

Federal Transit Administration

Title VI Program

Chittenden County Regional Planning Commission

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Introduction

Title VI, one section among eleven other titles contained within the Civil Rights Act of 1964, is a federal law providing that, “No person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefit of, or be subjected to discrimination under any program or activity receiving federal financial assistance.”

Subsequent federal legislation has led to further protections under Title VI based upon age, gender, and disability, whether mental or physical.

Throughout this document, the term *minority* is used; the Federal Transit Administration definition of minority persons includes the following:

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

Policy Statement & Notice to the Public

The Chittenden County Regional Planning Commission (CCRPC) ensures that members of the public receive notice of their Title VI rights, including 1) a statement that the CCRPC operates without regard to race, color, and national origin, 2) instructions on how the public can file a Title VI complaint, and 3) information to the public about how to obtain more information about their Title VI rights and the CCRPC’s Title VI responsibilities. The CCRPC maintains a statement of policy regarding Title VI protections and a notification to the public on its website at the following address: <https://www.ccrpcvt.org/resources/title-vi-civil-rights/>. The statement of policy and notification to the public are reproduced below.

CCRPC Title VI Policy Statement

It is the policy of the Chittenden County Regional Planning Commission (CCRPC) to effectuate Title VI of the Civil Rights Act of 1964, as amended, the Civil Rights Restoration Act of 1987, and related statutes and regulations in all federal programs and activities. Pursuant to this obligation, CCRPC requires that no person shall, on the grounds of race, color, creed, national

origin, sex, age or disability be excluded from participation in, be denied the benefits of, or otherwise be subjected to discrimination in any federally-assisted program or activity; neither shall they be denied any service, financial aid or other benefit provided under its programs or experience distinctions in the quality, quantity or manner in which a benefit is provided, suffer segregation or separate treatment in any part of a program, restriction in the enjoyment of any advantages, privileges or other benefits provided to others, different standards or requirements for participation, methods of administration that, directly or through contractual relationships would defeat or substantially impair the accomplishments of effective nondiscrimination, discrimination in any activities related to highway and infrastructure or a facility built or repaired in whole or in part with federal funds and discrimination in any employment resulting from a program, the primary purpose of which is to provide employment. In addition, CCRPC will ensure the monitoring and enforcement of all sub-recipients and participants of federally assisted projects and activities. CCRPC further assures that every effort will be made to ensure nondiscrimination in all of its programs and operations, regardless of the funding source. In addition to this statement of policy, CCRPC has the following notification that is incorporated into CCRPC public notices:

“In accordance with provisions of the Americans with Disabilities Act (ADA) of 1990, as amended, the CCRPC will ensure public meeting sites are accessible to all people. Requests for free interpretive or translation services, assistive devices, or other requested reasonable accommodations, should be made to Emma Vaughn, CCRPC Title VI Coordinator, at 802-846-4490 ext. *21 or evaughn@ccrpcvt.org, at least 3 business days prior to the meeting for which services are requested.”

TITLE VI & CIVIL RIGHTS

The Chittenden County Regional Planning Commission (CCRPC) operates without regard to race, color, and national origin as stipulated in Title VI of the Civil Rights Act of 1964. Title VI states that: "No person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefit of, or be subjected to discrimination under any program or activity receiving federal financial assistance." Subsequent federal legislation has led to further protections under Title VI based upon age, gender, and disability, whether mental or physical.

The CCRPC strives to ensure nondiscriminatory access to all programs, services, and activities by all interested stakeholders and to ensure that no person is excluded from participating in, denied the benefits of, or subjected to either intentional or unintentional discrimination under any program, service, or activity receiving federal assistance or funding.

CCRPC TITLE VI CONTACT

The CCRPC has designated Emma Vaughn as Title VI Coordinator. If you would like more information about your Title VI rights, or if you feel you have been discriminated against based on your race, color, or national origin, you may contact evaughn@ccrpcvt.org or (802) 846-4490 x *21.

Alternative means of filing complaints, such as personal interviews or a tape recording of the complaint will be made available for persons with disabilities upon request.

In addition to the notification on the website, the CCRPC posts its notification at its public reception desk at its main office in Winooski, VT and includes it on outreach materials for public meetings. The CCRPC does not operate transit vehicles or have any other public facilities.

Title VI Complaint Procedures and Form

Any person who believes that they, individually, or as a member of any specific class of persons, has been subjected to discrimination on the basis of race, color, creed, national origin, sex, age or disability, may file a complaint with the Chittenden County Regional Planning Commission (CCRPC). The mailing address for written complaints is as follows:

**Chittenden County Regional Planning Commission
110 West Canal Street, Suite 202
Winooski, VT 05404**

Complaints may also be submitted by telephone or fax. Contact numbers are as follows:

Phone: 802-846-4490 extension *21

Fax: 802-846-4494

Electronic submission of complaints is also permitted. All complaints related to Title VI discrimination should be addressed to **Emma Vaughn, Communications Manager, at the following address: evaughn@ccrpcvt.org.**

Written or faxed complaints must be signed by the complainant. Complaints submitted by telephone or e-mail, or unsigned written or faxed complaints, must be followed by a complaint in writing, signed by the complainant or their representative within 10 business days of the initial verbal/electronic/unsigned complaint. If the complainant requires assistance to submit a written document, CCRPC staff will interview the complainant and assist the person in converting verbal complaints to writing. This document must be signed by the complainant or their representative. Federal and state law require that the complaint be filed within 180 days of the alleged incident of discrimination.

Once the complaint has been submitted in writing, the CCRPC will pursue the following steps in addressing the complaint:

1. CCRPC staff will initiate a Title VI Complaint Form (see below).
2. Essential information on the form includes the following:
 - a. Date of the incident that is the subject of the complaint
 - b. Time of the incident
 - c. Location of the incident
 - d. Circumstances of the incident in as much detail as is available, including description of the issues, and the names and job titles of those individuals perceived as parties in the complaint.
3. The completed form, along with the initial complaint letter and a summary of any other communication, will be submitted to the Executive Director of the CCRPC for review, or filed with the Chair of the CCRPC Board if the complaint is against the Executive Director. The Director will determine the jurisdiction and acceptability of the complaint and any need for additional information. After any additional information is procured, the Director will determine whether to accept or reject the complaint.

4. The complainant will be provided with a written notification that the CCRPC has either accepted or rejected the complaint.
5. A complaint may be rejected for the following reasons:
 - a. More than 180 days passed between the alleged incident and the filing of the initial complaint.
 - b. The allegation does not involve a basis covered under Title VI, such as race, color, or national origin.
 - c. The allegation does not involve CCRPC or one of its subrecipients of US Department of Transportation funds.
 - d. The complainant fails to respond to repeated requests for additional information needed to process the complaint.
 - e. The complainant cannot be located after reasonable attempts.
6. An accepted complaint will be assigned a case number and be logged in a database maintained by the CCRPC identifying the complainant's name, date of incident, alleged harm, and the race, color, or national origin of the complainant.
7. The Title VI Coordinator will initiate an investigation of the complaint, assisted by other members of the CCRPC as necessary, and complete a report within 90 days of the acceptance of the complaint. The report shall include a narrative description of the incident, identification of the persons interviewed, findings, and recommendations for disposition.
8. The report will be reviewed by the Director of the CCRPC and referred to legal representation, if deemed appropriate. The Director will accept or reject the recommendation for disposition, in consultation with legal representation, and if the individuals involved are found to be in noncompliance with Title VI, remedial actions will be determined.
9. The results of the investigation and the Director's determination will be mailed to the complainant. Notice shall include information regarding appeal rights of the complainant and instructions for initiating such an appeal. Notice of appeals are as follows:
 - a. The CCRPC will reconsider the determination if new facts come to light.
 - b. If the complainant is dissatisfied with the determination and/or resolution set forth by the CCRPC, the same complaint may be submitted to the Vermont Agency of Transportation for investigation. The complainant will be advised to contact:

Sue Hackney (susan.hackney@vermont.gov)
Title VI Coordinator
Vermont Agency of Transportation
Office of Civil Rights & Labor Compliance
219 North Main Street
Barre, VT 05641

Phone: 802-249-9291

Fax: 802-479-5506

10. A copy of the complaint and CCRPC's investigation report, letter of finding and remedial action plan will be submitted to VTrans within 120 days of the initial receipt of the complaint.
11. A summary of the complaint resolution will be added to the database at CCRPC and this information will be included as part of the next Title VI update to VTrans.

Title VI Complaint Form

Date Complaint Received: _____

Name of Complainant: _____

Phone Number of Complainant: _____

Address of Complainant (if given): _____

Email Address of Complainant (if given): _____

Date and Time of Incident: _____

Location of Incident: _____

Summary of the Allegations/Nature of the Complaint:

Name and contact info of witnesses or other relevant parties:

Person Taking Report Information: _____

Update of Complaint Status:

Date	Status of the Complaint	Action Taken, If Any

Record of Title VI Investigations, Complaints, Or Lawsuits

The CCRPC has not had any Title VI-related complaints or lawsuits, including during the specified timeframe reviewed in this report (the past three years).

Inclusive Public Participation Plan

Public participation is an essential component of the planning process; input from the public about policies and services that affect them is critical to their successful implementation. As part of its ongoing efforts to engage the public, the CCRPC maintains and periodically updates its [Public Participation Plan](#) which provides the methodology for involving the public in its work, using both traditional and innovative outreach methods to meet the needs of the growing and increasingly diverse community. The Public Participation Plan outlines the CCRPC's principles and goals, aligns its strategies and activities with specific levels of engagement appropriate to each, and provides evaluation methods for determining the effectiveness of its initiatives. Guided by its Public Participation Plan, the CCRPC conducts a wide range of public participation and outreach efforts and public hearings on a range of planning efforts.

The following projects in the CCRPC's [FY2017-FY2020 Unified Planning Work Programs](#) have included tasks in their scopes of work, or other actions taken, to identify and include minority and low-income persons and communities. This is not a complete list of every project undertaken by the CCRPC within this timeframe but is intended to highlight some key efforts.

2017 Regional Active Transportation Plan

To engage a broad audience, the [Regional Active Transportation Plan](#) included a variety of public outreach tools including an online map to solicit comments, four planning charrettes in four different communities, and public meetings to gather input and receive feedback. The interactive map proved successful with 930 comments gathered from 406 different users. Outreach was guided by the CCRPC Equity Impact Worksheet (*see item A*).

2018 ECOS Regional Plan

The [Chittenden County ECOS Plan](#), which includes the Chittenden County Regional Plan, Comprehensive Economic Development Strategy, and the Metropolitan Transportation Plan, was updated in 2018. This process was supported by a number of opportunities for community feedback including: The development and broad distribution of [four simplified two-page visual overviews](#) to summarize and supplement each section of the Plan that was being updated to allow for better understanding of the overall process and how it affects the greater community; making all drafts and visual summaries available via public outlets such as the CCRPC and ECOS websites, the monthly CCRPC newsletter, media notices/distribution, and Front Porch Forum. To work toward a more inclusive review and commenting process, CCRPC staff researched and chose a PDF-based [online commenting tool](#) called CiviComment (now Konveio), which is a simple platform designed to allow users to easily review draft materials and comment as many times as they want within a document with one click, either anonymously or with their name associated. This method eliminates the barrier of users having to create an account and log in each time they wish to participate. This process resulted in 203 comments gathered, and CCRPC staff [addressed each comment individually and published the responses](#).

Colchester Avenue Protected Bike Lanes and East Avenue Intersection Improvements (Burlington)

The [Colchester Avenue Protected Bike Lanes and East Avenue Intersection Improvements](#) in

Burlington will examine ways to improve bicycling infrastructure, manage parking, and improve safety at the East Avenue intersection while supporting local businesses. This project is adjacent to the University of Vermont, serves nearby neighborhoods, and along a major commuter and transit corridor. In addition to public meetings hosted in the project area, outreach will be conducted through City and CCRPC websites and social media, Front Porch Forum, the Wards 1/8 Neighborhood Planning Assembly, and a project advisory committee with representatives serving a diversity of interests.

Essex Junction ADA Study for Sidewalks & Pedestrian Crossings at Intersections

The CCRPC completed an [ADA Study for Sidewalks and Pedestrian Crossings at Intersections](#) in Essex and Essex Junction to document deficiencies and prioritize facilities for improvement. This project is an important step in making those facilities accessible to users of all abilities.

Essex Junction Transportation Plan

Opportunities for citizen and stakeholder input in developing the Essex Junction Transportation Plan included a series of stakeholder workshops to efficiently and productively exchange information, generate design ideas, get input and evaluation and refine the concepts.

Hinesburg Bus Ridership Outreach

In this project, a targeted intervention was piloted to test connecting potential transit users with incentives to increase bus ridership on the Route 116 corridor between Hinesburg and Burlington. This project was focused on the Green Mountain Transit (GMT) 116 Commuter – a bus that connects the Town of Hinesburg with points in South Burlington and Burlington. An online survey was developed to solicit information about existing service, incentives and disincentives (i.e., the cost of parking) and other obstacles and motivations related to increasing transit use in the corridor. The survey was widely distributed through email, announcements on Front Porch Forum, municipal offices, mailers and social media posts provided by project partners such as AARP and Vermont Public Interest Research Group (VPIRG). The University of Vermont provided the names and email addresses of 1,400 employees who lived in the six towns adjacent to the Route 116 corridor.

Intervale Road Pedestrian and Bicycle Access Feasibility Study (Burlington)

The [Intervale Road Pedestrian and Bicycle Access Feasibility Study](#) identified walk/bike improvements in this busy corridor that experiences a mix of cars, farm vehicles, large trucks, pedestrians and cyclists. Public participation was guided by the Equity Impact Worksheet (*see Item C*) and included two traditional meetings and an open house to gather public comments.

North Williston Road Scoping Study (Williston)

Public participation for the [North Williston Road Scoping Study](#) was guided by the CCRPC Equity Impact Worksheet. Public comments were solicited through various channels, such as an [online mapping tool](#), in addition to four public meetings.

Old North End Bikeway Connectivity, Pedestrian Safety and Stormwater Management Project (Burlington)

For the [Old North End Bikeway Connectivity, Pedestrian Safety and Stormwater Management Project](#), the CCRPC is working with the City of Burlington to identify options to improve connectivity for low-stress bicycling, improved pedestrian crossings, and stormwater management opportunities in the southwest section of the Old North End – one of Burlington’s densest new American neighborhoods. To engage the community, this project is being shared at existing neighborhood

meetings, using printed handouts (*see Item D*) and online surveys, notices on Front Porch Forum, and more.

Richmond Road, North Road and Texas Hill Road Intersection Scoping Study (Hinesburg)

At the inception of this project, the project team filled out an Equity Impact Worksheet (*see Item E*) to ensure public concerns and aspirations are consistently understood and considered when evaluating alternative configurations of the Richmond Road, North Road and Texas Hill Road intersection. Outreach included mailed fliers to identified low-income neighborhoods to facilitate project awareness.

South Burlington Multi-Site Pedestrian Crossing Study

The CCRPC is completing a [Multi-Site Pedestrian Crossing Study](#) in South Burlington to create alternative pedestrian crossing designs for various areas on Williston Road between the Hinesburg Road and Kennedy Drive intersections, and also design bicycle lanes through the same two intersections and develop a pedestrian crossing on Kennedy Drive at Twin Oaks Drive. This project is an important step in increasing safety and accessibility for users of all abilities.

VT 116, Kimball Avenue, Tilley Drive, Kennedy Drive, and Community Drive Land Use & Transportation Plan

South Burlington and the CCRPC are developing a comprehensive Land Use and Transportation Plan for the vicinity of [VT 116, Kimball Avenue, Tilley Drive, Kennedy Drive, and Community Drive](#). Outreach to adjacent property owners and the public helped define a broad set of objective land use, environmental, and multi-modal criteria to aid in selecting a preferred alternative. Two public meetings have been held for this project, and a public survey was disseminated during January and February 2017 which yielded 325 responses.

Winooski River Bridge Scoping Study

The [Winooski River Bridge Scoping Study](#) identified and evaluated various bridge alternatives and recommended a long-term alternative that provides for safe and efficient pedestrian, bicycle and vehicle facilities on the bridge. The project was overseen by an advisory committee of interested parties and included several opportunities for public input. It was also informed by the results from the robust public engagement efforts of the earlier Winooski Transportation Master Plan.

Winooski Main Street Revitalization

The City of Winooski is planning to complete a full reconstruction of the Winooski Main Street corridor from the New England Central railroad bridge north to the Colchester Town line. The reconstruction project includes upgrades to existing water, wastewater, electric and telecommunication, stormwater, roadway, streetscape, traffic, and landscape elements within the public right-of-way. Community input is vital in deciding how this project supports Winooski's Municipal Master Plan, Transportation Master Plan, forwards the intention of the City's Form Based Code zoning, and benefits the long-term needs of the community. Specific outreach efforts included a public event on April 24, 2018 that was catered by Pho Dang, a popular restaurant located on Main Street in Winooski.

Projects with Outreach to Minority or Refugee/Foreign-Born Communities; Projects with Outreach to Limited-English-Proficient individuals (2017-Present)

Winooski Avenue Corridor Study (Burlington)

Public participation is a major component of the [Winooski Avenue Corridor Study](#) in Burlington. The project has a [Public Participation Plan](#) that builds off the completed Equity Impact Worksheet (*see Item F*). A variety of outreach methods, including in-person stakeholder interviews, tabling at existing neighborhood events, an online mapping tool, participation in neighborhood meetings, surveys (including pre-translated versions in multiple languages to take to meetings), posting door-to-door fliers and more, are being used to solicit input from and participation by the diverse populations that live and work along and near this corridor. Specific outreach efforts to minority or refugee/foreign-born communities included:

- **Refugee & Immigrant Service Providers Network Meetings:** CCRPC staff attended meetings on September 20, 2018 and May 16, 2019, and provided updates on the project, including encouraging participation in upcoming public events.
- **Pre-Translated Surveys:** Surveys were pre-translated into four languages prior to public meetings (*see Item G*).

Elders & Disabled Program (Regional)

Vermont transit providers apply for state funding annually so they can assist elders and persons with disabilities get out of their homes to medical appointments, local adult days, senior meal sites, and for essential shopping. This service is door to door and supplements the regular transit service in the area, filling in gaps left by other transportation programs, including Medicaid. Drivers can be both paid and volunteers and drive a variety of vehicles – from minibuses with wheelchair access to normal cars. The CCRPC's role is to organize and facilitate regular Elderly & Disabled (E&D) Committee meetings quarterly (at a minimum); facilitate the development of Regional E&D Committee work plans, goals and objectives; facilitate the deployment of the E&D ridership survey; and facilitate the collection of survey responses (*see Item B*) and follow up if population gaps are detected. In collaboration with the Special Services Transportation Agency, the United Way of Northwest Vermont, and Green Mountain Transit, the CCRPC worked to facilitate an E&D ridership survey to engage with community members utilizing the E&D transit program to hear their feedback on the service. The goal of the survey was to foster the inclusion of older adults and persons with disabilities in transportation planning process. A physical survey was mailed to every individual that had used the Chittenden County E&D service at least once in 2019. The survey included a link to an online survey, or an option to conduct the survey over the phone. The survey was sent to 655 individual riders and achieved a 24% response rate.

Old Spokes Home Transportation Event

CCRPC paid for interpretation services on July 25, 2019 at Old Spokes Home in Burlington. Old Spokes Home hosted a community supper and dialogue about transportation for low-income customers, many of whom are new Americans. [AALV](#) translated an initial survey into French, Somali, Swahili, and Nepalese to get preliminary feedback on prevalence of biking for transportation and barriers to biking. AALV also translated an invitation to the event into the same four languages, which Old Spokes Home emailed to 270 of its low-income customers and posted in the shop.

