



RHODE ISLAND DEPARTMENT OF TRANSPORTATION

2 Capitol Hill
Providence, RI 02903

FTA Title VI Program

2021-2023

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Introduction

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving Federal assistance. Specifically, Title VI provides 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, or be subjected to discrimination under any program or activity receiving Federal financial assistance.” (42 U.S.C. Section 2000d).

The Civil Rights Restoration Act of 1987 clarified the intent of Title VI to include all programs and activities of Federal-aid recipients, sub-recipients, and contractors whether those programs and activities are federally funded or not.

During the Obama Administration, the Federal Transit Administration (FTA) placed renewed emphasis on the Title VI issues, including providing meaningful access to persons with Limited English Proficiency (LEP).

Recipients of public transportation funding from FTA and the Metropolitan Washington Council of Governments (COG) are required to develop policies, programs, and practices that ensure federal transit dollars are used in a manner that is nondiscriminatory as required under Title VI.

The Rhode Island Department of Transportation (RIDOT) is a recipient of federal financial assistance from the Federal Transit Administration (FTA) for the purpose of providing safe, efficient and on-time transit services with focus on customer service that underscores a commitment of diversity, inclusion and fairness. At RIDOT, these core principles and values have been translated into policy¹ to ensure that no person is excluded from participation in, denied the benefits of, or are subjected to discrimination in the receipt of RIDOT's transit services on the basis of race, color or national origin.

RIDOT is committed to the Title VI of Civil Rights Act of 1964 and to fulfil its nondiscrimination commitment through the adoption of policies and procedures which have been designed with appropriate safeguards to : inform the public of their rights under Title VI, including the right to file a discrimination complaint with RIDOT;

promote full and fair public participation in the transportation decision-making process; ensure meaningful access of Limited English Proficient persons to transit services; monitor the operation of its sub-recipients to ensure nondiscrimination in the delivery of public transit services; and prevent disparate impacts of transit programs, services and activities.

RIDOT will effectuate and ensure full compliance with the provisions of Title VI of the Civil Rights Act of 1964, as amended (referred to as Title VI), and related statutes and regulations in all Department programs and activities, including but not limited to:

Federal Transit Laws, as amended (49 USC Chapter 53 et seq.)

Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970, as amended- prohibits unfair treatment of persons displaced by federal and federal-aid programs and projects requiring acquisition of property (42 USC 4601, et seq.)

U.S. DOT regulation, “Nondiscrimination in Federally-assisted programs of the Department of Transportation- Effectuation of Title VI of the Civil Rights Act of 1964 ”(49 CFR part 21)

- FTA Circular 4702.1b “Title VI requirements and guidelines for Federal Transit Administration Recipients”
- FTA Circular 4703.1 “Environmental Justice policy guidance for Federal Transit Administration Recipients”
- U.S. DOT Policy Guidance Concerning Recipients’ Responsibilities to Limited English Proficient Persons (December 14, 2015)
- Executive Order 13166 “Improving Access to Services for Persons with Limited English Proficiency” – Ensures that recipients of Federal Financial Assistance provide meaningful access to LEP applicants and beneficiaries.

RIDOT compiled this program with the purpose of disseminating these safeguarding policies and procedures and of providing its employees and sub-recipients with a guide on how to adhere Title VI principles into their daily planning, implementation and monitoring operations.

The information contained in this report is RIDOT's Title VI program for the period of October 1, 2021-September 30, 2024. RIDOT is scheduled to submit its next program by October 1st, 2024. The Title VI program has been prepared in compliance with the requirements set forth in U.S. Department of Transportation Federal Transit Administration circular 4702.1b, Chapter III (4) "Title VI Requirements and Guidelines for Federal Transit Administration Recipients." It contains all the elements required of a transit provider operating in an urbanized area of 200,000 or more in population and operating less than 50 vehicles in peak service.

RIDOT's Director and staff were actively involved in the development of this program. Comments and suggestions on this program are welcomed and may be addressed to:

Rhode Island Department of Transportation
Office of Civil Rights
Attn: Lilliam Abreu, Title VI Coordinator
Two Capitol Hill
Providence, RI 02903
Phone: 401-563-4256
Email: DOT.TitleVI@dot.ri.gov

Direct Access to the Director Memo



Department of Transportation
Two Capitol Hill
Providence, RI 02903

Office 401-222-2450
Fax 401-222-3905

MEMO:

To: All Staff

cc: John Igliozi, Assistant Director of Administrative Services (Legal Office)
Chief of Staff
Nancy Rodriguez, Administrator, Civil Rights (acting)

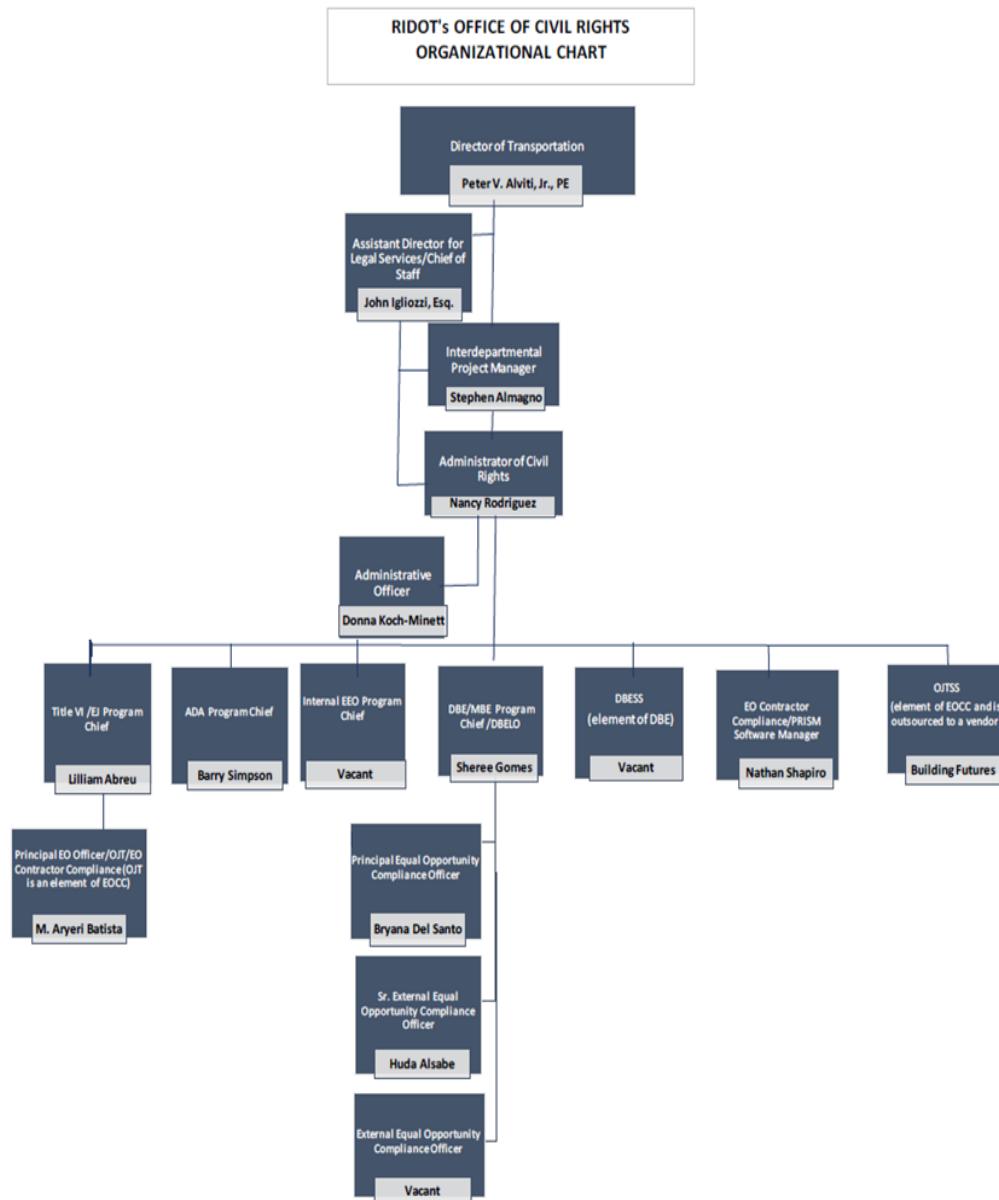
From: Peter Alviti, Jr., P.E. Director 

Subject: Direct Access to Director by Office of Civil Rights Staff

Date: September 30, 2020

Per federal regulation and departmental policy, the Office of Civil Rights staff, specifically, the Civil Rights Administrator, the Title VI Coordinator, the Disadvantaged Business Enterprises Liaison Officer (DBELO), and the Equal Employment Opportunity/Affirmative Action Officer (EEO/AA Officer), shall have direct access to the Director in order to fulfill the requirements of those positions.

Office of Civil Rights Organizational Chart



Organization and staffing

RIDOT's Office of Civil Rights

The Office of Civil Rights (OCR) reports directly to RIDOT's Chief of Staff and has been established in accordance with 23 CFR 200.9(b)(1). The OCR administers and oversees RIDOT's Title VI, Americans with Disabilities Act (ADA), Internal Equal Employment Opportunity (EEO), Disadvantaged Business Enterprise (DBE), Equal Opportunity Contractor Compliance (EOCC), and On-the-Job Training (OJT)/On-the-Job Training Supportive Service (OJT/SS) programs. The Civil Rights Administrator and the Title VI Coordinator report directly to RIDOT's Director on Title VI matters, as indicated in [RIDOT's Direct Access to Director Memo](#) and [RIDOT's Office of Civil Rights Organizational Chart](#) (See pages 6 and 7).

The Director of Transportation is responsible for ensuring implementation of the RIDOT's Title VI Plan. The Director is responsible for RIDOT's implementation of, and compliance with Title VI and provides leadership, guidance, direction, and support for RIDOT's Title VI Program. Peter Alviti Jr., P.E. has been RIDOT's Director since his confirmation by the Rhode Island Senate in February 2015.

The Chief of Staff assists the Director in the implementation of a proactive and comprehensive Civil Rights Program and provides leadership, support, and guidance to OCR. John Igliozi, Esq., was appointed Acting Chief of Staff in 2017.

The Civil Rights Administrator answers directly to the Chief of Staff and the Director of Transportation on an as needed basis on civil rights issues, including Title VI issues. The Civil Rights Administrator has the responsibility of administering, organizing, directing, and evaluating the work of staff engaged in comprehensive programs designed to ensure compliance of federal and state laws and regulations regarding civil rights, and providing technical assistance to Program Chiefs. Nancy Rodriguez was designated Civil Rights Administrator in November of 2020.

The Title VI Program Chief (Title VI Coordinator) position was designated to Lilliam Abreu in July of 2020. The Title VI Coordinator has direct access to the Director of Transportation on an as needed basis and has the responsibility of planning, developing, implementing, training, monitoring, analyzing data, evaluating,

investigating complaints, and reporting on RIDOT's Title VI activities. More specifically, the Title VI Coordinator will:

- Serve as a liaison between RIDOT and Federal and state officials regarding Title VI issues;
- Participate in the development of RIDOT's policy and strategic plans to ensure initiatives and goals are consistent with RIDOT's Title VI requirements;
- Oversee, guide, and direct RIDOT's Title VI Program;
- Monitor, review and evaluate the effectiveness of RIDOT's programs, policies, and activities for Title VI compliance;
- Establish procedures to identify and eliminate discrimination and impediments to nondiscriminatory practices where such impediments are found;
- Develop and implement procedures for the collection of demographic and socio-economic data (i.e., race, color, national origin, sex, English proficiency, and income status) of participants in, and beneficiaries of, RIDOT's highway programs;
- Develop procedures for Title VI compliance reviews of program areas (planning, environmental, right-of-way, contracts, construction, and maintenance) to determine their effectiveness;
- Establish procedures for promptly resolving Title VI deficiency status and reducing to writing the remedial action needed, within a period not to exceed 90 calendar days from the submission of the annual goal accomplishment report;
- Provide guidance and instruction regarding compliance reviews and investigations and assist other divisions with Title VI compliance;
- Develop training and technical materials to assist departmental personnel and subrecipients to attain compliance;
- Develop Title VI information for dissemination to the general public and, in languages other than English;

- Work closely with community leaders and other stakeholders to ensure their concerns are heard regarding Title VI issues;
- Monitor the Title VI staffing level and bring resource or program deficiencies to the Director's attention; and
- Prepare or cause to be prepared, annual assurances for FHWA and Title VI activities and accomplishments report.

RIDOT's Title VI Non-Discrimination Policy



RIDOT POLICY

REFERENCE: Title VI/Nondiscrimination

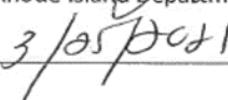
It is the policy of the Rhode Island Department of Transportation (the Department) to comply fully with both Title VI of the Civil Rights Act of 1964 and the Department's Title VI/Nondiscrimination Program Assurances. To that end the Department certifies that no person in the United States shall, on the grounds of race, color, sex, national origin, age, or disability, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any of the Department's programs or activities, whether or not such programs and activities are federally-assisted.

Specifically, the Department **will not**, on the basis of race, color, sex, national origin, age, or disability:

- deny any service, financial aid, or other benefit to a beneficiary of the Department's programs;
- provide any service, financial aid, or benefit that is different—in quality, quantity, or manner—from that provided to other beneficiaries under Departmental programs;
- subject a person to segregation or separate treatment in any matter related to receipt of any service, financial aid, or other benefit under its programs;
- treat a person differently from others in determining whether the person is eligible for a service, financial aid, or other benefit under a departmental program;
- restrict a person in the enjoyment of any advantage or privilege enjoyed by others receiving services, financial aid, or other benefits of its programs;
- deny a person the opportunity to participate in advisory or planning councils that are an integral part of its programs;
- discriminate in any activities related to highway, facility, or infrastructure built or repaired with federal funds;
- discriminate in any employment resulting in a program which has a primary purpose of providing employment; or
- discriminate in the selection and retention of contractors and consultants.

Furthermore, the Department will not administer its programs in a manner that, directly or by contract, defeats or substantially impairs its goal of effective nondiscrimination. Rather, the Department will identify and address the effects of its programs, policies and activities on minority and low-income populations, as well as provide meaningful access to benefits, information, and services to beneficiaries who are of limited English-speaking ability.

Any person with questions or seeking additional information about the Department's non-discrimination obligations should contact Lilliam Abreu, Title VI Coordinator, at 2 Capitol Hill, Providence, Rhode Island 02903; (401) 222-3260, Ext. 4256, or Lilliam.abreu@dot.ri.gov. Similarly, any person who believes that the Department or any of its sub-recipients or contractors have violated Title VI of the Civil Rights Act of 1964 or this Nondiscrimination Policy should contact the Department's Title VI Coordinator to file a written complaint.


 Peter Alviti, Jr., P.E.
 Director, Rhode Island Department of Transportation

 Date 3/05/2021

Notifying Beneficiaries of their Rights under Title VI

FTA 4702.1b, Chapter III (4)(a)(1)-Requirement to Notify Beneficiaries of Protection Under Title VI

The Rhode Island Department of Transportation (RIDOT) operates its programs and activities without regard to race, color and national origin. RIDOT has developed a Title VI Notice to the public to provide notification to beneficiaries of their rights under Title VI and the procedures to follow when filing a Title VI complaint.

Notices are posted in areas such as:

- RIDOT Bulletin Boards
- Posters
- Rail Stations
- Public meetings/Hearings
- RIDOT's website

The Notice indicates that complaints may be filed against RIDOT or any of its transit service providers and contractors. Currently, RIDOT contracts with the Massachusetts Bay Transportation Authority (MBTA) to bring South County Commuter Rail (SCCR) service from Providence to TF Green Airport and Wickford Junction Stations, and with Seastreak, which operates the seasonal Providence-Newport Ferry Service.

RIDOT translated the notice, in its entirety, into Spanish. The English and Spanish versions of the Notice are displayed at RIDOT's headquarters main public area, its three commuter rail stations (Providence Station, T.F. Green Airport Station, and Wickford Junction Station), the Providence and Newport Ferry Service stations, and on RIDOT's website at http://www.dot.ri.gov/about/who/civil_rights.php.

The notice, on our website, is available in English, Spanish, Chinese, French, Khmer and Portuguese, to ensure that the LEP populations are aware of their rights under Title VI. A copy of the English and Spanish versions of the Title VI Notice to Public is presented on the RIDOT FTA Title VI program Appendix (Appendix A).

Any person who believes he or she has been subjected to discrimination in violation of the Title VI may file a complaint with RIDOT.

For more information on RIDOT's Title VI program and the procedures to request information, on or to file a Title VI complaint, contact 401-563-4256; email DOT.TitleVI@dot.ri.gov; or send correspondence to the Office of Civil Rights at:

Rhode Island Department of Transportation

Office of Civil Rights

Attn: Lilliam Abreu, Title VI Coordinator

Two Capitol Hill

Providence, RI 02903

The public can access Title VI information on RIDOT's website by hovering over the "Doing Business right" tab, clicking on "[Civil Rights/ADA](#)" and selecting the Title VI/Environmental Justice tab displayed.

RIDOT requires that all subrecipients develop a Title VI Notice to the Public and post the notice on their website and in areas accessible to the public. On a rotating basis, the Department audits its sub recipients to confirm they have a Title VI Notice to the Public and the notice is posted in areas accessible by the public, including but not limited to their websites.

In addition, quarterly meetings are held with MBTA, to discuss any Title VI complaints and ensure that the Title VI notices are visible on their stops. The Title VI notice can also be found on the MBTA's website: <https://www.mbta.com/policies/title-vi>.

RIDOT's Title VI coordinator conducts periodic visual inspections to determine compliance. In August of 2020, a visual inspection of Seastreak, the Ferry service from Providence to Newport, was conducted. It was confirmed that notices are posted in both Spanish and English (Appendix B).

