

Federal Transit Administration

Title VI Program

Chittenden County Regional Planning Commission

Adopted November 15, 2023



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 meetings 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. 121 or evaughn@ccrpcvt.org, at least 5 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 121.

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.

A complaint form is available for download here: [Title VI Complaint Form »](#)

You can mail the form to: Emma Vaughn, Title VI Coordinator, CCRPC, 110 West Canal St., Suite 202, Winooski, VT 05404, or email it to evaughn@ccrpcvt.org.

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 121

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:

Patricia Martin
Title VI Coordinator
Vermont Agency of Transportation
Office of Civil Rights & Labor Compliance
219 North Main Street
Barre, VT 05641

Phone: 802-595-6959

Email: patricia.martin@vermont.gov

- c. If the complainant is dissatisfied with the determination and/or resolution set forth by VTrans, the same complaint may be submitted to FTA for investigation. Complainant will be advised to contact

**Federal Transit Administration
Office of Civil Rights
Transportation Center
55 Broadway Suite 920
Cambridge, MA 02142-1093.**

- 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 [FY2020-FY2023 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.

Current Projects

CCRPC Organizational Equity Audit

In 2021, the CCRPC further committed to addressing the racism and inequities that plague our nation and communities by continuing to address the action items outlined in its June 2020 commitment that included specific tasks the organization will undergo to identify and tackle inequities in all facets of its work, learning from those whose stories need to be evaluated, and acknowledging, confronting, and seeking to dismantle the systemic racism that damages our communities. Following a request for qualifications in January 2021, the CCRPC hired The Creative Discourse Group (TCDG), a consultant specializing in equity, diversity, and inclusion to work directly with staff, the CCRPC Board, and the public to assist with building the CCRPC's capacity to address systemic inequities in all facets of its work.

CCRPC staff and TCDG engaged the CCRPC Board, staff and external partners in a data collection process (see the CCRPC's [organizational equity audit](#), page 12) to develop an understanding of CCRPC's current culture, practices, policies, and actions related to equity, diversity, and inclusion. The data collection process was designed to understand the behaviors and activities within the CCRPC that may be advancing or limiting their commitment to equity. Three tools were used to conduct the organizational equity assessment: (1) A survey, (2) focus group interviews, and (3) One-on-One Interviews.

1. TCDG conducted a self-facilitated, online survey with staff, board, and external partners. Respondents were invited to participate in the survey via an email from the CCRPC Executive Director. There were 72 responses from a range of staff, board members, and community partners (which include both formal and informal leaders).

2. TCDG hosted focus interview groups with the CCRPC board, staff, and regional partners. Each of these groups participated in 60-minute conversations with TCDG Associates to share their perspectives on the CCRPC, its organizational culture, and its work to become more equitable and racially just. TCDG hosted two group interviews with CCRPC Staff, three focus group interviews with the Board, and five with external regional partners.
3. CCRPC staff conducted 15 interviews, some with municipal staff and others with local advocates. In total, 20 people were interviewed. A series of prompt questions (see the CCRPC's [organizational equity audit](#), page 55) guided the conversations to provide insight into what led people and/or their city/town to this type of work, key issues of current focus, relationships within and external to their city/town and the CCRPC, and what changes they would like to see (or what would be helpful) that would lead to equity and a sense of belonging for community members who have been marginalized.

TCDG assisted the CCRPC in implementing the recommendations from the CCRPC's organizational equity audit. This included:

1. Continued facilitation and support for the Equity Leadership Team (ELT) in the first half of 2022. The ELT was replaced by the Equity Advisory Committee (EAC) comprised of Board and community members.
2. Hosted a four-part equity training series for CCRPC staff, board, and Equity Advisory Committee members.
3. Reviewed and provided recommendations on the CCRPC's Unified Planning Work Program (UPWP) process and materials, as well as suggestions related to the Equity Impact Worksheet, a tool used by staff and consultants to identify populations in a specific project area and describe outreach methods to engage them.

