐ | ល្អបញ្ជាក់ក្នុងប្រអប់នេះ បើអ្នកអាន ឬនិយាយភាសា ខ្មែរ ។ | 4. Cambodian |
| ☐ | Motka i kahhon ya yangin ûntûngnu' manaitai pat ûntûngnu' kumentos Chamorro. | 5. Chamorro |
| ☐ | 如果你能读中文或讲中文，请选择此框。 | 6. Simplified Chinese |
| ☐ | 如果你能讀中文或講中文，請選擇此框。 | 7. Traditional Chinese |
| ☐ | Označite ovaj kvadratić ako čitate ili govorite hrvatski jezik. | 8. Croatian |
| ☐ | Zaškrtněte tuto kolonku, pokud čtete a hovoříte česky. | 9. Czech |
| ☐ | Kruis dit vakje aan als u Nederlands kunt lezen of spreken. | 10. Dutch |
| ☐ | Mark this box if you read or speak English. | 11. English |
| ☐ | اگر خواندن و نوشتن فارسی بلد هستید، این مربع را علامت بزنید. | 12. Farsi |

☐	Cocher ici si vous lisez ou parlez le français.	13. French
☐	Kreuzen Sie dieses Kästchen an, wenn Sie Deutsch lesen oder sprechen.	14. German
☐	Σημειώστε αυτό το πλαίσιο αν διαβάζετε ή μιλάτε Ελληνικά.	15. Greek
☐	Make kazye sa a si ou li oswa ou pale kreyòl ayisyen.	16. Haitian Creole
☐	अगर आप हिन्दी बोलते या पढ़ सकते हैं तो इस बक्स पर चिह्न लगाएँ।	17. Hindi
☐	Kos lub voj no yog koj paub twm thiab hais lus Hmoob.	18. Hmong
☐	Jelölje meg ezt a kockát, ha megérte vagy beszéli a magyar nyelvet.	19. Hungarian
☐	Markaam daytoy nga kahon no makabasa wenno makasaoka iti Ilocano.	20. Ilocano
☐	Marchi questa casella se legge o parla italiano.	21. Italian
☐	日本語を読んだり、話せる場合はここに印を付けてください。	22. Japanese
☐	한국어를 읽거나 말할 수 있으면 이 칸에 표시하십시오.	23. Korean
☐	ໃຫ້ໝາຍໃສ່ຊ່ອງນີ້ ຖ້າທ່ານອ່ານຫຼືປາກພາສາລາວ.	24. Laotian
☐	Prosimy o zaznaczenie tego kwadratu, jeżeli posługuje się Pan/Pani językiem polskim.	25. Polish

☐	Assinale este quadrado se você lê ou fala português.	26. Portuguese
☐	Însemnați această căsuță dacă citiți sau vorbiți românește.	27. Romanian
☐	Пометьте этот квадратик, если вы читаете или говорите по-русски.	28. Russian
☐	Обележите овај квадратик уколико читате или говорите српски језик.	29. Serbian
☐	Označte tento štvorček, ak viete čítať alebo hovoriť po slovensky.	30. Slovak
☐	Marque esta casilla si lee o habla español.	31. Spanish
☐	Markahan itong kuwadrado kung kayo ay marunong magbasa o magsalita ng Tagalog.	32. Tagalog
☐	ให้กาเครื่องหมายลงในช่องถ้าท่านอ่านหรือพูดภาษาไทย.	33. Thai
☐	Maaka 'i he puha ni kapau 'oku ke lau pe lea fakatonga.	34. Tongan
☐	Відмітьте цю клітинку, якщо ви читаете або говорите українською мовою.	35. Ukrainian
☐	اگر آپ اردو پڑھتے یا بولتے ہیں تو اس خانے میں نشان لگائیں۔	36. Urdu
☐	Xin đánh dấu vào ô này nếu quý vị biết đọc và nói được Việt Ngữ.	37. Vietnamese
☐	באצייכנט דעם קעסטל אויב איר לייענט אדער רעדט אידיש.	38. Yiddish

Appendix C—Public Participation Plan Outreach Information

MPO Public Outreach

You can provide input into the future of transportation in the Boston region at upcoming public workshops.

Please attend and share your views.

Staff from the Boston Region Metropolitan Planning Organization (MPO) will answer questions and gather comments about two important regional transportation planning documents that will be available for public review and comment in May and June.

- The draft federal fiscal years 2014–17 Transportation Improvement Program (TIP)
- The draft federal fiscal year 2014 Unified Planning Work Program (UPWP)

The TIP establishes the list of highway and transit projects in the Boston region that will receive federal funding. The UPWP establishes the list of transportation planning studies to be conducted in the region.

The MPO is also seeking input on:

- The transportation needs of minority and low-income communities in the region and of the elderly, persons with disabilities, and persons with limited English proficiency.
- The MPO's Public Participation Plan and the MPO's process for gathering public input.

The documents can all be reviewed at www.bostonmpo.org.



Workshop Information

Wednesday, May 29

5:30 – 7:00 PM

Lynn City Hall, Room 302

- 3 City Hall Square, Lynn
- Accessible via the MBTA's Newburyport/Rockport commuter rail line (Lynn Station), MBTA bus Routes 429, 431, 435, and MBTA Express bus Routes 426, 455, and 459

Thursday, May 30

5:30 – 7:00 PM

Framingham Town Hall, Nevins Hall

- 150 Concord Street, Framingham
- Accessible via the MBTA's Framingham/Worcester commuter rail line (Framingham Station) and several MWRTA bus routes (see www.mwrt.com or call 508.935.2222 for MWRTA details).

Wednesday, June 5

12:30 – 2:00 PM and 5:30 – 7:00 PM

(two sessions)

State Transportation Building, Suite 2150

- 10 Park Plaza, Boston, MA.
- Accessible via the Orange and Silver lines (Tufts Medical Center), the Green Line (Boylston or Arlington Station), and MBTA bus Routes 43 and 55.
- A photo ID is required for access to the building.

Difusión Pública de la MPO

Usted puede aportar al futuro del transporte en la región Boston en los próximos talleres públicos.

Por favor concorra y comparta sus opiniones

El Personal de La Organización de Planeamiento Metropolitano de la Región Boston (MPO-siglas en Inglés-) responderá preguntas y recabará comentarios acerca de dos importantes documentos de planeamiento de transporte regional que estarán disponibles para revisión y comentario públicos en Mayo y Junio.

- Anteproyecto de los Años Federales Fiscales (FFY–siglas en Inglés-) 2014-2017 del Programa de Mejoramiento de Transporte (TIP –siglas en Inglés-)
- Anteproyecto del Año Federal Fiscal 2014 del Programa de Trabajo de Planeamiento Unificado (UPWP– siglas en Inglés-)

El TIP establece la lista de los proyectos de carretera y de tránsito que recibirán financiación federal. El UPWP establece la lista de los estudios de planeamiento de transporte que se conducirán en la región.

La MPO también está buscando sus opiniones acerca de:

- Las necesidades de transporte de las minorías y comunidades de bajos recursos en la región, y de los ancianos, personas con discapacidades, y personas con conocimiento limitado del idioma Inglés.
- El Plan de Participación Pública de la MPO y el proceso de la MPO para recolectar opiniones públicas.

Todos los documentos pueden ser revisados en www.bostonmpo.org.



Información de Talleres

Miércoles, 29 de Mayo

5:30 – 7:00 PM

Lynn City Hall, Sala 302

- 3 City Hall Square, Lynn
- Accesible vía las líneas de Riel de pasajeros de Newburyport/Rockport de la MBTA (Estación Lynn), autobús Rutas 429, 431, 435 de la MBTA y Rutas de Autobús Expreso de la MBTA 426, 455, y 459

Jueves, 30 de Mayo

5:30 – 7:00 PM

Framingham Town Hall, Nevins Hall

- 150 Concord Street, Framingham
- Accesible vía las Líneas de Riel de pasajeros de Framingham/Worcester de la MBTA (Estación Framingham) y varias rutas de autobús de la MWRTA (diríjase a www.mwrta.com o llame al 508.935.2222 para detalles de la MWRTA).

Miércoles, 5 de Junio

12:30 – 2:00 PM y 5:30 – 7:00 PM (dos sesiones)

Edificio de Transporte del Estado, sala 2150

- 10 Park Plaza, Boston, MA.
- Accesible vía las Líneas Naranja y Plateada (Centro Médico de Tufts), la Línea Verde (Estaciones de Boylston o Arlington), y rutas 43 y 55 de autobús de la MBTA.
- Se requiere de una identificación con foto para acceder al edificio.



Los lugares de reunión son accesibles para las personas con discapacidad, y están cerca del transporte público. A petición (preferiblemente dos semanas antes de la reunión), se hará todo lo posible para proporcionar ajustes, tales como los dispositivos de ayuda auditiva, los materiales en formatos accesibles y en otros idiomas que no sean el Inglés, y los intérpretes de Lenguaje de Señas Americano y de otros idiomas. Por favor póngase en contacto con el personal de MPO al 617.973.7100 (voz), 617.973.7089 (TTY), 617.973.8855 (fax), o publicinformation@ctps.org

Meeting locations are accessible to people with disabilities and are near public transportation. Upon request (preferably two weeks in advance of a meeting), every effort will be made to provide accommodations such as assistive listening devices, materials in accessible formats and in languages other than English, and interpreters of American Sign Language and other languages. Please contact the MPO staff at 617.973.7100 (voice), 617.973.7089 (TTY), 617.973.8855 (fax), or publicinformation@ctps.org.