I-89 2050 Study (Regional)

The [I-89 2050 Study](#) began in 2019 to conduct a comprehensive evaluation of the Interstate 89 corridor through Chittenden County out to a horizon year of 2050 and develop a suite of policy, planning, and infrastructure recommendations that align with stakeholder-identified Vision, Goals, and Objectives for the corridor. This project includes a robust statewide public participation effort (*see Item H*) including public meetings (streamed live and recorded), a project email list, public comments on the project website, and more. An American Sign Language interpreter was hired on for the second public meeting (February 13, 2020) in Williston. Other outreach efforts so far have included:

- **Channel 17 Municipal Shows:** What's Up Williston (February 7, 2020), World of Winooski with Mayor Kristine Lott and project staff (March 23, 2020).
- **Channel 17 Program:** Project managers taped [a program](#) on January 27, 2020 to be aired throughout the first-round public meeting timeframe.

Winooski Transportation Master Plan

The CCRPC, in close collaboration with the City of Winooski, developed a robust public engagement process to put the principles of the [CCRPC's Public Participation Plan](#) into action. Outreach for the Winooski Transportation Master Plan was designed to engage the traditional partners and stakeholders as well as underrepresented populations. Since Winooski is a designated Refugee Resettlement community, it was imperative to create a public engagement plan that would specifically include strategies to reach out to people and households with limited English proficiency, people of color, low-income households, the elderly and youth, and new Americans. Public outreach for the Winooski TMP was expected to eliminate the barriers that have traditionally prevented underrepresented populations from participating in the development of these plans. The project team (CCRPC, Winooski and VHB, Inc.) divided the public engagement process into two main phases.

In the **first phase**, public outreach was conducted to identify issues, challenges and opportunities with the city's transportation network. It included the following activities:

- Sponsored a free community dinner to get the general public's input on transportation issues and opportunities in Winooski, including pre-hiring translators, childcare services, and transportation reimbursement (*see Item I*).
- Conducted focus groups with seniors, public sector/transportation officials, and downtown business owners.
- Developed an online survey to solicit input and prioritize transportation issues.
- Hired a community organizer that led a team of new American youth to conduct door-to-door, targeted in-person outreach to Winooski's low-income and New American populations.
- Engaged the organization *Vermont Works for Women* to assist with reaching out to low income women.

The primary goal of the **second phase** of public outreach was to get input from stakeholders and members of the general public on the proposed transportation improvement strategies and receive feedback on the plan priorities. The public outreach included the following activities:

- Organized a second public meeting to introduce the list of transportation improvements

strategies and to get feedback on desired priorities.

- Developed an online survey to solicit input on the proposed strategies and get feedback on desired priorities.
- Conducted a second round of focus groups with seniors and business owners.
- Rehired the community organizer and team of new American youth to conduct additional door-to-door, targeted in-person outreach to Winooski's low-income and underrepresented populations.

This outreach process more than doubled the responses to the traditional online survey and led to a greater diversity of overall survey responses. This public participation model was employed in the Winooski Transportation Master Plan to increase participation, especially by underrepresented populations, cultivate collaboration among all community stakeholders and eliminate barriers to full participation by all Winooski citizens. Following completion of the project, a Lessons Learned document was prepared to evaluate the process (*see Item J*).

Measures to Ensure Minority, Low-Income and LEP Participation

As public transportation is perhaps disproportionately relevant to the daily lives of Title VI-protected groups and low-income Vermonters, the CCRPC will ensure, using its Public Participation Plan as a guide, that groups that represent these populations are included in outreach efforts for transit-related studies and that representatives of these groups or organizations are invited to participate in project steering committees. The CCRPC's Public Participation Plan includes an [Equity Impact Worksheet](#), which is completed at the inception of each project that falls under *Involve* or higher on the [Spectrum of Participation](#). The Equity Impact Worksheet is a tool for staff and consultants to thoughtfully create a public participation effort that considers impact on all potential stakeholders, as well as purpose, potential barriers, and specific strategies to be used to meet project goals.

All public meetings held as part of this public involvement process will be properly noticed in accordance with the requirements of Title VI of the Civil Rights Act of 1964 and the Vermont public meeting law (Vermont Title 1, section 310 et seq., as annotated), including public announcement of all meetings at least 24 hours before the meeting. Notes are taken at all meetings so that members of the public are not required to submit written comments in order to have their opinions recorded.

The CCRPC maintains contact with organizations that represent the interests of low-income, immigrant, and minority groups and notifies them of upcoming public participation opportunities.

Meeting times and locations for CCRPC projects are designed to maximize accessibility for low-income and minority groups. A mix of daytime and early evening meetings are scheduled and meetings are held in transit-accessible locations. The majority of transit-specific meetings are held at the CCRPC offices in Winooski, which is a focus location of Title VI-protected groups. Future meetings could be held using online virtual platforms to complement in-person meetings or as standalone meetings. Other locations include Burlington, Colchester and other Chittenden County municipalities as appropriate for the subject matter.

The following list shows all public meetings hosted by the CCRPC that involved transit-related issues over the past three years:

CCRPC Transportation Advisory Committee (TAC) Meetings with Transit-Related Agenda Items

All TAC meetings took place at the CCRPC Office (110 West Canal Street, Suite 202, Winooski VT 05404).

2020

- January 7
- February 4
- May 5 [Virtual Meeting due to COVID-19]
- June 2 [Virtual Meeting due to COVID-19]
- September 1 [Virtual Meeting due to COVID-19]

2019

- January 8
- March 6
- April 2
- June 4
- August 6
- October 1
- November 5
- December 3

2018

- January 9
- February 6
- March 7
- April 3
- May 1
- June 5
- August 7
- October 2
- November 6

2017

- January 3
- March 8
- April 4
- May 2
- June 6
- July 5
- September 5
- October 3
- November 7
- December 5

CCRPC Board of Directors Meetings with Transit-Related Agenda Items

All CCRPC Board of Directors meetings took place at the CCRPC Office (110 West Canal Street, Suite 202, Winooski VT 05404) unless otherwise specified.

2020

- January 15
- February 19
- March 18 [Virtual Meeting due to COVID-19]
- April 15 [Virtual Meeting due to COVID-19]
- May 20 [Virtual Meeting due to COVID-19]
- June 17 [Virtual Meeting due to COVID-19]
- July 15 [Virtual Meeting due to COVID-19]

2019

- January 16
- March 20
- April 17
- May 15
- June 19 (Location: Mansfield Barn, 3 Irish Farm Road, Jericho VT 05465)
- July 17
- September 18
- November 20

2018

- January 17
- February 21
- March 21
- April 18
- May 16
- June 20 (Location: ECHO Leahy Center for Lake Champlain, 1 College St., Burlington VT 05401)
- July 18
- October 17
- November 28

2017

- January 18
- April 19
- May 17
- June 21 (Location: Catamount Country Club, 1400 Mountain View Rd., Williston VT 05495)
- July 19
- October 18
- November 15

CCRPC Executive Committee Meetings with Transit-Related Agenda Items

All Executive Committee meetings took place at the CCRPC Office (110 West Canal Street, Suite 202, Winooski VT 05404).

2020

- January 8
- February 5
- March 4
- April 1 [Virtual Meeting due to COVID-19]
- May 6 [Virtual Meeting due to COVID-19]
- June 3 [Virtual Meeting due to COVID-19]
- July 1 [Virtual Meeting due to COVID-19]
- August 5 [Virtual Meeting due to COVID-19]

2019

- January 2
- April 3
- May 1
- September 5
- October 2

2018

- January 3
- April 4
- May 2

2017

- January 4
- March 8
- April 5
- May 3
- September 6
- October 4
- December 6

CCRPC Unified Planning Work Program Committee Meetings with Transit-Related Items

All UPWP Committee meetings took place at the CCRPC Office (110 West Canal Street, Suite 202, Winooski VT 05404).

2020

- January 23
- February 19
- March 26 [Virtual Meeting due to COVID-19]

2019

- January 24
- February 21
- March 21

2018

- January 25
- February 22
- March 22

2017

- January 26
- February 23
- March 23

Other Transit-Related Meetings Hosted by CCRPC

2020

- January 29: South Burlington Tilley Drive Transit Meeting | Location: CCRPC Office (110 West Canal Street, Suite 202, Winooski VT 05404)
- February 3: Rural Transit Roundtable | Location: CCRPC Office (110 West Canal Street, Suite 202, Winooski VT 05404)
- February 3: Chittenden County Elders & Disabled Advisory Committee Partner Meeting for SSTA Open House | Location: SSTA, 2091 Main Street, Colchester, VT 05446
- February 6: Transportation Climate Initiative Public Meeting (Chittenden County Region) | Location: Burlington City Hall, Contois Auditorium, 149 Church Street, Burlington VT 05401
- March 11: Chittenden County Elders & Disabled Advisory Committee | Location: CCRPC Office (110 West Canal Street, Suite 202, Winooski VT 05404)

2019

- May 6: Rural Transit Roundtable | Location: CCRPC Office (110 West Canal Street, Suite 202, Winooski VT 05404)
- June 5: South Burlington Tilley Drive Transit Meeting | Location: CCRPC Office (110 West Canal Street, Suite 202, Winooski VT 05404)
- July 24: Chittenden County Elders & Disabled Advisory Committee | Location: CCRPC Office (110 West Canal Street, Suite 202, Winooski VT 05404)
- September 4: Rural Transit Roundtable | Location: CCRPC Office (110 West Canal Street, Suite 202, Winooski VT 05404)
- September 18: Chittenden County Elders & Disabled Advisory Committee | Location: CCRPC Office (110 West Canal Street, Suite 202, Winooski VT 05404)
- September 24: Transportation Climate Initiative Public Meeting (Northwest and Chittenden County Region) | Location: Milton Municipal Building, 43 Bombardier Road, Milton VT 05468
- November 14: Charlotte Energy Committee Transit Meeting | Location: Charlotte Town Office, 159 Ferry Road, Charlotte VT 05445

- December 4: South Burlington Tilley Drive Transit Meeting | Location: CCRPC Office (110 West Canal Street, Suite 202, Winooski VT 05404)
- December 11: Chittenden County Elders & Disabled Advisory Committee | Location: CCRPC Office (110 West Canal Street, Suite 202, Winooski VT 05404)

2018

- June 6: South Burlington Tilley Drive Transit Meeting | Location: CCRPC Office (110 West Canal Street, Suite 202, Winooski VT 05404)
- December 5: South Burlington Tilley Drive Transit Meeting | Location: CCRPC Office (110 West Canal Street, Suite 202, Winooski VT 05404)

2017

- June 7: South Burlington Tilley Drive Transit Meeting | Location: CCRPC Office (110 West Canal Street, Suite 202, Winooski VT 05404)
- December 6: South Burlington Tilley Drive Transit Meeting | Location: CCRPC Office (110 West Canal Street, Suite 202, Winooski VT 05404)

Language Assistance Plan

Introduction

On Aug. 11, 2000, President Clinton signed Executive Order 13166: Improving Access to Service for Persons with Limited English Proficiency, to clarify Title VI of the Civil Rights Act of 1964. The executive order was issued to ensure accessibility to programs and services to otherwise eligible individuals not proficient in the English language.

The executive order stated that individuals with a limited ability to read, write, speak and understand English are entitled to language assistance under Title VI of the Civil Rights Act of 1964 with respect to a particular type of service, benefit, or encounter. These individuals are referred to as being limited in their ability to speak, read, write, or understand English, hence the designation, “LEP,” or Limited English Proficient.

The USDOT published “Policy Guidance Concerning Recipients’ Responsibilities to Limited English Proficiency” in the Dec. 14, 2005, Federal Register. The guidance explicitly identifies transit operations such as GMT as organizations required to follow Executive Order 13166.

The guidance applies to all DOT funding recipients, which include state departments of transportation, state motor vehicle administrations, airport operators, metropolitan planning organizations, and regional, state, and local transit operators, among many others. Coverage extends to a recipient’s entire program or activity; i.e., to all parts of a recipient’s operations.

A. Four Factor Analysis

The DOT guidance outlines four factors recipients should apply to the various kinds of contacts they have with the public to assess language needs and decide what reasonable steps they should take to ensure meaningful access for LEP persons:

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

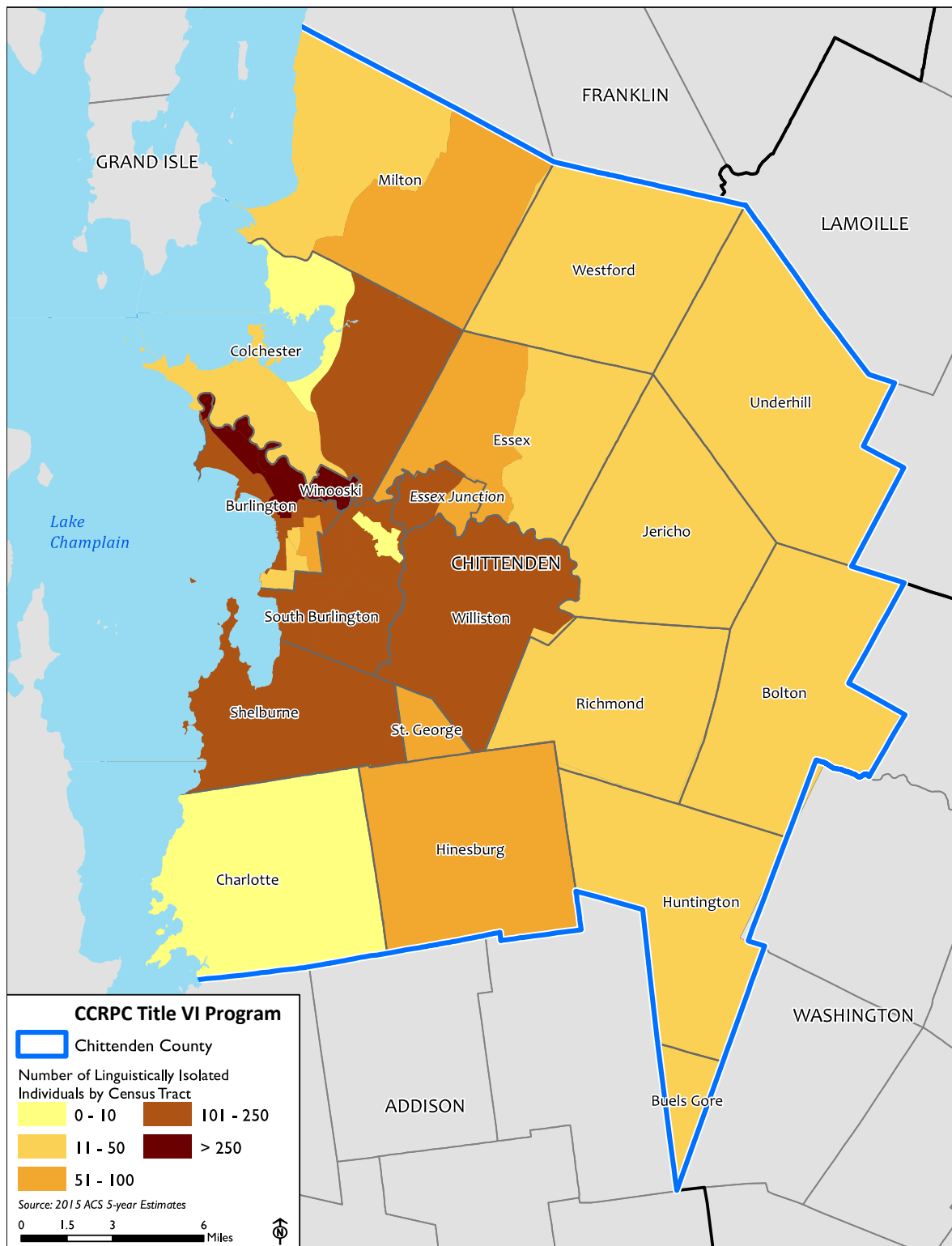
Factor 1 – Prevalence of LEP Persons

According to the 2011-2015 ACS, 4,608 residents of Chittenden County ages 5 or older spoke English less than “very well.” This total number represents 3.0% of the population ages 5 or older as of the 2015 Census population estimate.

The CCTA (now GMT) maps presented below illustrate where LEP individuals reside within Chittenden County. The first map shows the number of individuals by tract who speak English less than “very well.” In 13 of the 35 Census tracts, there are fewer than 50 people who are “linguistically isolated” (i.e. speaking English less than “very well”). In another 5 tracts, there are between 50 and 100 linguistically isolated individuals. The LEP guidance from DOT indicates lower requirements for recipients that serve LEP populations of 50 or fewer individuals. The

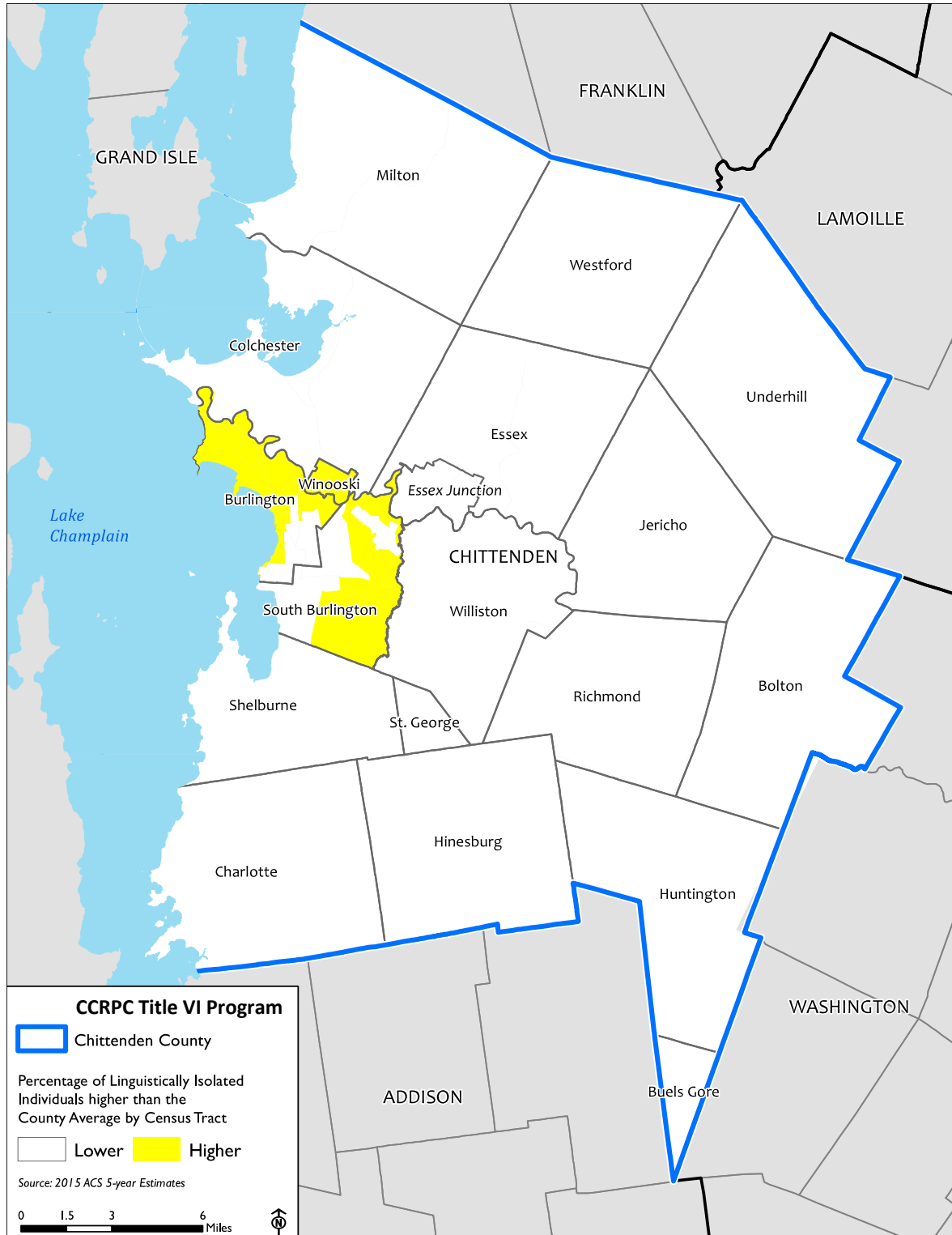
tracts in the core communities served by GMT with local bus service all have more than 100 LEP individuals; tracts 1, 3 and 4, located on the north side of the City of Burlington, have the highest number of LEP individuals, with 359, 648 and 402, respectively.