CCRPC Equity Advisory Committee

As part of the CCRPC's ongoing efforts to build its capacity to address systemic racism and inequities in its communities, and as a result of the findings with the CCRPC's 2021 organizational equity assessment, an [Equity Advisory Committee \(EAC\)](#) was officially established on November 16, 2022. The EAC works on equity issues within the CCRPC and Chittenden County communities, works to ensure that the policies, procedures, and projects of the CCRPC are equitable and improve outcomes for all, and ensures that associated recommendations are brought before the Board. The committee includes primarily community members with diverse lived experiences, interests, and expertise; CCRPC Board members; and CCRPC staff (non-voting members).

Richmond Bike, Walk and Trails Plan

The Richmond Bike, Walk and Trails Plan sought to create a comprehensive plan to guide the establishment of a full-fledged Complete Streets network. Project goals include identifying existing connections that can be incorporated into the future network, analyzing Town roads to determine their potential to be upgraded to accommodate multimodal traffic, and drafting conceptual designs for the adaptation of roads. The project utilized Wikimap, an interactive online map tool, for the public to share ideas for walk/bike connections, note existing travel barriers, and offer comments. This tool attracted 154 unique users who offered 129 comments. In addition to hybrid public

meetings, hybrid project advisory committee meetings were open to the public, and feedback guided recommendations in the final plan. The [final plan](#) is available.

Shelburne Walk Bike Connectivity Study

The Town of Shelburne, with assistance from CCRPC and DuBois & King, conducted a study that identified community goals and problems related to bicycling and pedestrian connectivity, developed solutions to those problems, identified opportunities to enhance connectivity and created a plan for implementation. Public participation efforts included multiple community forums and an online map where residents could identify walking and biking commonly accessed destinations, key barriers, and ideal connections within and beyond Shelburne. The [final report](#) is available.

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 worked 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 was shared at existing neighborhood meetings, used printed handouts and online surveys with online links to translated versions, notices on Front Porch Forum, and more. Video transcripts in five languages, project fliers, paper surveys, and other study documents were also provided in advance, with an effort to accommodate multiple languages. The project recommendations were approved by the Burlington City Council and the [Final Report](#) is available.

Pilot Mobility Audit – Old North End (Burlington)

The CCRPC worked with local non-profit and bike shop Old Spokes Home on the **Pilot Mobility Audit – Old North End (ONE)** to complete a neighborhood mobility audit to identify transportation investments that will improve pedestrian, bicycle, and transit access for traditionally underserved residents within Burlington’s Old North End (ONE) to area jobs and essential services. The project included surveys/interviews/focus groups with traditionally underserved populations in the ONE to understand their specific experiences, needs and barriers. The project’s outcome was recommended strategies to enhance walking, biking, and transit connections to area jobs and essential services (e.g., shopping, educational centers, medical care facilities, etc.) at a neighborhood level, as well as suggestions on how to involve and engage traditionally underserved populations in planning projects. The [final report](#) is available.

Winooski Walk Bike Plan

The CCRPC, with help from consultant VHB, is working with the City of Winooski to create a [comprehensive walk/bike plan](#). The plan will provide the vision for a connected network of walking and biking facilities that gets people safely to where they want to go. The final plan will include a prioritized set of infrastructure recommendations with planning level cost estimates. Public participation opportunities have included an online survey and a community open house and workshop.

Battery Street Corridor Scoping Study (Burlington)

The Chittenden County Regional Planning Commission (CCRPC), in partnership with the City of Burlington Department of Public Works, is conducting a corridor scoping study of Battery Street between Maple Street and Sherman Street. The study will identify improvements to support all modes of transportation, improve access to adjacent parks and businesses, address stormwater, and enhance the street as a gateway between the downtown and waterfront districts. This study will include scoping of signalized intersections along Battery Street and identify how improvements will align with the [Railyard Enterprise Project](#) and [Great Streets Main Street Project](#).

Burlington Winooski River Bridge

The 95-year-old Winooski River Bridge is reaching the end of its service life and no longer meets the needs of the multi-modal community. The project area accommodates over 25,000 vehicles and roughly 300-500 pedestrians and bicyclists per day. This is a drastic difference since the bridge was first constructed to primarily accommodate trolleys. The [Burlington Winooski River Bridge project](#) will add shoulders and provide separated bike and pedestrian facilities on the bridge and will improve connectivity, traffic flow, and safety for all users. At the foundation of this project was the previous [Winooski River Bridge Scoping Study](#), which 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.