FTA Title VI Complaint Investigation Process and Procedure

FTA 4702.1b, Chapter III (4) (a) (2)- Requirement to develop Title VI Complaint Procedure and Complaint Form

RIDOT has developed a complaint procedure for processing Title VI complaints. This procedure includes a Title VI Complaint Form (Appendix C) addressing the necessary information to file a complaint under Title VI. While the public is not required to use this form to file a Title VI complaint, it is encouraged, to ensure that the necessary information is captured to initiate a Title VI investigation. A copy of the Title VI Form can be requested via telephone, mail or email and is available on RIDOT's website at http://www.dot.ri.gov/about/who/civil_rights.php .

Consistent with RIDOT's Language Assistance Plan (LAP), the Title VI complaint form has been identified to be a vital document and can be found in the FTA Title VI Program Appendix C, translated into Chinese, Spanish, French, Khmer and Portuguese.

RIDOT has confirmed that MBTA and Seastreak will document and notify RIDOT of all the Title VI complaints received regarding the SCCR and the Providence-Newport Ferry services, respectively.

Investigation Process

Title VI Investigation: A Title VI investigation is an official inquiry for the purposes of determining whether there has been a violation of the Title VI laws, regulations or statutes. This includes a determination of appropriate reprieve if a violation has been identified. An investigation requires an objective gathering and analysis of the evidence, to ensure the most accurate decision possible.

Role of the Investigator: The investigator is a neutral party provided by the agency to investigate of the issues raised in a complaint. The investigator's behavior, demeanor, and attitude reflect the agency and may affect the degree of cooperation received from the parties. The investigator has an obligation to identify and obtain relevant evidence from all available sources in order to resolve all the issues under investigation. ***The investigator is not an advocate for the complainant or the respondent.*** The investigator is a neutral fact finder.

Responsibility of the investigator:

The investigator MUST:

- Never express his/her opinions.
- Never tell the parties that the complaint represents a good case or that the complaint is frivolous.
- Always remain NEUTRAL. DO NOT take sides.
- Write the FACTS. State what the facts are based upon the evidence or testimony.
- Stay in control at all levels of the process.
- Decide who is to be interviewed. If the Complaint or the Respondent is adamant about a witness interview, perform the interview.
- Decide when sufficient evidence has been gathered to begin writing the investigative report.
- Always remain professional and polite.
- Be patient; and
- Be a good listener

Theories of Discrimination:

A *Theory of Discrimination* refers to the *Type of Discrimination*:

- INTENTIONAL DISCRIMINATIOIN/DISPARATE TREATMENT – The decision maker was aware of the complainant's race, color, national origin, sex, age or disability and acted at least in part because of that information. The action was taken because of the complainant's race, color, national origin, sex, age or disability.
- DISPARATE/ADVERSE IMPACT – Discrimination which occurs when a neutral policy or procedure has a disproportionate impact on a protected class. The practice, even though applied equally to all, has the effect of excluding or otherwise adversely affecting a particular group; and
- RETALIATION – Discrimination against persons because of the filing of a complaint, participation in an investigation, or opposing a practice made unlawful pursuant to the laws.

Elements of Proof:

HOW DOES THE INVESTIGATOR PROVE DISCRIMINATION?

- ESTABLISH A PRIMA FACIE CASE – The complainant has the responsibility of initially establishing a prima facie case of discrimination. A prima facie case means that the complainant has provided information, which contains all the elements necessary for a complaint of discrimination. Establishing a prima facie case requires the following elements:
 1. Complainant is a member of a protected group.
 2. Complainant was harmed by some decision; and
 3. Similarly situated persons of a different group were not or would not have been harmed under similar circumstances.

These elements constitute an ideal complaint of discrimination and establish a prima facie case. However, in many situations, the Investigator will not initially have all these elements. It is the Investigator's responsibility to obtain from the complainant all missing information.

- **DURING THE INVESTIGATION** – One of the first items that must be determined by the Investigator from the Respondent is the reasons for the Respondent's actions against the Complainant. In other words, establish the Respondent's legitimate non-discriminatory reasons for the actions taken against the Complainant. The

Investigator must also obtain evidence to determine whether Respondent's reasons are true based upon the evidence or whether the reasons are an excuse (pretext) to discriminate against the Complainant.

- **OBTAINING THE EVIDENCE** – During the investigation, the Investigator should obtain the following types of evidences:
 1. Respondent's policies and procedures.
 2. Evidence establishing actions taken against the Complainant.
 3. Evidence establishing how others, not in the Complainant's group, were treated in similar situations.
 4. Evidence establishing the normal policies and procedure and how Respondent followed or did not follow normal policies and procedures when making the decision / action involving the Complainant.
 5. Evidence establishing whether Respondent followed the normal policies and procedures for similarly situated persons; and
 6. A position statement from the Respondent outlining the reasons for the action taken against the Complainant.

Examples of Elements of Proof:

INTENTIONAL DISCRIMINATION –

- Complainant is a member of a protected group.
- Complainant was excluded from participation in or denied the benefits of a program or activity receiving federal financial assistance.
- Complainant was rejected despite his/ her eligibility.
- Respondent selected applicants, whose race, color, national origin, sex, age, or disability were different from Complainant; or
- The Program remained open, and the Respondent continued to accept applications from applicants of different race, color, national origin, sex, age, or disability than the Complainant.

DISPARATE / ADVERSE IMPACT –

- Respondent has a facially neutral policy or practice that has affected the Complainant.
- The policy or practice operates to disproportionately exclude members of the protected group.
- The policy or practice is a business necessity; or
- There is an effective business alternative with less adverse impact.

RETALIATION

- Complainant opposed any policy or practice made unlawful or participated in any manner in an activity pursuant to the law prohibiting discrimination.
- The individual who allegedly retaliated against Complainant knew or should have known of the opposition or participation.
- An adverse action was taken against the Complainant after the protected activity.
- There was a causal connection between the opposition or participation and the decision was made involving the Complainant.
- There was a legitimate, non-discriminatory reason for the action taken; or
- The articulated reason is a pretext for retaliatory discrimination.

***Causal connection:** To establish a causal connection, establish the following –

- Did the treatment of the Complainant change after the protected activity?
- Timeline: How long after the initial protest did the adverse action occur; and
- Compare the Complainant's treatment with others who were not engaged in the protected activity.

Tracking and Investigating Title VI Complaints

Pursuant to 49 CFR § 21.11(b), any person who believes she or he has been discriminated because of their race, color, or national origin by RIDOT or any of its transit service providers (MBTA and Seastreak) may file a Title VI complaint within 180 days of the last date of the alleged discrimination. Complainants who file a complaint beyond 180 days of the last date of the alleged discrimination must request a waiver from the Office of Civil Rights at the Operating Administration. Complaints may be filed via telephone, mail, or email. Via email, the complaint is filed by completing and submitting to the attention of RIDOT's Title VI Coordinator the Title VI Complaint Form available at RIDOT's website at http://www.dot.ri.gov/about/who/civil_rights.php. Although the Federal Transit Administration encourages individuals to first file a complaint with their local transit provider, a person may file a complaint directly with the Federal Transit Administration, Office of Civil Rights, Attention: Complaint Team. East building, 5th floor- TCR, 1200 New Jersey Ave, SE. Washington, DC 20590.

Complaints will be referred to the RIDOT Title VI coordinator, who will review the complaint and inform the appropriate program area designee. All Complaints must be in

writing. If the complaint is provided via telephone or orally, the Title VI Coordinator will convert it to a written document that must be revised by the complainant and signed before processing. All complaints must include the complainant and or representative's signature, the complainant's name, address, and telephone number, or other means by which the complainant can be contacted. The complaint will be accepted unless it is withdrawn, is not filed timely, or the Complainant fails to provide the required information after a written follow-up request for the missing information.

Complainants should be as detailed as possible with providing all the facts and circumstances surrounding the alleged discriminatory action and in identifying the individual(s) and/or organization(s) responsible for the alleged discriminatory action.

Internal Complaint Process

Written complaints filed with the will be analyzed and investigated by the Title VI Coordinator. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by RIDOT and, when applicable, a complaint consent/release form to be completed and returned to RIDOT within 15 days of the date of RIDOT's correspondence acknowledging receipt of the complaint.

The department will notify a respondent named in a complaint and the respondent will be contacted for an interview. The Title VI Coordinator will investigate complaints and will complete the investigation within sixty (60) days of the date of receipt of the complaint. The Title VI coordinator will prepare an investigative report (IR) after conducting the investigation. A complaint log will be maintained for all complaints filed with and investigated by the Department. The investigator will advise the complainant of his/her rights under Title VI and related statutes.

Investigation Process: The investigation Process includes the following:

- Investigative Plan
- Notifications and Requests for Information
- Conducting Interviews, Data Collection and On-Site Visits
- Record Keeping
- Obtaining Evidence
- Analyzing Data
- Writing the investigative Report

Investigative Plan:

The Investigative Plan is an internal document for use by the investigator to define the issues of the complaint. The following elements are contained in an investigative plan:

- Complainant(s) Name and Address/Attorney for Complainant with Name and Address
- Respondent(s) Name and Address/Attorney for Respondent with Name and Address
- Applicable Law
- Basis
- Issue(s)
- Background
- Name of Person(s) to be interviewed, including questions for the Complainant, Respondent and Witness(es)
- Evidence to be obtained during the investigation

Notifications and Requests for Information:

RIDOT will notify the complainant and respondent that RIDOT is investigating matters raised in a complaint. The notification letter will state the following:

- The basis/bases for the complaint
- Allegations over which organization has jurisdiction
- RIDOT's jurisdiction over the respondent
- An admonition that the respondent shall not intimidate, threaten, coerce, retaliate against, or discriminate against anyone involved in the investigation of the complaint, including the complainant, witnesses and others who are sources of information regarding matters alleged or related to the complaint.
- If RIDOT has jurisdiction, a request that the respondent submit a position statement to the Title VI coordinator, responding to the allegations, within 15 days of the date of the notification letter
- A request for additional information relevant to matters raised in the complaint, if appropriate, to be submitted to the Title VI Coordinator within 15 days of the date of the notification letter.

Conducting Interviews, Data Collection and On-site Visits

After preparing an investigation plan, RIDOT will gather information needed to complete the investigation by conducting interviews and, if necessary, on-site visits; it will also, if

necessary, collect other available, relevant data through other means. All documentation will be kept on file. These documents may include, but are not limited to, transcripts, notes, letters, forms, and interview summaries.

Record Keeping

A complaint log will be maintained for all complaints filed with and investigated by RIDOT. The log will identify: The basis for the complaint (race, color, national origin, language, etc.); the subrecipient (when applicable); the nature of the complaint; the dates the complaint was filed, and the investigation completed; the disposition; the date of disposition; and any other pertinent information.

Obtaining Evidence

Evidence requested should be related to issues cited in the complaint. An evidence request should contain some or all the following:

- The policies and procedures regarding the practice that complainant has alleged.
- All documents relating to the Respondent's dealing with the complainant in the situation described in the complaint.
- Documents which exhibit how others, not in the complainant's group, were treated under similar circumstances.
- Respondent's reason(s) for the action taken; and
- A formal position statement from respondent addressing complainant's allegations.

Types of Evidence

- Circumstantial Evidence – Includes facts from which may be inferred intent or discriminatory motive and proves intent by using objectively observable data.
- Comparative Evidence – A comparison between similarly situated individuals.
- Direct Evidence – Related to the Respondent's motive, it is defined as any statement or action by an official of the Respondent that indicates a bias against members of a particular group,
- Documentary Evidence – Written material generated during normal business activity.
- Statistical Evidence – Statistics, facts, or data of a numerical type, which are assembled, classified, and tabulated to present significant information about a given subject; and
- Testimonial Evidence – Evidence that is provided orally.

Analyzing Data

Data will be analyzed to determine whether a violation has occurred.

When analyzing data, you must:

- Review what happened to the complainant.
- Compare the complainant's treatment with the appropriate policies and procedures.
- Compare the complainant's treatment with others in the same situation.
- Review the respondent's reason(s) for the treatment afforded the complainant. and
- Compare the respondent's treatment of the complainant with the treatment afforded others.

Writing the investigative Report

The Investigative Report (IR) will contain the following sections:

- Complainant(s) Name and Address
- Respondent(s) Name and Address
- Applicable Law
- Basis
- Issues
- Findings and a corresponding conclusion for each issue
- Recommended decision; and
- Recommendations (if applicable)

ACTIVE TRANSIT-RELATED TITLE VI INVESTIGATIONS, COMPLAINTS, OR LAWSUITS

FTA C 4702.1B, Chapter III (4)(a)(3): Requirement to Record and Report Transit-related Title VI Investigations, Complaints, and Lawsuits.

RIDOT has received one Title VI complaint since the filing of the 2018-2021 Title VI program. No other complaint has been received directly or through its subrecipients and

contractors. One investigation has been conducted since the filing of the 2015-2018 Title VI Program.

RIDOT Title VI Complaint Log (2021-2023)				
	Date	Summary (Protected Class)	Status	Action(s) Taken
Investigations				
1. TVI_21_01	01/19/2021	Low income/Minority population	Completed	
2.				
Lawsuits				
1.				
2.				
Complaints				
1. TVI_21_01	01/19/2021	Low income/Minority population	Completed	
2.				

Public Participation Plan (PPP)

FTA C 4702.1B – Chapter III (4)(a)(a): Promoting Inclusive Public Participation

RIDOT recognizes that early, continuous and meaningful public participation is a fundamental tool to achieve compliance with Title VI of the Civil Rights Act of 1964 and ensure that “no person in the United States, 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.” To that end, RIDOT has developed a Public Participation Plan (PPP) that creates opportunities for transit stakeholders to be involved in the assessment of potential social, economic and environmental impacts associated with the South County Commuter Rail (SCCR) as well as other projects that RIDOT may undertake.

This PPP is a proactive guide to public participation to ensure that the Department provides complete information, timely public notice, full public access to key decision-making points, and an opportunity for early and continued involvement. The PPP identifies goals and outreach strategies that also integrate targeted outreach to reach and engage

populations that have been underserved and/or have lacked access to the transportation decision-making process, such as Environmental Justice populations and Limited English Proficiency (LEP) populations. LEP refers to persons for whom English is not their primary language and who have a limited ability to read, write, speak, or understand English. It includes persons who reported to the U.S. Census that they speak English less than very well, not well, or not at all.

Barriers in Reaching Stakeholders

Engaging underserved populations in transportation planning in their community creates unique challenges when conducting outreach. Neighborhoods where a larger concentration of LEP populations reside or where many residents work multiple jobs may be harder to involve than more affluent demographic groups. Following are some of the barriers and RIDOT's plan to best overcome them.

Educational Differences

Poverty has been clearly linked to educational levels. Lower-income families are less likely to have the financial resources or time availability to provide children with academic support. Participating in complex transportation projects can be overwhelming for someone with literacy challenges or minimal education. When faced with this, many adults would opt to avoid interactions for fear of being embarrassed. To overcome these challenges, transportation planners can rely on visualization tools and visual preference surveys to solicit input. Furthermore, information should be written in short, clear sentences for maximum effectiveness. Staff should be trained on how to identify a person with literacy issues and how to best engage them so that they feel comfortable and safe in presenting their opinions.

Social and cultural Gaps

Social and cultural gaps can manifest in many ways. For example, in some Asian cultures, a general postcard would be perceived as disrespectful. An invitation to a meeting or event would be much better received from a person they know through a phone call or face-to-face interaction. Other cultures might see it as rude for you to invite them to an evening meeting and not serve food. Understanding cultural nuances can go a long way to building rapport and facilitating the exchange of information with minority groups. Learning about the cultures you are trying to engage is a critical first step for any public involvement practitioner. This can be achieved through one-on-one interviews with local community

leaders or even talking with co-workers who share a similar culture. Finally, it is also important to realize that not all minority populations are low-income and not all low-income populations are minority.

Mistrust of Government

Many immigrant populations have a strong distrust of the government. Some may have this distrust because they are in the United States undocumented and some may distrust because of their past experiences in countries with corrupt or militant governments. When public transit agencies seek to communicate with immigrant populations, the immigrant may not be able to distinguish between the public transit agency and other parts of the government. Local community or religious leaders and schoolteachers may have an established relationship with immigrant populations based on a foundation of trust. Enlisting the assistance of local community or religious leaders and schoolteachers may increase the trust among immigrant communities and the public transit agency. Holding or advertising meetings in local venues may also be an effective strategy for reaching a substantial portion of the immigrant population.

Financial Challenges and Family Obligations

In communities where residents may be working more than one job, or where the incidence of single parenting is higher than average, many residents may have basic personal responsibilities that make it difficult to attend public meetings. Residents working for hourly wages, odd hours or longer shifts, make it necessary to schedule outreach events in a manner that provides multiple opportunities to discuss project issues. It may be difficult to predict the optimal schedule within which to reach out to different low-income and minority communities, so RIDOT staff should hold meetings during both day and evening hours and on weekends to best engage a particular community. It is also a good idea to get input from community members to determine meeting times that maximize attendance. RIDOT outreach efforts should also include basic support to help families handle issues of childcare. Providing “playrooms” with volunteer monitors may make it easier for parents to attend meetings. Holding meetings as part of or directly after regularly scheduled events, such as a school or church service, may make attendance at these outreach efforts more convenient.

Outreach Strategies

In all public outreach efforts, RIDOT strives to exceed the basic requirements of the legislation and regulations to provide early, continuous and meaningful outreach to those who are impacted by RIDOT's projects and activities. These outreach efforts are:

- **INCLUSIVE**- Provide inclusive public engagement including low-income, minority, and LEP populations, and other demographic groups that are traditionally underserved.
- **PROACTIVE**- Conduct proactive outreach, beginning by searching out the public and working to elicit input.
- **COORDINATED**- Enhance coordination and communication to improve transportation decision-making
- **TRANSPARENT**- Provide transparency in public outreach by communicating with the public with timely and accurate information and coordinating and documenting the process.
- **ACCESSIBLE**-Provide the public with adequate notice of public involvement activities, key decision points, and public comment periods; provide access to project information by using multiple communication tools and conduct public meetings in accessible and convenient locations.
- **RESPONSIVE**- Respond to public comments in a timely manner and document the process.
- **INFORMATIVE**- Educate and inform the public on technical issues in clear and easy to understand language.
- **INTEGRATED**- Consider and integrate public comments in the design and development of projects
- **CONTINUALLY IMPROVING**- Continue to improve public outreach by measuring effectiveness of the program and refining public outreach strategies and tools to improve effectiveness.