FIGURE 1



The next map shows the concentration of linguistically isolated (LI) individuals; that is, tracts where the percentage of these individuals is higher than the county-wide average. In tracts 3 and 4, on the north side of Burlington, the percentage of LI individuals exceeds 12%. From both of these maps, it is clear that LEP efforts need to focus on the City of Burlington, particularly the New North End, Old North End, and Winooski, with parts of South Burlington also important.

FIGURE 2



The next step in the analysis was to consider specific language groups and where there are concentrations of individuals who do not speak English well. As mentioned previously, there are eight languages that have significant numbers (more than 250) of LI individuals: French, Chinese, Serbo-Croatian, Spanish, Vietnamese, Arabic, Other Indic languages, and Other African languages.

The table on the next page shows the sources of refugees each year that were settled in Vermont by the U.S. Committee for Refugees and Immigrants – Vermont (USCRI Vermont, formerly the Vermont Refugee Resettlement Program). It is noteworthy that the influx of refugees to Vermont has slowed dramatically in the past three years to less than a third of what it was in 2015.

The maps on the pages following the table display the number of persons who speak English “less than very well” among these eight languages. Among these languages, French and Chinese speakers are the most widely distributed among the Census tracts in Chittenden County, while the other languages tend to be concentrated in just a few tracts. The City of Burlington has a long history of a local French-speaking population, with many French-language schools and churches thriving during the 20th Century. These are much less common now than they were decades ago, and there are fewer than 100 French speakers who speak English less than very well in Burlington. A cluster can be seen at the eastern side of the New North End. Significant numbers are in South Burlington, Williston and Essex Junction, with smaller numbers of French speakers in the outer ring towns in Chittenden County.

Most of the Chinese speakers are in Shelburne followed by South Burlington, Hinesburg and Milton. Serbo-Croatian speakers are located primarily in Burlington (New North End) and Essex Junction, with smaller numbers in Colchester and South Burlington. Spanish speakers are concentrated in South Burlington, but there are moderate numbers in Huntington and even sparsely populated Buel’s Gore. Many of the LEP individuals in those three communities (South Burlington, Huntington and Buel’s Gore) are farm workers. Vietnamese speakers who speak English less than very well are similarly concentrated in the New North End of Burlington, with some in Essex and Milton.

The final three maps show the locations of some of the newest arriving refugees. Speakers of Other Indic languages are primarily from Bhutan, and they are concentrated in Winooski and the eastern part of the New North End of Burlington. Arabic speakers (mainly from Iraq) live primarily in Winooski and Williston. Finally, speakers of other African languages, many of whom come from Somalia or the Democratic Republic of Congo, are concentrated in the eastern part of the New North End of Burlington and the area surrounding the airport in South Burlington.

It can be seen in the data table that follows the maps that no language group surpasses 1,000 individuals in any Census tract in Chittenden County. Three tracts have percentages exceeding 5%: Tract 3 for Other Asian languages, Tract 4 for Other Indic languages and Tract 24 for Arabic.

FIGURE 3

Refugees Resettled by US Committee for Refugees and Immigrants – Vermont (formerly Vermont Refugee Resettlement Program)

Nationality	FY-95	FY-96	FY-97	FY-98	FY-99	FY-00	FY-01	FY-02	FY-03	FY-04	FY-05	FY-06	FY-07	FY-08	FY-09	FY-10	FY-11	FY-12	FY-13	FY-14	FY-15	FY-16	FY-17	FY-18	FY-19	TOTAL
Burundi			1							12	11		43	29	9						6	6			8	125
Cameroon										1																1
Central African Rep.										6	1															7
Congo - Brazzaville						35	3	17	13	45	16	5	10													144
Dem. Rep. of Congo													9	3	2	16	11		1	15	32	73	48	75	89	374
Eritrea																			1	1						2
Ethiopia													3										2			5
Kenya								6																		6
Liberia												5	1													6
Nigeria					2			1	1																	4
Rwanda											8	1							1			1				11
Somalia									19	143	129	95	58	16	86	27			25	47	55	80	59		1	840
Sudan				5			39	1	8	26	18	24	6	10	2		1		3	10			1			154
Togo							9		2	1	13				1											26
Uganda												4														4
AF Total	0	0	1	5	2	35	51	25	43	235	196	136	130	58	100	43	12	0	31	73	93	160	110	75	98	1,712
China								1	1		4															6
AS Total	0	0	0	0	0	0	0	1	1	0	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	6
Bosnia	124	161	238	318	272	198	162	83	26	9	4															1,595
Kosovo					58																					58
Moldova								1	2	1			1													5
EE Total	124	161	238	318	330	198	162	84	28	10	4	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1,658
Azerbaijan								18	15		1															34
FSU	5	12	8																							25
Georgia											6															6
Kazakhstan											1															1
Russia											26	42	26	5												99
Uzbekistan											2	53														55
FSU Total	5	12	8	0	0	0	0	0	18	15	28	103	26	5	0	0	0	0	0	0	0	0	0	0	0	220
Afghanistan				8			11	10							1					1					1	32
Iran				8																		3				11
Iraq	28													60	28	17	4	10	19	56	20	1	19			262
Syria																							14			14
Turkey													6													6
NE/SA Total	28	0	0	16	0	0	11	10	0	0	0	0	0	66	29	17	4	10	19	57	20	4	33	0	1	325
Bhutan														129	158	189	311	298	256	173	192	218	88	54	1	2,067
Sri Lanka												1			7											8
Burma														71	40	55	34	42	17	24	7	4	5	3	15	317
Vietnam	79	80	32	39	55	42	17	5			5															354
SEA Total	79	80	32	39	55	42	17	5	0	0	5	1	0	200	205	244	345	340	273	197	199	222	93	57	16	2,746
Grand Total	236	253	279	378	387	275	241	125	90	260	238	240	157	329	334	304	361	350	323	327	312	386	236	132	115	6,668