Chamado ao Público MPO

Você pode opinar a respeito do futuro do transporte na região de Boston nas próximas reuniões públicas.

Por favor, compareça e opine.

Os funcionários da Organização de Planejamento Metropolitano da Região de Boston (Boston Region Metropolitan Planning Organization - MPO) responderão perguntas e registrarão comentários a respeito de dois importantes documentos de planejamento do transporte regional que estarão disponíveis ao público para divulgação e comentários em maio e junho:

- O projeto federal para os anos fiscais de 2014–17 do Programa de Melhoria do Transporte (Transportation Improvement Program - TIP)
- O projeto federal para o ano fiscal de 2014 do Programa de Trabalho de Planejamento Unificado (Unified Planning Work Program - UPWP)

O TIP estabelece a lista de projetos de rodovias e trânsito na região de Boston que receberão financiamento federal. O UPWP estabelece a lista de estudos de planejamento de transporte que serão conduzidos na região.

A MPO também busca opiniões a respeito:

- Das necessidades de transporte de comunidades minoritárias e de baixa renda na região, e, de idosos, pessoas com deficiências e de pessoas com conhecimento limitado da língua inglesa.
- Do Plano de Participação Pública MPO e do processo de coleta das opiniões do público pela MPO.

Os documentos podem ser acessados através da página www.bostonmpo.org.



Informações Sobre as Reuniões

Quarta-feira, 29 de maio

17h30 – 19h00

Lynn City Hall, Sala 302

- 3 City Hall Square, Lynn
- Acessível pela linha de trens urbanos MBTA Newburyport/ Rockport (Estação Lynn), linhas de ônibus MBTA 429, 431, 435, e linhas de ônibus expressos MBTA 426, 455 e 459

Quinta-feira, 30 de maio

17h30 – 19h00

Framingham Town Hall, Nevins Hall

- 150 Concord Street, Framingham
- Acessível pela linha de trens urbanos MBTA Framingham/ Worcester (Estação Framingham) e diversas linhas de ônibus MWRTA (consulte www.mwrta.com ou ligue para 508.935.2222 para obter informações sobre as linhas MWRTA).

Quarta-feira, 5 de junho

12h30 – 14h00 e 17h30 – 19h00

(duas sessões)

State Transportation Building, Suite 2150

- 10 Park Plaza, Boston, MA.
- Acessível pelas linhas Laranja (Orange) e Prata (Silver) (Tufts Medical Center), pela linha Verde (Green) (Estação Boylston ou Arlington), e linhas de ônibus MBTA 43 e 55.
- Uma identidade com foto é necessária para ter acesso ao prédio.

Os locais de reunião têm acesso para pessoas com deficiências e são próximos ao transporte público. Caso seja requisitado (preferivelmente com duas semanas de antecedência à data da reunião), todo o esforço será feito para oferecer acomodações tais como aparelhos para auxílio de audição, materiais em formatos acessíveis e em outras línguas além do inglês, e intérpretes da Língua Americana de Sinais e de outras linguagens. Por favor, contate os funcionários da MPO pelos números 617.973.7100 (voz), 617.973.7089 (TTY), 617.973.8855 (fax), ou pelo email publicinformation@ctps.org.

O planejamento do transporte não é um simples processo técnico. Para que obtenha sucesso, ele precisa ser uma colaboração, com base em informações e orientação do público, de você. Seu envolvimento é vital à MPO. Ao fazer um comentário, suas ideias ajudarão a MPO a desenvolver planos e decidir quais projetos financiar na construção e melhoria do sistema de transporte regional.

A MPO possui um Plano de Participação Pública, Informe-se, Envolve-se (*Be Informed, Be Involved*), para facilitar o envolvimento do público no processo MPO. Ele fornece informações sobre a MPO e a Região de Boston, explica o processo de planejamento de transporte da MPO, descreve os passos tomados pela MPO a cada ano na condução de seu trabalho de planejamento e programação, e explica como você e o restante do público podem participar.

A MPO planeja atualizar este ano seu Plano de Participação Pública. Como primeiro passo, gostaríamos de sua opinião a respeito de como podemos melhorar o programa de divulgação e participação.

Por favor, compartilhe conosco, por um momento, suas opiniões a respeito das seguintes questões:

1) Quais são seus modos preferidos de receber as notícias da MPO? (Assinale todos os que se aplicarem.)

- ☐ Página Web MPO ☐ Email da MPOinfo
☐ Jornal ☐ *TRANSREPORT* (boletim)
☐ Outro (por favor, especifique) _____

2) Quais são seus modos preferidos de entrar em contato com a MPO? (Assinale todos os que se aplicarem.)

- ☐ Reunião pública ☐ Botão de comentários da página
☐ Carta ao líder da MPO ☐ Cartão de comentários impresso
☐ Email a publicinformation@ctps.org
☐ Outro (por favor, especifique) _____

3) Você gostaria de mais informações sobre quais aspectos do processo MPO? (Assinale todos os que se aplicarem.)

- ☐ Visão e política MPO ☐ Processo de seleção de projetos
☐ Como participar ☐ Fontes de financiamento
☐ Provisões e Direitos Civis
☐ Outro (por favor, especifique) _____

4) Do you feel your voice is heard by the Boston Region MPO in transportation planning?

- ☐ Sim ☐ Não ☐ Algumas vezes

Por que você acha isso? _____

5) O que a MPO pode fazer para aumentar a conscientização e a participação no planejamento da MPO?

(Continue no verso.)

Obrigado!
maio e junho, 2013

[illegible]

El planeamiento de transporte no es tan sólo un proceso técnico. Para ser exitoso, éste debe ser colaborativo, basarse en la información y orientación de miembros del público, como usted.

Su participación es vital para la MPO. Cuando usted hace un comentario, sus ideas ayudan a la MPO a desarrollar planes y a decidir qué proyectos va a financiar con el fin de construir y mejorar el sistema de transporte de la región.

La MPO posee al Plan de Participación Pública, *Infórmese, Involúcrese*, precisamente para facilitar la aportación pública. Éste proporciona información básica sobre la MPO y la región de Boston; explica el proceso de planeamiento de transporte de la MPO; enumera los pasos que la MPO realiza cada año para conducir el trabajo de planeamiento y programación; y discute la forma en la que usted y otros miembros del público pueden estar involucrados.

La MPO está planeando actualizar su Plan de Participación Pública este año. Como un primer paso, nos gustaría oír de usted sobre formas en que el programa de divulgación se podría mejorar.

Por favor, tome un momento para compartir sus opiniones sobre las siguientes preguntas:

1) ¿Cuáles son sus métodos preferidos para recibir noticias de la MPO? (Marque todas las que correspondan.)

- ☐ Página Web de la MPO ☐ Periódico
- ☐ Correo Electrónico de MPOinfo
- ☐ *TRANSREPORT* (boletín informativo)
- ☐ Otro (por favor especifique) _____

2) ¿Cuáles son sus métodos preferidos para hacer aportes a la MPO? (Marque todas las que correspondan.)

- ☐ Reunión Pública ☐ Botón de comentarios del sitio Web
- ☐ Carta al Presidente de la MPO
- ☐ Tarjeta de comentarios impresa
- ☐ Correo electrónico a publicinformation@ctps.org
- ☐ Otro (por favor especifique) _____

3) ¿De qué aspectos del proceso de la MPO desearía usted recibir más información? (Marque todas las que correspondan.)

- ☐ Visiones y políticas de la MPO ☐ Cómo estar involucrado
- ☐ Fuentes de financiación ☐ Cláusulas relativas a los Derechos Civiles
- ☐ Proceso de selección de estudios y proyectos
- ☐ Otro (por favor especifique) _____

4) ¿Cree que su voz es escuchada por la MPO Región Boston en la planificación del transporte?

- ☐ Si ☐ No ☐ A veces

¿Por qué se siente de ese modo? _____

(Continúe en la parte posterior.)

¡Gracias!
Mayo y Junio, 2013

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.



Comparta Sus Opiniones – ¿Cómo puede la MPO de la Región Boston Mejorar Su Programa de Divulgación?



O Que Você Acha?

Por favor, utilize o espaço abaixo para comentar a respeito dos planos e processos da Organização de Planejamento Metropolitano da Região de Boston. Além disso, por favor, escreva sobre suas necessidades de transporte e sobre quaisquer lacunas que tenha encontrado na rede de transporte na região.

Mantenha-se Atualizado(a)

- ☐ Sim! Eu quero receber informações a respeito de eventos, documentos, e reuniões relacionados às atividades da MPO através da lista de e-mails.

Nome _____

E-mail _____

Endereço _____

Cidade _____ Estado _____ Código Postal (Zip code) _____



¿Qué piensa usted?

Por favor utilice el espacio a continuación para comentar acerca de los planes y procesos de la Organización de Planeamiento Metropolitano de la Región Boston. Por favor, díganos también de sus necesidades de transporte y de cualquier déficit que usted encuentra en la red de transporte de la región. _____

Manténgase al Corriente

- ☐ Sí! Me gustaría recibir información acerca de los eventos, documentos y reuniones relacionados a las actividades de la MPO a través de la lista de servidor de correo electrónico de la MPO.

Nombre _____

Correo electrónico _____

Dirección _____

Ciudad _____ Estado _____ Código Postal _____

Appendix D—Public Workshop Notices

MPO Public Outreach for Review of the Public Participation Plan

The Boston Region Metropolitan Planning Organization (MPO) is updating its Public Participation Plan, which defines the strategies and activities used to engage members of the public in the transportation planning and decision-making process. A draft of the updated plan has been released for a 45-day public-review and comment period, which will close at 5:00 PM on October 8, 2014. Several public meetings will be held to discuss the plan and gather comments and ideas for improving it.