RIDOT conducts public outreach activities to inform and engage the public in decision-making and to solicit input on needs and concerns. RIDOT typically develops a strategy for public outreach, or Public Involvement Plan (PIP), for all transit-related capital project and transit projects that require public input. Each PIP integrates a variety of communication tools in a coordinated strategy to reach and engage a broad and diverse audience, including riders, the general public and disadvantaged groups. While this document focuses on improving outreach and engagement with title VI populations, RIDOT is

committed to providing public involvement opportunities for everyone. Traditional public involvement activities will remain as part of the toolbox. A series of tables that present tools that RIDOT will consider as the department fulfill its commitment to reach and engage underserved populations are included in Appendix D.

Selection of Meeting locations

When determining locations and scheduled for public meetings, RIDOT will adhere to the following guidelines.

- Schedule meetings at times and locations that are convenient and accessible for low-income, minority and LEP communities. RIDOT maintains a list of accessible meeting locations through the state, and this list is available upon request.
- Employ different meeting sizes and formats including small group and larger open house style meeting formats.
- Coordinate with community organizations, education institutions and other advocacy organizations to implement public targeted engagement strategies that reach and engage affected low-income, minority and/or LEP populations within the SCCR service area.
- Consider ethnic and minority radio, television, or newspaper outlets as well as social media platforms to reach and engage low-income, minority and LEP populations.
- Provide opportunities for public participation through means other than written communication, such as one-on-one interviews or use of audio or video recording devices to capture oral comments.

Addressing Comments

All comments received through efforts will be given careful consideration.

Identification of Stakeholders

Stakeholders are persons that may be either directly or indirectly affected by a project activity. Those who may be adversely affected, or who may be denied benefit of a project or activity are of particular interest in the identification of targeted stakeholder groups. Stakeholders can come from several groups including general citizens/residents, minority and low-income persons, public agencies, and private organizations and businesses. While stakeholders may vary based on the project or activity at issue, RIDOT has assembled a listing of stakeholders with whom it regularly communicates.

Summary of outreach efforts

RIDOT has made several efforts to engage minority and Limited English Proficient populations in its capital transit projects. The following is a summary of the Title VI public outreach activity since the last Title VI submission in 2018. Due to the COVID 19 pandemic, all meetings after March 2020 were held virtually. RIDOT experienced a large influx of participation via this model of meeting. RIDOT will continue to offer opportunities for participation via a virtual platform even after the pandemic, to accommodate a population that may find it easier to participate in this manner.

Metropolitan Providence projects-

The RhodeWorks plan to repair roads and bridges was approved by the Rhode Island General Assembly and signed into law by Governor Gina M. Raimondo on February 11, 2016. The legislation (2016-H 7409Aaa, 2016 - S 2246Aaa) creates a funding source that will allow the Rhode Island Department of Transportation (RIDOT) to repair more than 150 structurally deficient bridges and make repairs to another 500 bridges to prevent them from becoming deficient, bringing 90 percent of the State's bridges into structural sufficiency by 2025. The main projects are listed in the RIDOT website. Visitors can sign up to an email list to stay connected and informed on projects that may impact their commute or where they live. Projects descriptions, meeting dates, plans and scope of work can be found on <http://www.dot.ri.gov/projects/>.

The public was invited to hear project updates on:

- June 19th 2018
- May 6th, 2020 (Virtual meeting, recording available on website)
- December 10th, 2020 (Virtual meeting, recording available on website)
- March 3rd, 2021 (Virtual meeting, recording available on website)

All maps, illustrative plans, ramp closures, lane shifts, lane splits and detours are displayed on the website.

RIDOT works closely with the local communities to disseminate public information about the projects and associated public meetings.

East Bay Projects-

RIDOT has numerous projects as part of the Safe Routes to School program, which make it easier and safer for children and their families to walk or ride to school.

The fully federally funded program has been active for more than a decade. In a three-year span of newer projects, we will have invested \$12.2 million into the program.

Most recently RIDOT completed Safe Routes to School projects for schools in Cranston, East Providence, Narragansett and Barrington. Another project is active for schools in Smithfield and Woonsocket and another is scheduled to begin in 2021 in Warren.

With each project, RIDOT typically extends sidewalks or other pathways to provide greater connectivity between residential areas and schools. In the most project in Barrington, RIDOT added sidewalks to provide a direct connection from the East Bay Bike Path to Barrington Middle School. Another project next year will replace the "Broken Bridge" over the Kickemuit River in Warren, linking many neighborhoods west of the river to an existing bike path and Kickemuit Middle School and Hugh Cole Elementary School on the east side of the river.

Other improvements included in a Safe Routes to School project include new curb ramps to meet ADA standards, detectable warning systems and flashing school zone speed limit signs, bike racks, and new stormwater systems.

Several community meetings took place in order to come up with the best possible plan to develop the bridge as quickly as possible with minimum negative impact on the residents, businesses and commuters in the Bristol area.

Newport County Projects-

In the 1960s the Pell Bridge and Interchange were completed; however, the Route 138 northbound approach was never completed, which would have connected Newport to Route 24 in Portsmouth, Rhode Island. Then between 2001 through 2008, the Rhode Island Office of Statewide Planning identified the Aquidneck Island Travel Corridor as a major travel corridor of statewide significance. Long-range goals were established to the year 2020 including:

Protecting the open space and scenic vistas of ocean and agricultural lands by confining mixed-use development to designated growth centers.

Providing transportation alternatives and network connections including expanded ferry service, increased bus schedules, improved bicycle and pedestrian circulation, and Park & Rides that provide a safer network for all modes of transportation.

The Project was reactivated with the Aquidneck Island Transportation Study (AIT) in 2009 and then again in 2017 with the City of Newport's economic plan to create an "Innovation District".

Traffic volumes on the Aquidneck Island bridges and roadways have increased significantly over the past 40 years. This traffic increase is attributable to many factors, including more households spread among different locations on the Island, increasing levels of automobile ownership, changing commuting patterns, and increased tourism. Safety continues to be a major concern of the Island community. These concerns were elevated following several pedestrian fatalities along Island roadways caused in part by the increasing difficulty in safely crossing major streets.

A virtual meeting was held on October 27, 2020 to engage the community and provide updates to the project. All questions that could not be answered at the meeting were answered within a week of the meeting. Questions and answers were posted on the website for public to access.

[Northern New England, Blackstone Valley Projects-](#)

Our project for Broad Street covers a three-mile corridor starting at Exchange Street in Pawtucket, through Central Falls and ending at Mendon Road in Cumberland. The work includes a new road surface, new curbs and sidewalks, ADA improvements, new bike lanes, upgraded drainage systems and traffic signals, and a number of other pedestrian and streetscape improvements to make the corridor safer for all users.

The project also includes drainage repairs on Mendon Road from Route 99 to Ann & Hope Way in Cumberland.

[South County Projects-](#)

For this project, RIDOT will modify existing abutments with new bridge seats and replace the pier stem to the top of existing footing; new pier footing constructed on top of existing footing; rebuild top portions of existing wingwalls including new flying wingwalls, approach slabs, prestressed concrete butted deck beams with a concrete topping slab, sidewalks and steel Baldwin Bridge Railing; temporary abutment shoring.

[West Bay Projects-](#)

RIDOT is working on a \$42.6 million construction project to rehabilitate bridges that carry I-295 at its interchange with Routes 6 and 6A in Johnston (Exit 9). This work will require

temporary traffic pattern changes including ramp and lane closures that will create congestion and delays.

The bridges to be reconstructed include four large structures about 80 feet wide and 150 to 240 feet long. They carry an average of 76,000 vehicles per day on both through lanes and service roads at this interchange.

Also, as part of this project, RIDOT will decommission two bridges built to accommodate an expansion of the interchange that was never built. RIDOT will fill in under the bridge structures. This eliminates maintenance costs.

Construction will be done in phases to minimize the impact to travelers. But delays are possible.

These bridges are nearly 50 years old, and the superstructures are nearing the end of their service lives.

Transit Master plan-

Throughout 2019 and 2020, RIDOT worked with RIPTA and Rhode Island's Division of Statewide Planning on the state's first Transit Master Plan. The plan's primary goal was to propose transit investments – both operational and capital – for today and 2040.

Implementation of the plan will be carried out by both RIDOT and RIPTA. The plan's development included a robust public participation process. There was a project-specific Public Involvement Plan (PIP) that followed guidelines set by RIPTA's Public Participation Plan (PPP) and Language Assistance Plan (LAP) – both developed in accordance with Title VI and Executive Order 13166. Public outreach included the following:

- Project website with translation feature: <https://transitforwardri.com/>
- Email listserv for project updates
- Public meeting flyers in English and Spanish
- Translation services available for all primary public meetings and at request by calling RIPTA

List of meetings, times and locations can be found at

<https://transitforwardri.com/meetings.asp>:

Western RI Regional Stakeholder Roundtable - November 22, 2019

Friday, November 22, 2019

Time: 2:00 PM to 4:00 PM

Location: West Warwick Public Library, 1043 Main Street, West Warwick, RI

Public Workshop - October 10, 2019

Thursday, October 10, 2019 - Middletown

Time: 5:30 PM to 7:00 PM

Location: Middletown Town Hall, 350 East Main Road, Middletown, RI

Pop-Up Info Session at Kennedy Plaza - October 3, 2019

Tuesday, September 10, 2019 – Wickford Junction Commuter Rail Station

Time: 2:30pm to 5:00pm - RIPTA staff will be at Kennedy Plaza (Stop H) to promote public feedback on The State of the System Report, Transit Strategy Papers, and future transit ideas.

Location: Kennedy Plaza

Public Workshops - September 17 & 18, 2019

Presentation on Transit Scenarios - September 2019

Tuesday, September 17, 2019 - Warwick

Time: 1:00 PM to 2:30 PM – **Formal presentation at 1:30 PM**

Location: Warwick Library - Room #113, 600 Sandy Lane, Warwick, RI

Use RIPTA Route 29

Tuesday, September 17, 2019 - Providence

Time: 5:30 PM to 7:00 PM – **Formal presentation at 6:00 PM**

Location: RI Dept. of Administration, 1 Capitol Hill, Providence, RI

Use RIPTA Routes 50, 56, 66, 72

Wednesday September 18, 2019 - Kingston

Time: 12:00 PM to 1:30 PM – **Formal presentation at 12:30 PM**

Location: URI Hardge Forum at the Multicultural Center, Kingston, RI

Use RIPTA Route 66

Wednesday September 18, 2019 - Pawtucket

Time: 5:30 PM to 7:00 PM – **Formal presentation at 6:00 PM**

Location: Blackstone Valley Visitor Center, 175 Main Street, Pawtucket, RI

Use RIPTA Route 1 or the R-Line

Pop-Up Info Session at Wickford Junction - September 10, 2019

Tuesday, September 10, 2019 – Wickford Junction Commuter Rail Station

Time: 6:30pm to 8:30pm- RIPTA staff will be at Wickford Junction Station to promote public feedback on The State of the System Report, Transit Strategy Papers, and future transit ideas.

Location: Wickford Junction Station

Pop-Up Info Sessions at Kingston Station and URI - September 11, 2019

**Wednesday, September 11, 2019 – Kingston Station and URI/ Hardge Forum/
Multicultural Student Services Center**

Time: 11:00am to 2:00pm- RIPTA staff will be at Kingston Station and on the URI Campus to promote public feedback on The State of the System Report, Transit Strategy Papers, and future transit ideas.

Location: Kingston Station, URI Multicultural Student Services Center

Pop-Up Info Session at Providence Station - September 5, 2019

Thursday, September 5, 2019 – Providence Station

Time: 4:30pm to 7:00pm- RIPTA staff will be at Providence Station to promote public feedback on The State of the System Report, Transit Strategy Papers, and future transit ideas.

Location: Providence Station

Pop-Up Info Session at Providence/Thayer Street - September 4, 2019

Wednesday, September 4, 2019 – Providence/Thayer Street at the College Hill Bus Stop

Time: 3:30pm to 5:00pm- RIPTA staff will be at College Hill Bus Stop on Thayer Street to promote public feedback on The State of the System Report, Transit Strategy Papers, and future transit ideas.

Location: Providence/College Hill Bus Tunnel

Pop-Up Info Session at CCRI Warwick - September 4, 2019

Wednesday, September 4, 2019 – CCRI Warwick

Time: 8:00am to 10:00am- RIPTA staff will be at the CCRI Warwick Campus to promote public feedback on The State of the System Report, Transit Strategy Papers, and future transit ideas.

Location: CCRI Warwick/Knight Campus

Pop-Up Info Session at Innovation District/Ship Street Square - September 3, 2019

Tuesday, September 3, 2019 - Providence

Time: 12:00pm to 2:00pm- RIPTA staff will be at Ship Street Square in the Innovation District to promote public feedback on The State of the System Report, Transit Strategy Papers, and future transit ideas.

Location: Ship Street Square

Pop-Up Info Session at Kennedy Plaza - August 28, 2019

Wednesday, August 28, 2019- Providence

Time: 7:30am to 9:30am- RIPTA staff will be at Kennedy Plaza (Stop H) to promote public feedback on The State of the System Report, Transit Strategy Papers, and future transit ideas.

Location: Kennedy Plaza

Pop-Up Info Session at Pawtucket Hub/Visitors Center- August 27, 2019

Tuesday, August 27, 2019 - Pawtucket

Time: 7:00am to 9:00am- RIPTA staff will be at the Pawtucket Hub/Visitors Center to promote public feedback on The State of the System Report, Transit Strategy Papers, and future transit ideas.

Location: Pawtucket Hub/Visitors Center

Public Open House Workshops - December 11-12, 2018

Workshop Presentation - December 2018 (Adobe PDF, 3.0MB)

Workshop Display Boards - December 2018 (Adobe PDF, 32.0MB)

Tuesday, December 11, 2018 - Providence

Time: 11:00 AM to 12:30 PM – **Formal presentation at 11:30 AM**

Location: Providence Chamber of Commerce, 30 Exchange Terrace, Providence
Located just one block north of Kennedy Plaza.

Tuesday, December 11, 2018 - Woonsocket

Time: 5:30 PM to 7:00 PM – **Formal presentation at 6:00 PM**

Location: Museum of Work & Culture, 42 South Main Street, Woonsocket
Use RIPTA Routes 54 or 87 (Flex 281 available until 6:30 PM)

Wednesday, December 12, 2018 - Newport

Time: 5:30 PM to 7:00 PM – **Formal presentation at 6:00 PM**

Location: Gateway Transportation Center, 23 America's Cup Avenue, Newport
Use RIPTA Routes 60, 63, or 67

Pop-Up Info Session at Kennedy Plaza - December 12, 2018

Wednesday, December 12, 2018 - Providence

Time: Noon to 1:30 PM – RIPTA staff will be in the Kennedy Plaza passenger terminal building to introduce the project to RIPTA riders who cannot attend one of the three formal workshops

Location: Kennedy Plaza, Providence

LANGUAGE ASSISTANCE PLAN

FTA C 4702.1B Chapter III(4)(a)(5): Requirement to Provide Meaningful Access to LEP Persons

Improving Access for People with Limited English Proficiency (LEP)

In order to ensure meaningful access to programs and activities, RIDOT uses information obtained in a Four Factor Analysis to determine which specific language services are appropriate. This analysis helps RIDOT to determine if it communicates effectively with LEP stakeholders and informs language access planning.

The Four Factor Analysis is a local Assessment that considers:

1. The number and proportion of LEP persons eligible to be served or likely to be encountered by RIDOT.

2. The frequency with which LEP individuals come into contact with RIDOT services and programs.
3. The nature and importance of RIDOT's services and programs in LEP persons lives; and
4. The resources available to RIDOT for LEP outreach, as well as the costs associated with that outreach.

Factor 1- Number of LEP Persons in Service Area

The first step in determining the appropriate components of a Language Assistance Plan is understanding the proportion of LEP persons who may encounter RIDOT's services, their literacy skills in English and their native language, the location of their communities and neighborhoods and, more importantly, if any are underserved as a result of a language barrier.

To do this, RIDOT evaluated the level of English literacy and the extent individuals in the Providence-Newport Ferry's service area speak a language other than English and identified those languages. Data for this review is derived from the United States Census Bureau American Community Survey 5-year estimates for 2015-2019.

Service Area Overview for MBTA in Rhode Island

The MBTA service area for South County Commuter Rail (SCCR) consists of the cities of Cranston, East Providence, Newport, Providence, Warwick, and the towns of Coventry, East Greenwich, Middletown, Narragansett, North Kingstown, South Kingstown, and West Warwick. The service area was determined with data reported in RIDOT's October 2019 survey of commuter rail passengers at Providence, T.F. Green, and Wickford Junction Stations. All municipalities that generated at least 4% of survey respondents' trips at one commuter rail station defined the service area if a municipality reasonably generated commuter rail trips between Providence and Wickford Junction. This exception accounts for the presence of Narragansett Bay splitting Providence's southern suburbs into a West Bay (which contains SCCR) and an East Bay.

This region is home to a diverse population speaking more than thirty-eight languages (or language groups). Of the total service area's population over 5 years of age (548,112), 9.6% (52,566) of residents report speaking English less than very well. For people over 5 years of age, the most populous language groups other than English are Spanish (83,322, 15.2% of the population), Other Indo-European languages including Portuguese and Italian (31,907,

5.8% of the population), and Other Asian and Pacific Island languages including Mandarin and Thai (16,325, 3.0% of the population).

[Speaks English “Less Than Very Well” \(All Municipalities\)](#)

While there are numerous languages spoken at homes in the SCCR service area, there is an outsized Spanish speaking population that reports speaking English “less than very well.”

[Speaks English “Less Than Very Well”](#)

Population	Number	Percent of Total Population
Spanish	35,754	6.5%
Other Indo-European languages	8,979	1.6%
Other Asian and Pacific Island languages	6,812	1.2%

[Providence](#)

As the largest city in the service area, the City of Providence has an estimated population of 168,115 of persons 5 years old and older and contains 30.7% of the service area’s population. Approximately 50% (84,569 people) of the City’s population reports speaking a language at home other than English. Approximately 38% of the total population speaks Spanish at home (an estimate of 64201 persons) and of that number, 45.1% (28,946) report speaking English “less than very well.” People who speak other Indo-European languages at home comprise 5.8% of Providence’s population (9,685 people) with 30% (2,902) reporting speaking English “less than very well.” Overall, 21.3% of Providence’s population reports speaking English “less than very well.”