FIGURE 4

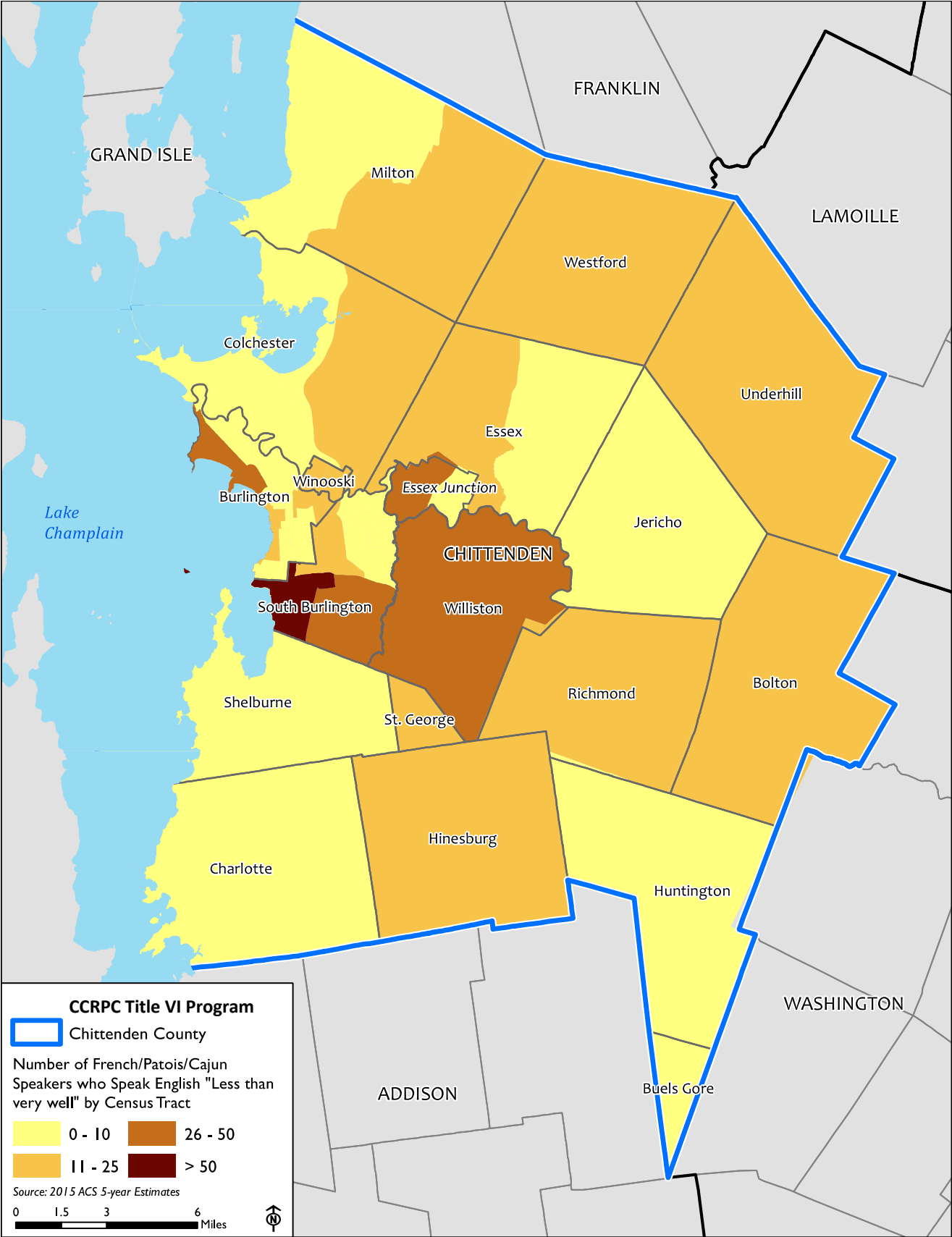


FIGURE 5

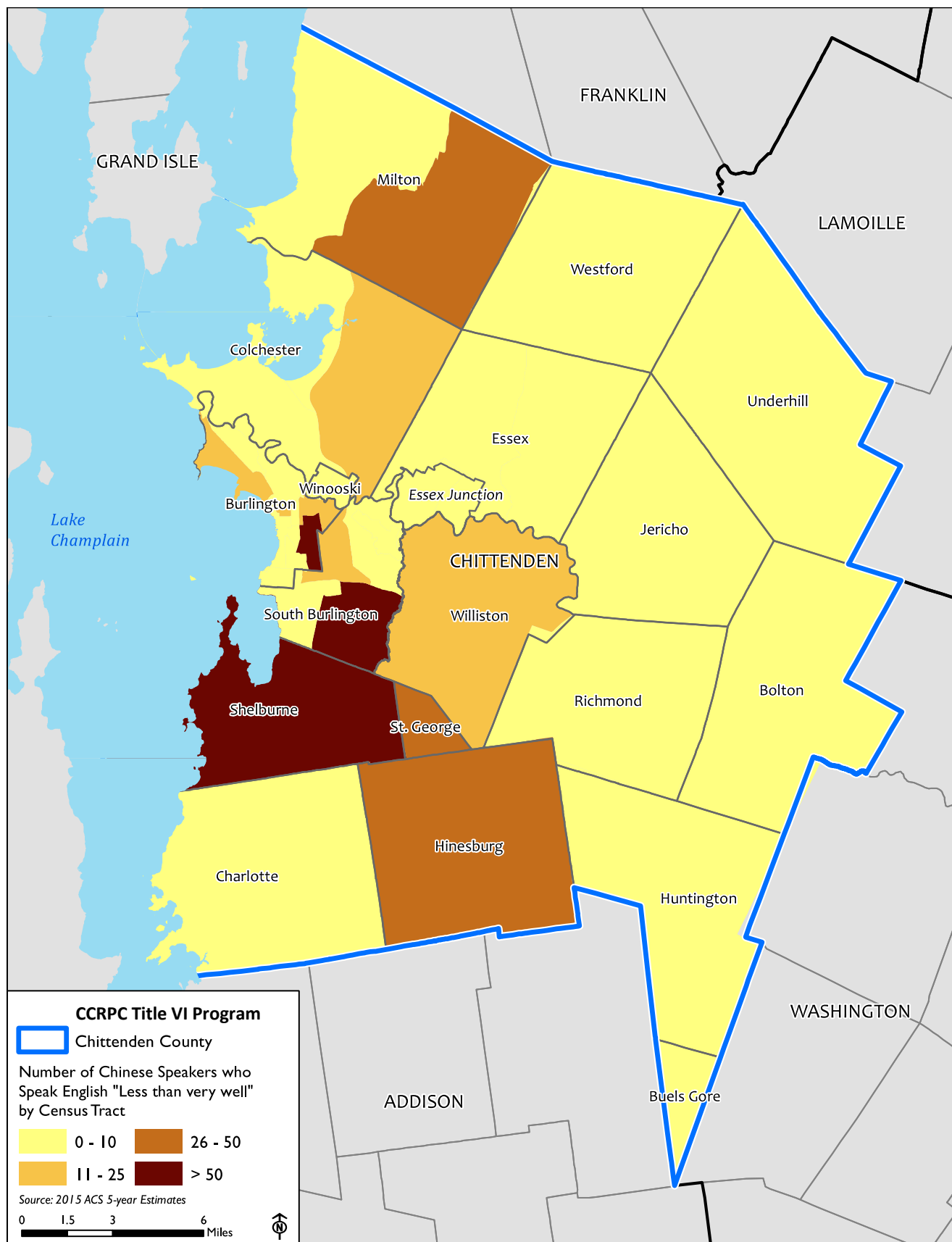


FIGURE 6

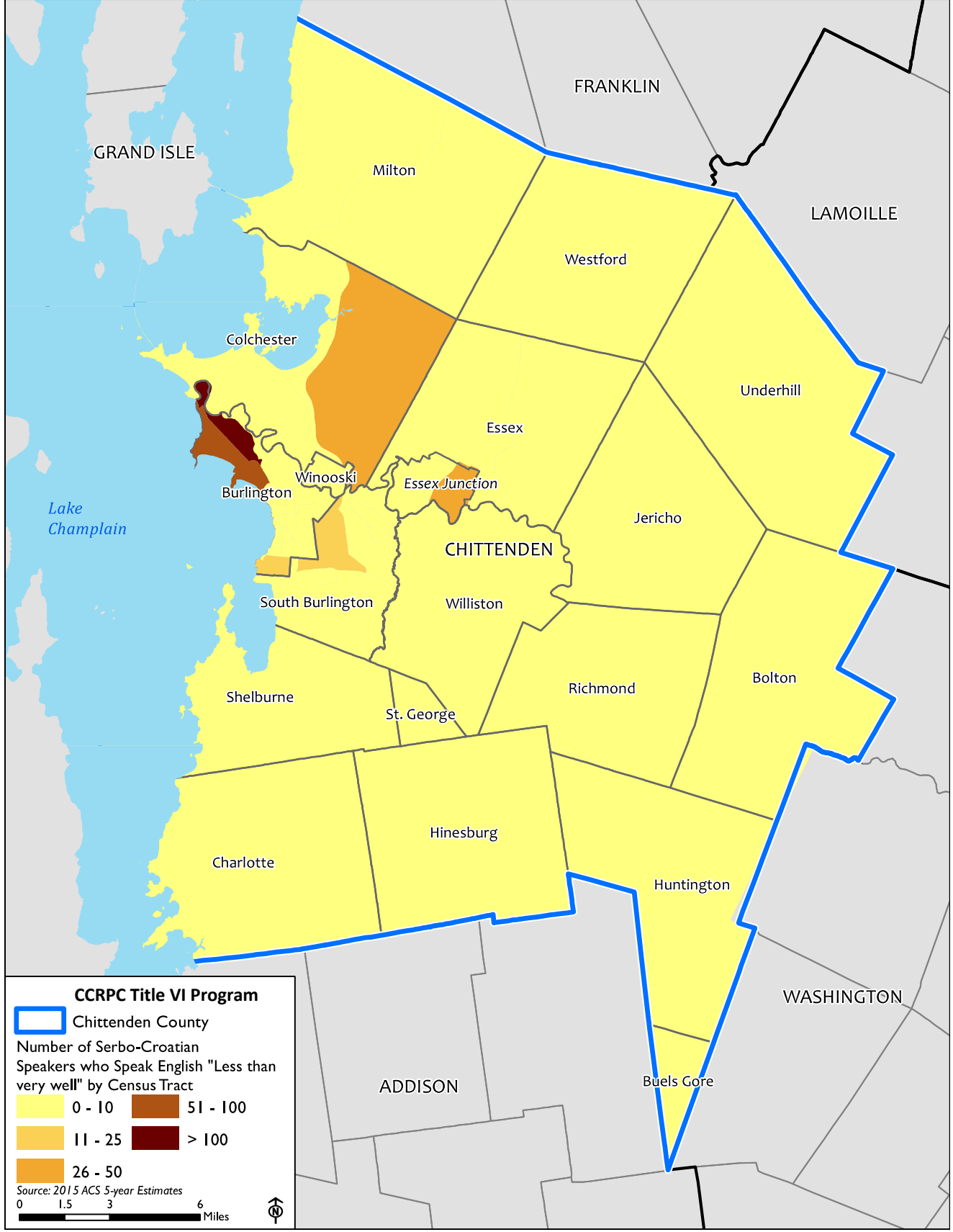


FIGURE 7

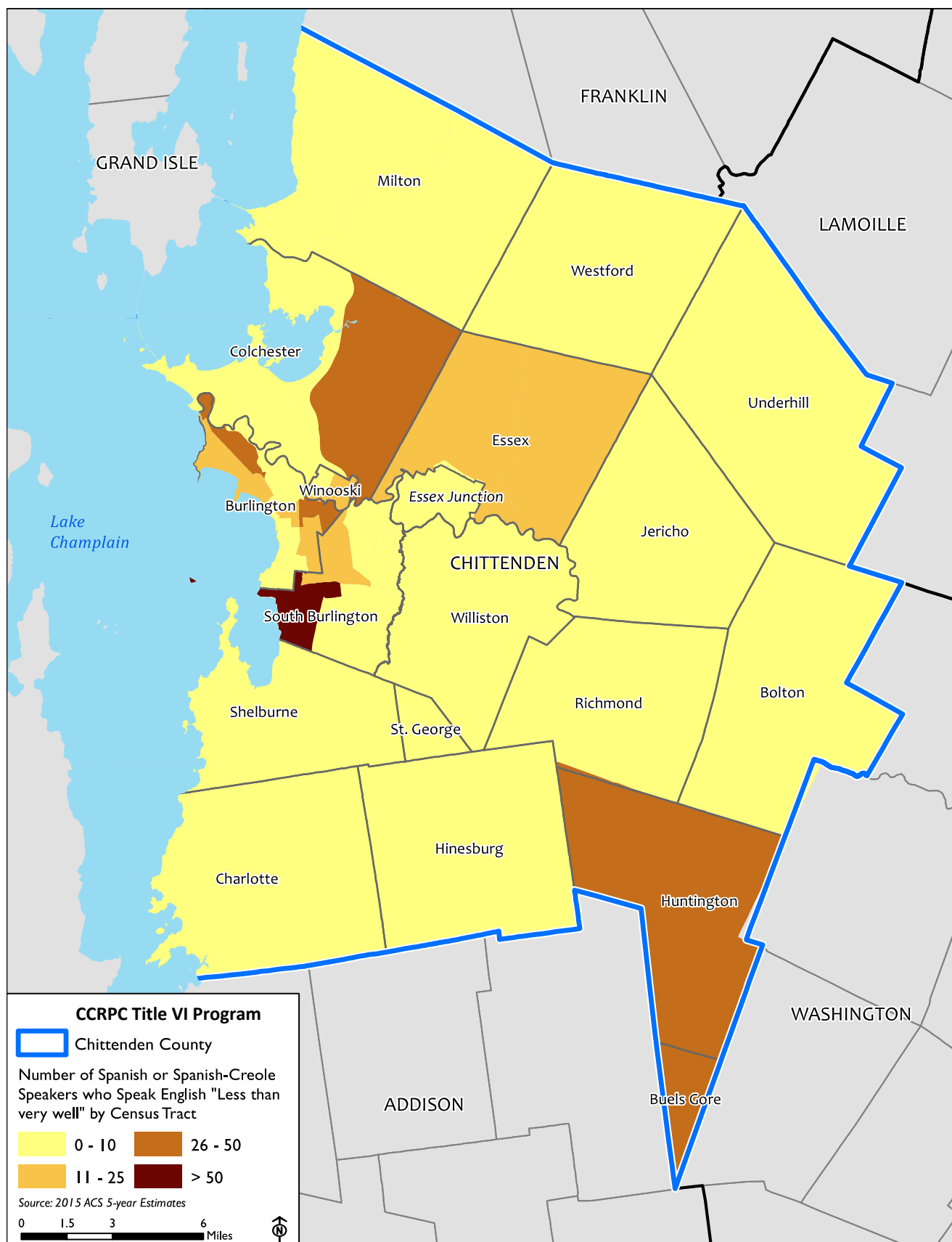


FIGURE 8

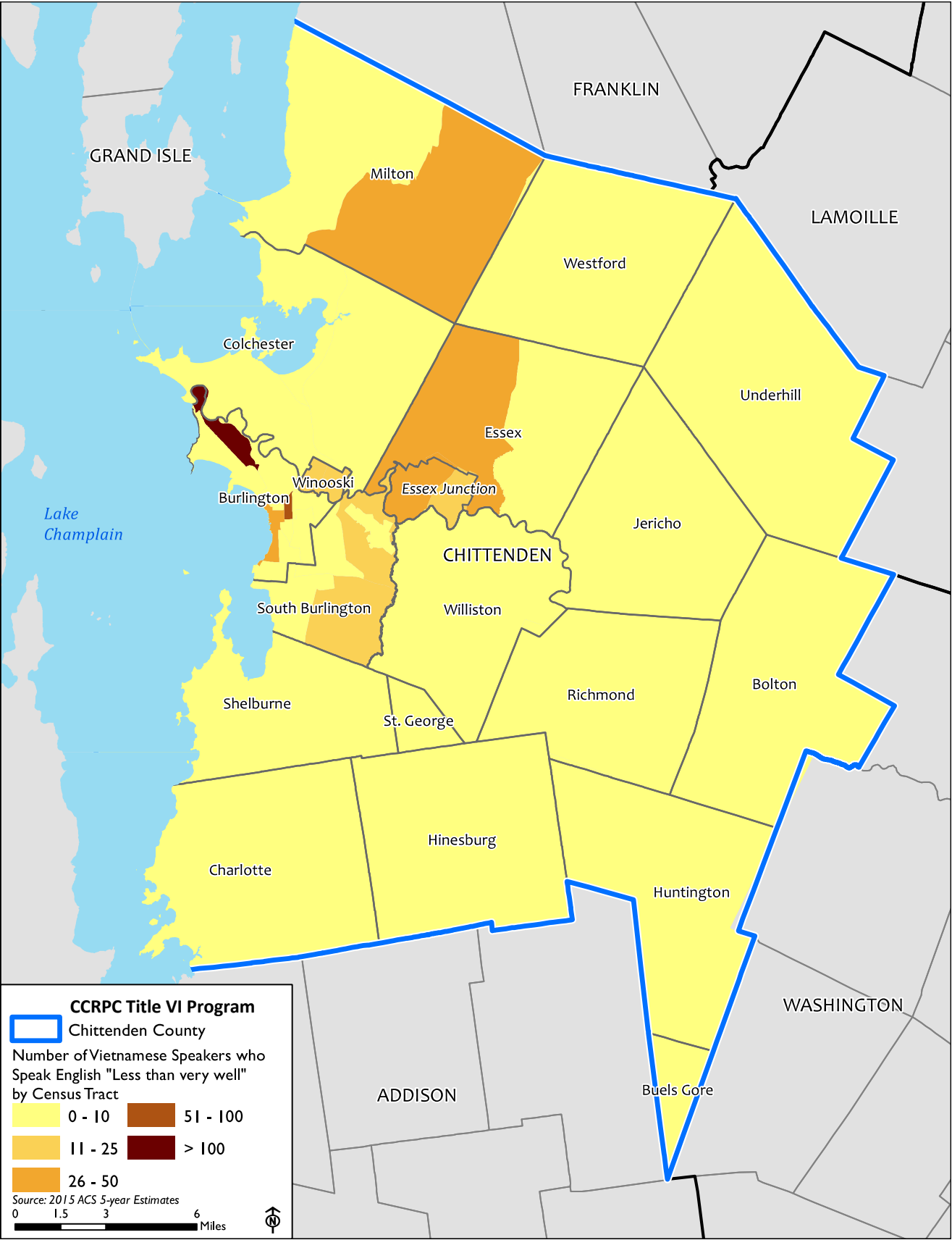


FIGURE 9

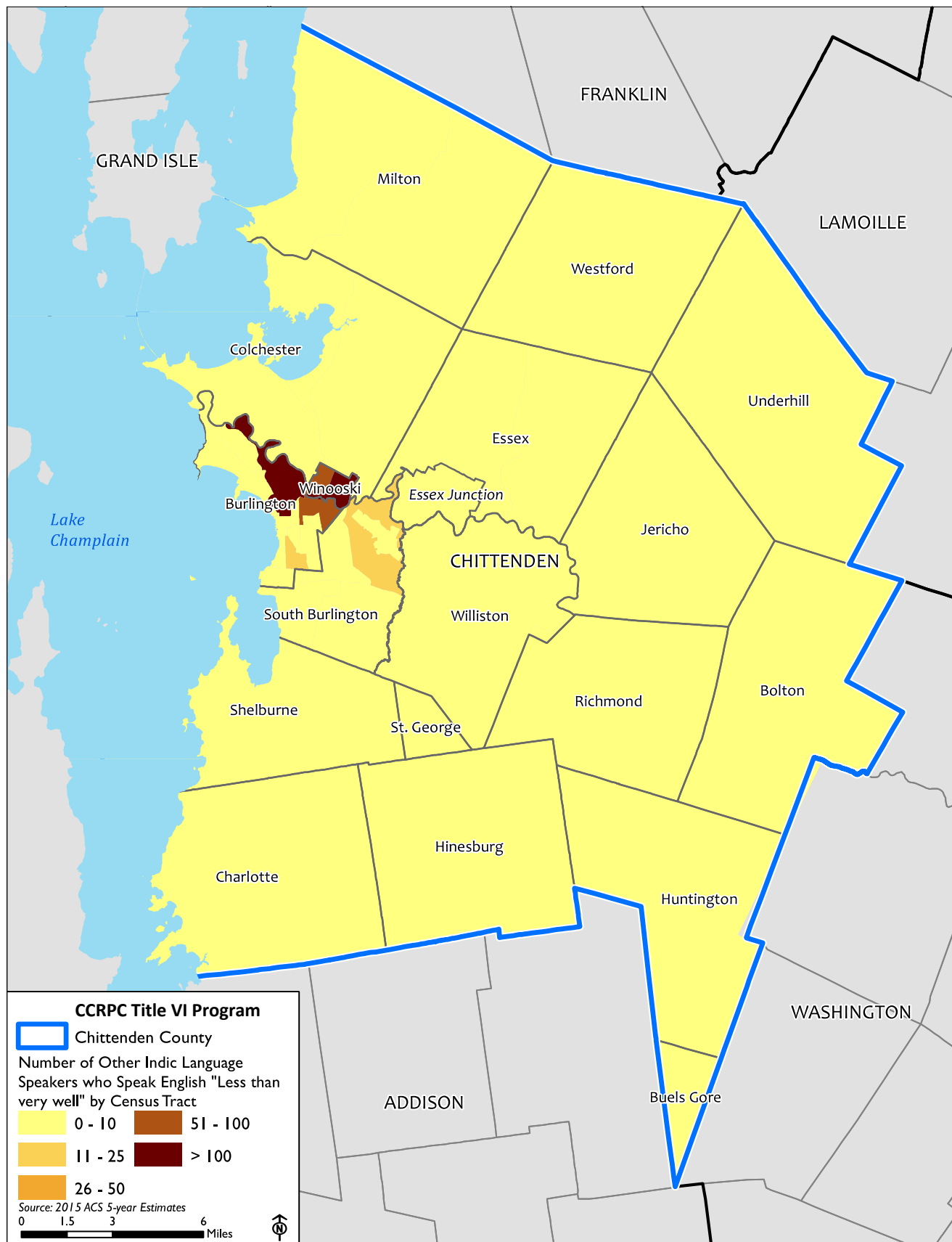


FIGURE 10

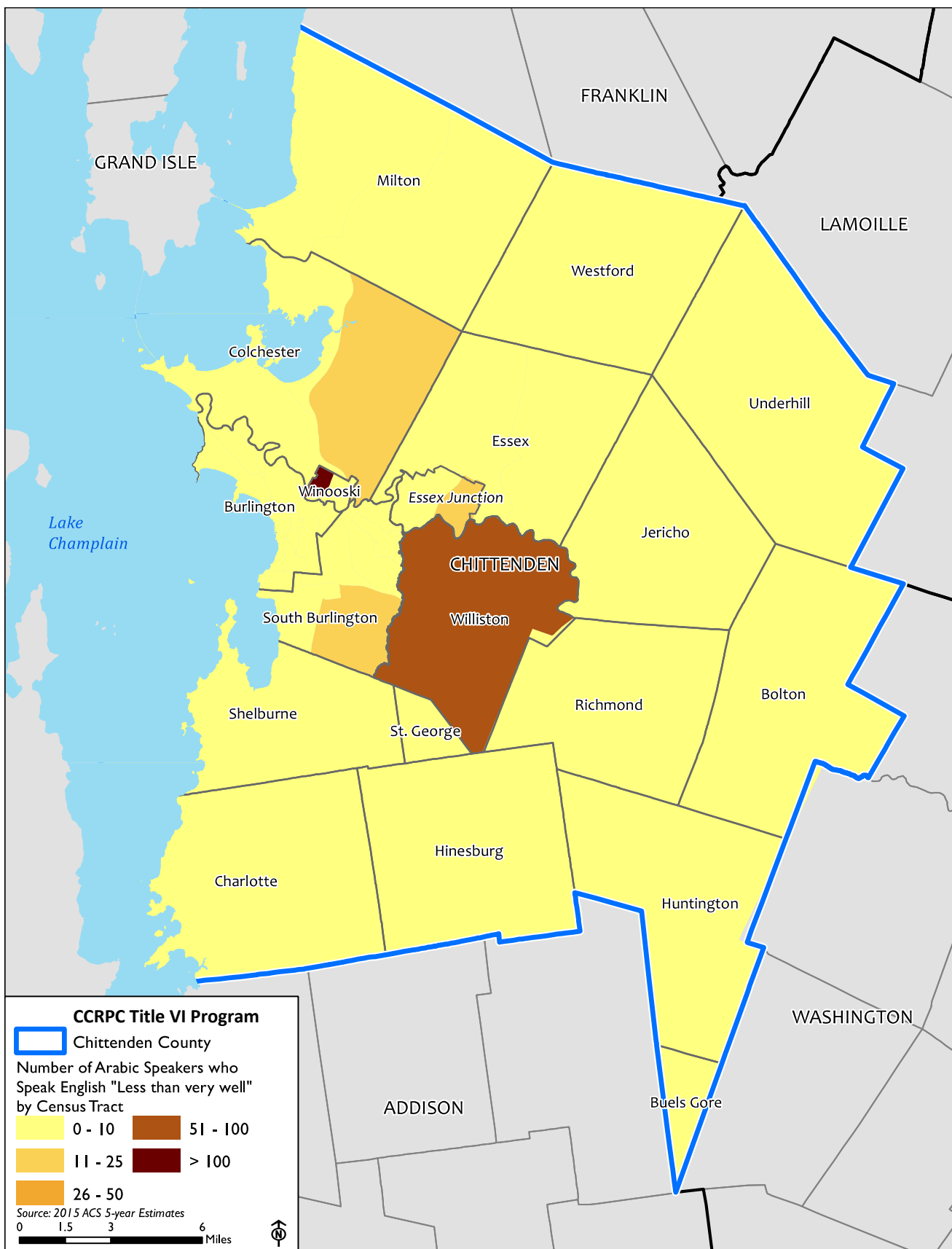


FIGURE 11

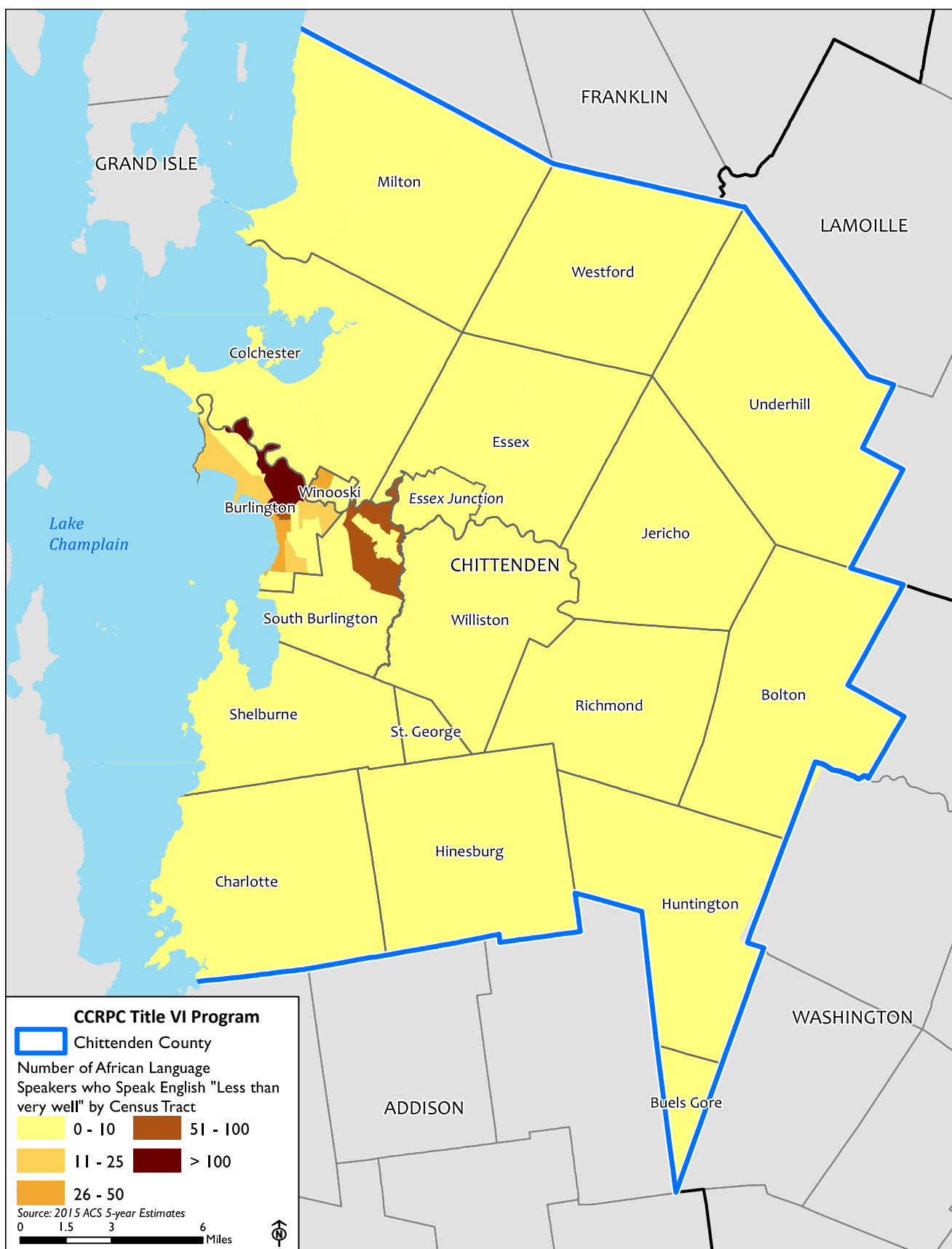


FIGURE 12

Number of Individuals Who Speak English Less than Very Well by Language and Tract

Tract	Total Population	Spanish	French	Italian	Portu- guese	German	Greek	Russian	Polish	Serbo- Croatian	Other Slavic languages	Persian	Hindi	Other Indic languages	Other Indo- European languages	Chinese	Korean	Thai	Laotian	Vietnam- ese	Other Asian languages	Tagalog	Arabic	African languages
Tract 1	4,032	33	0	0	0	0	0	0	0	160	0	0	0	0	0	0	0	0	0	166	0	0	0	0
Tract 2	5,360	14	38	0	14	0	0	17	0	69	0	0	0	0	38	11	0	0	0	0	0	15	0	21
Tract 3	3,429	0	0	0	0	0	0	0	0	0	0	0	0	372	0	0	0	0	0	0	175	0	0	101
Tract 4	3,264	24	4	0	0	0	24	0	0	0	0	0	0	217	0	16	0	0	22	8	21	0	6	60
Tract 5	4,437	25	5	0	0	0	0	0	0	0	0	0	0	0	0	9	0	0	0	63	0	0	0	0
Tract 6	4,947	31	15	18	0	0	0	0	7	0	0	0	0	56	0	20	17	29	0	0	0	0	0	24
Tract 8	2,582	0	0	0	0	0	0	0	0	0	0	0	0	13	0	0	0	0	0	0	0	0	0	14
Tract 9	2,569	2	8	0	0	0	0	16	0	0	0	0	0	0	0	0	3	0	0	0	0	0	0	0
Tract 10	2,280	0	14	12	0	0	0	30	0	0	0	0	0	0	0	4	0	0	0	33	0	0	0	28
Tract 11	2,049	1	0	0	0	0	0	0	0	13	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Tract 21.01	2,570	7	8	0	0	8	0	0	18	0	0	0	0	0	0	0	8	0	0	0	0	0	0	0
Tract 21.02	7,309	0	16	0	0	0	0	0	0	0	0	0	0	0	0	30	0	0	0	27	0	0	0	0
Tract 22	7,949	27	13	0	0	0	0	0	0	49	0	0	0	0	1	24	0	1	0	0	0	0	14	0
Tract 23.01	2,186	0	0	0	0	0	0	1	0	0	4	0	0	0	0	0	0	0	0	0	0	0	0	0
Tract 23.02	6,324	0	0	0	0	0	0	33	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Tract 24	2,829	0	19	0	0	0	0	0	0	9	0	0	0	74	0	0	0	0	0	22	0	0	164	43
Tract 25	3,835	16	21	0	0	0	0	0	0	0	0	0	0	183	0	0	0	0	11	20	0	0	4	0
Tract 26.01	5,066	0	30	0	0	0	0	0	0	0	0	0	27	0	0	0	0	0	0	48	0	0	6	0
Tract 26.02	4,089	0	0	0	0	0	0	0	0	28	0	0	0	0	0	0	0	0	0	22	0	0	11	8
Tract 27.01	5,439	11	13	0	0	0	0	0	0	10	0	0	0	0	0	0	0	0	0	47	0	0	0	0
Tract 27.02	4,753	17	0	0	0	0	0	11	0	0	11	0	0	0	0	0	0	0	0	0	0	0	0	0
Tract 28	4,742	5	8	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Tract 29	6,048	9	16	0	0	0	0	0	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Tract 30	3,939	7	12	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Tract 31	8,493	4	43	0	0	20	0	18	0	0	0	0	0	0	0	18	0	35	0	0	0	27	66	0
Tract 33.01	3,584	0	33	0	0	0	0	21	0	0	0	21	0	0	0	78	0	0	0	18	0	0	11	0
Tract 33.04	5,759	55	70	0	0	0	0	16	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Tract 34	7,241	0	4	17	42	0	0	0	0	0	0	15	0	0	0	86	0	0	0	0	0	0	0	0
Tract 35.01	3,646	0	10	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Tract 35.02	4,874	4	17	0	0	0	0	0	0	0	0	0	0	0	0	26	0	0	0	0	46	0	0	0
Tract 35.03	1,810	45	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Tract 36	3,970	13	12	0	0	0	0	0	0	11	0	0	0	0	50	20	0	0	0	0	0	0	0	0
Tract 39	6,242	11	0	0	0	4	0	3	0	0	0	0	0	0	0	65	0	0	0	4	0	0	0	0
Tract 40.02	4,251	0	0	0	0	13	0	0	12	0	0	0	0	21	0	0	0	19	0	20	0	0	0	52
Tract 9800	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	151,897	361	429	50	56	45	24	166	37	352	15	36	27	936	89	407	28	84	33	498	242	42	282	351