Please attend and share your views.

The Draft Public Participation Plan is available on the Public Involvement page of the MPO's website, www.bostonmpo.org.



Meeting Information

Tuesday, September 16, 2014

5:30 PM–7:00 PM

Framingham Memorial Building 
Ablondi Room (Main Level)
150 Concord Street
Framingham

Wednesday, September 17, 2014

5:30 PM–7:00 PM

VietAID Center 
(Vietnamese translation services to be provided)
42 Charles Street
Fields Corner neighborhood of Dorchester in Boston

Tuesday, September 30, 2014

5:30 PM–7:00 PM

Lynn City Hall and Memorial Auditorium 
Room 307
3 City Hall Square
Lynn

Wednesday, October 1, 2014

5:30 PM–7:00 PM

Second Floor Conference Room 
(City Council Chambers)
Quincy City Hall
1305 Hancock Street
Quincy

Please check the MPO website for the most current information on meetings to discuss the Public Participation Plan.

The MPO welcomes feedback on this draft plan and about ways to enhance public participation. To submit a comment online, please click [here](#), or via the MPO website at www.bostonMPO.org. Comments also may be made by mail, email, fax, or phone:

Boston Region Metropolitan Planning Organization

State Transportation Building
10 Park Plaza, Suite 2150
Boston, MA 02116-3968

Voice: 617.973.7100

Fax: 617.973.8855

TTY: 617.973.7089

Email: publicinformation@ctps.org

The MPO is scheduled to approve an update to the Public Participation Plan at the MPO meeting on October 16 at 10:00 AM, in conference Rooms 2 and 3 of the State Transportation Building, 10 Park Plaza, in Boston.

For detailed schedules of the public transportation services available for getting to and from the meeting, please visit the MBTA's website, www.mbta.com, or call MBTA Customer Service at **617.222.3200** or **800.392.6100**, or via TTY at **617.222.5146**. Driving directions can be generated from Google Maps (<https://maps.google.com>).

Meeting locations are accessible to people with disabilities and are near public transportation. Upon request (preferably two weeks in advance of the meeting), every effort will be made to provide accommodations such as assistive-listening devices, materials in accessible formats and in languages other than English, and interpreters in American Sign Language and other languages. Please contact the MPO staff at **617.973.7100 (voice)**, **617.973.7089 (TTY)**, **617.973.8855 (fax)**, or **publicinformation@ctps.org**.

MP0公众参与计划审阅宣传

波士顿地区大都会规划机构

(MPO) 正更新其公众参与计划, 该计划对用来促进公众参与交通规划和决策过程的策略及活动进行了规定。新版计划草案已经公布, 并进入为期45天的公众审查和评论期, 直至2014年10月8日下午5时截止。我们将举办几场公众会议讨论该计划, 收集改善计划的评论和意见。

请参加并分享您的观点。

《公众参与计划草案》可在MPO网站 (www.bostonmpo.org) 的公众参与网页上获取。



会议信息

2014年9月16日, 周二

下午5:30 - 7:00

 Framingham Memorial Building
Ablondi Room (Main Level)
150 Concord Street
Framingham

2014年9月17日, 周三

下午5:30 - 7:00

 VietAID Center (提供越南语翻译服务)
42 Charles Street
Fields Corner neighborhood of
Dorchester in Boston

2014年9月30日, 周二

下午5:30 - 7:00

 Lynn City Hall and Memorial
Auditorium
Room 307
3 City Hall Square
Lynn

2014年10月1日, 周三

下午5:30 - 7:00

 Second Floor Conference Room
(City Council Chambers)
Quincy City Hall
1305 Hancock Street
Quincy

请登陆MPO的网站获取有关会议的最新信息参与讨论公众参与计划。MPO欢迎您对该计划草案的反馈以及改善公众参与的不同方式的建议。在网上提交评论，请点击[此处](#)，或通过MPO网站www.bostonMPO.org提交。您也可以通过邮件、电子邮件、传真，或电话提交评论。联系方式如下：

Boston Region Metropolitan Planning Organization

State Transportation Building
10 Park Plaza, Suite 2150
Boston, MA 02116-3968

电话：617.973.7100
传真：617.973.8855
TTY： 617.973.7089
电子邮件： publicinformation@ctps.org

MPO计划于10月16日上午10时在波士顿Park Plaza街10号的麻州交通大楼第1、2会议室通过公众参与计划修改版。

欲获知到达、离开会议地点的公共交通时刻表，请登陆MBTA的网站：www.mbtta.com，或拨打MBTA客服电话617.222.3200或800.392.6100，或TTY：617.222.5146。驾车路线可由Google地图生成（<https://maps.google.com>）。

会议地点配有无障碍通行设施，此处也临近公共交通。如有需求（请最好在会议两周之前提出申请），我们将尽力提供诸如助听设备、以无障碍格式印刷及其他语言译成的文件，和其他语言、美国手语的口译。请联系MPO工作人员，电话：617.973.7100；TTY：617.973.7089；传真：617.973.8855，或电子邮件：publicinformation@ctps.org。

Divulgação da MPO para a Revisão do Plano de Participação Pública

A Organização de Planejamento Metropolitano da região de Boston (MPO) está atualizando seu Plano de Participação Pública, que define as estratégias e atividades utilizadas para o envolvimento do público no processo de planejamento e tomada de decisões no transporte. Um modelo do plano atualizado será disponibilizado por um período de 45 dias de consulta e comentários do público, que se encerrará às 17h00 do dia 8 de outubro de 2014. Diversas reuniões públicas serão conduzidas para o debate a respeito do plano e para registrar comentários e ideias para sua melhoria.

Por favor, compareça e compartilhe suas opiniões.

O Modelo do Plano de Participação Pública está disponível na página de **Envolvimento Público** da MPO, www.bostonmpo.org.



Información para las Reuniones

Terça-feira, 16 de setembro de 2014
17h30–19h00

 Framingham Memorial Building
Sala Ablondi (Andar Principal)
150 Concord Street
Framingham

Quarta-feira, 17 de setembro de 2014
17h30–19h00

 VietAID Center (serão oferecidos serviços de tradução para o vietnamita)
42 Charles Street
Fields Corner de Dorchester em Boston

Terça-feira, 30 de setembro de 2014
17h30–19h00

 Lynn City Hall e Memorial Auditorium
Sala 307
3 City Hall Square
Lynn

Quarta-feira, 1º de outubro de 2014
17h30–19h00

 Sala de Conferência do Segundo Andar (City Council Chambers)
Quincy City Hall
1305 Hancock Street
Quincy

Por favor, consulte a página da MPO para obter informações atualizadas a respeito das reuniões para o debate a respeito do **Plano de Participação Pública**.

A MPO agradece os comentários a respeito do plano e suas opiniões a respeito de como aumentar e melhorar a participação pública. Para enviar um comentário online, por favor, clique **aqui**, ou utilize a página da MPO, **www.bostonMPO.org**. Comentários também podem ser feitos pelo correio, ou por email, fax ou telefone:

Boston Region Metropolitan Planning Organization

State Transportation Building
10 Park Plaza, Suite 2150
Boston, MA 02116-3968

Voz: 617.973.7100

Fax: 617.973.8855

TTY: 617.973.7089

Email: publicinformation@ctps.org

A aprovação da revisão do Plano de Participação Pública da MPO está programada para o dia 16 de outubro às 10h00, nas salas de conferência 2 e 3 do Edifício de Transporte do Estado, 10 Park Plaza, em Boston.

Para obter os itinerários detalhados dos serviços de transporte público disponíveis para o acesso ao local da reunião, por favor, visite a página da MBTA, **www.mbta.com**, ou ligue para o Serviço de Atendimento ao Usuário da MBTA pelo número 617-222-3200 ou 800-392-6100, ou via TTY pelo número 617-222-5146. O trajeto para motoristas pode ser gerado pelo Google Maps (**<https://maps.google.com>**).

Os locais de reunião possuem acesso para portadores de deficiências e são próximos do transporte público. Por requisição (feita preferivelmente com duas semanas de antecedência à data da reunião), todo o esforço será feito para providenciar acomodações tais como aparelhos de auxílio auditivo, materiais em formatos acessíveis e em línguas além do inglês, e intérpretes da Língua de Sinais Norte-Americana e de outras linguagens. Por favor, contate os funcionários da MPO pelo número **617-973-7100** (voz), **617-973-7089** (TTY), **617-973-8855** (fax), ou pelo email **publicinformation@ctps.org**.

Alcance Público de MPO para la Revisión del Plan de Participación Pública

La Organización de Planificación Metropolitana de la Región de Boston (MPO en inglés) está actualizando su Plan de Participación Pública, el cual define las estrategias y actividades a emplearse para involucrar a los miembros del público en la planificación de transporte y el proceso de toma de decisiones. Se ha publicado un borrador del plan actualizado para un periodo de 45 días para revisión y comentario público, cuyo plazo terminará a las 5:00 PM el 8 de octubre de 2014. Se llevarán a cabo varias reuniones públicas para discutir el plan y recibir comentarios e ideas de cómo mejorarlo.

Por favor asista y comparta sus opiniones.

El Borrador del Plan de Participación Pública está disponible en la página **Public Involvement** del sitio web de MPO, www.bostonmpo.org.