[Cranston, Warwick, and the Remaining Municipalities](#)

As the name implies, South County Commuter Rail begins in Providence and extends south into surrounding cities and towns. While the populations are lower, the same general characteristics (e.g., after English, the next most prevalent language spoken at home being Spanish) exist in MBTA’s other member municipalities. The following table summarizes language spoken at home and “less than very well” in municipalities in South County Commuter Rail’s service area. As indicated by the 2015-2019 American Community Survey county subdivision data, although the number of Spanish speaking residents is lower in portions of the service area with fewer total residents, it remains the largest population reporting speaking a language at home, other than English, and reporting speaking English “less than very well.”

Speaks English "Less Than Very Well"

Municipality	Overall Speak English "Less than Very Well"	Speak Spanish	Speak Spanish While Speaking English "Less than Very Well"
Town of Coventry	1.7%	679	32.0%
City of Cranston	8.1%	8,945	36.2%
City of East Providence	8.5%	2,086	30.9%
Town of East Greenwich	3.1%	262	35.1%
Town of Middletown	4.7%	589	44.5%
Town of Narragansett	1.2%	166	31.3%
City of Newport	4.6%	1,430	45.5%
Town of North Kingstown	2.3%	623	37.2%
Town of South Kingstown	1.5%	796	30.4%
City of Warwick	2.3%	2,303	33.5%
Town of West Warwick	3.7%	1,242	32.5%

Locations of LEP Populations

The need to provide language services to Spanish speaking populations is more pronounced in the cities that comprise the SCCR service area. However, the towns within the services had in many cases, measurable Spanish speaking populations. Figures 1-2 present the locations of LEP and Spanish-speaking populations.

FIGURE 1: TOTAL LEP POPULATION IN MBTA COMMUTER RAIL SERVICE AREA

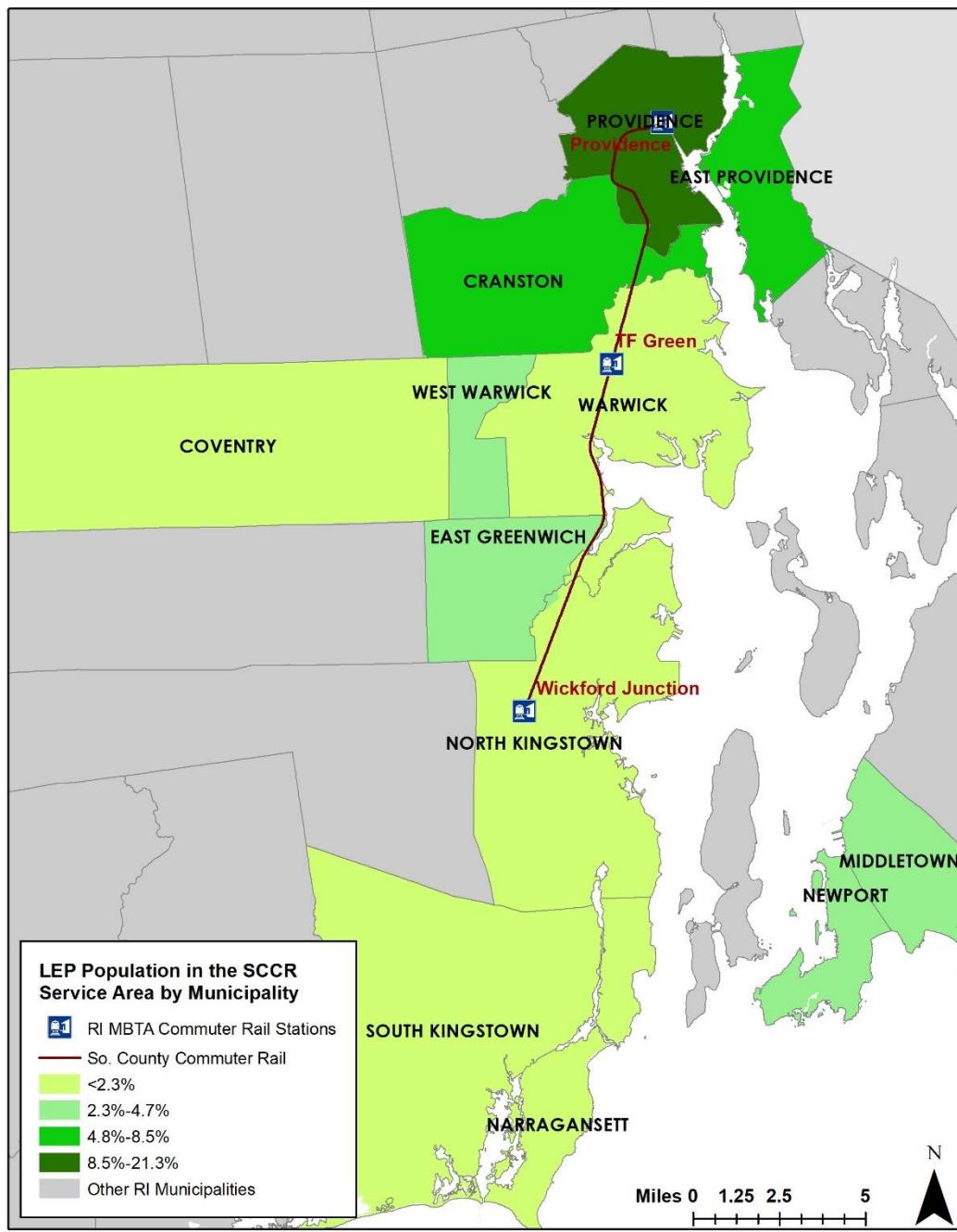
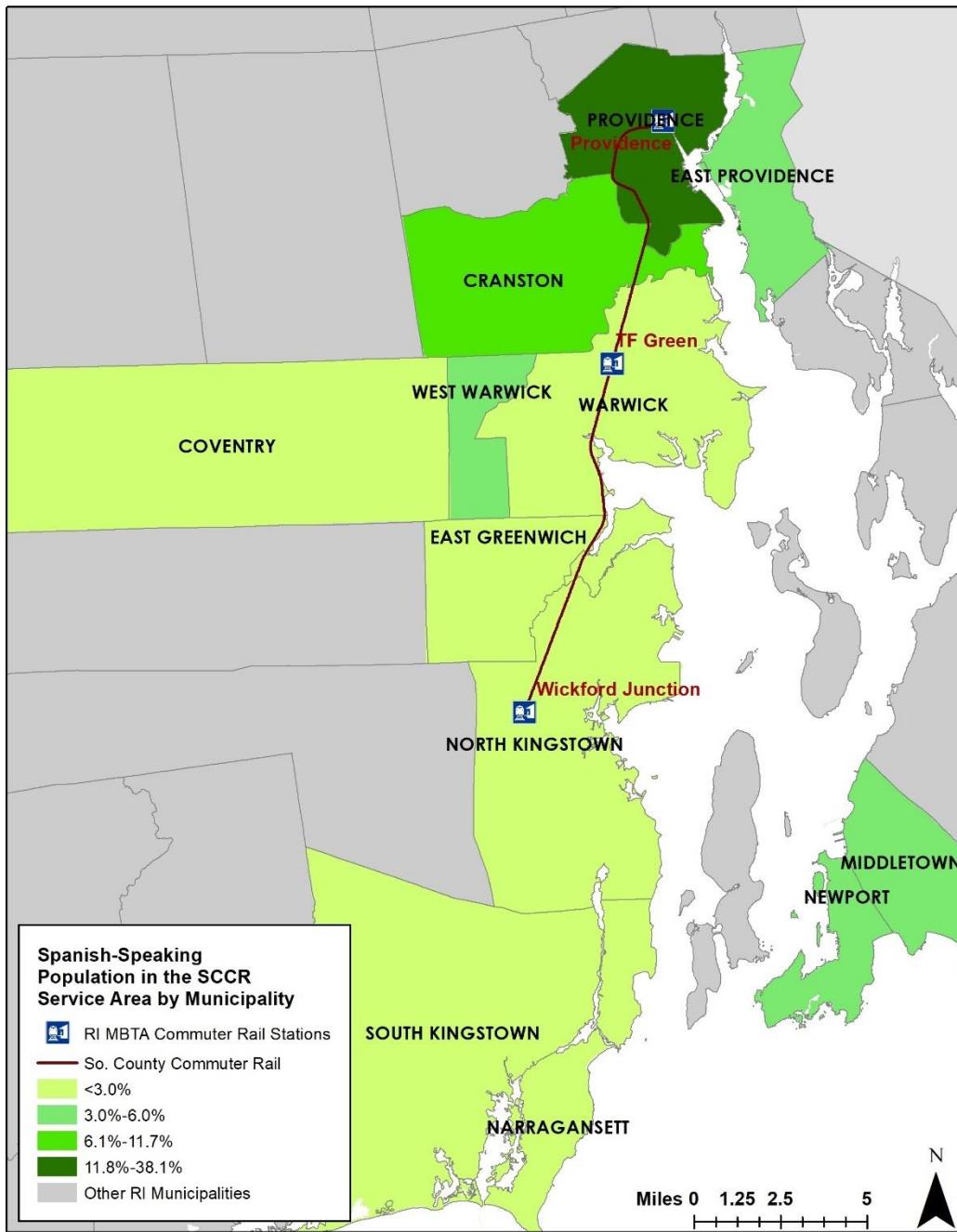


FIGURE 2: SPANISH SPEAKING POPULATION IN MBTA COMMUTER RAIL SERVICE AREA



Service Area Overview for the Providence-Newport Ferry

RIDOT defines the ferry service area as the half-mile radius around each port, which is consistent with the industry standard walkshed radius around a transit stop. Using this definition, the Providence-Newport Ferry service area comprises neighborhoods in Providence, East Providence, and Newport. As expected for waterfront transit facilities, a sizable portion of each port's service area is water.

The region is home to a diverse population speaking many languages. Of the total service area's population over 5 years of age (39,806), 6.8% (2,709) of residents report speaking English less than "very well." The most populous language groups other than English are Other Indo-European languages including Portuguese and Italian (4,128, 10.4% of the population), Spanish (3,053, 7.7% of the population), and Other Asian languages including Mandarin and Thai (1,992, 5.0% of the population).

Speaks English "Less Than Very Well"

While there are numerous languages spoken at homes in the Providence-Newport Ferry service area, there are relatively large Spanish-speaking and Indo-European populations that report speaking English "less than very well."

Speaks English "Less Than Very Well"

Population	Number	Percent of Total Population
Other Indo-European languages	1,079	2.7%
Spanish	959	2.4%
Other Asian languages	592	1.5%

Municipal Analysis of LEP Populations

The service area for the Providence-Newport Ferry's two ports encompasses census tracts in three municipalities. The following table summarizes language spoken at home and "less than very well" in the census tracts of the ferry's service area. As indicated by 2015-2019 American Community Survey data, there are concentrations of LEP and Spanish-speaking residents in some census tracts near India Point in Providence and Newport's Perrotti Park.

Speaks English "Less Than Very Well"

Ferry Port	Municipality	Census Tract	Overall Speak English "Less than Very Well"	Speak Spanish	Speak Spanish While Speaking English "Less than Very Well"
	Providence	6	21.6%	643	21.1%
Providence	Providence	35	2.5%	242	0.9%

	Providence	36.01	4.4%	199	0.3%
	Providence	36.02	3.3%	328	0.4%
	Providence	37	8.5%	186	0.2%
	East Providence	104	14.0%	413	1.9%
Newport	Newport	405	7.6%	530	4.9%
	Newport	406	2.6%	131	0.7%
	Newport	407	8.1%	247	6.0%
	Newport	408	2.5%	102	0.1%
	Newport	410	6.1%	32	0.0%
	Newport	411	0.5%	0	0.0%

Locations of LEP Populations

Many of the census tracts in the Providence-Newport Ferry service area have measurable Spanish-speaking and/or LEP populations. Figures 1-2 present the locations of LEP and Spanish-speaking populations.

FIGURE 3: TOTAL LEP POPULATION IN THE PROVIDENCE-NEWPORT FERRY SERVICE AREA



FIGURE 4: TOTAL SPANISH SPEAKING POPULATION IN THE PROVIDENCE-NEWPORT FERRY SERVICE AREA



Factor 2- Frequency of LEP Use

There are a number of ferry users and LEP persons who come into contact with RIDOT, including calls to customer service representatives and RIDOT's outreach materials.

Points of Contact

An important part of the development of RIDOT's Language Access Plan is the assessment of major points of contacts, including:

- The use of the Providence-Newport Ferry (on-board signage, announcements and driver language skills);
- Communication with RIDOT's and Seastreak's customer service staff;
- Ticket sales;
- Printed outreach materials;
- Public meetings; and
- Local news media (print and radio)

To better understand the frequency with which LEP users come into contact with SCCR and Providence-Newport Ferry services and RIDOT staff, RIDOT conducted an internal survey of customer service staff regarding interactions with LEP persons. In the August 2020 Employee survey, 195 employees (or 85% of respondents) indicated how often they interacted with the general public and LEP persons either via phone, written communication, or in person.

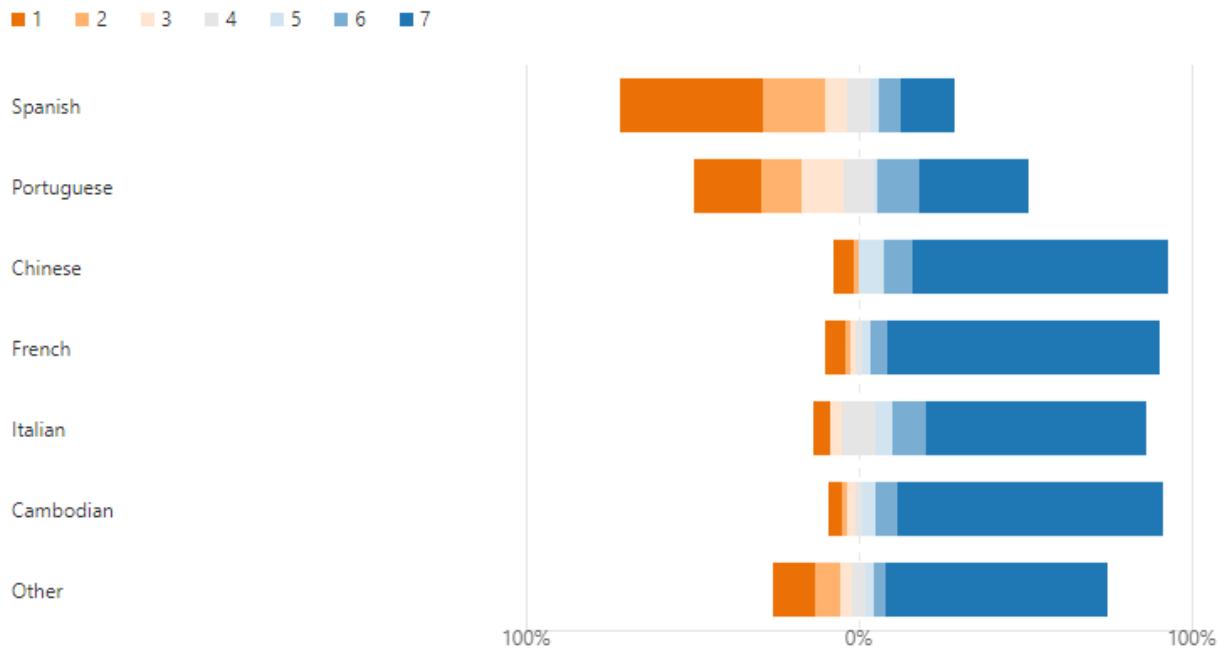
RIDOT's Customer Service Office, representing a small subset of the survey respondents that typically answer most telephone inquiries from the general public, reports interacting with LEP customers at least once a year but less than once a month, receiving approximately four telephone calls annually from LEP persons.

Results of Internal Survey Regarding Interactions with LEP Persons

Question: On average, how often do you assist or communicate with persons who have limited English proficiency?						
Answer Option	Daily	Weekly	At least once a Month	At least once a Year	Never	Total Responses
By Telephone	9	19	23	33	111	195
In Writing	2	3	8	22	160	195
In Person	7	13	24	42	109	195

The survey also requested information on the non-English languages RIDOT employees encountered while delivering programs, services and activities. Survey results indicate that while more than half of the survey participants never or hardly ever assist or communicate with LEP persons, the most encountered non-English language groups are Spanish and Portuguese.

Question: In order of frequency, which language groups do you encounter most when communicating with the LEP population in your current role? (1= Most Frequent, 7=Least frequent)



Factor 3- The Importance of the Transit Service

The importance of the SCCR Service

Access to the services provided by RIDOT via the SCCR is an important connection for stakeholders. The lives of many in the region are impacted by transportation options and access to the SCCR as evidenced by the expansion of the service to include two additional commuter rail stations. Many stakeholders depend on the SCCR service for access to jobs, medical care, educational institutions and entertainment. Because of this, there is a need to ensure that language is not a barrier to access.

If limited English is a barrier to using SCCR services, then the consequences for the individual could limit their access to obtain health care, education or employment. Critical information from RIDOT that can affect access includes:

- Information about the SCCR train timetables;
- Information about how much SCCR trips cost and methods of payments;
- Information on various fare discount programs;
- Route Maps'
- Trip planning information;
- Announcements about safety and security;
- ADA accessibility information;
- Information located on trains and in stations regarding other connecting modes of transportation such as buses and taxi cabs; and
- How to file a service or Title VI complaint.

The Importance of Providence-Newport Ferry

Access to the services provided by RIDOT via the Providence-Newport Ferry is an important connection for stakeholders. Because of this, there is a need to ensure that language is not a barrier to access. Critical information from RIDOT that can affect access includes:

- Information about the ferry timetables;
- Information about how much ferry trips cost and methods of payment;
- Information on various fare discounts;
- Route Maps;

- Trip planning information;
- Announcements about safety and security;
- ADA accessibility information;
- Information located at ferry terminals regarding other connecting modes of transportation such as buses and taxi cabs; and
- How to file a service or Title VI complaint.