Note: Languages with fewer than 10 individuals with LEP not shown

Source: 2011-2015 American Community Survey

Percentage of Population that Speaks English Less than Very Well by Language and Tract

FIGURE 13

Tract	Spanish	French	Italian	Portu- guese	German	Greek	Russian	Polish	Serbo- Croatian	Other Slavic languages	Persian	Hindi	Other Indic languages	Other Indo- European languages	Chinese	Korean	Thai	Laotian	Vietnam- ese	Other Asian languages	Tagalog	Arabic	African languages
Tract 1	0.8%								4.0%										4.1%				
Tract 2	0.3%	0.8%		0.3%			0.3%		1.3%					0.8%	0.3%						0.3%		0.4%
Tract 3													1.8%								5.1%		2.9%
Tract 4	0.7%	0.1%				0.7%							6.6%		0.5%			0.7%	0.2%	0.6%		0.2%	1.8%
Tract 5	0.6%	0.1%													0.2%				1.4%				
Tract 6	0.6%	0.3%	0.4%						0.1%				1.1%		0.4%	0.3%	0.6%						0.5%
Tract 8													0.5%										0.5%
Tract 9	0.8%	0.3%					0.6%									0.1%							
Tract 10		0.6%	0.5%				1.3%								0.2%				1.4%				1.2%
Tract 11	0.5%								0.6%														
Tract 21.01	0.3%	0.3%			0.3%			0.7%								0.3%							
Tract 21.02		0.2%													0.4%				0.4%				
Tract 22	0.3%	0.2%							0.6%					0.1%	0.3%		0.1%					0.2%	
Tract 23.01							0.5%			0.2%													
Tract 23.02							0.5%																
Tract 24		0.7%							0.3%				2.6%						0.8%			5.8%	1.5%
Tract 25	0.4%	0.5%											4.8%					0.3%	0.5%			0.1%	
Tract 26.01		0.6%										0.5%							0.9%			0.1%	
Tract 26.02									0.7%										0.5%			0.3%	0.2%
Tract 27.01	0.2%	0.2%							0.2%										0.9%				
Tract 27.02	0.4%						0.2%			0.2%													
Tract 28	0.2%	0.2%																					
Tract 29	0.1%	0.3%							0.5%														
Tract 30	0.2%	0.3%																					
Tract 31	0.5%	0.6%			0.2%		0.2%								0.2%		0.4%				0.3%	0.8%	
Tract 33.01		0.9%					0.6%				0.6%				2.2%				0.5%			0.4%	
Tract 33.04	1.0%	1.2%					0.3%																
Tract 34		0.6%	0.2%	0.6%							0.3%				1.2%								
Tract 35.01		0.3%																					
Tract 35.02	0.8%	0.3%													0.5%					0.9%			
Tract 35.03	2.5%		0.2%																				
Tract 36	0.3%	0.3%							0.3%					1.3%	0.5%								
Tract 39	0.2%				0.6%		0.5%								1.4%				0.6%				
Tract 40.02					0.4%			0.3%					0.5%				0.4%		0.5%				1.2%

Note: Languages with fewer than 10 individuals with LEP not shown
Source: 2011-2015 American Community Survey

Factor 2 – Frequency of Contact with LEP Persons

As CCRPC does not operate any public transit service directly, its contact with LEP persons would occur primarily during planning studies and public outreach efforts. Over the past three years, there has been little, if any, contact with LEP persons in any of the public meetings related to public transportation that have been hosted by CCRPC (see page 48: Minority Mobility Needs in the Planning Process for more details). Any public meetings or hearings related to short-term transit service changes would be hosted by Green Mountain Transit, rather than CCRPC. CCRPC will make accommodations for LEP persons who wish to participate in long-range planning and policy discussions that are in the purview of CCRPC.

Factor 3 – Importance of CCRPC Activities and Services to LEP Persons

Few of CCRPC's activities related to public transportation have an immediate impact on LEP persons. However, the longer-term planning studies that CCRPC conducts, such as the Metropolitan Transportation Plan, and its coordination with GMT on transit planning can have lasting impacts on mobility and accessibility for all Chittenden County residents, including those with LEP. For the public outreach components of those planning studies to be meaningful and inclusive, accommodations for LEP persons are essential.

Factor 4 – Resources Available and Cost

Because of the very low incidence of LEP persons in Vermont overall, the cost to accommodate them has not been burdensome. VTrans provides in-person and telephone translation services to VTrans subrecipients as listed below. CCRPC has explicit access to the Telelanguage contract. It is not foreseen that the resources available or the cost of translation services will hinder the accommodation of the needs of Chittenden County's LEP population.

Telelanguage

514 SW 6th Ave

Portland, OR 97204

Phone: 1-888-983-5352

Email: info@telelanguage.com

Web: telelanguage.com

Translation of all of CCRPC's written materials into a variety of languages cannot be justified at this time, as not only are the numbers of the potential benefactors small, but the languages which would require translating into are often changing along with the origin of the refugees settling in Chittenden County. Nonetheless, CCRPC will provide oral and written translation services upon request.

When oral translation has been needed by various refugee populations, this has typically been provided by USCRI – Vermont and AALV.

B. Monitoring

CCRPC has described in previous sections that it is aware of the demographics of Chittenden County, and believes that through the services available to LEP individuals, access to public participation and engagement opportunities is generally available without requiring English proficiency. CCRPC acknowledges that there is always room for improvement and will continue to use its Public Participation Plan as a guiding document to strive for meaningful engagement with LEP individuals. CCRPC has and will continue to fulfill all requests for accommodations accordingly. The data indicates that at this point in time, CCRPC does not need to take any further actions to assist LEP individuals.

CCRPC acknowledges that the implementation of a comprehensive system to serve LEP individuals is a process, and that a system will evolve over time as it is implemented and periodically reevaluated. Recipients are encouraged to document their efforts to provide LEP persons with meaningful access to federally assisted programs and activities.¹

In light of this, CCRPC will continue to monitor the population characteristics of Chittenden County on a triennial basis and will be prepared to implement the appropriate services should that need be assessed. This monitoring process will include the following steps:

- Monitor current LEP populations within Chittenden County using Census data and outreach to USCRI – Vermont,
- Ascertain whether existing procedures are meeting the needs of LEP persons,
- Continue to maintain awareness among management and staff of the regulations implementing Title VI of the Civil Rights Act of 1964, and
- Update the LEP assessment as necessary.

Minority Representation on Planning and Advisory Bodies

The CCRPC does not have any transit-related, non-elected planning boards, advisory councils or committees for which the membership is selected by the CCRPC. Therefore, this Title VI reporting requirement is currently not applicable.

Ensuring Subrecipient Compliance

The CCRPC has only one subrecipient: Green Mountain Transit. The Section 5303 planning funds that the CCRPC receives from the Vermont Agency of Transportation are passed through to Green Mountain Transit to support its planning program. The CCRPC reviews the Title VI program that GMT prepares both as a subrecipient and as a direct recipient and ensures that it complies with FTA requirements. The planning funds that are passed through to GMT help pay for GMT to update its Title VI program.

The most recent Title VI program for GMT was adopted by its board on May 19, 2020. The next update will be expected in May 2023.

¹ DOT Docket OST-2001-8696: Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient (LEP) Persons (Federal Register: December 14, 2005 – Volume 670, Number 239), § VIII.

Transit Facilities

The CCRPC does not operate any transit service and has no transit-related facilities.

Demographic Profile

Minorities

Using the most recent available data from the 2014-2018 American Community Survey, CCRPC produced the series of maps on the following pages. The first pair of maps shows the locations of minority persons, defined as those identifying themselves as something other than “white alone” in the American Community Survey. The first map shows the absolute number of minorities by Census block group, and the second map shows those block groups where the percentage of minority residents exceeds the county-wide average.

At the municipal level, Burlington has the greatest number of minority individuals, at 6,537, followed by Essex with 2,647. Besides those in Burlington, block groups with large numbers of minority individuals are located in South Burlington and Colchester, with moderately high numbers in Williston, Essex and Winooski.

The concentrations of minority persons, block groups with percentages higher than the county average, can be found Burlington, South Burlington, Winooski, Williston, Colchester and Essex. The county average is 11.2%, but some block groups in Burlington, Winooski and Essex Junction have percentages ranging from 26% to 42%.

Foreign-Born National Origin

The two maps representing data on the national origin of Chittenden County residents are similar in many ways to the maps of minorities, though the data are displayed at the Census tract level, rather than block groups, because block group data were not available for this characteristic. Again, Burlington has the most individuals in this class—at 4,957—though the gap to the next largest number is not as wide. Essex has about 2,250 foreign-born residents. The tract with the highest number of foreign-born individuals is the Intervale/Riverside section of Burlington. The New North End of Burlington and a swath of tracts from Colchester and Essex through to Williston and South Burlington each have more than 500 foreign-born individuals.

The map of concentrations of foreign-born residents shows that most of Burlington, Winooski and South Burlington, and the western portion of Essex have percentages higher than that of the county as a whole (9.0%). The greatest concentrations are in the Intervale/Riverside section of Burlington (28%) and the western part of Winooski (24%).

Low Income

As the only urban area in Vermont, even with the large amount of economic activity, there are significant numbers of low-income individuals in Chittenden County. In the 2014-2018 American Community Survey data, some 17,916 Chittenden County residents are estimated to be in households that have incomes below the federal poverty threshold (in dollar terms, that threshold varies by household size). This number represents about 11% of the population.

The highest number of low-income residents—again, by a large margin—live in Burlington (8,505, or 25% of residents). The next highest number is in Winooski at 2,167, or 26% of residents, followed by Colchester at 1,820. Individual tracts with the highest numbers of people in poverty are located in the Old North End and northeastern section of Burlington, the western

portion of Winooski and the eastern portion of Colchester. It should be noted that eastern Colchester includes the student population of Saint Michael's College.