Información para las Reuniones

Jueves 16 de septiembre de 2014

5:30 PM–7:00 PM



Framingham Memorial Building
Ablondi Room (Main Level)
150 Concord Street
Framingham

Miércoles 17 de septiembre de 2014

5:30 PM–7:00 PM



VietAID Center
(Habrà servicios de traducción al vietnamita)
42 Charles Street
Vecindario Fields Corner de Dorchester en Boston

Jueves 30 de septiembre de 2014

5:30 PM–7:00 PM



Lynn City Hall and Memorial Auditorium
Room 307
3 City Hall Square
Lynn

Miércoles 1 de octubre de 2014

5:30 PM–7:00 PM



Second Floor Conference Room
(City Council Chambers)
Quincy City Hall
1305 Hancock Street
Quincy

Por favor consulte el sitio web de MPO para obtener información actualizada sobre las reuniones para discutir el **Plan de Participación Pública**.

MPO agradece los comentarios sobre este borrador de plan y las maneras para fortalecer la participación pública. Para presentar un comentario en línea, por favor haga clic **here**, o a través de sitio web de MPO en **www.bostonMPO.org**. También se puede comentar por correo, correo electrónico, fax, o teléfono:

Boston Region Metropolitan Planning Organization

State Transportation Building
10 Park Plaza, Suite 2150
Boston, MA 02116-3968

Voz: 617.973.7100

Fax: 617.973.8855

TTY: 617.973.7089

Email: publicinformation@ctps.org

MPO tiene programado aprobar una actualización del Plan de Participación Pública en la reunión de MPO del 16 de octubre a las 10:00 AM, en los salones de conferencias 2 y 3 del State Transportation Building, 10 Park Plaza, en Boston.

Para itinerarios detallados de los servicios de transporte público disponibles para ir y venir de la reunión, por favor visite el sitio web de MBTA, **www.mbta.com**, o llame al Servicio al Consumidor de MBTA al 617.222.3200 o 800.392.6100, o por TTY al 617.222.5146. Las direcciones de conducir se pueden generar a través de Google Maps (**<https://maps.google.com>**).

Los lugares de reunión son accesibles para personas con discapacidades y se encuentran cerca del transporte público. A petición (y preferiblemente dos semanas antes de la reunión), se hará todo el esfuerzo posible para proveer tales arreglos como aparatos de asistencia auditiva, materiales en formatos accesibles y en lenguajes además del inglés, e intérpretes de la Lengua de Signos Americana y otros lenguajes. Por favor contacte al personal de MPO al **617.973.7100** (voz), **617.973.7089** (TTY), **617.973.8855** (fax), o **publicinformation@ctps.org**.

MPO tìm kiếm ý kiến cộng đồng cho Chương trình đóng góp ý kiến của cộng đồng

Boston Region Metropolitan Planning Organization (viết tắt là MPO, tạm dịch Tổ chức Quy hoạch đô thị khu vực Boston) đang cập nhật lại Chương trình đóng góp ý kiến của cộng đồng, chương trình này sẽ xác định các chiến lược và hoạt động dùng để kêu gọi sự tham gia của các thành viên trong cộng đồng trong quá trình quy hoạch và ra quyết định về giao thông. Bản sơ thảo của chương trình cập nhật đã được trình lên cho thời hạn 45 ngày xem xét và cho ý kiến của cộng đồng, kết thúc vào lúc 5g chiều ngày 8 tháng 10 năm 2014. Chúng tôi sẽ tổ chức một số cuộc họp công chúng để bàn về chương trình cũng như thu thập ý kiến và ý tưởng để hoàn thiện nó.

Vui lòng đến dự và chia sẻ ý kiến của quý vị.

Bản sơ thảo Chương trình đóng góp ý kiến của cộng đồng có trên trang **Public Involvement** (tạm dịch Sự tham gia của cộng đồng) của trang web MPO, www.bostonmpo.org.



Thông tin buổi họp

Thứ Ba, ngày 16 tháng 9 năm 2014

5:30 chiều - 7:00 tối



Tòa nhà Framingham Memorial Building
Phòng Ablondi Room
(Tầng chính Main Level)
150 Concord Street

Framingham

Thứ Tư, ngày 17 tháng 9 năm 2014

5:30 chiều - 7:00 tối



VietAID Center
(có dịch vụ thông dịch Tiếng Việt)
42 Charles Street

*Khu vực Fields Corner của Dorchester
ở Boston*

Thứ Ba, ngày 30 tháng 9 năm 2014

5:30 chiều - 7:00 tối



Lynn City Hall và Memorial Auditorium
Phòng Room 307
3 City Hall Square

Lynn

Thứ 4, ngày 1 tháng 10 năm 2014

5:30 chiều - 7:00 tối



Phòng hội nghị Conference Room Tầng 2
(City Council Chambers)
Quincy City Hall
1305 Hancock Street

Quincy

Vui lòng xem trang web MPO để biết thông tin mới nhất về các buổi họp bàn về **Chương trình đóng góp ý kiến của cộng đồng.**

MPO xin tiếp thu các ý kiến đóng góp về chương trình sơ thảo này cũng như các biện pháp tăng cường ý kiến đóng góp từ cộng đồng. Để đóng góp ý kiến qua mạng, vui lòng nhấp vào **đây**, hoặc thông qua trang web MPO tại **www.bostonMPO.org**. Quý vị cũng có thể gửi ý kiến đóng góp qua thư từ, email, fax, hoặc điện thoại:

Boston Region Metropolitan Planning Organization

State Transportation Building
10 Park Plaza, Suite 2150
Boston, MA 02116-3968

Nói: 617.973.7100

Fax: 617.973.8855

TTY: 617.973.7089

Email: publicinformation@ctps.org

MPO lên kế hoạch thông qua bản cập nhật của Chương trình đóng góp ý kiến của cộng đồng tại buổi họp MPO vào ngày 16 tháng 10 lúc 10g sáng, tại phòng hội nghị conference Room 2 và 3 của tòa nhà State Transportation Building, 10 Park Plaza, ở Boston.

Để biết thời khóa biểu chi tiết về các dịch vụ giao thông công cộng để đi và về từ địa điểm họp, vui lòng xem trang web của MBTA, **www.mbta.com**, hoặc gọi Dịch vụ khách hàng của MBTA theo số 617.222.3200 hoặc 800.392.6100, hoặc qua TTY cho người câm điếc theo số 617.222.5146. Hướng dẫn đường đi có thể tìm trên Google Maps (**<https://maps.google.com>**).

Các địa điểm họp thuận tiện cho người khuyết tật và gần các tuyến giao thông công cộng. Nếu quý vị yêu cầu, (tốt nhất là 2 tuần trước buổi họp), chúng tôi sẽ cố gắng hết sức để cung cấp các hỗ trợ như dụng cụ hỗ trợ nghe, tài liệu ở dạng hỗ trợ và bằng các ngôn ngữ khác ngoài tiếng Anh, và thông dịch viên Ngôn ngữ ký hiệu Mỹ và các ngôn ngữ khác. Vui lòng liên hệ nhân viên MPO theo số **617.973.7100** (nói), **617.973.7089** (TTY dành cho người câm điếc), **617.973.8855** (fax), hoặc **publicinformation@ctps.org**.

Appendix E—LRTP Chapter 7: Transportation Equity

7

TRANSPORTATION EQUITY

THE TRANSPORTATION EQUITY PROGRAM

The purpose of the MPO's transportation equity (TE) program is to ensure that populations protected under various federal and state civil rights statutes, executive orders, and regulations (TE populations) are provided equal opportunity to participate fully in the MPO's transportation planning and decision-making process. The program also ensures that TE populations share equitably in the benefits and burdens of past, present, and planned future transportation projects, programs, and service. The TE program includes three types of activities: 1) outreach to TE populations; 2) systematic consideration of equity in the planning and programming process; and 3) analyses to identify TE populations and their transportation needs, and to estimate the equity impacts of MPO funding decisions.

Environmental Justice (EJ) Executive Order 12898 of February 11, 1994 laid the groundwork for the MPO's TE program. This executive order required each federal agency to achieve environmental justice by identifying and addressing any disproportionately high adverse human health or environmental effects—including interrelated social and economic effects—of its programs, policies, and activities on minority or low-income populations. The EJ executive order was intended not to create new mandates, but to encourage implementation of existing statutes, such as Title VI of the Civil Rights Act of 1964, which states that, "No person in the United States shall, on the ground 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." Executive Order 13166 of August 11, 2000 extended Title VI national origin protections to individuals with limited English proficiency (LEP). As recipients of federal funding, MPOs are subject to EJ and Title VI requirements.

Because the MPO's TE program grew out of EJ requirements, initially it was designed to serve minority and low-income populations (EJ populations). More recently, in response to Federal Transit Administration (FTA) and Federal Highway Administration (FHWA) LEP requirements and the extension of protections based on age, sex, and disability through the FHWA Title VI/Nondiscrimination program, the MPO is assessing how to expand its TE program to consider systematically the needs of all protected populations.

TRANSPORTATION EQUITY OUTREACH FOR THE LRTP

TE outreach is an integral part of the MPO's overall public participation program designed specifically to communicate with low-income and minority residents, the elderly, persons with disabilities, and persons with LEP. The purpose of TE outreach is to identify transportation needs of specific populations served by the TE program and promote their involvement in the planning process. Through this outreach, the MPO hopes to develop relationships that will heighten awareness and sow seeds of mutual understanding, appreciation, and trust to encourage broader participation of TE populations.

Outreach targets both individuals and organizations representing the interests of TE populations, such as social-service organizations, community-development corporations, regional employment boards, civic groups, business and labor organizations, transportation advocates, environmental groups, EJ and civil-rights groups, and the state's regional coordinating councils (RCCs)—recently formed through the Statewide Mobility Management Program to coordinate human-service transportation services.