The seasonal schedule of the Providence-Newport Ferry makes it particularly aligned with recreational trips. The price is also high compared with RIPTA's service between Providence and Newport, which operates the same trip over land for \$2.00, in a similar amount of time, and with a much more robust schedule. Consequently, LEP populations in the ferry service area are more likely to need access to local bus service than seasonal ferry service due to the lower price and more frequent, year-round schedule of the bus.

| Factor 4- Resources and Costs for LEP Outreach

RIDOT has committed resources to improving access to its services and programs for LEP persons. The following resources are currently available to RIDOT to ensure that it can provide language assistance to LEP person participating in its programs and activities:

- RIDOT employees who have identified themselves as willing and able to provide translation or interpreting assistance;
- Translation and interpreting services on the Rhode Island Master Price Agreement (MPA);
- Communication Access Real-time Translation (CART), a service that provides instant translation of the spoken word into English text using a stenotype machine, notebook computer and real time software;
- Language assistance notifications; and
- Free online translation services at www.wordreference.com and translate.google.com.

Bilingual information (English/Spanish) is also distributed in several mediums including:

- Bilingual English/Spanish outreach materials for projects;
- Bilingual English/Spanish representation at public meetings as appropriate; and

In addition, RIDOT has verified that LEP users of SCCR can contact MBTA's customer service office via a toll-free telephone number (1-800-392-6100) that works for calls originating in Rhode Island and provides information in English and Spanish as well as other services as part of MBTA's Language Assistance Plan. RIDOT has also verified that the Providence-Newport Ferry maintain Spanish speaking staff as well as Portuguese speaking staff available. RIDOT is not currently aware of the overall cost of using the resources identified about, because the costs vary depending on the exact language service provided (e.g. on-site interpretation, document translation, over-the-phone interpretation). However, it should be noted that

RIDOT is committed to providing services as requested and as they are necessary.

New Tools and Alerting Riders of Language Assistance

Following the "Four Factor Analysis", RIDOT concluded that, while there are language resources and services available to meet the needs of LEP persons as needed expansion of specific service offerings may assist other LEP populations regardless of the total population in the region. These include:

1. Increasing bilingual signage;
2. Identifying RIDOT staff that are fluent in additional languages based upon Factor 1 of the analysis; and
3. Utilizing bilingual emails as appropriate.

Monitoring, Evaluating and Updating the Language Assistance Plan

RIDOT will monitor the strengths and weaknesses of the LEP plan on an ongoing basis using the following strategies:

- Solicit feedback from the LEP community by engaging in dialogue with community based organizations that serve and work with Rhode Island's LEP populations;
- Measure changes in the number and proportion of LEP persons eligible to be served by gathering and analyzing census data, as well as information available from public school districts and community-based organizations that serve LEP populations;
- Measure frequency of contact by LEP persons by periodically surveying RIDOT employees with regard to (1) how often they interact with LEP individuals, and (2) what non-English language(s) employees are encountering during the course of delivering RIDOT's programs, services and activities;
- Conduct surveys of South County Commuter Rail users to collect demographic information and satisfaction with language assistance services;
- Sharing information regarding LEP populations within the SCCR with the MBTA; and
- Sharing information regarding the LEP populations within the Providence-Newport Ferry with Seastreak.

RIDOT will update its language assistance plan as needed.

DECISION-MAKING BODIES

FTA C 4702.1B, Chapter III(4)(a)(6): Minority Representation on Planning and Advisory Bodies
At this time, there are no Planning and Advisory Boards.

MONITORING SUB-RECIPIENTS

FTA C 4702.1B, Chapter III(4)(a)(7): Monitoring Subrecipients

Currently MBTA is RIDOT's only sub-recipient. MBTA is also a direct recipient of FTA funds and reports directly to FTA. Pursuant to Chapter III(12)(b) of FTA Circular 4702.1B, RIDOT is not responsible for monitoring MBTA.

DETERMINATION OF SITE OR LOCATION OF FACILITIES

FTA C 4702.1B, Chapter III(4)(a)(8): Determination of Site or Location of Facilities

RIDOT has not constructed any transit facilities such as storage facilities, maintenance facilities, operations centers, etc. since the last Title VI Program area submission.

SERVICE STANDARDS & POLICIES

FTA C 4702.1B, Chapter III(4)(a)(9) and IV(3)(a)(1)(b): Requirements to Set System-wide Service Standards and Policies. MBTA developed a set of quantifiable service standards and policies in coordination with RIDOT pursuant to the agencies' operating agreement. MBTA updated these standards in January 2017. These service standards and policies include:

- Headways (Frequencies)
- On-time Performance (Schedule Adherence)
- Service Availability
- Distribution of Transit Amenities
- Transit Amenity Policy
- Vehicle Assignment Policy

Because RIDOT operates fewer than 50 trains in peak service, a demographic service profile was not prepared for this plan update.

Vehicle Load

Vehicle load is expressed as the ratio of passengers to the total number of seats on a vehicle. According to MBTA's Service Delivery Policy, the average maximum load during early morning, midday school and peak operating periods are not to exceed 110 percent of seated capacity.

The MBTA and its commuter rail operator are currently developing a methodology and process for collection of data pertaining to passenger loads on individual commuter rail coaches to allow for better planning and compliance. RIDOT has notified MBTA of the

number of seats to be provided based on expected loads and will continue to monitor MBTA's progress in this area.

Vehicle Headway (Frequency)

Vehicle headway is the amount of time between two trains traveling in the same direction on a given route. For the purposes of RIDOT's service this would be defined as trains traveling north/east towards Boston or south/west towards Wickford Junction. MBTA has established the following minimum frequency of service levels for commuter rail service, including SCCR service.

Time Periods	Minimum Frequency
AM peak period	3 trips in peak direction
PM peak period	4 trips in peak direction
All other periods	180-minutes in each direction
Saturday – all day	180-minutes in each direction

On-Time Performance

Among the most important service standard for SCCR users is on-time performance or adherence to published schedule times. MBTA's on-time performance standard for commuter rail measures the percent of trips that depart/arrive within five minutes of scheduled departure/arrival times. Ninety-two percent of MBTA commuter rail trains will depart and arrive at terminals within five minutes of scheduled departure and arrival times.

Service Availability

MBTA's expected span of service for commuter rail is 7:00 AM – 10:00 PM on weekdays and 8:00 AM 6:30 PM on Saturdays. There is no expected span of service on Sundays.

Providence Station and the future Pawtucket/Central Falls Station (est. opening in 2021) are located within areas that include above average concentrations of low-income and minority residents, but the same is not true for the Interlink at T.F. Green Airport or Wickford Junction stations.

Platform Accessibility

MBTA uses the percent of the total platform hours that are accessible as a measure of platform accessibility. All three rail stations in Rhode Island have high-level ADA-compliant platforms. The platforms at T.F. Green Airport and Wickford Junction are accessible without an elevator.

Vehicle Accessibility

MBTA considers a commuter rail trip compliant if at least one ADA-compliant car in the trainset matches the location of each high-level platform at stations served by the trip. ADA-compliant commuter rail coaches must include ADA-compliant restrooms.

Transit Amenity Policy

Provisions of Information

In designing and constructing T.F. Green Airport Station and Wickford Junction Station, RIDOT adopted MBTA standards with respect to variable message signs located above the station platforms. Variable message signs are also available at Providence Station, which is owned and operated by the National Railroad Passenger Corporation (Amtrak).

RIDOT will continue to coordinate with MBTA regarding digital information systems, both for existing stations and any future stations, so that the department maintains consistency in the provision of information throughout SCCR service.

Station Maintenance

RIDOT has the controls in place to ensure that there is proper maintenance of its two SCCR commuter rail stations. With respect to the Interlink at T.F. Green Airport, the department entered into a Project Agreement with the Rhode Island Airport Corporation (RIAC). Under the terms of the Project Agreement, RIAC is responsible for the administration, management, maintenance, regulation and operation of the Interlink, previously known as

the Intermodal Facility, while the RIDOT is responsible for capital maintenance, and operation of the train station platform. RIDOT manages and maintains the Wickford Junction Station building and garage with in-house resources and staff.

As discussed above, Amtrak owns and maintains Providence Station. However, RIDOT pays for SCCR's share of operations and maintenance at Providence Station through the Northeast Corridor Commission's (NECC) cost allocation process. The NECC was established by the Passenger Rail Investment and Improvement Act of 2008. All states, operators, and owners along the Northeast Corridor use the same standardized process to allocate station and right-of-way costs.

Vehicle Assignment Policy

Under the Operating Agreement, MBTA is obligated to provide the locomotives and passenger cars for the SCCR service. MBTA's Title VI Report: 2017 discusses MBTA's system-wide vehicle assignment policy with respect to MBTA's commuter rail service.

MBTA determines appropriate vehicle assignments based on specific standards of commuter rail service. These standards include providing a minimum number of seats for each scheduled trip, providing one functioning toilet car in each trainset, maintaining the correct train length to accommodate infrastructure constraints, and providing modified vehicles, when necessary, for a specific operating environment. The MBTA strives to assign its vehicles as equitably as possible within the equipment and operational constraints of the system.

Presently the MBTA commuter rail contract operator is contractually required to have 234 coaches in 39 South Side trains [including trains to Providence and those serving SCCR service]. The following vehicle characteristics must also be considered when assigning vehicles:

Kawasaki Coaches (bilevel) – There is no specific policy restricting the use of bi-level Kawasaki coaches in the commuter rail system. Currently they are used primarily in the South Side commuter rail system, since it carries approximately 65 percent of the total boarding of the system. The bi-level coaches offer substantially more seating than the single-level coaches. This allows Railroad Operations to maintain seating capacity while minimizing the impacts of platform and layover facility constraints. The MBTA intends to purchase only bi-level coaches in future procurements in order to accommodate increasing

ridership demands and to allow for greater flexibility when scheduling vehicle assignments

Messerschmitt-Bolkow-Blohm (MBB) Coaches – The MBB fleet is slated to be reduced as the Rotem fleet enters service. Portions of the MBB fleet are in storage.

Rotem Coaches (bi-level) – The delivery and operation of bi-level Rotem coaches began in 2013 and was completed in 2014. There are 75 cars of which 47 are equipped with toilet facilities.

Advanced Civil Speed Enforcement System (ACSES) – All control coaches and locomotives operating on the Providence Line must be equipped with a functioning ACSES system. The Federal Railroad Administration (FRA) mandates the use of ACSES on Amtrak high-speed rail service, which shares the Providence Line corridor with the MBTA. All locomotives have ACSES installed and functioning. The Bombardier control coaches do not yet have ACSES installed; therefore, these coaches are limited to North Side service. There are more locomotives and control coaches equipped with ACSES than are required to meet the daily Providence scheduled trips. This provides for greater flexibility in vehicle assignments.

All coaches in the commuter rail fleet are equipped with similar amenities, the exception being the coaches equipped with toilets; therefore, the primary variation among coaches is age. For the purpose of periodic monitoring, MBTA conducts an assessment of compliance for vehicle assignment is completed each year based on the average age of a trainset for a specified time period.

Monitoring Service Standards

As discussed above, FTA has instructed RIDOT to address the monitoring of MBTA system-wide service standards and policies related to the SCCR service.

RIDOT and MBTA have initiated quarterly meetings to discuss issues related to SCCR service; they will use these meetings to monitor the service standards and policies discussed above and address any issues or concerns that arise.

FTA Funded Projects

Pawtucket/Central Falls Commuter Rail Station

This new commuter rail station along the MBTA's Providence Line will offer daily passenger service to Boston, Providence, and points south. The \$51 million project includes high level platforms, a pedestrian overpass, an island platform with freight runaround track, and associated parking. The station is being built in tandem with a new RIPTA bus facility.

Together passengers will be able to make seamless intermodal connections. The rail station's construction is underway, and the station is expected to open in summer 2022.

Providence – Newport Ferry

RIDOT, through its operator, provides daily ferry service between Providence and Newport on a seasonal basis, typically Memorial Day – Columbus Day. The 149-passenger vessel will make up to four round trips during the 2021 season with limited stops in Bristol, RI.

Rail Liability Insurance

RIDOT contracts passenger rail service between Providence and Wickford Junction in North Kingstown, RI with the Massachusetts Bay Transportation Authority (MBTA). The tracks within Rhode Island belong to Amtrak. RIDOT indemnifies Amtrak for any incident that may occur on this segment of the corridor. This insurance is procured by the Rhode Island Public Rail Corporation.

Amtrak Operations

RIDOT contributes payments to Amtrak's operating maintenance of the Northeast Corridor and Providence Station in accordance with the Northeast Corridor Cost Allocation Policy. Expenditures include maintenance of way, police, station maintenance and services, and train dispatching. Costs are allocated between Amtrak and commuter rail agencies according to the cost allocation model that is calibrated with data inputs from the relevant agencies.

Amtrak Preventative Maintenance

RIDOT contributes payments to Amtrak's preventative maintenance of assets on the Northeast Corridor. Costs are allocated through the Northeast Corridor Commission's cost allocation model which is based on the normalized replacement value for corridor assets. Assets include track, ballast, platforms, etc.

Pawtucket Layover

The Pawtucket Layover Yard provides layover and light maintenance space for the MBTA. While RIDOT owns the land and has funded much of its construction, the yard assets belong to the MBTA under a permanent easement. After the initial yard construction, there have been three planned improvement phases. Phase I Inspection Pit and Phase II Fueling/Sanding Facility are complete. Phase III to construct a building over three tracks has recently begun design.

Conclusion

RIDOT designs, constructs, and maintains the state's surface transportation system and serves as a steward of a statewide multimodal transportation network consisting of an estimated 3,000 lane miles of roadway, 1,195 bridges (5+ feet), 5 rail stations (18 park and rides), approximately 34,000 catch basins and more than 60 miles of bike and pedestrian paths, in addition to 104,000 traffic devices and equipment that the Department maintains annually. RIDOT also funds commuter rail, pedestrian, and other mobility and economic development projects.

Because transportation infrastructure shapes opportunities for economic growth and affects the lives of all Rhode Islanders, RIDOT has a mission to deliver a safe, modern, and efficient intermodal transportation network for Rhode Island. In addition, RIDOT's stated vision is to commit its efforts to be viewed as a responsive, innovative, performance-based steward of the Rhode Island transportation system, adding value to all stakeholders.

RIDOT is committed to ensuring all its programs comply with Title VI policies and regulations. RIDOT's Title VI Coordinator is responsible for ensuring that all persons receive the benefits of RIDOT's programs, services and activities. The Title VI Coordinator has an active role in scoping upcoming projects to ensure that there is no discrimination in the manner that funds are distributed. In addition, the Title VI coordinator proactively works with the community to: obtain public input, especially minority and low-income populations; involve stakeholders; disseminate information to limited English proficient (LEP) populations, in their own language; and to avoid, minimize or mitigate potential impacts of RIDOT's activities on minority populations and low-income populations.

The COVID 19 Pandemic has allowed RIDOT to become more innovative with offering virtual meetings and thinking of ways to market our assemblies in order to have more people attend. Participation rates have increased substantially with this platform. RIDOT will continue to implement the Title VI strategies and plans described in this report in all current and future programs, services and activities.

APPENDIX A



RIDOT POLICY

REFERENCE: Title VI/Nondiscrimination

It is the policy of the Rhode Island Department of Transportation (the Department) to comply fully with both Title VI of the Civil Rights Act of 1964 and the Department's Title VI/Nondiscrimination Program Assurances. To that end the Department certifies that no person in the United States shall, on the grounds of race, color, sex, national origin, age, or disability, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any of the Department's programs or activities, whether or not such programs and activities are federally-assisted.

Specifically, the Department **will not**, on the basis of race, color, sex, national origin, age, or disability:

- deny any service, financial aid, or other benefit to a beneficiary of the Department's programs;
- provide any service, financial aid, or benefit that is different—in quality, quantity, or manner—from that provided to other beneficiaries under Departmental programs;
- subject a person to segregation or separate treatment in any matter related to receipt of any service, financial aid, or other benefit under its programs;
- treat a person differently from others in determining whether the person is eligible for a service, financial aid, or other benefit under a departmental program;
- restrict a person in the enjoyment of any advantage or privilege enjoyed by others receiving services, financial aid, or other benefits of its programs;
- deny a person the opportunity to participate in advisory or planning councils that are an integral part of its programs;
- discriminate in any activities related to highway, facility, or infrastructure built or repaired with federal funds;
- discriminate in any employment resulting in a program which has a primary purpose of providing employment; or
- discriminate in the selection and retention of contractors and consultants.

Furthermore, the Department will not administer its programs in a manner that, directly or by contract, defeats or substantially impairs its goal of effective nondiscrimination. Rather, the Department will identify and address the effects of its programs, policies and activities on minority and low-income populations, as well as provide meaningful access to benefits, information, and services to beneficiaries who are of limited English-speaking ability.

Any person with questions or seeking additional information about the Department's non-discrimination obligations should contact Dina Quezada, Title VI Coordinator, at 2 Capitol Hill, Providence, Rhode Island 02903; (401) 222-3260, Ext. 4256, or Lillian.abreu@dot.ri.gov. Similarly, any person who believes that the Department or any of its sub-recipients or contractors have violated Title VI of the Civil Rights Act of 1964 or this Nondiscrimination Policy should contact the Department's Title VI Coordinator to file a written complaint.