FIGURE 14

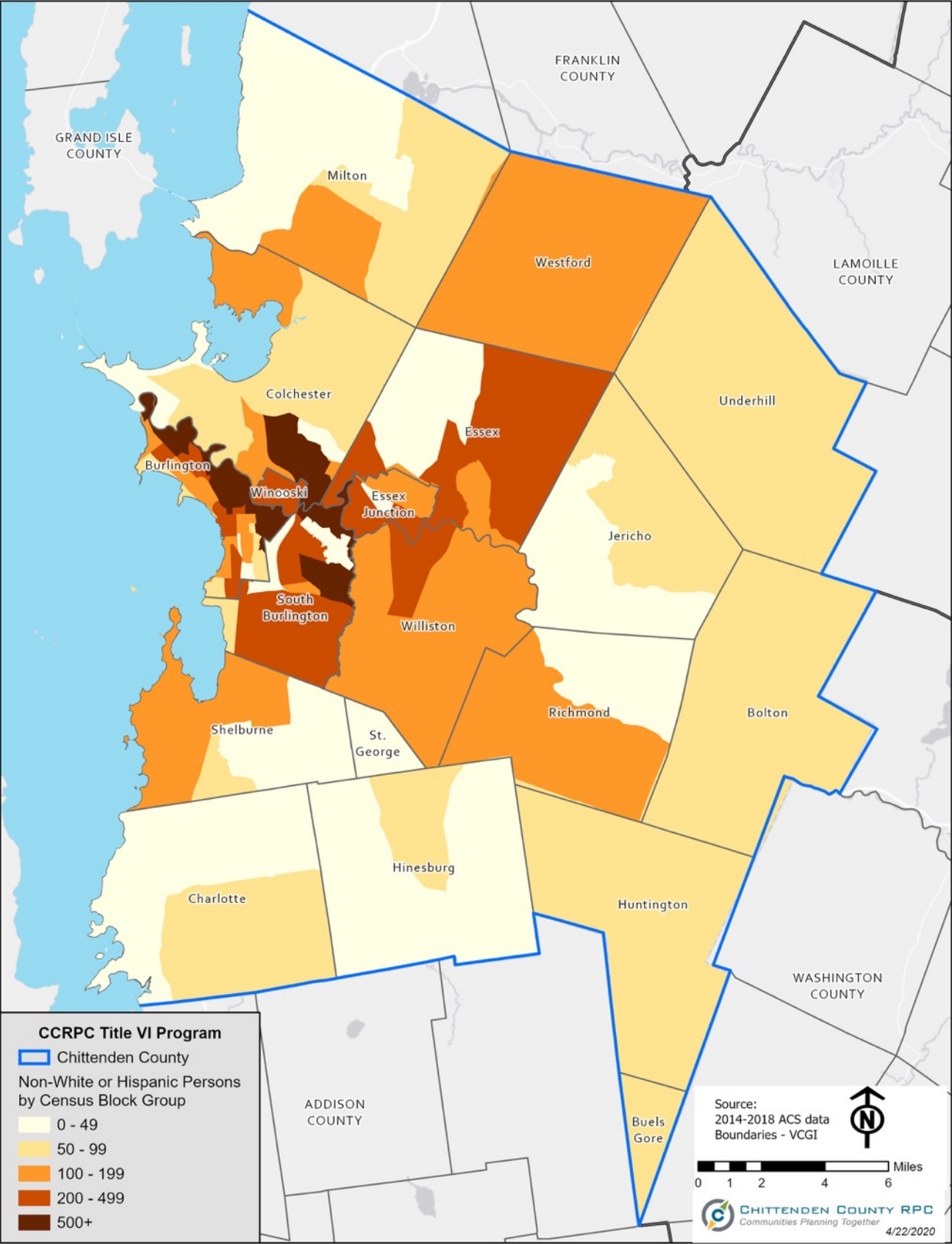


FIGURE 15

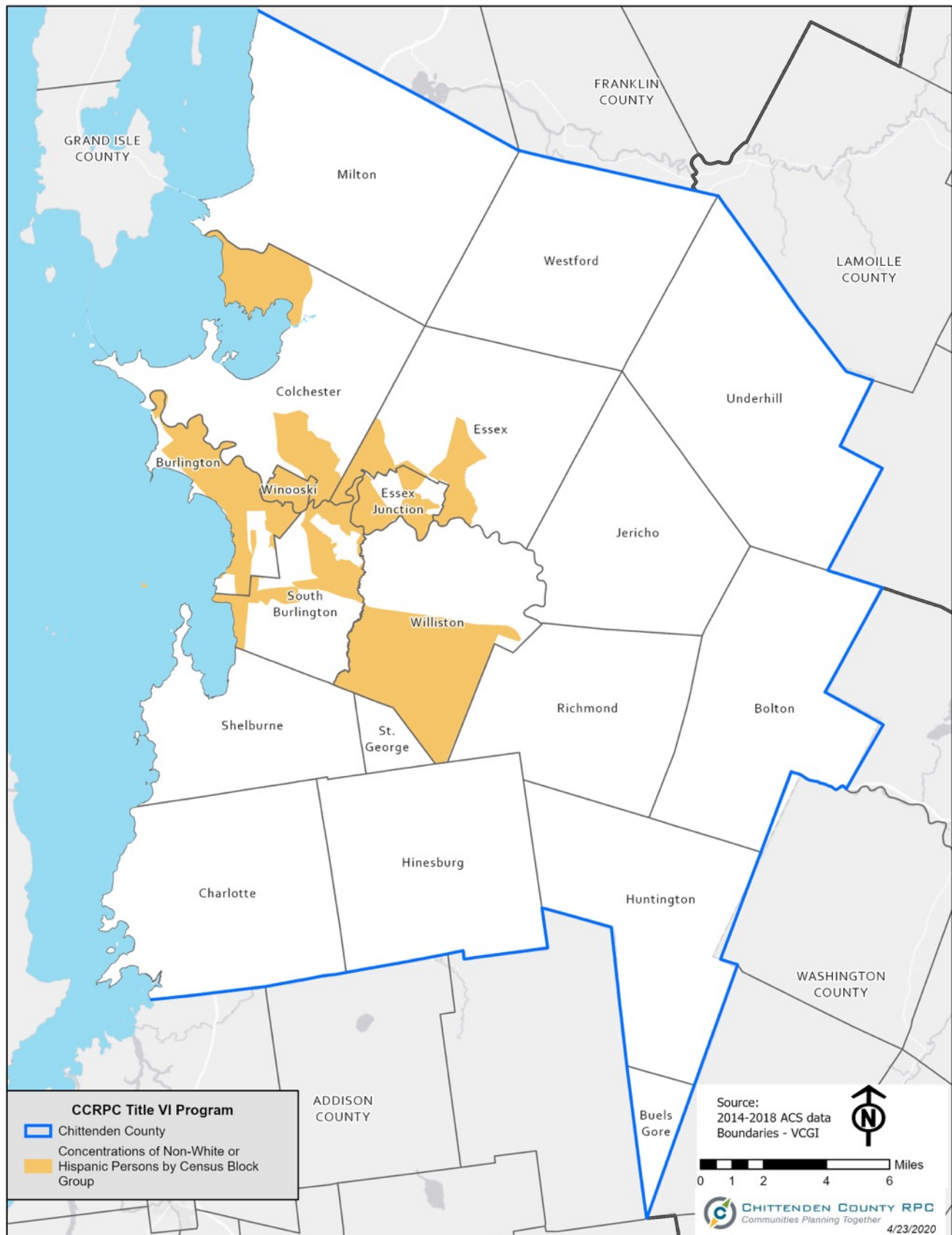


FIGURE 16

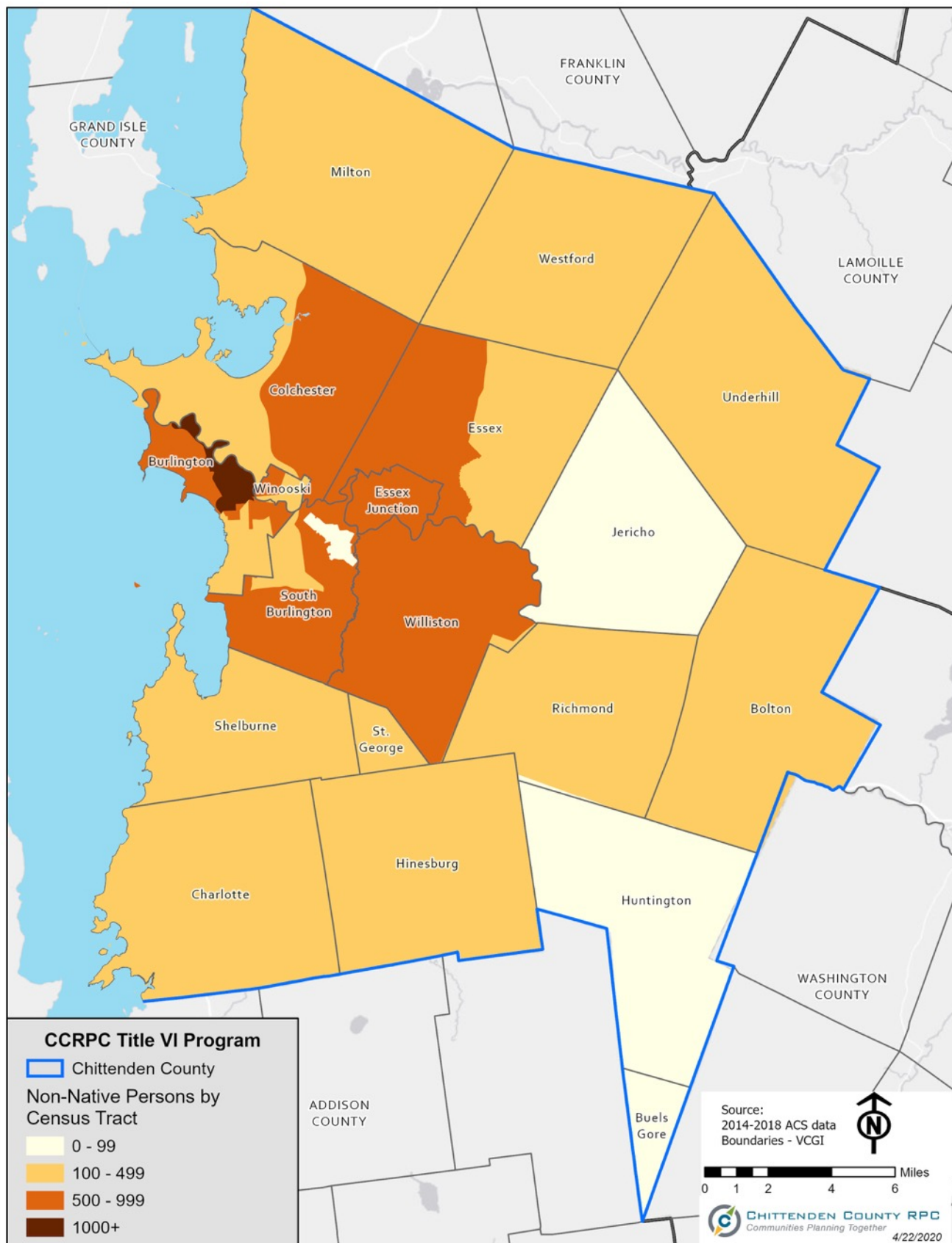


FIGURE 17

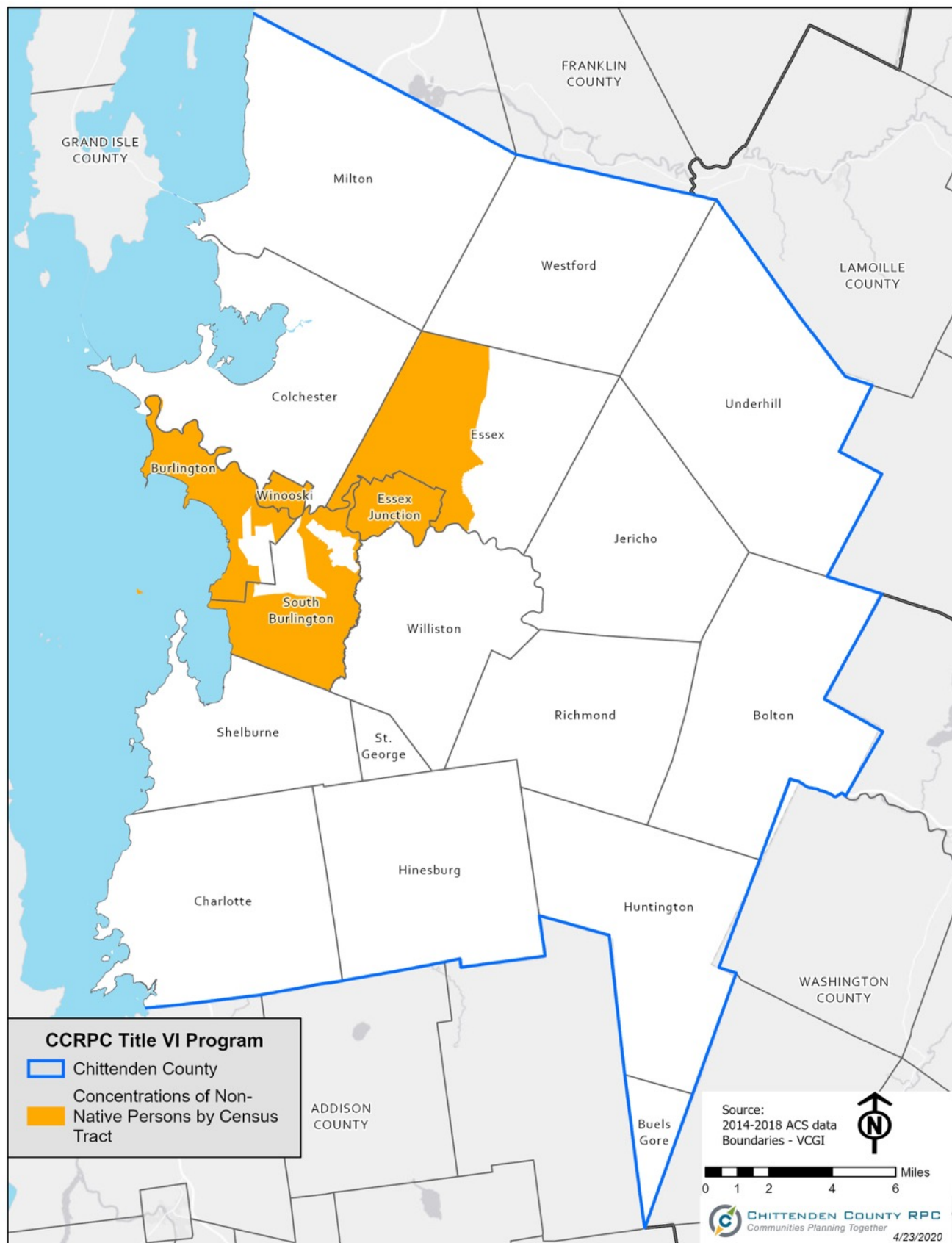


FIGURE 18

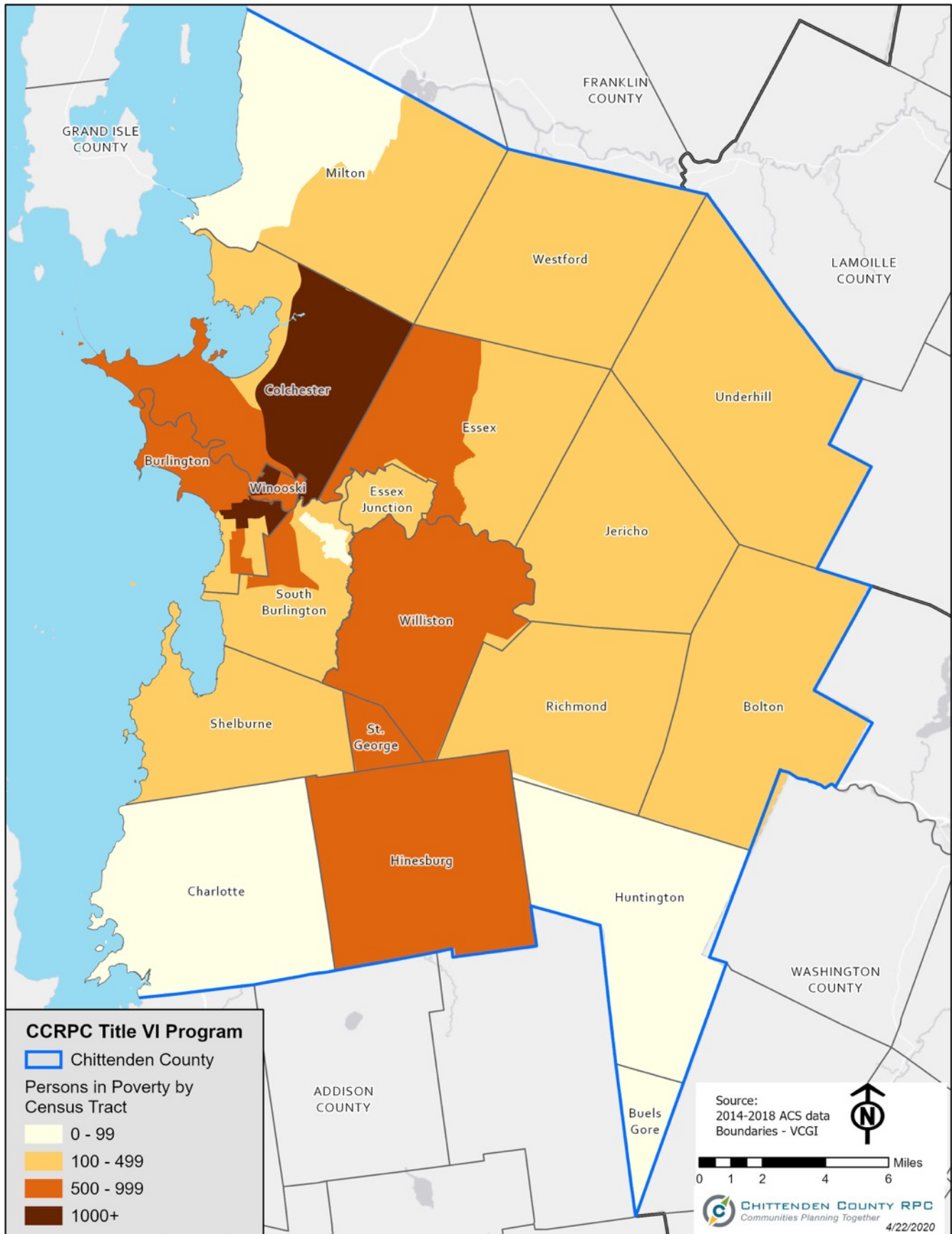
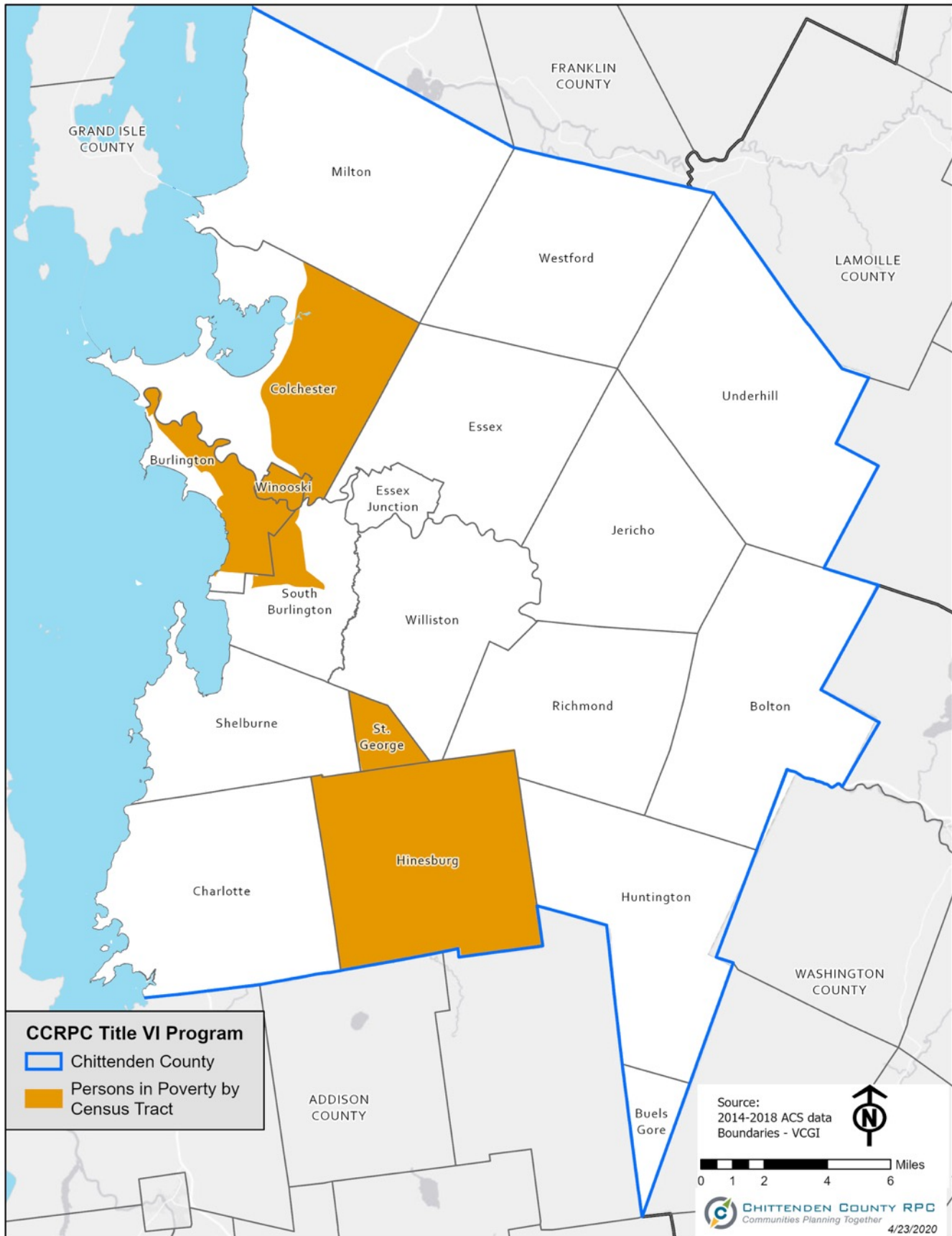


FIGURE 19



The percentage of low-income residents highlights the focus on Burlington and Winooski, where seven tracts have more than 20% of residents with incomes below the poverty threshold. Tract 5 (the area around North Union Street) has nearly 50% of its residents below the poverty line. Portions of South Burlington and Colchester and all of St. George and Hinesburg have concentrations above the county average.

Minority Mobility Needs in the Planning Process

The CCRPC's [Public Participation Plan](#) establishes a model for effective public involvement and contains written procedures for including the public in the CCRPC's planning process. This document lays out the steps the CCRPC will take to involve residents in decisions affecting Chittenden County land use and transportation policies and investments.

Public participation is a dynamic activity that requires commitment at all levels of the organization. In order to reach the broadest number of interested parties, the CCRPC will often hold public participation meetings and hearings relating to plans, programs and projects. To maximize participation, public meetings will be held at a variety of times and venues. For topic or geographically specific meetings, meetings will be held at locations convenient to the group targeted for involvement. Interpretive or translation services, assistive devices, reasonable accommodations of written documents, or other requested reasonable accommodations will be made available if requested at least three business days prior to the meeting for which services are requested. The Americans with Disabilities Act (ADA) of 1990, as amended, requires involving the community, particularly people with disabilities, in the development and improvement of public services and capital facilities. Meetings and hearings must be held in ADA-compliant buildings. Reasonable accommodations must be made to ensure equal access for people with disabilities to participate in meetings, planning, and programming activities:

- Where possible, meetings are held in places that are convenient to other transportation modes besides the private automobile.
- When possible, public meetings will be livestreamed through online platforms and compatible with computers and mobile devices such as tablets and smartphones. In other cases, some information may be pre-recorded and made available on the CCRPC website or specific project webpage. Opportunities for public comment will be available in both formats.
- Qualified readers or interpreters are available if requested at least three business days prior to the event.
- All CCRPC public meeting notices state the following: "In accordance with provisions of the Americans with Disabilities Act (ADA) of 1990, as amended, the CCRPC will ensure public meeting sites are accessible to all people. Requests for free interpretive or translation services, assistive devices, or other requested reasonable accommodations, should be made to Emma Vaughn, CCRPC Title VI Coordinator, at 802-846-4490 ext. *21 or evaughn@ccrpcvt.org, at least 3 business days prior to the meeting for which services are requested."
- To reach underserved populations, alternative meeting sites are identified, such as churches, schools, and senior centers. Meetings, project updates, presentations and

other participation opportunities may be held at existing community events to meet individuals where they already are.

The CCRPC commits to the principles and actions in all its public participation activities found in Section 4a (page 6) of its [Public Participation Plan](#). Item 6 relates specifically to Outreach & Communication:

- Effective outreach strategies must be tailored to fit the identified audience and the issue at hand. Notification procedures must effectively target the identified audience.
- Engage people in conversations in their native language and use translation services when needed.
- Outreach and education will be continuous and repetitive in order to increase public knowledge and participation.
- Efforts to reach new constituencies will include outreach to people with disabilities, low-income, elders, youth, student, underrepresented, refugee, and accessibility-issue communities. These efforts must be tailored to ensure meaningful participation of these constituents.
- The CCRPC will be mindful of the evolution of communication tools and continue to evaluate new tools to expand outreach methods.
- Informational materials will be clear, concise, and address participants' questions.

Section 9 (page 25) of the [CCRPC's Public Participation Plan](#) outlines the federal and state regulations that guide the CCRPC's public participation process, including FAST Act General Requirements, Americans with Disabilities Act, Title VI, and Environmental Justice.

Impact Analysis of the Distribution of FTA Planning Funds

The maps presented on the following pages show the transit system in Chittenden County overlaid on the percentages of minority and non-minority population by Census block group. The planning funds used by the CCRPC and passed through to GMT affect the transit system as a whole. Thus, those block groups that are within $\frac{3}{4}$ of a mile of a transit route are considered "served" and those that are not are considered "unserved." The table below shows the minority and non-minority percentages in served and unserved areas. In general, all of the block groups with high percentages of minorities are currently served by the GMT transit system. The unserved areas are by and large those with the lowest percentages of minority residents.

FIGURE 20

Bus Route Service Area Racial Breakdown and Funding

Service Status	Population	White Only	Non-White	Percentage White	Percentage Non-White
Served	146,720	129,143	17,577	88.0%	12.0%
Unserved	15,332	14,795	537	96.5%	3.5%

As can be seen in the table, virtually all of the residents of Chittenden County who identify as non-white live in areas served by GMT bus routes, and that the areas that are unserved have a much lower percentage of non-white residents than the areas that are served. Therefore, it can be concluded that there is no negative disparate impact on minority residents with respect to the distribution of federal planning funds.