The MPO maintains an email list of TE contacts to provide them general information about the MPO and its planning processes, and give them information about topics and events of specific interest to the communities served by the TE program. During the past year and a half, staff has worked to increase significantly the number of valid contacts on this list.

Initial TE outreach for the LRTP began in fall 2014 with a series of public meetings to solicit comments on the MPO's revised Public Participation Plan (P3) and inform members of the public about the MPO's TE program. These meetings were held in areas with high concentrations of minority, low-income, and LEP residents, including Framingham, Lynn, Quincy, and the Fields Corner neighborhood of Dorchester in Boston. The focus of these meetings was to provide information about and solicit input on the P3, which describes the public involvement process for the LRTP and other major MPO documents and activities. These meetings set the stage for specific LRTP public engagement, as the P3 provides information about the LRTP development schedule and the types and timing of opportunities for participation. Subsequent email notifications to the TE contacts kept them apprised of all public meetings for the LRTP and MPO-sponsored meetings at which the LRTP was discussed. Chapter 2 (Public Participation - Public Outreach Methods section) discusses the public meetings and other outreach opportunities specifically for this LRTP.

Notices for all MPO-sponsored public meetings are routinely translated into the three languages, other than English, that are most frequently spoken in the MPO area: Spanish, Portuguese, and Chinese. P3 public meeting notices also were translated into Vietnamese because the Fields Corner meeting was held at the VietAID Center as part of the MPO's effort to forge closer ties with specific organizations as a way of facilitating communication with their constituent populations. Although the TE email list is good for reaching many groups quickly, MPO staff sees personal contact as a more effective way to foster meaningful engagement in the future.



TRANSPORTATION EQUITY AND THE PLANNING PROCESS

The MPO systematically integrates equity concerns into the transportation planning process in a number of ways. At the highest level, equity is part of the MPO's central vision statement, and therefore is reflected in the MPO's goals and objectives. Equity concerns are also integrated by considering feedback from all outreach activities, including TE outreach, and the ongoing public involvement that routinely occurs during development of the LRTP, TIP, UPWP, and other MPO studies.

In addition, equity is one of the factors the MPO considers when selecting studies for the UPWP, and it is integrated into the project selection criteria for the LRTP and TIP. Finally, as discussed below, staff performs equity analyses on the recommended projects in the draft LRTP to evaluate the effects on access, mobility, congestion, and air quality for TE populations, and determine whether the recommendations should be changed before a final LRTP is adopted.

TRANSPORTATION EQUITY ANALYSES

Demographic Analyses

The MPO analyzes demographic data to identify the geographic locations and concentration of protected populations. This is done to understand their transportation needs relative to existing and planned infrastructure, and to pinpoint areas where public outreach could be most beneficial and fruitful. For this LRTP, the analysis of benefits and burdens (equity analysis) was based on minority and low-income populations, as defined using federal guidance, census data, and geography.

GEOGRAPHIC LEVEL OF ANALYSIS

The MPO region is divided into 1,943 Transportation Analysis Zones (TAZs) for the purposes of forecasting travel behavior using the MPO's regional travel demand model set. A TAZ is a unit of geography that is defined based on demographic information—population, employment, and housing—and the numbers of trips generated in, and attracted to, it. The full geographic area covered by the MPO's travel demand model set, which also includes municipalities adjacent to the MPO's 101 cities and towns, comprises 2,727 TAZs.

Using TAZ geography and thresholds established through federal guidance, the MPO has developed demographic profiles that identify areas with concentrations of minority and low-income populations for analyzing benefits and burdens. The MPO has also developed demographic profiles for areas with concentrations of LEP residents, the elderly, and people with disabilities. However, the MPO has yet to develop thresholds for these populations to identify specific areas for the purposes of performing an equity analysis.

MINORITY AND LOW-INCOME THRESHOLDS

Minority Populations

The MPO uses the US Census Bureau's racial and ethnic minority group definitions to determine minority status in the region. The census defines non-minority as persons who identify as white and not Hispanic or Latino. Minorities include:

- American Indian/Alaskan Native
- Asian/Native Hawaiian/Other Pacific Islander
- Black/African American
- Another race or multiple races
- Hispanic/Latino of any race

The FTA Title VI circular (FTA C 4702.1B) defines a predominantly minority area as one where the proportion of minority persons residing in that area exceeds the average proportion of minority persons in the MPO region. Using this definition, a minority TAZ is one in which the minority population is greater than 27.8 percent.

Low-Income Populations

The FTA Title VI circular suggests that a low-income person be defined as one whose median household income is at or below the Department of Health and Human Services' poverty guidelines. However, the circular allows MPOs to develop their own definitions of low-income, as long as their thresholds meet or exceed the federal definition of low-income. The Boston Region MPO defines a low-income person as an individual living in a household with a median income that is less than or equal to 60 percent of the median household income in the MPO region. The MPO chose this threshold, which is higher than federal poverty guidelines, because the cost of living in the MPO region is higher than the national average.

According to the 2010 census, the median MPO household income was \$70,829. Therefore, using the MPO's definition, a low-income TAZ is one in which the average median household income is less than or equal to \$42,497.

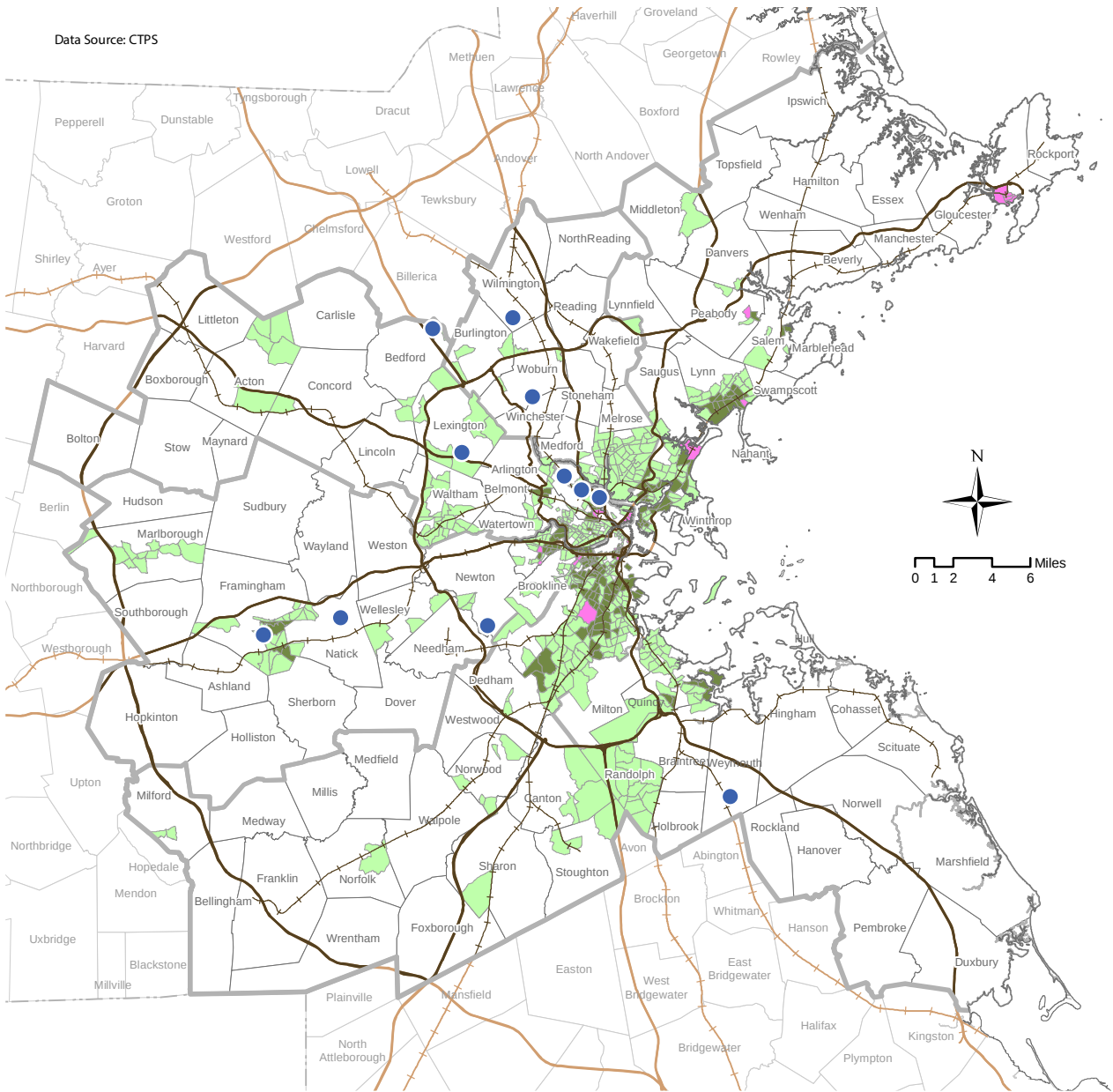
Equity Analysis Zones

The MPO uses the above definitions to identify equity analysis zones—TAZs that meet the threshold for minority and/or low-income—as the basis for its analysis of the benefits and burdens of transportation programs and projects. Figure 7.1 shows the MPO's equity analysis zones, of which 11 percent are low-income TAZs, 33 percent are minority, and 10 percent are both low-income and minority. Also included are the locations of major infrastructure projects recommended in this LRTP. Investments like grounding McGrath



FIGURE 7.1

Equity Analysis Zones



Transportation Analysis Zones (TAZs) That Meet Equity Analysis Zone Criteria*

- Not minority or low-income
 Minority zone
 Low-income zone
 Both low-income and minority
 Plan Project

***Criteria for Equity Analysis Zones under Title VI (2010 Data)**

A TAZ in which the median household income in 2010 was equal to or less than 60% of the MPO median of \$70,829 (\$42,497) or in which the 2010 population was more than 27.8% minority.