Peter Alviti, Jr., P.E.
Director, Rhode Island Department of Transportation

Date



RIDOT 政策

参考文献：第六章/非歧视

这是罗得岛交通部（该部门）的政策，完全符合 1964 年民权法案的第六章和该部门的第六章／非歧视程序保证。为了实现这一目标，该部门保证，在该部门的任何项目或活动中（不论该项目是否受联邦资助），美国的任何人都不应当基于种族、肤色、性别、国籍、年龄或残疾，被排除参与、剥夺利益或受到歧视。

具体来说，该部门将不会根据种族、肤色、性别、国籍、年龄或残疾的因素：

- 拒绝为本部门项目的受益人提供任何服务、经济援助或其他利益；
- 在质量、数量或方式上提供不同于为该部门项目下任何其他受益人提供的任何服务、经济援助或福利；
- 在其项目下有关接受任何服务、财务资助或者其他福利的任何事项中，让某人受到隔离或单独处理；
- 以不同于其他人的方式对待某人，以确定此人是否有资格获得该部门项目下的服务、经济资助或其他福利；
- 限制某人享有其他人接受服务、经济资助或其他福利待遇时享有的任何利益或特权；
- 拒绝某人参与咨询或计划委员会的机会，而这些委员会是其项目的组成部分；
- 对有关通过联邦基金修建或修理的公路、设施、基础设施的任何活动进行歧视；
- 在以提供就业为主要目的的项目中，对任何就业情况进行歧视；
- 在承包商与咨询商的选择和保留中进行歧视。

此外，该部门将不会以直接或通过合同的方式来管理其项目，从而挫败或严重损害其有效的非歧视目标。相反，该部门将确定并解决其项目、政策和活动对少数族裔和低收入人群的影响，并为那些英语能力有限的受益人提供获取福利、信息和服务的有意义的途径。

任何对于该部门的非歧视义务有问题或寻求额外信息的人，都应该联系第六章协调员 Dina Quezada，地址为 2 Capitol Hill, Providence, Rhode Island 02903；电话 (401) 222-3260 内线 4256，或 Lilliam.abreu@dot.ri.gov。类似地，任何认为该部门或其下属单位或承包商违反 1964 年民权法案第六章或非歧视政策的人，应与该部门的第六章协调员联系，以提出书面投诉。



POLITIQUE DU RIDOT

RÉFÉRENCE : Titre VI/Non-discrimination

Le Département des Transports de Rhode Island (ci-après désigné le « Département ») a pour politique de se conformer au Titre VI de la Loi sur les Droits civils de 1964 et le Titre VI/Assurances du Program de non-discrimination du Département. À cette fin, le Département certifie qu'aucune personne aux États-Unis ne doit, sur la base de sa race, de la couleur de sa peau, de son sexe, de son origine nationale, de son âge ou de son handicap, être exclue de la participation, se voir refuser les avantages, ou faire l'objet de discrimination dans le cadre des programmes ou activités du Département, que ces programmes ou activités reçoivent ou non de l'assistance financière du gouvernement fédéral.

En particulier, le Département ne doit pas, sur la base de la race, de la couleur de la peau, du sexe, de l'origine, de l'âge ou du handicap :

- refuser un service, une assistance financière ou tout autre avantage à un bénéficiaire des programmes du Département ;
- fournir un service, une assistance financière ou un avantage qui est différent - en termes de qualité, de quantité ou de méthode – de celui fourni aux autres bénéficiaires des programmes du Département ;
- soumettre une personne à la ségrégation ou à un traitement distinct dans toutes les questions liées à la réception d'un service, d'une assistance financière ou d'autres avantages dans le cadre de ses programmes ;
- traiter une personne différemment des autres dans le processus de détermination de l'admissibilité de ladite personne à un service, une assistance financière ou un autre avantage au titre d'un programme du Département ;
- empêcher une personne de bénéficier d'un avantage ou d'un privilège accordé à d'autres personnes recevant des services, de l'assistance financière ou d'autres avantages en vertu de ses programmes ;
- refuser à une personne la possibilité de participer aux conseils consultatifs ou de planification qui font partie intégrante de ses programmes ;
- poser un acte discriminatoire dans le cadre des activités liées aux autoroutes, installations ou infrastructures construites ou réhabilitées en utilisant des financements fédéraux ;
- poser un acte discriminatoire dans le recrutement de travailleurs au titre d'un programme dont l'objectif principal est de créer des emplois ; ou
- de poser un acte discriminatoire dans la sélection et la rétention des sous-traitants et des consultants.

En outre, le Département n'administrera pas ses programmes de manière à mettre en échec ou altérer sensiblement son objectif de non-discrimination effective directement ou contractuellement. Bien au contraire, le Département identifiera et gérera les effets de ses programmes, politiques et activités sur les minorités et les populations à faible revenu et favorisera également l'accès aux avantages, informations et services aux bénéficiaires qui ont des connaissances limitées de l'anglais.

Toute personne ayant des questions ou sollicitant des renseignements à propos des obligations de non-discrimination du Département devrait contacter Dina Quezada, Coordonnateur du Title VI, 2 Capitol Hill, Providence, Rhode Island 02903: (401) 222-3260, Poste : 4256, ou Lilliam.abreu@dot.ri.gov. En outre, toute personne qui estime que le Département ou l'un de ses sous-bénéficiaires ou sous-traitants a violé le Titre VI de la Loi sur les Droits civils de 1964 ou la Politique de non-discrimination, devrait contacter le Coordonnateur du Titre VI du Département pour déposer une plainte écrite.



রোড-ইলেণ্ড রিপাব্লিকেন্স Rhode Island (ৱেবসাইট) মেডিয়া গুপ্তি নথি VI মেডিয়া নথি ১৯৬৪

Ιστορικός πληθυνός VI / πάντα πάντα λεπτομέρεια οδηγούμενος από την αρχή της γερμανικής διαφωνητικής πληθυνής με την αποτέλεσμα την επίτελη σύγχρονη γερμανοποίηση της απόστασης της γερμανικής πληθυνής από την πληθυνή της γερμανικής γλώσσας.

ასეთი კონტენტი გამოიყენება რამდენიმე მიზანისათვის და მათი მიზანი არ გამოისახოვს.

- សំណង់ដែលមានការប្រើប្រាស់ក្នុងការរៀបចំនិងអនុវត្តន៍ការងារជាមួយក្នុងការងារ
 - ទំនាក់ទំនងក្នុងការរៀបចំនិងអនុវត្តន៍ការងារ — ពាណិជ្ជកម្ម និង ការងារជាមួយក្នុងការងារ
 - ក្លឹបការងារក្នុងការរៀបចំនិងអនុវត្តន៍ការងារជាមួយក្នុងការងារ
 - ក្លឹបការងារក្នុងការរៀបចំនិងអនុវត្តន៍ការងារជាមួយក្នុងការងារ
 - និងក្លឹបការងារក្នុងការរៀបចំនិងអនុវត្តន៍ការងារជាមួយក្នុងការងារ
 - សំណង់ដែលមានការប្រើប្រាស់ក្នុងការរៀបចំនិងអនុវត្តន៍ការងារ
 - សំណង់ដែលមានការប្រើប្រាស់ក្នុងការរៀបចំនិងអនុវត្តន៍ការងារ
 - សំណង់ដែលមានការប្រើប្រាស់ក្នុងការរៀបចំនិងអនុវត្តន៍ការងារ
 - សំណង់ដែលមានការប្រើប្រាស់ក្នុងការរៀបចំនិងអនុវត្តន៍ការងារ

मनुष्योंके संवादोंसे उत्पन्न होने वाली विषयों का विवरण इसी अधिकारीका विवरण में दिया गया है।

Dina Quezada - VI

2 Capitol Hill, Providence, Rhode Island 02903 (401) 222-3260,

4256 գիւղ՝ william.abreu@dot.ri.gov, բայց առաջարկությունը պահպանվելու մասին գործությունը

კუთხით მათგან მოვალეობა დარღვეული იყო. VI საექივიპოვებო კუთხით კი 1964 კუთხით მათგან მოვალეობა დარღვეული იყო. VI საექივიპოვებო კუთხით კი 1964

Peter Alviti, Jr., P.E.
Rhode Island



POLÍTICA RIDOT

REFERÊNCIA: Título VI/Não-Discrimininação

É política do Departamento de Transportes de Rhode Island (o Departamento) assegurar com o Título VI do Acto de Direitos Civis de 1964 e com o Título VI/Não-Discrimininação do Departamento. Para tal, o Departamento certifica que nenhuma pessoa deverá, com base em raça, cor, ou nacionalidade, ser impedida de participar, ver-lhe negados benefícios ou sujeita a discriminação em qualquer programa ou atividade do Departamento, bem como em programas ou actividades que recebam assistência financeira Federal.

Concretamente, o Departamento, com base em raça, cor, sexo, nacionalidade, idade ou deficiência, não irá:

- negar qualquer serviço, ajuda financeira, ou outro benefício a um beneficiários dos programas do Departamento;
- providenciar serviços, ajudas financeiras ou benefícios distintos – em qualidade, quantidade ou modo – de outros benefícios providenciados a outros beneficiários em programas do Departamento;
- segregar ou sujeitar um indivíduo a um tratamento separado e diferenciado em matérias relacionadas com prestação de serviços, ajuda financeira ou qualquer outro benefício dos seus programas;
- tratar alguém diferente de outros na determinação da sua elegibilidade para um serviço, ajuda financeira ou qualquer outro benefício em programas do Departamento;
- restringir um indivíduo de usufruir qualquer vantagem ou privilégio disfrutado por outros a que sejam prestados serviços, ajuda financeira ou outros benefícios dos seus programas;⁷
- negar a oportunidade de participar em sessões de aconselhamento ou planeamento que sejam parte integral dos seus programas;
- discriminar em actividades relacionadas com auto-estradas, instalações ou infraestruturas construídas ou reparadas com fundos federais;
- discriminar e não empregar alguém que faça parte de um programa que tenha como primeiro propósito o de empregar; ou
- discriminar na seleção e retenção de trabalhadores e consultores.

Para além disso, o Departamento não irá gerir os seus programas numa forma que, directa ou indirectamente, incorra ou proporcione uma violação do seu objectivo de não-discriminação efectiva. O Departamento irá, por outro lado, identificar e dirigir os efeitos dos seus programas, políticas e actividades para as comunidades com baixos rendimentos, bem como providenciar acesso efectivo a benefícios, informação e serviços aos seus beneficiários com limitações no Inglês.

Qualquer indivíduo com questões ou que procure informação adicional sobre as obrigações não-discriminatórias do Departamento deverá contactar Dina Quezada, Coordenadora do Título VI, no 2 Capitol Hill, Providence, Rhode Island 02903; (401) 222-3260, Ext. 4256, ou lilliam.abreu@dot.ri.gov. Qualquer pessoa que, no entanto, acredite que o Departamento ou qualquer um dos seus sub-contratados tenha violado o Título VI do Acto de Direitos Civis de 1964 deve contactar o Coordenador Departamental do Título VI para entregar uma queixa escrita.



POLÍTICA DEL RIDOT

REFERENCIA: Título VI/Garantías de No Discriminación

Es la política del Departamento de Transportación de Rhode Island (el Departamento) cumplir cabalmente con el Título VI de la Ley de Derechos Civiles de 1964 y con el Título VI del Departamento/Programa de Garantías de No Discriminación. Con ese fin, el Departamento certifica que ninguna persona en los Estados Unidos, por motivos de raza, color, sexo, origen nacional, edad, o discapacidad, será excluida de participar, será negada el acceso a beneficios, o será de otra manera sujeta a discriminación en cualquiera de los programas o actividades del Departamento, sin importar si los programas y actividades reciban o no fondos federales.

En específico, el Departamento garantiza que, en base a la raza, color, sexo, origen nacional, edad, o discapacidad:

- No negará ningún servicio, ayuda financiera, u otro beneficio a cualquier beneficiario de sus programas;
- No proporcionará ningún servicio, ayuda financiera, u otro beneficio que sea diferente - en calidad, cantidad, o forma - del que reciben los demás beneficiarios de sus programas;
- No segregará o tratará por separado a ninguna persona durante el periodo de recibimiento del servicio, ayuda financiera, u otro beneficio de sus programas;
- No tratará a ninguna persona de forma diferente a los demás durante el proceso en el que se determinará si una persona es elegible para recibir algún servicio, ayuda financiera, u cualquier otro beneficio de sus programas;
- No restringirá a ninguna persona el goce de cualquier ventaja o privilegio disfrutado por otras personas que reciben servicios, ayuda financiera, u otros beneficios de sus programas;
- No negará a ninguna persona la oportunidad de participar en los consejos de asesoramiento o de planificación que son parte integral de sus programas;
- No discriminará en ninguna actividad relacionada con carreteras, instalaciones o infraestructuras construidas o reparadas con fondos federales;
- No discriminará en cualquier empleo que resulte de un programa que tenga como objetivo principal proporcionar empleo; o
- No discriminará en la selección y retención de contratistas y consultores.

Además, el Departamento no administrará sus programas de manera que, directamente o por contrato, contraponga o perjudique sustancialmente su objetivo de no discriminación. Por el contrario, el Departamento identificará y atenderá los efectos de sus programas, políticas, y actividades en las poblaciones de minorías y de bajos ingresos, así como proporcionará acceso significativo a los beneficios, información, y servicios a los beneficiarios que tengan capacidad limitada en el dominio del idioma Inglés.

Cualquier persona con preguntas o en busca de información adicional acerca de las obligaciones del Departamento de garantizar no discriminación debe comunicarse con Dina Quezada, Coordinadora del Título VI, en el 2 Capitol Hill, Providence, Rhode Island 02903; (401) 222-3260, extensión 4256, o lilliam.abreu@dot.ri.gov. Del mismo modo, cualquier persona que sienta que el Departamento o cualquiera de sus sub-beneficiario o contratistas hayan violado el Título VI de la Ley de Derechos Civiles de 1964 o esta política de no discriminación debe comunicarse con la Coordinadora del Título VI del Departamento para presentar una queja por escrito.

APPENDIX B



APPENDIX C



**TITLE VI/NONDISCRIMINATION
COMPLAINT FORM**

No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied benefits of, or subjected to discrimination under any program or activity receiving Federal financial assistance.

42 U.S.C. § 2000d

Complainant:

Name: _____

Address: _____
_____ Zip Code _____

Telephone No.: (Home) _____ (Cell) _____ (Work) _____

Person(s) discriminated against, if different from above:

Name: _____
Address: _____
_____ Zip Code _____

Telephone No.: (Home) _____ (Cell) _____ (Work) _____

Please describe your relationship to this person(s).

Agency, institution, or organization that discriminated:

Name: _____
Any individual if known: _____
Address: _____
_____ Zip _____
Telephone No.: _____

Page 1 of 4

Any complainant requiring technical assistance may contact RIDOT's Title VI Coordinator at (401) 222-3260.

Does your complaint concern discrimination in the delivery of services or in other discriminatory actions of the agency, institution, or organization? If so, please indicate below the base(s) on which you believe these discriminatory actions were taken:

Race: _____

Color: _____

National Origin: _____

Sex: _____

Age: _____

Disability: _____

If you have an attorney representing you concerning the matters raised in this complaint, please provide the following:

Name: _____

Address: _____
_____ Zip _____

Telephone No.: _____

To the best of your recollection, on what date(s) did the alleged discrimination take place?

Earliest date of discrimination: _____

Most recent date of discrimination: _____

Please explain as clearly as possible what happened, why you believe it happened, and how you were discriminated against. Indicate who was involved. Be sure to include how other persons were treated differently from you. (Please use additional sheets if necessary.)

If you believe that you have been retaliated against for complaining about discrimination or cooperating in an investigation of alleged discrimination, please explain the circumstances and what actions you took which you believe were the basis for the alleged retaliation.

Please list below any persons (witnesses, fellow employees, supervisors, or others), if known, whom RIDOT may contact for additional information to support or clarify your complaint.

Please provide any other information that you think is relevant to your discrimination complaint.

What remedy are you seeking for the alleged discrimination?

Please sign and date the complaint below. (Please note that RIDOT cannot process the complaint without a signature.)

Signature

Date

Updated 3/2017

Page 3 of 4

Any complainant requiring technical assistance may contact RIDOT's Title VI Coordinator at (401) 222-3260.



**COMPLAINANT CONSENT/
RELEASE FORM**

Name: _____

Address: _____

Complaint Number(s) (If known): _____

Please read the information below, check the appropriate box, and sign this form.

I am aware that under Section 9-1-28.1 of the Rhode Island General Laws, I have a right to privacy. As a complainant, I understand that in the course of an investigation it may become necessary for the Rhode Island Department of Transportation (RIDOT) to reveal my identity to persons at the organization(s) under investigation, or to refer a copy of my complaint to another investigatory agency. I am also aware of RIDOT's obligations to honor requests under the Access to Public Records Act. I understand that it may be necessary for RIDOT to disclose information, including personally identifying details that RIDOT has gathered as a part of its investigation of my complaint. In addition, I understand that as a complainant I am protected by federal regulations from intimidation or retaliation for having taken action or participated in action to secure rights protected by nondiscrimination statutes.

CONSENT/RELEASE

- CONSENT GIVEN – I have read and understand the above information and authorize RIDOT to reveal my identity to persons at the organization(s) under investigation, or to refer my complaint to another investigatory agency. I hereby authorize the Rhode Island Department of Transportation (RIDOT) to receive material and information about me pertinent to the investigation of my complaint. This release includes, but is not limited to, personal records and medical records. I understand that the material and information will be used for authorized civil rights compliance activities. I further understand that I am not required to authorize this release, and do so voluntarily.
- CONSENT DENIED – I have read and understand the above information and do not want RIDOT to reveal my identity to persons at the organization(s) under investigation, or to review, receive copies of, or discuss material and information about me pertinent to the investigation of my complaint. I understand that this is likely to impede the investigation of my complaint and may result in the closure of the investigation.

Signature

Date

Updated 3/2017

Page 4 of 4

Any complainant requiring technical assistance may contact RIDOT's Title VI Coordinator at (401) 222-3260.