FIGURE 21

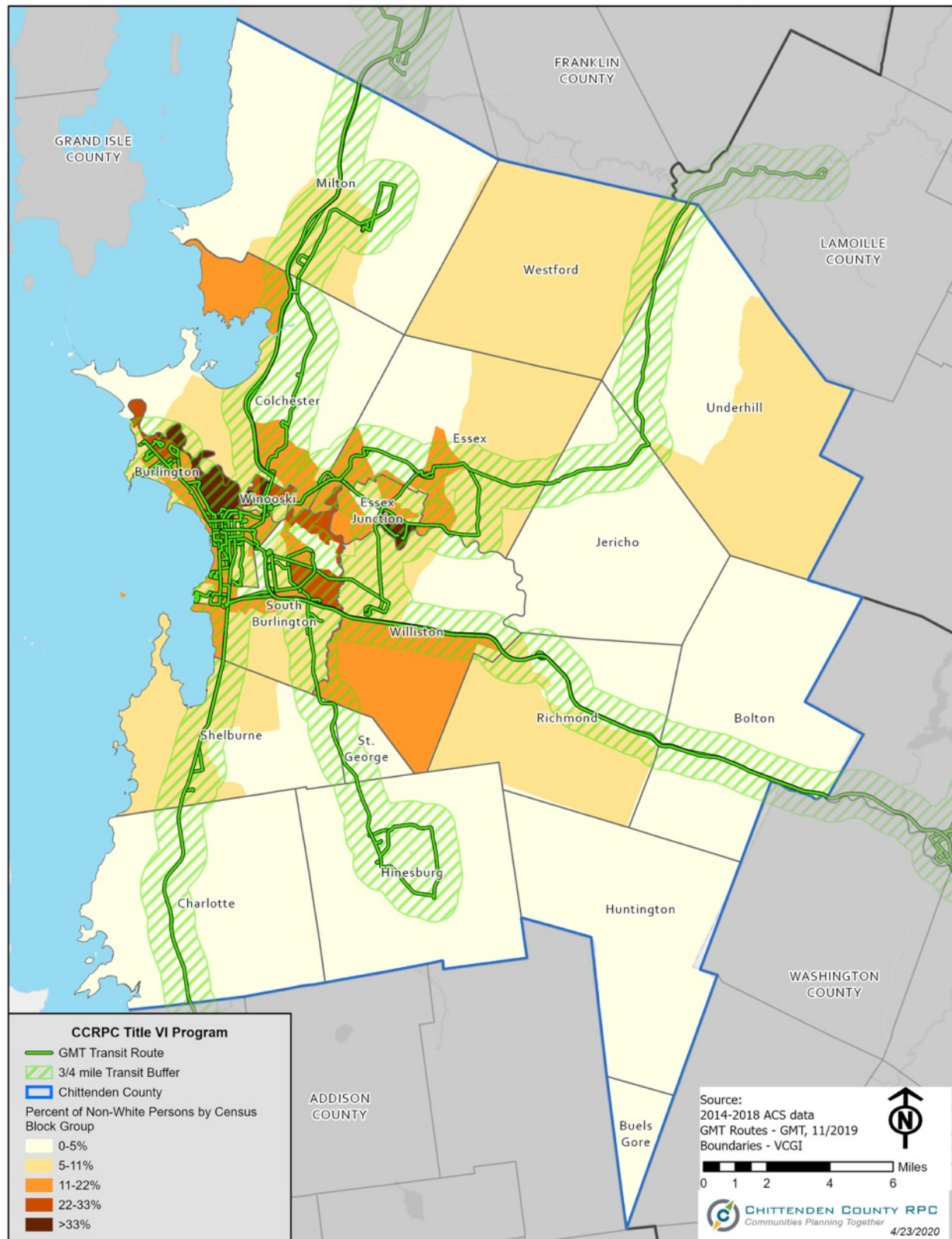
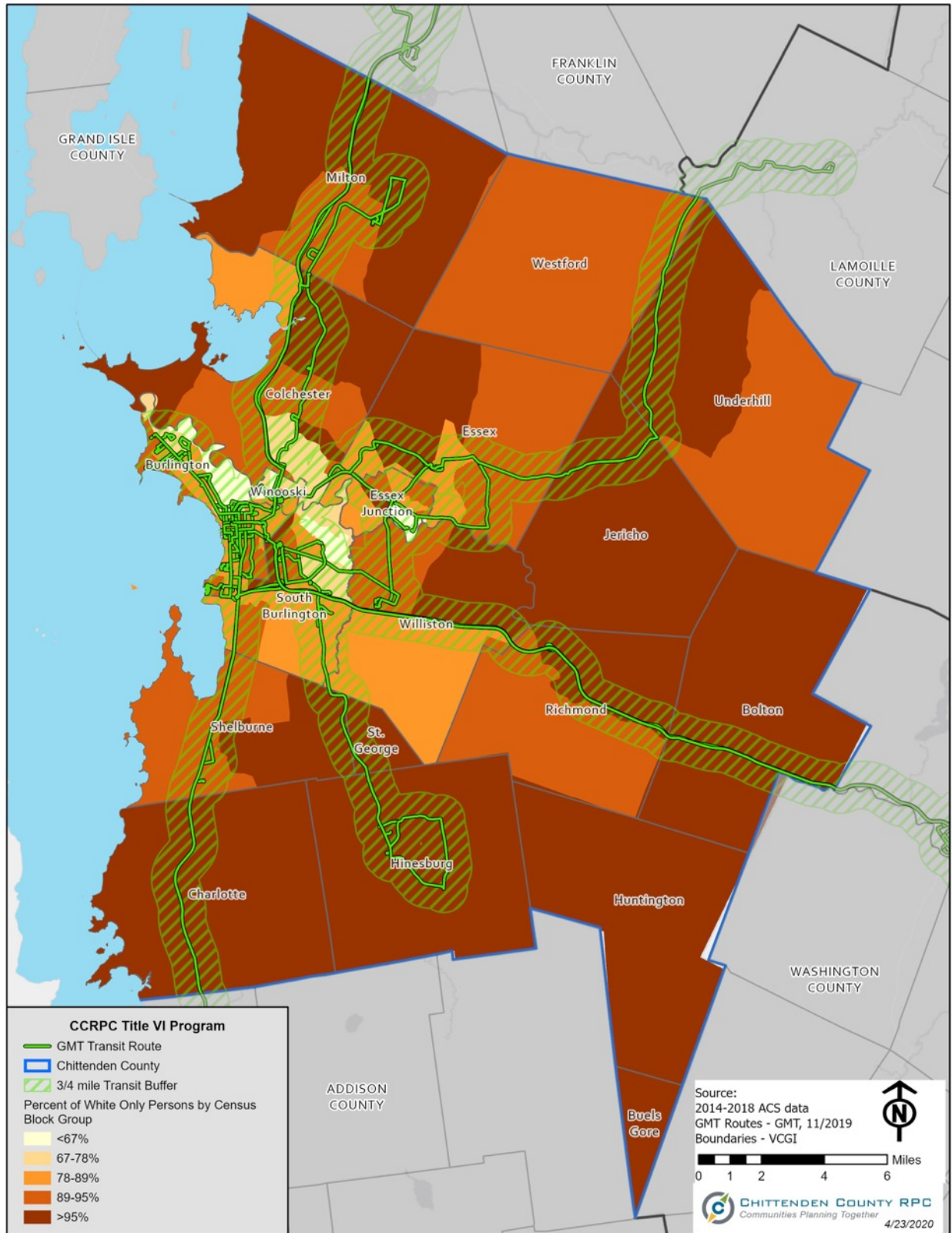


FIGURE 22



Program Administration

All of the FTA funds received by the CCRPC from the Vermont Agency of Transportation are either spent directly by CCRPC staff on transit-related planning activities or passed through to Green Mountain Transit to support its planning program. If it should ever come to pass that the CCRPC, in its role as the Metropolitan Planning Organization for the Chittenden County urbanized area, would distribute FTA planning funds to entities other than GMT, then it certifies that it would do so without regard to race, color, or national origin, and it would assure that minority populations are not being denied the benefits of or excluded from participation in these programs.

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CHITTENDEN COUNTY REGIONAL PLANNING COMMISSION

Public Participation Plan & Equity Impact Worksheet

Project Name: Regional Bike/Ped Master Plan Update (Regional Active Transportation Plan)

Project Type: Bike/Ped Planning – Regional Master Plan

Project Lead: Peter Keating

Project Timeline: end June 2016

UPWP Task Number: 2.3.7.3

1. WHAT IS THE PURPOSE OF YOUR ENGAGEMENT?

By engaging a broad cross section of the public, we hope to create a Regional Active Transportation Plan that meets the vision, purpose and goals of the Plan. Our desire is for the Plan to represent and fulfill the diverse needs of our population regardless of age, ability, mode choice. The Regional Active Transportation Plan falls under the “Collaborate” level on the Spectrum of Participation.

2. STAKEHOLDERS: WHO IS POTENTIALLY IMPACTED BY THIS PROJECT?

Groups that likely will be most interested in this project include those who prefer to walk, bike or otherwise incorporate active transportation into their daily lives. Ultimately the Plan will have an impact on everyone who travels as there could be changes to the existing transportation system that affect current travel patterns. For example, there could be fewer travel lanes as some are converted to on-road bicycle facilities, or on-street parking is removed to provide additional space for active transportation facilities.

Municipal governments will be interested in proposed changes to their local systems. Neighborhoods will be interested in any proposed changes to their existing facilities, as well as any new infrastructure. Businesses will be interested to how the proposed network may potential impact access to and parking near their business. Schools will be interested in how the proposed system may make it easier for students (and faculty and staff) to choose other modes besides driving to go to school. People who cannot afford, or choose not to purchase a car, will be interested in how the proposed network will make it easier to reach their destinations.

3. WHAT STRATEGIES AND TOOLS WILL YOU USE TO ENSURE YOU HAVE INFORMATION FROM AND RESEARCH ABOUT THE RELEVANT GROUPS AND COMMUNITIES?

This project will potentially affect everyone in the County, and would benefit from the input of a wide cross-section of the population. We should take advantage of our connections and networks to reach out to as many groups as possible, and consider which key materials and resources should be presented in different languages. Public outreach events should be developed beyond the traditional evening presentation style and be varied to attract a diverse audience. The planned road show charrettes attempt to reach and engage people where they are rather than asking them to come to us. The online mapping component will give people unable to participate in meetings the opportunity to

provided comments, and the project website will provide up-to-date information on materials and progress.

4. HOW WILL YOU EFFECTIVELY REACH ALL OF YOUR AUDIENCES?

We will create a project website to house documents and maps for review and download. We will employ an online map that allows people to add comments, photos and other information. We will use the networks of our project advisory committee and beyond to ensure awareness and participation in the project. The mini-charrettes will engage people where they are rather than asking them to come to us, and be held at times more conducive to participation. We will coordinate this project with other efforts being undertaken in communities to ensure collaboration and coordination. The Stipend & Reimbursement form will be presented to the advisory committee to foster participation.

5. WHAT ARE THE POTENTIAL BARRIERS AND RISKS TO DOING THIS WORK?

There may be people who do not want to see any changes to the existing transportation system. This Plan may inadvertently widen the gap between people who only drive and those who want to walk or bike. The Plan should recognize the diverse needs of people, the current trends in walking, biking, livability, etc.

There may be confusion about the difference between this regional plan and similar efforts at the local level.

6. IF THERE ARE DECISIONS TO BE MADE, HOW DOES COMMUNITY ENGAGEMENT FIT INTO THE OVERALL DECISION-MAKING PROCESS? (What stages? What methods?)

We will use an online mapping platform at the start of the project to understand the current needs of people who walk and bike, and others, and what barriers currently exist. A series of mini-charrettes in several communities will provide a face-to-face opportunity for people to engage with the project and participate in the Plan development. The public will be able to review and comment on the Plan at various stages; documents will be available for download or hard copies available from the CCRPC. We will ask municipal staff and committees for review to ensure Regional Plan alignment with local priorities, plans and needs. Ultimately the Regional Active Transportation Plan will be adopted by the CCRPC Board and incorporated into the Metropolitan Transportation Plan.

7. HOW WILL YOU INFORM THE COMMUNITY OF BENCHMARKS OR PROGRESS THROUGHOUT THE PROCESS?

People will have the opportunity to be added to a project information distribution (email) list, through which we will be able to provide project updates and inform people when documents are available for review and comment. A formal project advisory committee will meet four to six times during the course of the project. A project website will be created to house documents and provide plan updates. We can also use Front Porch Forum as an outreach tool, and ask our partners to include project updates in their respective newsletters and/or other outreach methods.



Dear SSTA Riders,

As you know, United Way of Northwest Vermont and SSTA recently completed a rider survey. The goal of the survey was to learn about your experience using the transportation service. We are committed to continuing to listen to your feedback so we can improve our service and better support you in getting you where you need to go.




What We Heard:

Overall, we heard positive reviews for the service, especially highlighting positive interactions with the drivers. We also learned that there is room for improvement regarding schedule accuracy and access to better information about the service. We are excited to work with riders to implement improvements over the next few months.

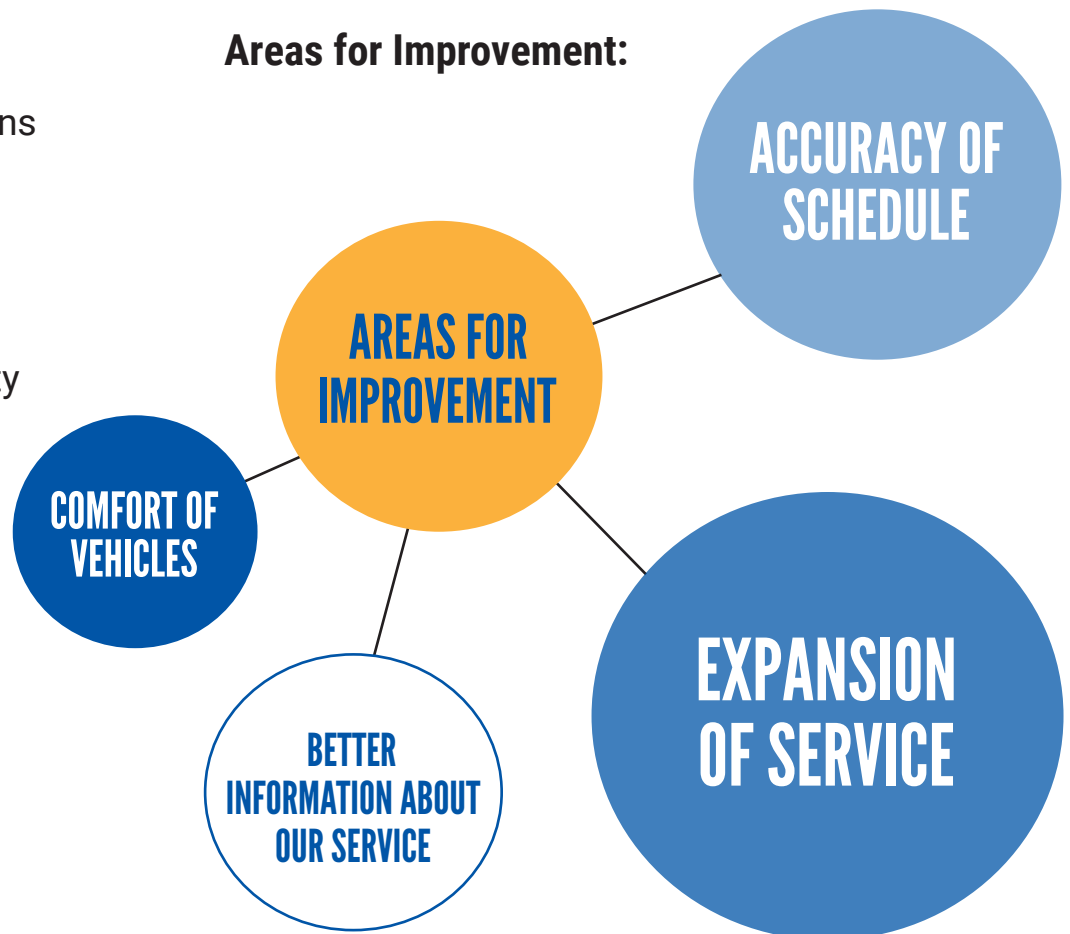
Highlights from Survey Results:

89% of respondents reported that overall the transportation service is meeting their needs.

Strengths:

-  Positive Interactions with Drivers
-  Scope of Service
-  Schedule Reliability

Areas for Improvement:



How we're working to improve:



BETTER INFORMATION ABOUT OUR SERVICE

United Way of Northwest Vermont is working to create an **SSTA Ride Guide** to help make traveling with SSTA simple and easy. The guide will provide information about the program, important policies, and helpful tips for scheduling a ride. Expect to receive a **SSTA Ride Guide** in the mail by June 2019.



ACCURACY OF SCHEDULE

Green Mountain Transit and SSTA will work together to maintain a high level of on-time performance.

Helpful hint: Once you have requested a trip with SSTA, please remember that you are notified of your confirmed travel time by the automated phone call the day prior. Any travel time provided prior to this automated phone call is only an estimate.

Long-term improvements:



COMFORT OF VEHICLES

As SSTA purchases new vehicles, they will be investing in different options that increase comfort and improve efficiency for passengers.



EXPANSION OF SERVICE

This is a longer-term initiative in collaboration with regional and state agencies. United Way and our community partners will work to identify creative ways to meet your transportation needs now and into the future.

CHITTENDEN COUNTY REGIONAL PLANNING COMMISSION

Public Participation Plan & Equity Impact Worksheet

Project Name: Interval Road Pedestrian and Bicycle Access Feasibility Study

Project Type: Scoping

Project Lead: Peter Keating with VHB

Project Timeline: FY 18

UPWP Task Number: 2.3.16.10

1. WHAT IS THE PURPOSE OF YOUR ENGAGEMENT?

To obtain comments to potential changes to the road corridor in order to improve the conditions for walkers and cyclists. The outreach for this project falls in the “involve” category in the spectrum of participation.

2. STAKEHOLDERS: WHO IS POTENTIALLY IMPACTED BY THIS PROJECT?

Intervale Center

Tenant farmers in the Intervale including New American Farms

Stray Cat Flowers

Queen City Steel

Charlebois Trucking

Gardner’s Supply

City of Burlington (CEDO, DPW, and Burlington Electric)

Wards 1 and 2

3. WHAT STRATEGIES AND TOOLS WILL YOU USE TO ENSURE YOU HAVE INFORMATION FROM AND RESEARCH ABOUT THE RELEVANT GROUPS AND COMMUNITIES?

Knowledge of businesses in the corridor and the contact list from the Intervale Center. Most of the farms are land tenants of the Intervale Center.

4. HOW WILL YOU EFFECTIVELY REACH ALL OF YOUR AUDIENCES?

Direct email/mail

Front Porch Forum

Direct outreach to Intervale Center’s contact list

Wards 1/8 and 2/3 Neighborhood Planning Assemblies

Project web page on the CCRPC website.

Media outreach to BFP, 7 Days, and TV networks

5. WHAT ARE THE POTENTIAL BARRIERS AND RISKS TO DOING THIS WORK?

Potential language issues with New American farmers in the Intervale.

6. IF THERE ARE DECISIONS TO BE MADE, HOW DOES COMMUNITY ENGAGEMENT FIT INTO THE OVERALL DECISION-MAKING PROCESS? (What stages? What methods?)

Comments received at any stage (through FPF, from emails, or at public meetings) prior to approval of a preferred final alternative will be reviewed and considered.

7. HOW WILL YOU INFORM THE COMMUNITY OF BENCHMARKS OR PROGRESS THROUGHOUT THE PROCESS?

Through FPF, the NPAs and direct notification to select contacts from the Intervale's contact list.

8. HOW WILL YOU EVALUATE THE SUCCESS OF YOUR PUBLIC PARTICIPATION PLAN, BOTH IN TERMS OF PROCESSES AND OUTCOMES?

Attendance at Advisory Committee and public meetings

Numbers of people contacted and informed at project stages

Document the number/volume of calls, emails from stakeholder list

If you are working in an area with underrepresented community and you have draft recommendations, use the following (see instructions as part of step 5).

EQUITY IMPACT REVIEW WORKSHEET

(1) Population(s) affected disproportionately (populations from Step 2 list)	(2) Describe potential positive impact (beneficial)	(3) Describe potential negative impact (adverse)	(4) Actions to enhance positive or mitigate negative/other comments

Based on your review of actions in step 4, please list your recommendations for the policy/program and why you chose them. Please describe the next steps for implementation.