Highway in Somerville, reconstructing Rutherford Avenue in Boston, and improving Route 126 and Route 135 in Framingham will address MPO-identified transportation issues for equity populations. Grounding McGrath will help reconnect two transportation equity areas. Reconstructing Rutherford Avenue will improve community access to the Orange Line and bus terminal and will enhance bus operations. Improving Downtown Framingham will enhance MetroWest Regional Transit Authority service for many low-income and minority riders.

For the purposes of analyzing the transportation system in 2040, the MPO assumed that the distributions of equity analysis zones would remain unchanged, and that the population growth rate for these zones would be the same as that forecast by MAPC for the overall population of the region. Based on these demographic projections, staff used the regional travel demand model set to forecast the unique distributions of trip flows for the differing transportation networks in the 2040 No-Build and Build alternatives.

Measuring Impacts

To determine whether the benefits and burdens of projects, programs, and service are equitably distributed, the MPO has proposed a policy to measure the following types of disparities, in keeping with federal requirements:

- Disparate impact: a facially neutral policy or practice that disproportionately affects members of a group identified by race, color, or national origin, where the policy or practice lacks a substantial legitimate justification and where there exists one or more alternatives that would serve the same legitimate objectives, but with less disproportionate effects on the basis, of race, color, or national origin.
- Disproportionate burden: a neutral policy or practice that disproportionately affects low-income populations more than non-low income populations. A finding of disproportionate burden requires evaluation of alternatives and mitigation of burdens where practicable.

The proposed policy sets thresholds to distinguish an acceptable level of impact from a level of impact that has a meaningful effect for the factors analyzed. For LRTP equity analyses that are completed using the regional travel demand model set, the MPO has proposed the following thresholds:

- A disparate burden would exist if minority TAZs were projected to sustain more than 20 percent additional burden than nonminority TAZs. Therefore, a projected burden would be found if the analysis results for minority TAZs were more than 1.2 times the projected burden for nonminority TAZs.
- A disproportionate burden would exist if low-income TAZs were projected to sustain more than 20 percent additional burden than non-low-income TAZs. Therefore, a projected burden would be found if the analysis results for low-income TAZs were more than 1.2 times the projected burden for non-low-income TAZs.



- A disparate benefit would exist if minority TAZs were projected to receive less than 80 percent of the benefit that nonminority TAZs receive. Therefore, a projected benefit would be found if the analysis results for minority TAZs were more than 0.80 times the projected burden for nonminority TAZs.
- A disproportionate benefit would exist if low-income TAZs were projected to receive less than 80 percent of the benefits that non-low-income TAZs receive. Therefore, a projected benefit would be found if the analysis results for low-income TAZs were less than 0.80 times the projected burden for nonminority TAZs.

Staff proposed a 20 percent threshold based on the belief that a 10 percent differential would be meaningful, plus the model's 10 percent margin of error. The full disparate impact/disproportionate burden policy will undergo public review and comment before it is adopted by the MPO.

Equity Analysis Methods

MPO staff used the travel demand model to perform two types of equity analyses (discussed below) each of which calculated differences between the No-Build and Build alternatives for equity analysis zones (minority TAZs and low-income TAZs) and the difference for non-equity analysis zones (nonminority TAZs and non-low-income TAZs). For each analysis, the rate of change from the No-Build to the Build alternatives was compared for minority versus nonminority TAZs to determine whether there was a disparate impact and for low- versus non-low-income TAZs to determine whether there was a disproportionate burden.

For the 2040 Build alternative, only major infrastructure projects (those on the recommended list of projects discussed in Chapter 5 and shown in Figure 7.1) were modeled. Specific projects in the O&M-type investment programs are not identified in the LRTP, as they will be selected through the TIP programming process. Because most bike and pedestrian improvements will be part of the O&M-type investment programs, they were not captured in the LRTP equity analysis. However, the TIP project-selection process seeks to minimize burdens and maximize benefits for protected populations, and many projects in the TIP go through the National Environmental Policy Act (NEPA) process, which includes an EJ evaluation.

ACCESSIBILITY ANALYSIS

For the purposes of this analysis, accessibility was based on both the ability to reach desired destinations and the ease of doing so. This analysis investigated the number of employment opportunities, health care facilities, and higher education facilities that could be reached from equity analysis zones and non-equity analysis zones along with average transit and highway travel times to these destinations. Analysis of transit travel times included destinations within a 40-minute transit trip, while analysis of highway travel times included destinations within a 20-minute auto trip.

Staff used the following factors to examine differences in accessibility between the 2040 No-Build network and the 2040 Build network:

- Average travel time to industrial, retail, and service jobs within a 40-minute transit trip and a 20-minute auto trip
- Number of industrial, retail, and service jobs within a 40-minute transit trip and a 20-minute auto trip
- Average travel time to hospitals, weighted by number of beds, within a 40-minute transit trip and a 20-minute auto trip
- Number of hospitals, weighted by number of beds, within a 40-minute transit trip and a 20-minute auto trip
- Average travel time to two- and four-year institutions of higher education, weighted by enrollment, within a 40-minute transit trip and a 20-minute auto trip
- Number of two- and four-year institutions of higher education, weighted by enrollment, within a 40-minute transit trip and a 20-minute auto trip

MOBILITY, CONGESTION, AND AIR-QUALITY ANALYSIS

For the purposes of this analysis, mobility was defined as the ability to move from place to place, and congestion is defined as the level at which transportation system performance becomes unacceptable because of traffic congestion. The MPO's mobility and congestion analysis focused on the average door-to-door travel time and average vehicle-miles traveled (VMT) under congested conditions. The air quality-analysis focused on carbon monoxide, a pollutant that results primarily from incomplete combustion of fossil fuels and accumulates in localized areas creating hot spots that negatively affect human health.

Staff used the following mobility, congestion, and air-quality factors in the equity analysis:

- VMT per square mile – number of vehicle-miles traveled (VMT) per square mile of dry land within a TAZ
- Congested VMT – the volume of vehicle-miles traveled within a TAZ on highway links with a volume-to capacity ratio of 0.75 or higher
- Carbon monoxide (CO) per square mile – the number of kilograms of carbon monoxide emitted per square mile of dry land within a TAZ
- Transit production time¹ – average door-to-door travel time for all transit trips produced in the TAZ
- Highway production time – average door-to-door travel time for all highway trips produced in the TAZ

¹ Productions and attractions are used in transportation modeling to identify types of trip ends and are loosely related to origins and destinations.

- Transit attraction time – average door-to-door travel time for all transit trips attracted to the TAZ
- Highway attraction time – average door-to-door travel time for all highway trips attracted to the TAZ

TRANSPORTATION EQUITY ANALYSIS RESULTS

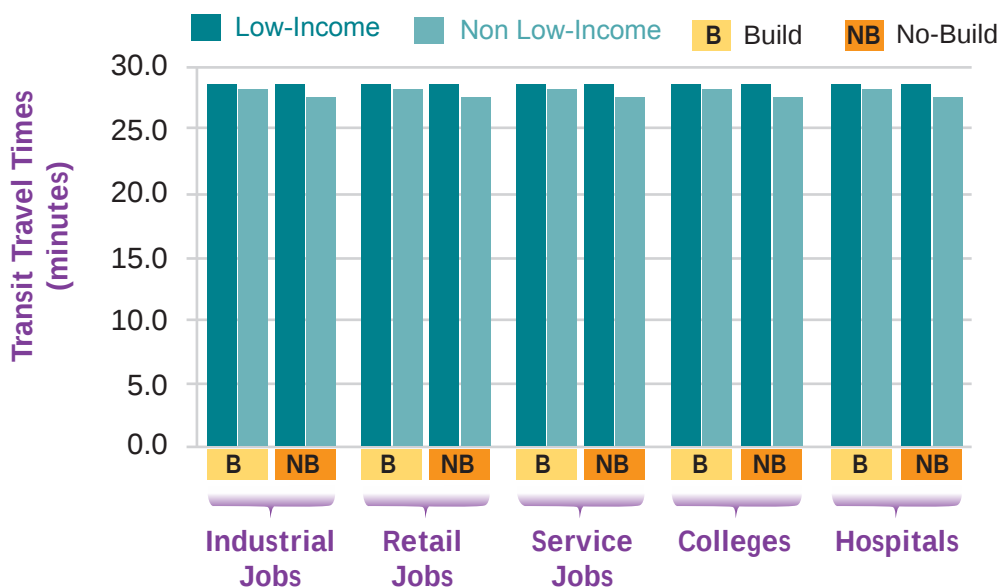
Accessibility Results

The accessibility analysis first compared the change in transit and highway travel times to various types of employment between the 2040 No-Build and Build alternatives for low-income, non-low-income, minority, and nonminority TAZs, respectively.

The second part of the accessibility analysis compared the ratio of the change from the 2040 No-Build to the Build alternative for low-income versus non-low-income TAZs to determine whether there was a disproportionate burden, and for minority versus nonminority TAZs to determine whether there was a disparate impact for each type of employment evaluated. The results of the accessibility analyses are illustrated in the following figures and tables.