**第六章/非歧视
投诉表格**

在美国的任何人不会因种族、肤色、国籍而在接受联邦财政援助的任何项目或活动中被排除参与、剥夺福利或受到歧视。

42 U.S.C. § 2000d

投诉人:

姓名: _____

地址: _____

_____ 邮政编码 _____

电话号码: (家庭) _____ (手机) _____ (工作) _____

遭受歧视者 (如果不同于上述人士):

姓名: _____

地址: _____

_____ 邮政编码 _____

电话号码: (家庭) _____ (手机) _____ (工作) _____

请描述您与这位 (些) 人士的关系。

歧视的部门、机构或组织:

名称: _____

任何个人 (如果知道): _____

地址: _____

_____ 邮政编码 _____

电话号码: _____

第 1 页, 共 4 页
任何需要技术援助的投诉者都可以拨打电活 (401)222-3280 与 RIDOT 的 Title VI 协调员联系。

**您的投诉是否涉及该部门、机构或组织的服务交付或其他歧视行为中存在的歧视？如果
是这样的话，请在您认为实施了这些歧视的行为下面做出标记：**

种族: _____
 肤色: _____
 国籍: _____
 性别: _____
 年龄: _____
 残疾: _____

如果有一位律师代就您的投诉代表您，请提供以下信息：

姓名: _____

地址: _____

邮政编码 _____

电话号码: _____

就您记忆所及，涉嫌的歧视发生在什么日期？

歧视的最早日期: _____

歧视的最近日期: _____

请尽可能清楚地解释发生了什么情况，为什么您相信它确已发生，以及您是如何被歧视的。请指出有谁参与。请务必包括其他人如何得到不同于您的对待。（如有必要，请使用附加表格。）

第 2 页，共 4 页

任何需要技术援助的投诉者都可以拨打电话 (401)222-3260 与 RIDOT 的 Title VI 协调员联系。

如果您确信您因有关歧视的投诉或在指控歧视的调查合作中受到报复，请解释一下情况以及您所采取的行动，您认为该行动是指称的报复行为的基础。

请列出以下任何人士（证人、同事、主管或其他人员）（如果知道的话）， RIDOT 可能会联系他们以获得其他信息以支持或澄清您的投诉。

请提供您认为与您的歧视投诉有关的任何其他信息。

您对指称的歧视将寻求什么补救办法？

请在下面签名并注明您的投诉日期。（请注意， RIDOT 不能在没有签名的情况下处理投诉。）

签名 _____

日期 _____

更新于 2017 年 3 月

第 3 页，共 4 页
任何需要技术援助的投诉者都可以拨打电话 (401)222-3260 与 RIDOT 的 Title VI 协调员联系。



**投诉人同意/
发放表格**

姓名: _____

地址: _____

投诉人号码 (如果知道): _____

请阅读下面的信息，在适当的框内打叉，并签署此表格。

我知道，根据罗得岛的一般法律第 9-1-28.1 节，我有隐私权。作为一名投诉人，我理解在调查过程中，罗德岛交通局(RIDOT)可能会向正在调查的组织的人员透露我的身份，或者将我的投诉副本提交给另一个调查机构。我也知道 RIDOT 在获取公共记录法案的过程中所需承担的义务。我理解，RIDOT 可能有必要披露一些信息，包括 RIDOT 收集的、作为我的投诉调查的一部分的个人识别细节的信息。此外，我理解，作为一个投诉者，我受到联邦法规的保护，不会因采取或参与保障受非歧视法规保护的权利的行动而受恐吓或报复。

同意/发放

- 同意发放 - 我已经阅读和理解上述信息，并授权 RIDOT 向正在调查中的组织的人员透露我的身份，或者将我的投诉提交给另一个调查机构。本人现授权罗得岛交通部(RIDOT)接受有关本人的资料及信息，以调查本人的投诉。这份发布资料包括但不限于个人记录和医疗记录。本人理解这些资料及信息将被用于授权的公民权利法合规活动。我进一步理解，我并不需要授权这份资料的发放，并且自愿这么做。
- 拒绝同意 - 我已经阅读和理解上述信息，并且不希望 RIDOT 向正在调查中的组织的人员透露我的身份，或审查、接收或讨论与我的投诉有关的材料和信息。我理解这可能会妨碍对我的投诉的调查，并可能导致调查的终止。

_____ 签名

_____ 日期

更新于 2017 年 3 月

第 4 页，共 4 页

任何需要技术援助的投诉者都可以拨打电话 (401)222-3260 与 RIDOT 的 Title VI 协调员联系。



**TITULO VI/GARANTÍA DE NO DISCRIMINACIÓN
FORMULARIO DE QUEJA**

Ninguna persona en los Estados Unidos, por motivos de raza, color u origen nacional, debe ser excluida de participar en, negársele beneficios, o ser sometida a discriminación bajo cualquier programa o actividad que reciba asistencia financiera federal.

42 U.S.C. § 2000d

Reclamante:

Nombre: _____

Dirección: _____

Código Postal _____

No. Telefónico: (Casa) _____ (Celular) _____ (Trabajo) _____

Persona(s) discriminada(s), si es diferente a la nombrada arriba:

Nombre: _____

Dirección _____

Código Postal _____

No. Telefónico: (Casa) _____ (Celular) _____ (Trabajo) _____

Por favor describa su relación con esta(s) persona(s).

Agencia, institución, u organización que discriminó:

Nombre: _____

Individuo, si es conocido: _____

Dirección _____

Código Postal _____

No. Telefónico: _____

¿Es su queja relacionada con la discriminación en la prestación de servicios u otras acciones discriminatorias de la agencia, institución u organización? Si es así, por favor indique la(s) base(s) en que piense que las acciones discriminatorias tuvieron lugar:

Raza/Color: _____
 Origen Nacional: _____
 Sexo: _____
 Edad: _____
 Discapacidad: _____

Si tiene un abogado representándolo (a) en lo concerniente a esta queja, por favor proporcione lo siguiente:

Nombre: _____

Dirección _____ Código Postal _____

No. Telefónico: _____

Haciendo acopio a su memoria, ¿en qué fecha ocurrió la discriminación alegada?

Fecha más temprana de la discriminación: _____

Fecha más reciente de la discriminación: _____

Por favor explique lo más claro posible lo sucedido, por que cree que sucedió, y como fue que fue discriminado (a). Indique quien estuvo involucrado. Asegúrese de incluir como fue que otras personas fueron tratadas de manera diferente a usted. (Por favor use hojas adicionales si es necesario.)

Si cree que se han tomado represalias contra usted por quejarse de discriminación o colaborar en una investigación sobre una supuesta discriminación, por favor explique las circunstancias a continuación. Asegúrese de explicar las acciones que ocurrieron que, a su juicio son la base de las supuestas represalias.

Por favor enumere a continuación las personas (testigos, compañeros(as) de trabajo, supervisores(as), u otros(as)), si son conocidos(as), a quienes el RIDOT puede contactar para solicitar información adicional para apoyar o clarificar su queja.

Por favor provea cualquier otra información que a su juicio está relacionada con su queja de discriminación.

¿Qué resolución está buscando para la discriminación alegada?

Por favor firme y feche la queja a continuación. (Por favor note que el RIDOT no puede procesar la queja si el formulario no está firmado.)

Firma

Fecha

Updated 3/2017

Pag. 3 of 3

Si necesita ayuda llenando ese formulario, contacte RIDOT Coordinador del Título VI, (401) 222-3260



**TITRE VI/NON-DISCRIMINATION
FORMULAIRE DE PLAINE**

Personne aux États-Unis ne doit, sur la base de sa race, de la couleur de sa peau, de son sexe, de son origine nationale, être exclu de la participation, se voir refuser les avantages, ou faire l'objet de discrimination dans le cadre des programmes ou activités bénéficiant de l'assistance financière du gouvernement fédéral.

42 U.S.C. § 2000d

Plaignant(e) :

Nom : _____

Adresse : _____

Code postal _____

Téléphone : (Domicile) _____ (Portable) _____ (Bureau) _____

Personne(s) victime(s) de discrimination, si elle(s) diffère(ent) de la personne mentionnée ci-dessus :

Nom : _____

Adresse : _____

Code postal _____

Téléphone : (Domicile) _____ (Portable) _____ (Bureau) _____

Veuillez préciser vos relations avec cette (ces) personne(s).

Agence, institution ou organisation ayant agi de façon discriminatoire :

Nom : _____

Toute personne, si elle est connue : _____

Adresse : _____

Code postal _____

Téléphone : _____

Page 1 sur 4
Tout plaignant qui sollicite une assistance technique peut contacter le Coordonnateur Titre VI du RIDOT au (401) 222-3260.

Votre plainte porte-t-elle sur une discrimination dans la fourniture des services ou sur d'autres actes discriminatoires commis par l'agence, l'institution ou l'organisation ? Si oui, veuillez préciser ci-dessous les raisons qui vous poussent à croire que ces actes discriminatoires ont été commis :

Race : _____

Couleur de la peau : _____

Origine nationale : _____

Sexe : _____

Âge : _____

Handicap : _____

Si vous avez un avocat qui vous représente dans le cadre des questions soulevées dans cette plainte, veuillez fournir les informations suivantes :

Nom : _____

Adresse : _____

Code postal : _____

Téléphone : _____

Autant que vous vous en souveniez, à quelle(s) date(s) la prétendue discrimination a-t-elle eu lieu ?

Date la plus ancienne de la discrimination : _____

Date la plus récente de la discrimination : _____

Veuillez expliquer le plus clairement possible ce qui s'est passé, pourquoi vous pensez que vous avez été victime de discrimination, et comment la discrimination s'est déroulée. Précisez la/les personne (s) impliquée(s). Assurez-vous de préciser comment vous avez été traité(e) différemment des autres personnes. (Veuillez utiliser des feuilles supplémentaires, si nécessaire.)

Si vous pensez que vous avez fait l'objet de représailles du fait d'avoir déposé une plainte pour discrimination ou pour avoir coopéré dans le cadre d'une enquête sur un cas allégué de discrimination, veuillez expliquer les circonstances et les actes que vous avez posés et qui, d'après vous, sont la cause des prétendues représailles.

Veuillez préciser ci-dessous les personnes (témoins, collègues, supérieurs hiérarchiques ou autres), si elles sont connues, que le RIDOT pourrait contacter pour obtenir des renseignements supplémentaires afin d'appuyer ou de clarifier votre plainte.

Veuillez préciser d'autres informations que vous jugez pertinentes relativement à votre plainte pour discrimination.

Quelle réparation souhaitez-vous obtenir pour la discrimination alléguée ?

Veuillez signer et dater ci-dessous la plainte. (Sachez que le RIDOT ne peut pas traiter la plainte en l'absence de la signature.)

Signature

Date

Mis à jour : 3/2017

Page 3 sur 4

Tout plaignant qui sollicite une assistance technique peut contacter le Coordonnateur Titre VI du RIDOT au (401) 222-3260.



**FORMULAIRE DE CONSENTEMENT DU PLAIGNANT/
DÉCLARATION**

Nom : _____

Adresse : _____

Numéro(s) de(s) plainte(s) (si vous le(s) connaissez) : _____

Veuillez lire les informations ci-dessous, cochez la case appropriée et signez ce formulaire.

Je suis conscient(e) qu'en vertu de la section 9-1-28.1 des lois générales de Rhode Island, j'ai droit à la vie privée. En tant que plaignant(e), je comprends qu'au cours d'une investigation, il pourrait être nécessaire pour le Département des Transports de Rhode Island (RIDOT) de divulguer mon identité à des personnes dans l'/les organisation(s) visée(s) par l'enquête, ou de transmettre une copie de ma plainte à une autre agence d'investigation. Je suis également conscient(e) des obligations du RIDOT de traiter des requêtes en vertu de la loi sur l'accès aux documents des organismes publics. Je comprends qu'il pourrait être nécessaire pour le RIDOT de divulguer des informations, y compris des données à caractère personnel que le RIDOT a collectées dans le cadre de son investigation relative à ma plainte. En outre, je comprends qu'en tant que plaignant(e), je suis protégé(e) par les règlements fédéraux contre tout acte d'intimidation ou de représailles pour avoir pris des mesures ou participé à des mesures visant à garantir des droits protégés par les réglementations antidiscriminatoires.

CONSENTEMENT/DÉCLARATION

- CONSENTEMENT DONNÉ** – J'ai lu et compris les informations ci-dessus et j'autorise le RIDOT à divulguer mon identité à des personnes dans l'/les organisation(s) visée(s) par l'investigation, ou à transmettre ma plainte à une autre agence d'investigation. J'autorise, par la présente, le Département des Transports de Rhode Island (RIDOT) à recevoir des documents et renseignements à mon sujet, pertinents pour l'enquête liée à ma plainte. Cette déclaration inclut, sans pour autant s'y limiter, les documents personnels et les dossiers médicaux. Je comprends que les documents et informations seront utilisés pour les activités de conformité aux droits civiques autorisées. Je comprends également que je ne suis pas obligé(e) de donner ce consentement, par conséquent, je le fais volontairement.

- CONSENTEMENT REFUSE** – J'ai lu et compris les informations ci-dessus et je n'autorise pas le RIDOT à divulguer mon identité à des personnes dans l'/les organisations visée(s) par l'investigation, à examiner, recevoir des copies ou débattre des documents et informations me concernant, pertinents pour l'enquête liée à ma plainte. Je comprends que mon refus de consentement pourrait entraver le déroulement de l'investigation liée à ma plainte et pourrait entraîner l'arrêt de l'enquête.

Signature

Mis à jour : 3/2017

Date

Page 4 sur 4

Tout plaignant qui sollicite une assistance technique peut contacter le Coordonnateur Titre VI du RIDOT au (401) 222-3260.



ចំណាត់ថ្នូន នទ្រព្យតែបានក្រោមជូនដែល ការគិតផ្សេងៗ

42 U.S.C. § 2000d

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សំណើនៅក្នុងពាណិជ្ជកម្មរបស់ខ្លួន

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បញ្ជីសាស្ត្រកំណើនលេខ៣

[View Details](#) [Edit](#) [Delete](#)

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ເນັດຖະບານ

ទំនាក់ទំនង 1 នៃ 4

ມູນຄົນພາກທີ່ໄດ້ຍັງດີການດິຈິຕີການເຊື້ອກແລກອະຫາວຸດທີ່ຈະມູນຄົນຢູ່ບໍລິສັດໄດ້ນີ້ ນີ້ແມ່ນ RIDOT ຄະນະເມກ: (401) 222-3260 ທ່ານ

_____ ឈ្មោះសាសនា: _____
_____ ភេះសម្បុះ: _____
_____ ឈ្មោះការងារសាសនា: _____
_____ លេខ: _____
_____ ភេទ: _____
_____ អាណាព្យាយោង: _____

ឈ្មោះ: _____
ភាគីយោង: _____
ទូរសព្ទ: _____

តាមពេលវេលាដែលបានរកឃើញថា នីមួយៗរាយការណ៍នៅក្នុងរដ្ឋបាលនិងរដ្ឋបាលជាប្រជាជាតិ ត្រូវបានស្វែងរកឡើងទៀត។

ក្រុមប្រឈមសំណងជាមួយនឹងខ្លួនឯង: _____

ໄຊ່ອຸນຫວາຍບໍລິສັດໃອກເຄີຍເສີມເພື່ອ : _____

ທີ່ 1 ໃຫຍ່ 4

အရာတေသနပညာများ (လူပါ ဒိုက္ခာများ ပြောဆိုမှုပါ ပြုလုပ်မှု) ပြပါသောကြောင့် ဒီဇန်နဝါရီ ၂၀၁၇ တွင် အမြန် အနေဖြင့် မြန်မာနိုင်ငံတော်းမြို့၏ ပြည့်စုံမှု ပေါ်ပေါ်လေ့လာပါသည်။

ជីវិតការងារនឹងរកបានលេខប្រចាំឆ្នាំដែលមិនមែនស្ថាបន្ទាត់ទេ?

អ្នកចុះហត្ថលេខា និងអាជីវកម្មរបស់ខ្លួនដែលត្រូវបានរក្សាទុក។ (អ្នកចុះលេខាដំឡើង RIDOT និងអាជីវកម្មរបស់ខ្លួនដែលត្រូវបានរក្សាទុក)

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ଗେସ୍‌ସ୍ଟ୍ରୀଟ୍ : _____

ເນັດບໍລິກາ (ເບີເສີກ): _____

សូមពិនិត្យរបាយការណ៍របស់ខ្លួន ដើម្បីបង្កើតការងារដែលសម្រេចបាន

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ມູນຄົນນາງຄູກໍາໄລສະຫຼຸບໄຕເຊີ້ນມີມູນຄົນນາງຄູກໍາໄລສະຫຼຸບໄຕເຊີ້ນ ມູນຄົນນາງຄູກໍາໄລສະຫຼຸບໄຕເຊີ້ນ ວິ ແລ້ວ RIDOT ຕາມແນວ: (401) 222-3260 7



**TÍTULO VI/FORMULÁRIO DE QUEIXA
DISCRIMINATÓRIA**

Nos Estados Unidos, nenhuma pessoa deverá, com base em raça, cor, ou nacionalidade, ser impedida de participar, ver-lhe negados benefícios ou sujeita a discriminação em qualquer programa ou atividade que receba assistência financeira Federal.

42 U.S.C. § 2000d

Queixoso(a):

Nome: _____

Endereço: _____

Cód. Postal _____

Contato: (Casa) _____ (Telemóvel) _____ (Trabalho) _____

Indivíduos(as) alvo de discriminação, se diferente dos(as) supramencionado(as):

Nome: _____

Endereço: _____

Cód. Postal _____

Contacto: (Casa) _____ (Telemóvel) _____ (Trabalho) _____

Por favor descreva a sua relação com esta(s) pessoa(s):

Agência, instituição, ou organização que discriminou:

Nome: _____

Nome de um funcionário: _____

Endereço: _____

Cód. Postal _____

Contacto: _____

Página 1 de 4
Se necessitar de assistência técnica poderá contactar a RIDOT no número (401) 222-3260.

A sua queixa está relacionada com discriminação na prestação de serviços ou em qualquer outra área de ação da agência, instituição ou organização? Se sim, por favor indique abaixo qual(is) a(s) base(s) que, no seu entender, levaram a esta discriminação:

Raça: _____
 Cor: _____
 Nacionalidade: _____
 Sexo: _____
 Idade: _____
 Deficiência: _____

Se tem um(a) advogado(a) a par das matérias tratadas nesta queixa, por favor complete abaixo:

Nome: _____
Endereço: _____ Cód. Postal _____
Contato: _____

Em que data(s) terá ocorrido a alegada discriminação?

Primeira data de discriminação: _____
Data de discriminação: _____

Por favor explique o mais claramente possível o que aconteceu, porque acredita que tal aconteceu, e como se sentiu discriminado. Indique quem esteve envolvido, bem como a forma como outras pessoas foram tratadas de uma forma diferente. (Utilize folhas adicionais, caso necessário.)