BIKEWAY CONNECTIVITY, PEDESTRIAN SAFETY, AND STORMWATER MANAGEMENT IN BURLINGTON'S OLD NORTH END



OVERVIEW

This project is focused on providing concepts for low stress bicycle and pedestrian connections in the Old North End. With your help, the project team will recommend streetscape and intersection improvements to increase safety and provide a more comfortable environment for people walking and riding bikes. We will also identify opportunities to address stormwater management and incorporate green stormwater infrastructure into Burlington's streets.

PROJECT TEAM

The project team includes staff from the City of Burlington, Chittenden County Regional Planning Commission (CCRPC), and Toole Design, consultants in transportation for pedestrians and cyclists. An Advisory Committee that includes neighborhood representatives will be guiding the project.

SCHEDULE

September 2019	Project Kickoff
Fall 2019	Community Meeting & Existing Conditions Analysis
Winter 2019-2020	Concept Development by Project Team
Winter-Spring 2020	Concept Refinement with Community Review
Spring 2020	Finalize Concept Plans and Planning Level Cost Estimates

HOW CAN YOU GET INVOLVED?

This is your neighborhood. What do you like about the streets here? Please tell us on the back side of this handout.

Or feel free to write us at BDavis@CCRPCVT.ORG

Also visit the project website here:

<https://www.ccrpcvt.org/our-work/transportation/current-projects/scoping/burlington-one-bike-ped-stormwater/>

FTA Title VI Program Appendix



HELP US
DETERMINE THE
FUTURE FOR
THE STREETS
SURROUNDING
BATTERY PARK

Please draw on this map
to highlight places to
improve for walking and
biking, and use the box
below to comment.



Notes:

CHITTENDEN COUNTY REGIONAL PLANNING COMMISSION

Public Participation Plan & Equity Impact Worksheet

Project Name: Richmond Road, North Road and Texas Hill Road Intersection Scoping Study

Project Type: Scoping

Project Lead: Jason Charest with VHB

Project Timeline: FY 20

UPWP Task Number: 2.3.16.23

1. WHAT IS THE PURPOSE OF YOUR ENGAGEMENT?

The purpose of the engagement will be to ensure that public concerns and aspirations are consistently understood and considered when evaluating alternative configurations of the Richmond Road, North Road and Texas Hill Road intersection. On the CCRPC's Spectrum of Participation, this project would fall under the "Involve" category.

2. STAKEHOLDERS: WHO IS POTENTIALLY IMPACTED BY THIS PROJECT?

The stakeholders would primarily be the nearby residents of Hinesburg and secondarily anyone from the traveling public that utilizes the intersection. It is important to note that the project may include underrepresented populations. There are mobile home communities directly adjacent to the project area on Hillview Terrace and North Road.

3. WHAT STRATEGIES AND TOOLS WILL YOU USE TO ENSURE YOU HAVE INFORMATION FROM AND RESEARCH ABOUT THE RELEVANT GROUPS AND COMMUNITIES?

- Reach out to SSTA to determine if there are people with disabilities in the area
- Direct observation
- Converse with town officials

4. HOW WILL YOU EFFECTIVELY REACH ALL OF YOUR AUDIENCES?

- Direct email/mail
- Front Porch Forum
- Distribute flyers
- Media outreach to the Hinesburg Record
- CCRPC will maintain a project website

The study will include two public meetings. The first will be the Local Concerns meeting to gather thoughts, opinions and reactions to issues and problems with the intersection, while the second will be the Alternatives Presentation to the Hinesburg Selectboard. Direct mailings will inform adjacent property owners of upcoming public meetings. Front Porch Forum will be used to broadcast meetings and project awareness to a wider audience.

5. WHAT ARE THE POTENTIAL BARRIERS AND RISKS TO DOING THIS WORK?

It will be challenging to reach each type of roadway user (vehicle commuter, biker, pedestrian, Hinesburg resident). A risk could come from the potential outreach strategies: Online information (only reach people who are actively online), Public meeting (only reach people who are able to come). Lastly, it may be a challenge to appease all users equally and to identify a consensus about what improvements to make to the intersection.

6. IF THERE ARE DECISIONS TO BE MADE, HOW DOES COMMUNITY ENGAGEMENT FIT INTO THE OVERALL DECISION-MAKING PROCESS? (What stages? What methods?)

Community engagement will directly impact the alternatives developed to address the identified issues and ultimately the decision-making process (preferred alternative) via input received during public meetings and other outreach events as well as written communication for those who could not attend these events.

7. HOW WILL YOU INFORM THE COMMUNITY OF BENCHMARKS OR PROGRESS THROUGHOUT THE PROCESS?

The project team will keep the community informed of benchmarks through the use of Front Porch Forum, the CCRPC's project website and meeting flyers in public locations throughout the Town.

8. HOW WILL YOU EVALUATE THE SUCCESS OF YOUR PUBLIC PARTICIPATION PLAN, BOTH IN TERMS OF PROCESSES AND OUTCOMES?

Success will be evaluated through the numbers of people in attendance at public meetings, the amount of comments received from local residents and/or commuters, and the number of outreach events and meetings.

EQUITY IMPACT REVIEW WORKSHEET

(1) Population(s) affected disproportionately (populations from Step 2 list)	(2) Describe potential positive impact (beneficial)	(3) Describe potential negative impact (adverse)	(4) Actions to enhance positive or mitigate negative/other comments
Hillview Terrace and North Road mobile home communities	Reclaim land adjacent to the intersection as a desirable public space.	Land is reclaimed or the intersection is reconfigured to adversely impact the adjacent community.	Seek to directly incorporate Hillview Terrace and North Road resident input on intersection alternatives.

CCRPC EQUITY IMPACT WORKSHEET

CHITTENDEN COUNTY REGIONAL PLANNING COMMISSION

Equity Impact Worksheet

Project Name: **Winooski Avenue Corridor Study (Burlington)**
 Project Type: **Corridor Study**
 Project Leads: **CCRPC: Bryan Davis; City of Burlington: Nicole Losch; Consultant: Jonathan Slason, RSG (project manager)**
 Project Timeline: **2018-19**
 UPWP Task Number:
 Public Participation Project Manager:

INTRODUCTION

This is a transportation corridor study of the entire Winooski Avenue corridor as the City of Burlington looks to create multimodal, Complete Street routes throughout the city. The final product will be an implementation plan with recommendations to address safety, capacity, and connectivity for all modes of transportation along this important north-south connection. The study area is along Winooski Avenue from the intersection with Riverside Avenue to the intersection of Howard Street (at St. Paul Street). The study may also consider the corridor's relationship with Union Street, Willard Street, and cross streets as appropriate.

*This study falls under **Collaborate** on the Spectrum of Participation, as we plan to partner with the public in each aspect of the decision-making process. We expect to have a two-way channel of communication, multiple interactions over a 16-month period, and to advance solutions to complex problems.*

The study is projected to take place over a 16-month period, beginning in FY18. The public participation process will include an Advisory Committee meeting 5 times over the study's development, stakeholder interviews, 3 public meetings and a final presentation to the City Council, and various forms of public engagement outside of public meetings.

1. WHAT IS THE PURPOSE OF YOUR ENGAGEMENT?

*This project falls under **Collaborate** on the Spectrum of Participation. The intent of the study and the purpose of the engagement efforts is to create a process that allows local community and decision-makers to improve all modes of transportation and connectivity along Winooski Ave. The goal is to receive input at every stage of the project.*

This will start with asking the question: What are the problems? We will ask the public to help develop recommendations. The bottom line is to get to the point where recommendations can be made, and we will engage the public through every single stage of the corridor management process in order to arrive at recommendations that reflect the needs of all involved.

2. STAKEHOLDERS: WHO IS POTENTIALLY IMPACTED BY THIS PROJECT?

All those who use this corridor and who would like to use the corridor in different ways. Stakeholder groups identified include:

- *City residents*
- *Students/Schools*
- *Businesses*
- *Minority populations*
- *Low-income populations*
- *Employees of businesses along/near the corridor*
- *Commuters*
- *Families*
- *College Students*
- *Older and disabled populations*
- *Owners of property along the corridor*
- *People who walk, bike and take transit or would like to, and organizations that support these modes*
- *City officials*
- *Health and safety officials*

These stakeholder groups are represented by the following entities:

**Bold = on Project Advisory Committee (PAC)*

- AALV
- ***AARP Vermont**
- ***Burlington Business Association**
- Burlington High school
- Businesses not part of networks (see tab)
- CarShare Vermont
- CATMA
- CCRPC
- ***CEDO**
- ***Central District (resident rep)**
- Champlain College
- Christ the King
- ***Church Street Marketplace**
- Churches (see tab)
- ***City Council (2 members)**
- City Market
- Community Health Center
- ***East District (resident rep)**
- Edmunds Middle & Elementary
- Fire Dept
- Fletcher Free Library
- Food Shelf
- ***Green Mountain Transit**
- Integrated Arts Academy
- Local Motion
- Munt (VNA) Family Room
- North End Studios
- O.N.E Community Center

- ***Old North End Arts & Business Network**
- Old Spokes Home
- ***Planning & Zoning**
- Police Dept
- Property Owners
- Public Works
- SEABA
- Somali Bantu Community Association of Vermont
- ***South District (resident rep)**
- SSTA
- Sustainability Academy
- UVM
- Vermont Dept of Health
- ***Walk-Bike Council**
- Ward 2 NPA
- Ward 3 NPA
- Ward 5 NPA
- Ward 6 NPA
- Ward 8 NPA

3. WHAT STRATEGIES AND TOOLS WILL YOU USE TO ENSURE YOU HAVE INFORMATION FROM AND RESEARCH ABOUT THE RELEVANT GROUPS AND COMMUNITIES?

We will use tools that allow for broad public outreach, hold Project Advisory Committee (PAC) meetings at milestones in the project, and conduct direct stakeholder interviews at the onset of the study and as appropriate throughout. We will hear from local community liaisons about how we can direct our outreach to be inclusive and wide-reaching.

4. HOW WILL YOU EFFECTIVELY REACH ALL OF YOUR AUDIENCES?

We need to understand who our audiences are and what languages they speak. The standard meeting format and materials won't necessarily work for everyone. We should partner with people and organizations that have experience bringing diverse groups together. We will need to pursue different meetings and meeting styles to meet the needs of different populations – going to where the people are rather than asking them to come to us. Community dinner, church, other events. Step 1 is getting to them; step 2 - What info are we giving them and what do we want back? As a government agency, there is the possible concern that affected populations don't want to talk to us. New Americans or those who have never been involved with a project like this may not know the standard process; we need to meet everyone's needs in helping them to understand the project.

Prior to reaching out, we need to determine what information we want the public to be able to provide. We need to get something crucial / important out of them. Not just "what are the issues?" We need to be very strategic about what we reach out to them about and also have something to show them so they can react.

We should start on the front end by asking: How do you USE the corridor? Walking, bus – both are major.

What is the best way for the public to help us? We need to start early and get a baseline of the process: Do they work there, ride there, what are their transportation modes? The public knowing that this is happening is the most important thing. The Old North end is the most diverse community we have.

Some of the outreach should be done to organizations and also to individuals. We can partner with/give information to select organizations to distribute. We need separate specific processes for each organization.

5. WHAT ARE THE POTENTIAL BARRIERS AND RISKS TO DOING THIS WORK?

A concern individuals may have is that we are eventually making improvements that will push them out of that area and gentrify it. As we plan and improve, developers move in and development that comes out of it might be pushing affordable housing away.

Things are going to change over time, and people may voice concern that it doesn't make sense economically. We need to address strategies to protect the populations in these neighborhoods. People might say, "It's fine now, why are you trying to change it?" and be worried that the improvements will not be necessary. Government skepticism is a potential barrier.

Concern over on-street parking loss is another potential barrier. On-street parking is a sensitive issue and will be something we'll likely have many conversations and opinions about; we must balance the desires and needs of neighbors with the corridor vision and be careful with our approach to determining tradeoffs.

6. IF THERE ARE DECISIONS TO BE MADE, HOW DOES COMMUNITY PARTICIPATION FIT INTO THE OVERALL DECISION-MAKING PROCESS?

As part of the Collaborate point on the Spectrum of Participation, every decision making point along the way, the public will be invited and encouraged to participate. Ultimately, the municipality will decide.

7. HOW WILL YOU INFORM THE COMMUNITY OF BENCHMARKS OR PROGRESS THROUGHOUT THE PROCESS?

Email, Front Porch Forum, newsletters, newspapers, mailings, etc. Identifying how best to get people INTO the email list will be important. Branding the project will be helpful for people to easily identify it in public communication.

8. HOW WILL YOU EVALUATE THE SUCCESS OF YOUR PUBLIC PARTICIPATION PLAN, BOTH IN TERMS OF PROCESSES AND OUTCOMES?

We will create a comprehensive summary of the meetings we had, public meetings, how many people showed up, etc. We will prepare a compilation of all public comments received, and they will go into the Final Plan. We will consult the PPP for specific initiatives that we can try and subsequently measure (emails; ads; surveys; setting up a table at an event; etc.) Most importantly, interactive measures need to be taken throughout.

CONTACT INFORMATION

If you have questions or need assistance, please contact Emma Vaughn, Communications Manager at the Chittenden County Regional Planning Commission at (802) 846-4490 x21 or evaughn@ccrpcvt.org.



tiny.cc/WinooskiAveStudy

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Winooski एवेन्यू को तपाईंलाई के रुचि छ, र किन?

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Winooski एवेन्यूमा 3 चीजहरू तपाईं परिवर्तन हुनेछन्?

अन्य टिप्पणीहरू:

अन्य टिप्पणीहरू:



Chittenden County
I-89 2050 Study

Getting the Conversation Started

First Round of Public Outreach for the Chittenden County I-89 2050 Study

THURSDAY
Jan 30

6-8 PM | **South Burlington City Hall**
575 Dorset Street

Share your thoughts and ideas for the I-89 corridor through Chittenden County. Join us in-person or watch a live stream video of any of the three meetings directly from the project website.

Dinner will be provided!

Transportation and childcare are available upon request with sufficient notice. Please contact Diane Meyehoff: diane@thirdsectorassociates.com or 802-865-1794

THURSDAY
Feb 13

6-8 PM | **Williston Town Hall**
7900 Williston Road

ABOUT THE PROJECT

The Chittenden County Regional Planning Commission (CCRPC) and Vermont Agency of Transportation (VTrans) are conducting a comprehensive study of Interstate 89 within Chittenden County to create a vision and identify improvements for 2020 to 2050. The intent is to assess the safety and capacity of Interstate 89, identify existing and future needs, develop and evaluate improvements, examine impacts of new or expanded interchanges, and develop an action plan.

WEDNESDAY
Mar 11

6-8 PM | **Winooski City Hall**
27 W Allen Street

CONNECT WITH US!



www.envision89.com

Scan this code using a QR reader on your smartphone and visit envision89.com to stay up to date on the latest project news.



@envision89



Envision89

In accordance with provisions of the Americans with Disabilities Act (ADA) of 1990, the CCRPC will ensure public meeting sites are accessible to all people. Requests for free interpretive or translation services, assistive devices, or other requested accommodations, should be made to Diane Meyerhoff, Third Sector Associates, at 802-865-1794 or diane@thirdsectorassociates.com, at least 3 business days prior to the meeting for which services are requested.

Community Dinner

Note Special
Day!

Thursday, October 22nd

DINNER: 6:00

PROGRAM: 6:30-8:00 PM

O'Brien Community Center

**Free &
Open
to All!**

TOPIC:

**ENVISIONING THE FUTURE
OF TRANSPORTATION IN
WINOOSKI**

*Sponsored by the City of Winooski and the Chittenden
County Regional Planning Commission in
collaboration with the Winooski Coalition for a Safe
and Peaceful Community.*

Project website: bit.ly/WinooskiTPlan

**Childcare and
Translation
Services Being
Arranged**



Winooski Coalition for a
Safe and Peaceful Community

Questions? Contact Diane at (802) 865-1794



CHITTENDEN COUNTY RPC
Communities Planning Together

110 WEST CANAL STREET, SUITE 202
WINOOSKI, VERMONT 05404
(802) 846-4490
WWW.CCRPCVT.ORG

TO: File

FROM: Eleni Churchill and Marshall Distel

RE: Winooski Transportation Master Plan Public Outreach and Lessons Learned

DATE: November 14, 2016

Winooski Transportation Master Plan Public Outreach Overview

The Chittenden County Regional Planning Commission (CCRPC), in close collaboration with the City of Winooski, developed a robust public engagement process to put the principles of the CCRPC's 2014 Public Participation Plan (<http://www.ccrpcvt.org/our-work/our-plans/public-participation-plan/>) into action. Outreach for the Winooski Transportation Master Plan was designed to engage the traditional partners and stakeholders as well as underrepresented populations. Since Winooski is a designated Refugee Resettlement community, it was imperative to create a public engagement plan that would specifically include strategies to reach out to people and households with limited English proficiency, people of color, low-income households, the elderly and youth, and New Americans. Public outreach for the Winooski TMP was expected to eliminate the barriers that have traditionally prevented underrepresented populations from participating in the development of these plans.

The project team (CCRPC, Winooski and VHB, Inc.) divided the public engagement process into two main phases. In the first phase, public outreach was conducted to identify issues, challenges and opportunities with the city's transportation network. It included the following activities:

- Sponsored a community dinner to get the general public's input on transportation issues and opportunities in Winooski.
- Conducted focus groups with seniors, public sector/transportation officials, and downtown business owners.
- Developed an online survey to solicit input and prioritize transportation issues.
- Hired a community organizer that led a team of New American youth to conduct door-to-door, targeted in-person outreach to Winooski's low-income and New American populations.
- Engaged the organization *Vermont Works for Women* to assist with reaching out to low income women.

The primary goal of the second phase of public outreach was to get input from stakeholders and members of the general public on the proposed transportation improvement strategies and receive feedback on the plan priorities. The public outreach included the following activities:

- Organized a second public meeting to introduce the list of transportation improvements strategies and to get feedback on desired priorities.



- Developed an online survey to solicit input on the proposed strategies and get feedback on desired priorities.
- Conducted a second round of focus groups with seniors and business owners.
- Rehired the community organizer and team of New American youth to conduct additional door-to-door, targeted in-person outreach to Winooski's low-income and underrepresented populations.

This innovative outreach process more than doubled the responses to the traditional online survey and led to a greater diversity of overall survey responses. This public participation model was employed in the Winooski Transportation Master Plan to increase participation, especially by underrepresented populations, cultivate collaboration among all community stakeholders and eliminate barriers to full participation by all Winooski citizens.

Lessons Learned

The project team encountered a number of challenges related to developing the outreach plan. Here are the main lessons that were learned:

- Keep track of residents who participated in the first phase of the project, so that they can be revisited and asked for feedback during the second phase.
 - It would have been useful to follow up with residents to find out if they felt that their specific input related to the identification of issues and concerns with the current transportation system had been adequately addressed with the development of the prioritized action plan.
- Develop a system of continuous engagement with Winooski students and youth in general.
 - Members of the project team met with a group of Winooski students to discuss transportation within the city. However, direct school-related outreach would have been valuable to encourage more student participation.
- More detailed maps with identifiable landmarks may have helped residents locate problem areas more easily.
 - When attempting to evaluate the list of 39 individual multimodal improvement strategies, some residents found it difficult to identify the location of the proposed improvement with the all-encompassing city-wide map that was provided. Moreover, visual depictions of the proposed improvements would have been helpful for residents.
- While soliciting feedback, many Winooski residents were unaware of the project goals that were developed during phase 1, which made it challenging for outreach coordinators to try to convey the goals.
 - The public outreach surveys should have listed a summary of the project goals.