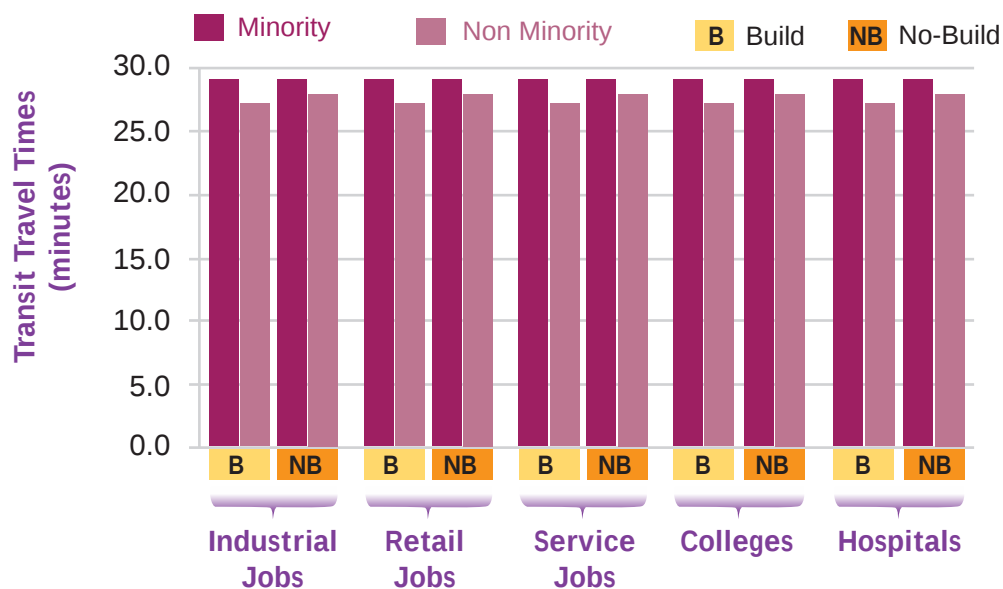
Figures 7.2 and 7.3 show that average transit travel times to employment destinations are lower for non-low-income and non-minority TAZs than for low-income and minority TAZs, respectively; but the changes for each type of equity analysis zone between the 2040 No-Build and Build alternatives are not statistically significant.

FIGURE 7.2
Average Transit Travel Times to Destinations for Equity Analysis Zones (Low-Income) in the 2040 No-Build and 2040 Build Networks



Source: Central Transportation Planning Agency.

FIGURE 7.3
Average Transit Travel Times to Destinations for Equity Analysis Zones (Minority) in the 2040 No-Build and 2040 Build Networks



Source: Central Transportation Planning Agency.

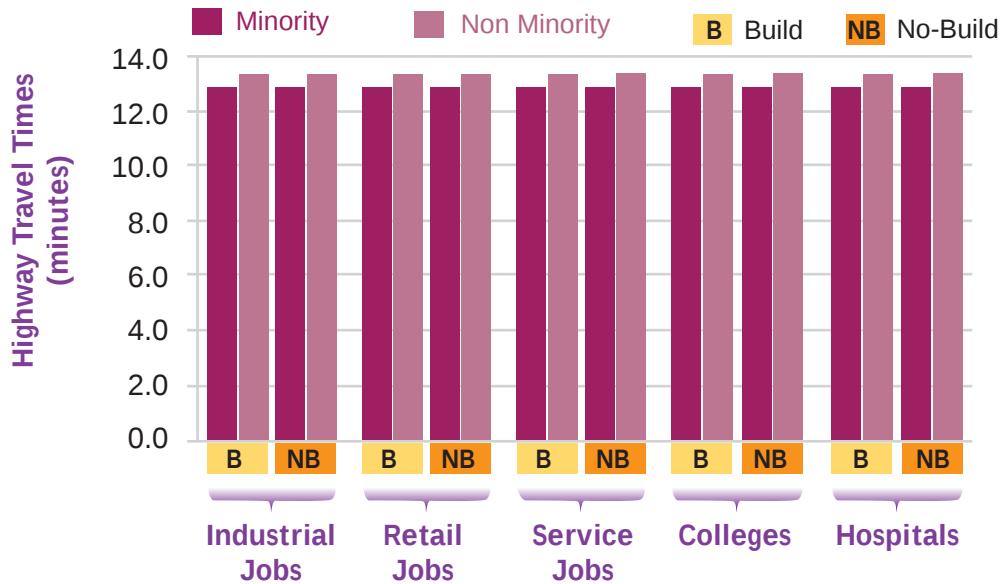
Figures 7.4 and 7.5 show that average highway travel times to employment destinations are slightly lower for low-income and minority TAZs than for non-low-income and non-minority TAZs, respectively, but the changes for each type of equity analysis zone between the 2040 No-Build and Build alternatives are not statistically significant.

FIGURE 7.4
Average Highway Travel Times to Destinations for Equity Analysis Zones (Low-Income) in the 2040 No-Build and 2040 Build Networks



Source: Central Transportation Planning Agency.

FIGURE 7.5
Average Highway Travel Times to Destinations for Minority and Non-Minority Areas in the 2040 No-Build and 2040 Build Networks



Source: Central Transportation Planning Agency.

Tables 7.1 and 7.2 show that there are neither disproportionate burdens nor disparate impacts in average transit and highway travel times to employment destinations, as all differences fall within the MPO's disproportionate burden/disparate impact threshold.

TABLE 7.1
Benefits and Burdens Analysis for Average Transit Travel Times to Employment Destination Types

	Pct. Travel-Time Increase			Pct. Travel-Time Increase			Pct. Travel-Time Increase ^a		
	No-Build Industrial	Build		No-Build Retail	Build		No-Build Service	Build	
Population									
Low-Income	28.7	28.7	0.0%	28.7	28.7	0.0%	28.7	28.7	0.0%
Non Low-Income	28.3	28.3	0.0%	28.3	28.3	0.0%	28.3	28.3	0.0%
Ratio	--	--	0.00	--	--	0.00			0.00
Burden Threshold	--	--	--	--	--				>1.20
Result: No Disproportionate Burden									
Population									
Minority	29.1	29.1	0.0%	29.1	29.1	0.0%	29.1	29.1	0.0%
Non-Minority	28.0	28.0	0.0%	28.0	28.0	0.0%	28.0	28.0	0.0%
Ratio	--	--	0.00	--	--	0.00	--		0.00
Burden Threshold	--	--	--	--	--	--			>1.20
Result: No Disparate Impact									

^aAll changes are within the model's margin of error.
Source: Central Transportation Planning Agency.

TABLE 7.2
Benefits and Burdens Analysis for Average Highway Travel Times to
Employment Destination Types

	No-Build		Pct. Travel-Time	No-Build		Pct. Travel-Time	No-Build		Pct. Travel-Time
	Industrial	Build	Increase	Retail	Build	Increase	Service	Build	Increase ^a
Population									
Low-Income	12.4	12.4	0.0%	12.4	12.4	0.0%	12.4	12.4	0.0%
Non Low-Income	13.2	13.2	0.0%	13.2	13.2	0.0%	13.2	13.2	0.0%
Ratio	--	--	0.00	--	--	0.00	--	--	0.00
Burden Threshold	--	--	--	--	--	--	--	--	>1.20
Result: No Disproportionate Burden									
Population									
Minority	12.9	12.9	0.0%	12.9	12.9	0.0%	12.9	12.9	0.0%
Non-Minority	13.3	13.3	0.0%	13.3	13.3	0.0%	13.3	13.3	0.0%
Ratio	--	--	0.00	--	--	0.00	--	--	0.00
Burden Threshold	--	--	--	--	--	--	--	--	>1.20
Result: No Disparate Impact									

^aAll changes are within the model's margin of error
Source: Central Transportation Planning Agency.

Mobility and Congestion Results

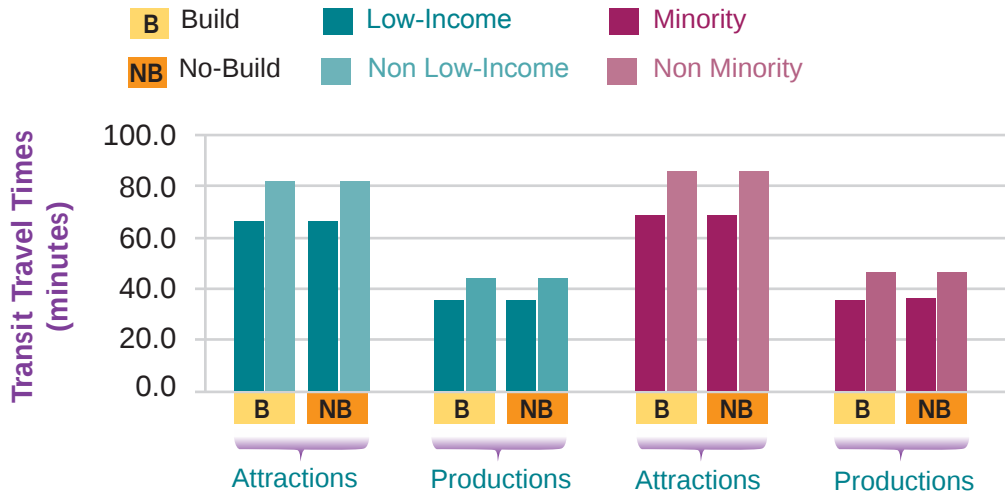
The mobility and congestion analyses first compared the change in average door-to-door travel time, congested VMT, and for VMT per square mile for all transit and highway trips produced in, or attracted to, equity analysis zones between the 2040 No-Build and Build alternatives for low-income, non-low-income, minority, and nonminority TAZs, respectively.