Página 2 de 4
Se necessitar de assistência técnica poderá contactar a RIDOT no número (401) 222-3260.

Se acredita que sofreu retaliações ao reportar esta discriminação ou ao cooperar em investigações sobre uma alegada discriminação, por favor descreva as circunstâncias e que ações tomou que, na sua opinião, motivaram a alegada retaliação.

Por favor liste indivíduos (testemunhas, colegas, supervisores ou outros), caso existam, que possam ser contactados pela RIDOT para pedir esclarecimentos quanto à sua queixa.

Por favor forneça qualquer outra informação que achar relevante para a sua queixa de discriminação.

Que compensação/resolução procura para a alegada discriminação?

Por favor assine com data. (Note que a RIDOT não pode processar uma queixa sem assinatura.)

Assinatura

Data

Atualizado 3/2017

Página 3 de 4

Se necessitar de assistência técnica poderá contactar a RIDOT no número (401) 222-3260.



**CONSENTIMENTO DE QUEIXA/
FORMULÁRIO DE ENTREGA**

Nome: _____

Endereço: _____

Número de Queixa (se aplicável): _____

Por favor leia a informação abaixo, assinale a caixa apropriada, e assine este formulário.

Tomo conhecimento de que Segundo a Secção 9-1-28.1 das Leis Gerais de Rhode Island, eu tenho direito à privacidade. Como queixoso, comprehendo que no decurso da investigação se possa tornar necessário que o Departamento de Transportes de Rhode Island (RIDOT) revele a minha identidade a pessoas pertencentes à organização(ões) em investigação, ou que envie uma cópia da minha queixa a outra agência de investigação. Tenho também conhecimento das obrigações da RIDOT em aceder a requerimentos abrangidos pelo Acto de Acesso a Registos Públicos. Compreendo que possa não ser necessária a divulgação de detalhes pessoais recolhidos pela RIDOT como parte da investigação à minha queixa. Para além disso, comprehendo que como queixoso estou protegido por regulações federais de intimidação ou retaliação devido à submissão desta queixa, para assegurar os meus direitos estabelecidos em estatutos não-discriminatórios.

CONSENTIMENTO

- DOU CONSENTIMENTO** – Li e comprehendo a informação acima descrita e autorizo a RIDOT a reveler a minha identidade a indivíduos pertencentes à organização em investigação, ou a mencionar a minha queixa a outra agência de investigação. Eu abaixo assinado autorizo o Departamento de Transportes de Rhode Island (RIDOT) a receber material e informação pessoal minha pertinente à investigação da minha queixa. Este material inclui, mas não está limitado a, registos pessoais e médicos. Compreendo que este material e informação será utilizado para actividades legalmente autorizadas. Compreendo também que não sou obrigado a consentir, e o estou a fazer voluntariamente.

- NÃO DOU CONSENTIMENTO** – Li e comprehendo a informação acima mencionada e não quero que a RIDOT revele a minha identidade a indivíduos pertencentes à organização em investigação, ou que reveja, receba ou discuta cópias ou material e informação pessoal pertinente para a investigação da minha queixa. Compreendo que isto poderá impedir a investigação da minha queixa e resultar no fecho da investigação.

Assinatura

Data

Atualizado 3/2017

Página 4 de 4
Se necessitar de assistência técnica poderá contactar a RIDOT no número (401) 222-3260.

APPENDIX D

Title VI/EJ/LEP Best Practices for Outreach

Outreach Tool	Audience	What Can Go Right?	What Can Go Wrong?	Tips for Success
Sending Flyers Home with Children Targeting schools in low-income and minority communities and asking them to send information home with students.	All	<ul style="list-style-type: none"> Children often serve as translators for parents with Limited English Proficiency and can help make sure the message is delivered. Allows you to target a very specific community. 	<ul style="list-style-type: none"> Flyers that go home with older children may end up in the trash and not reach their intended audience. Requires a significant printing budget as schools can have hundreds of students. 	<ul style="list-style-type: none"> Target elementary schools where teachers send information home to parents in folders. To keep costs down, you can further target kindergarten classes as parents are most likely to read something that goes home with this age group.
Phone Tree Develop a grassroots phone tree where one person contacts a group of people and each of those people contact another group of people.	Minority (Chinese, Korean, and Vietnamese)	<ul style="list-style-type: none"> Perceived as a more personal and culturally appropriate form of invitation in some cultures. Allows for a human touch during the process which helps build credibility and trust. 	<ul style="list-style-type: none"> Phone tree participants may not communicate to the next tier down. Misinformation could be passed on through the phone tree again. 	<ul style="list-style-type: none"> Provide a script when possible. Organize the phone tree and give people the tools they need for success.
Direct Mail An advertising method of mailing ads or letters to large groups of stakeholders.	All	<ul style="list-style-type: none"> Can target a specific population or zip code. Can be perceived as more personal (personalized letters). 	<ul style="list-style-type: none"> Print and mailing can be costly. Can be perceived as more impersonal (standard postcards). Database information can quickly go out of date. 	<ul style="list-style-type: none"> Send out direct mail pieces that are personalized. Send letters out from a trusted person in the community or a key elected official.

Title VI/EJ/LEP Best Practices for Outreach (continued)

Outreach Tool	Audience	What Can Go Right?	What Can Go Wrong?	Tips for Success
<p>Social Media Advertisements</p> <p>Placement of advertisements on Facebook or promoting "Tweets" or "Feeds" through Twitter.</p>	All	<ul style="list-style-type: none"> Allows for targeting of key audiences. Inexpensive relative to other advertising. Effective for sharing information and growing followers of social media sites. 	<ul style="list-style-type: none"> Limited to Facebook and/or Twitter users. 	<ul style="list-style-type: none"> Link the ad to a Facebook post or Twitter tweet of particular. pertinence to your target audience. For example, if you are closing a bridge that will have a major impact on traffic, an ad with this information is more likely to be clicked through to the social media site.

Outreach Tool	Audience	What Can Go Right?	What Can Go Wrong?	Tips for Success
Mobile Devices Ensuring that information is easily accessible through mobile devices such as smart phones, tablets and readers.	All	<ul style="list-style-type: none"> The majority of Americans now access the internet through mobile devices rather than through personal computers. 86 percent of Americans access the mobile internet through apps. African-American and Hispanic audiences access social media sites through mobile devices at a higher percentage than other audiences. 	<ul style="list-style-type: none"> Creation of a mobile app can be expensive and may only be justified on large projects. 	<ul style="list-style-type: none"> A mobile app, like other information sources, must be marketed making people aware of its existence.

Title VI/EJ/LEP Best Practices for Outreach (continued)

Outreach Tool	Audience	What Can Go Right?	What Can Go Wrong?	Tips for Success
Point-of-Presence Displays Use "pump topper" displays or television monitors to advertise upcoming work that will affect travelers in the area	All	<ul style="list-style-type: none"> Takes advantage of a "captive audience" waiting for their fuel tank to fill up. Targets motorists in the area of the planned project. 	<ul style="list-style-type: none"> The ad space must be purchased and the artwork or videos produced. 	<ul style="list-style-type: none"> Use the ads to direct people to additional sources of information.

Outreach Tool	Audience	What Can Go Right?	What Can Go Wrong?	Tips for Success
Virtual Public Meetings	All	<ul style="list-style-type: none"> Number of participants could far exceed those attending traditional public meetings. People can participate on-demand 24 hours per day, seven days per week. African-American and Hispanic populations could be engaged in larger numbers than through traditional public meetings. 	<ul style="list-style-type: none"> There could be a limit on the number of people able to participate in the live meeting. The virtual meeting technology could fail. 	<ul style="list-style-type: none"> Do a "dry-run" virtual public meeting in advance of the live online meeting to ensure the technology is working correctly and those running the meeting are comfortable with the system.

Title VI/EJ/LEP Best Practices for Outreach (continued)

Outreach Tool	Audience	What Can Go Right?	What Can Go Wrong?	Tips for Success
Door Hangers/Flyers Meeting announcements or informational communication pieces that are delivered to a person's front door.	Low-income	<ul style="list-style-type: none"> Provides more concentrated outreach to an area that could be the source of the largest number of EJ/LEP participants. Ensures delivery of information even to people who lease or rent. 	<ul style="list-style-type: none"> Door hangers and flyers are subject to weather and wind which can deem them unreadable. Loose dogs can be a hazard. Crime levels in some neighborhoods can pose safety concerns for staff. 	<ul style="list-style-type: none"> Ensure materials are translated into all appropriate languages. Ensure staff delivers flyers with a buddy. Provide staff with dog treats. Ensure staff has charged cell phones during delivery.

Outreach Tool	Audience	What Can Go Right?	What Can Go Wrong?	Tips for Success
Incentives for Attending Meetings Providing money, prizes, food, or other incentives for attending meetings.	Low-income	<ul style="list-style-type: none"> Encourages increased participation by people who do not traditionally participate in public meetings. 	<ul style="list-style-type: none"> Participants may come to expect incentives. Incentives add to the cost of holding public meetings. 	<ul style="list-style-type: none"> Pick an incentive that is appropriate for your community. Gas cards, grocery store gift cards, small appliances and tablets make nice gifts. Advertise incentives in all outreach materials.

Title VI/EJ/LEP Best Practices for Outreach (continued)

Outreach Tool	Audience	What Can Go Right?	What Can Go Wrong?	Tips for Success
Childcare at Public Meetings Providing childcare at public meetings can help remove an obstacle to participation and can also be viewed as an incentive by some.	Low-income	<ul style="list-style-type: none"> Eliminates a barrier to participation. Allows mothers to participate knowing their children are cared for. 	<ul style="list-style-type: none"> Can pose liability issues for some organizations. Can add to the cost of a meeting or event. 	<ul style="list-style-type: none"> Hire a professionally licensed and bonded sitter service. Provide activities for children during the meeting. If deemed appropriate, ask parents to sign a liability release form.

Outreach Tool	Audience	What Can Go Right?	What Can Go Wrong?	Tips for Success
Pulpit Announcements Faith based organizations often have multiple opportunities to make announcements and share information with their congregations on a weekly basis.	All	<ul style="list-style-type: none"> Faith based organizations are often aware of community needs. Some faith based organizations provide direct assistance to impoverished areas and can help target these populations. 	<ul style="list-style-type: none"> Faith based organizations may be skeptical of the motives behind the project. While faith based organizations will often distribute information, they may also take a stance either in favor or against a particular project. 	<ul style="list-style-type: none"> Be authentic, genuine when requesting their assistance in disseminating information. Make sure study objectives are communicated clearly in a non-technical format. Provide them with flyers and other tools necessary for distributing information.

Title VI/EJ/LEP Best Practices for Outreach (continued)

Outreach Tool	Audience	What Can Go Right?	What Can Go Wrong?	Tips for Success
Publicize through Local and Ethnic/Minority Media Outlets Include local and minority media outlets in your media distribution list.	All	<ul style="list-style-type: none"> Target minorities via radio and television stations favored by this demographic. Allows for disseminating information via additional languages. 	<ul style="list-style-type: none"> Television advertising can be costly. Requires coordination far in advance of meetings or events. May require the identification of spokespeople who can speak other languages. 	<ul style="list-style-type: none"> Avoid using jargon. Translate information into culturally appropriate language, avoid common sayings that may not translate well. Establish relationships with key reporters. Leverage advertising dollars to secure unpaid coverage.

Outreach Tool	Audience	What Can Go Right?	What Can Go Wrong?	Tips for Success
Rail Car Placards Advertisements found on commuter trains.	All	<ul style="list-style-type: none"> Visibility with low-income and transit dependent stakeholders. Relatively inexpensive given the reach. 	<ul style="list-style-type: none"> Harder to target specific populations or communities. 	<ul style="list-style-type: none"> Best used for general public information such as advertising the project hotline, website, and public information office.

Title VI/EJ/LEP Best Practices for Information Dissemination

Informational Tool	Audience	What Can Go Right?	What Can Go Wrong?	Tips for Success
Information Kiosk A station where project information is available in paper or electronic format.	All	<ul style="list-style-type: none"> • Accessible • Convenient • Uses visualizations and graphic information 	<p>Cannot account for literacy issues</p> <p>Can require basic knowledge on how to use technology</p> <p>Can fade into the background.</p>	<ul style="list-style-type: none"> • Brand the kiosk. • Ensure the survey tool is translated into appropriate languages. • Ensure instructions are clear and simple. • Provide a highly visible phone number people can call if they prefer. • Let community leaders know about its presence and ask for their help in spreading the word. • Staff the kiosk at certain times to draw people in and increase return on investment.
Outreach Presentations Schedule presentations to existing groups and organizations. These can include neighborhood associations, women's groups, and other civic organizations.	All	<ul style="list-style-type: none"> • Can target a specific population or zip code. • Provides a built in audience. • Allows messaging to be tailored to specific groups. 	Labor intensive as it requires staff to attend multiple meetings often during the evening hours	<ul style="list-style-type: none"> • Schedule these 2-3 months in advance as agendas often fill up quickly. • Provide translated materials and speakers when possible.

Title VI/EJ/LEP Best Practices for Information Dissemination (continued)

Informational Tool	Audience	What Can Go Right?	What Can Go Wrong?	Tips for Success
Commuter Rail Station Outreach Host a public information booth or intercept survey at a station.	All	<ul style="list-style-type: none"> Visibility with low-income and other transit dependent stakeholders. Relatively inexpensive given the reach. 	Depending on transit headways, participants may not have much time to talk	<ul style="list-style-type: none"> Provide stakeholders printed materials in an easy to carry bag. Keep surveys or input exercises short so they can be completed quickly. Secure proper approvals from your local transit agency prior to beginning
Hotlines Provide a phone line for the public to call with questions about the project and/or to provide input.	All	<ul style="list-style-type: none"> People will have easy access to information and know who to call with questions. Controls information flow. Makes the study team more accessible. 	If person staffing the phone cannot provide prompt responses, people may feel like they are getting the run around	<ul style="list-style-type: none"> Develop lists of frequently asked questions so staff answering the phones can.
Information Boxes Place information boxes in central locations of targeted neighborhoods with regularly updated notices	All	<ul style="list-style-type: none"> Neighborhoods who may not have access to technological resources will have access to Program impact announcements and general information made available on the website. Inexpensive. Targeted directly at areas impacted by the construction. Measurable. 	People must be aware they are available	<ul style="list-style-type: none"> Hold public meetings prior to placing info boxes to garner interest.

Title VI/EJ/LEP Best Practices for Engagement

Engagement Tool	Audience	What Can Go Right?	What Can Go Wrong?	Tips for Success
Pop-up Meetings Holding impromptu meetings in non-traditional locations. These can be advertised in advance or not. These are typically held in targeted communities in areas with a significant amount of foot traffic.	All	<ul style="list-style-type: none"> You can target specific neighborhoods based on demographic information. You can set up during non-traditional meeting hours. You can increase awareness for your project. 	<ul style="list-style-type: none"> You may attract people other than those directly impacted by your project. It may be difficult to gauge the level of participation in advance. You may not get the amount of participation desired. 	<ul style="list-style-type: none"> Select a site that is convenient and has built in foot traffic. Identify local community leaders and ask them to spread the word. Make your display highly visible and inviting. Provide lemonade and cookies or similar light refreshments.
Intercept Surveys Conducting in-person interviews with people at public locations. These could be done in parks, malls, or community events in addition to the station surveys.	All	<ul style="list-style-type: none"> Surveys can be administered verbally by bilingual team members to minimize embarrassment, discomfort, stigmatization, and other feelings that can discourage people with literacy barriers. Surveys can be conducted in targeted communities. 	<ul style="list-style-type: none"> Some minorities may feel uncomfortable speaking to someone who looks like a government official 	<ul style="list-style-type: none"> Keep the survey short so that it can be completed in under 5 minutes. Provide incentives for survey completion when possible.

Title VI/EJ/LEP Best Practices for Engagement (continued)

Engagement Tool	Audience	What Can Go Right?	What Can Go Wrong?	Tips for Success
Non-Traditional Public Meetings Public meetings held at non-typical locations or at non-typical times.	All	<ul style="list-style-type: none"> Makes information accessible and brings it to people in places and times where they are most comfortable. 	<ul style="list-style-type: none"> Outdoor meetings are subject to weather events. Can be difficult to predict conflicts with the space of time. 	<ul style="list-style-type: none"> Work with community leaders to identify the best times and locations for meeting. Enlist the help of community leaders in getting the word out and how best to advertise to target audiences.
Listening Sessions A public meeting where the primary objective is to listen to community concerns.	All	<ul style="list-style-type: none"> This is a great way to clear the air and let underserviced communities air their grievances prior to the start of a new project. 	<ul style="list-style-type: none"> Conversations can get heated and emotional. Conversations may have very little to do with the project at hand. 	<ul style="list-style-type: none"> Hire a professional facilitator with conflict resolution experience. Conduct training with staff to ensure they do not get defensive or argumentative. Take notes and address or forward issues as appropriate.

Title VI/EJ/LEP Best Practices for Engagement (continued)

Engagement Tool	Audience	What Can Go Right?	What Can Go Wrong?	Tips for Success
Mobilize Community Ambassadors Identify and train community leaders so they can help disseminate information about the project.	All	<ul style="list-style-type: none"> • Immediate trust and credibility with community being targeted. • They can reach and inform people in a completely non-threatening and safe way. 	<ul style="list-style-type: none"> • May pass on inaccurate information due to limited knowledge. • May not be able to report back feedback effectively. 	<ul style="list-style-type: none"> • Provide ambassadors with a log they can use to document who they talked to and any questions or concerns they may have expressed. • Stay in regular contact with ambassadors and keep them informed of new developments.
Informational Workshops Educational workshops to educate participants on the general transportation planning process or specific initiatives that may affect their community.	All	<ul style="list-style-type: none"> • Helps to build the knowledge basis necessary to effectively participate in the decision-making process. 	<ul style="list-style-type: none"> • Additional costs related to extra meetings. • Not everyone in the community will be at the same educational level. 	<ul style="list-style-type: none"> • Conduct a poll or survey to see what type of information will be most beneficial. • Conduct the workshops on specific topics in advance of meetings related to those topics.