The second part of the mobility and congestion analysis compared the ratio of the change from the 2040 No-Build to the Build alternatives for low- versus non-low-income TAZs to determine whether there was a disproportionate burden, and for minority versus nonminority TAZs to determine whether there was a disparate impact for each of the factors evaluated. The results of the mobility and congestion analyses are illustrated in the following figures and tables.

Figures 7.6 and 7.7 show that average transit and highway travel times for attractions and productions are shorter for low-income and minority TAZs than for non-low-income and non-minority TAZs, respectively, in both alternatives; but the changes for each type of equity analysis zone between the 2040 No-Build and Build alternatives are not statistically significant.

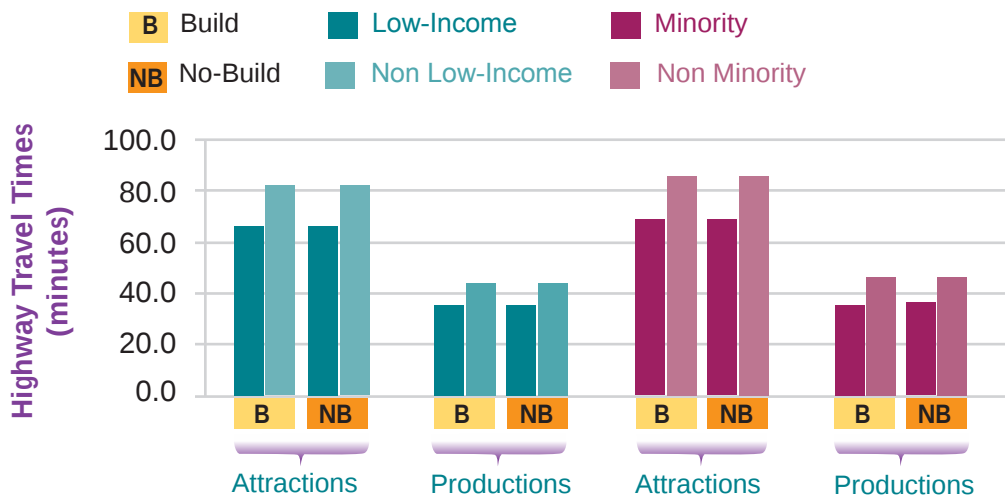


FIGURE 7.6
Average Transit Travel Times for Equity Analysis Zones in the 2040
No-Build and 2040 Build Networks



Source: Central Transportation Planning Agency.

FIGURE 7.7
Average Highway Travel Times for Equity Analysis Zones in the 2040
No-Build and 2040 Build Networks



Source: Central Transportation Planning Agency.

Tables 7.3 and 7.4 show that there are neither disproportionate burdens nor disparate impacts in average transit and highway travel times.

TABLE 7.3
Benefits and Burdens Analysis for Average Transit Travel Time

	No-Build	Build	No-Build	Build	Percentage Travel-Time Increase ^a
	Attractions		Productions		
Population					
Low-Income	63.8	65.0	34.3	35.0	1.8%
Non Low-Income	74.0	75.2	39.8	40.5	1.6%
Ratio					1.14
Burden Threshold					>1.20
Result: No Disproportionate Burden					
Population					
Minority	66.4	67.6	35.8	36.4	1.8%
Non-Minority	76.1	77.3	41.0	41.6	1.6%
Ratio					1.15
Burden Threshold					>1.20
Result: No Disparate Impact					

^aAll changes are within the model's margin of error.
Source: Central Transportation Planning Agency.

TABLE 7.4
Benefits and Burdens Analysis for Average Highway Travel Time

	No-Build	Build	Percentage Travel-Time Increase	No-Build	Build	Percentage Travel-Time Increase ^a
	Attractions			Productions		
Population						
Low-Income	66.4	66.5	0.0%	35.7	35.8	0.0%
Non Low-Income	82.2	82.3	0.1%	44.2	44.3	0.1%
Ratio			0.35			0.35
Burden Threshold						>1.2%
Result: No Disproportionate Burden						
Population						
Minority	69.5	69.5	0.0%	35.8	36.4	1.8%
Non-Minority	86.1	86.1	0.0%	46.3	46.4	0.1%
Ratio			0.00			1.13
Burden Threshold						>1.20
Result: No Disparate Impact						

^aAll changes are within the model's margin of error.
Source: Central Transportation Planning Agency.

Figures 7.8 and 7.9 show that average VMT per square mile is greater for low-income and minority TAZs than for non-low-income and non-minority TAZs, respectively, for

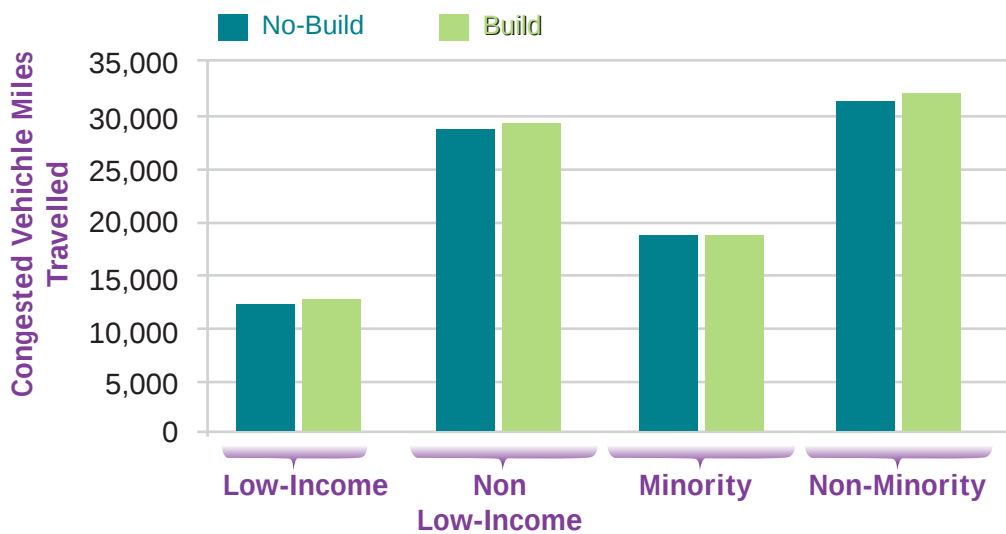
both alternatives, and that average congested VMT is less for low-income and minority TAZs than for non-low-income and non-minority TAZs, respectively, for both alternatives. However, the changes for each type of equity analysis zone between the 2040 No-Build and Build alternatives are not statistically significant.

FIGURE 7.8
Average VMT for Equity Analysis Zones in the 2040 No-Build and 2040 Build Networks



Source: Central Transportation Planning Agency.

FIGURE 7.9
Average Congested Vehicle Miles Traveled for Equity Analysis Zones in the 2040 No-Build and 2040 Build Networks



Source: Central Transportation Planning Agency.

Tables 7.5 and 7.6 show disproportionate burdens and disparate impacts for average VMT, and a disproportionate burden for congested VMT. However, because the changes between the 2040 No-Build and Build alternatives for each type of equity/non-equity analysis zone comparison are within the margin of error of the model, it is unlikely that the ratio of the changes is meaningful.

The MPO will carefully monitor these possible burdens and impacts over time and, if necessary, address them at the program level through the TIP project selection process and equity analyses.

TABLE 7.5
Average Vehicle Miles Traveled

	No-Build	Build	Percentage Increase ^a
Population			
Low-Income	261,156	263,048	0.72%
Non Low-Income	146,043	145,905	-0.09%
Ratio			-7.66
Burden Threshold			>1.20
Result: Disproportionate Burden^b			
Population			
Minority	196,710	197,452	0.38%
Non-Minority	139,224	138,973	-0.18%
Ratio			-2.09
Burden Threshold			>1.20
Result: Disparate Impact^b			

^aAll changes are within the model's margin of error.

^bBecause the changes themselves are within the margin of error of the model, this comparison probably does not show a meaningful difference.

Source: Central Transportation Planning Agency.

TABLE 7.6
Benefits and Burdens Analysis for Congested Vehicle Miles Travelled

	No-Build	Build	Percentage Increase ^a
Population			
Low-Income	12,493	12,832	2.72%
Non Low-Income	28,843	29,103	0.90%
Ratio			3.01
Burden Threshold			>1.20
Result: Disproportionate Burden^b			
Population			
Minority	18,761	18,961	1.07%
Non-Minority	31,266	31,569	0.97%
Ratio			1.10
Burden Threshold			>1.20
Result: No Disparate Impact			

^aAll changes are within the model's margin of error.

^bBecause the changes themselves are within the margin of error of the model, this comparison probably does not show a meaningful difference.

Source: Central Transportation Planning Agency.

Air Quality Results

Carbon monoxide emissions are essentially the same in the 2040 build network as in the 2040 No-Build network for all zones.

FUTURE TRANSPORTATION EQUITY ANALYSES

Although the equity analyses conducted for this LRTP look only at impacts on minority and low-income populations, the MPO plans to increase the number of protected populations covered in the future. The FHWA Title VI/Nondiscrimination Program requires MPOs also to consider and analyze equity impacts based on age, sex, and disability. In the coming year, staff will investigate data sources and analytical techniques to determine the most effective and appropriate ways to incorporate these populations into equity analyses.

In addition, the MPO plans to fund a study in the FFY 2016 UPWP that will evaluate methods for performing more sophisticated equity analyses on the TIP. Such analyses would help to ensure the equitable distribution of benefits and burdens for projects that are not individually listed in the LRTP because they will be funded through O&M-type programs and will be selected through TIP programming.