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

The [Colchester Avenue Protected Bike Lanes and East Avenue Intersection Improvements](#) in Burlington examined 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 was 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 diverse interests.

Burlington School District Travel and Traffic Control Plan

The goal of this project was the development of School Travel Plans and Traffic Control Plans for all elementary, middle, and high schools in the Burlington School District. In addition to traditional paper print-outs, the CCRPC developed an app via [ArcGis Survey 123](#) to encourage and enable a broader group of community members to complete walk audits for the [Burlington School District Travel and Traffic Control Plan](#) for nine elementary, middle, and high school campuses with the City of Burlington. Additional participation opportunities included outreach to individual schools, interviews with school principals, two online surveys (one for pre-K through 8th grade students and families, and another for the older students), emails to individual school communities, posting on community-wide email and other forums, and on-site conversations with caregivers and students. 134 unique responses were recorded through use of the DIY walk audit app (80% of the responses came from families, 1.5% of the responses were from the students themselves, and 18.5% of responses were from school staff); 325

unique responses were collected for the PreK-8 survey; and 120 unique responses were recorded for the high school travel survey.

South Burlington Bike and Pedestrian Feasibility Study

The CCRPC and the City of South Burlington initiated this study to analyze and evaluate the feasibility of pedestrian and bicycle facility improvements at the following four locations considered gaps in their active transportation system:

1. Spear Street from U.S. Forest Service Building to Shelburne Town Line
2. Hinesburg Road from Williston Road to Kennedy Drive
3. Allen Road, Harbor View Road, and Baycrest Drive
4. Fayette Road from Queen City Park Road connection, south and parallel to Shelburne Road

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 and will benefit individuals who cannot afford or who do not have access to personal transportation.

South Burlington Walk Bike Bridge Connections

The City of South Burlington received a federal grant to design and construct the East-West Crossing Project, a walk bike bridge over I-89, to provide a safer and more comfortable crossing of I-89. The [South Burlington Walk Bike Bridge Connections Project](#), kicking off in 2023, will examine the new bridge connections to the neighborhoods and businesses on both sides and become an integral part of the City's transportation network.

Queen City Park Road/Austin Drive Bicycle and Pedestrian Connections Scoping Study

For the [Queen City Park Road/Austin Drive Bicycle and Pedestrian Connections Scoping Study](#), the CCRPC worked with the Cities of Burlington and South Burlington to develop and evaluate bicycle and pedestrian connections between the Hannaford Plaza on US7 in South Burlington, along Queen City Park Road and Austin Drive to the Burlington Bike Path at Oakledge Park. Connections to the Hannaford Plaza, Red Rocks Park, Oakledge Park, GMT transit stops, the Burlington Bike Path/Island Line, and other key destinations were identified and considered in the study. Outreach for the project included lawn signs placed throughout the project area, a drone video of the project area, an interactive online map survey, and an [interactive storymap](#) with project information, maps, descriptions and opportunities for public input.

ECOS (Environment, Community, Opportunity, Sustainability) Plan Annual Report and Indicators

To monitor and build on successes, bring new information to the legislature, community leaders, and the public, and to continue to work on areas that need improvement, the CCRPC prepares an ECOS Annual Report and online data scorecard each year on behalf of the ECOS Partnership (CCRPC, City of Burlington, Greater Burlington Industrial Corporation, Lake Champlain Chamber, UVM Medical Center, University of Vermont, United Way of Northwest

Vermont, and the Vermont Department of Health). The 2019, 2020, and 2021 ECOS Annual Reports are summary infographics that highlight regional accomplishments, trends, and high priority actions, holding the CCRPC accountable to the communities it serves. The accompanying ECOS Scorecard hosts the ECOS partners' shared measurements and indicator system that monitors how well Chittenden County is doing relative to achieving our shared ECOS goals. These annual reports are distributed broadly via partners, community forums, and the media, gaining [media traction](#) that draws greater attention to the CCRPC's work and the systemic disparities in Chittenden County. The [2020 and 2021 ECOS Annual Reports](#) included indicators of disparities that have resulted from systemic racism in our nation and community. These reports were closely reviewed by a wide audience prior to publication. (Note that in 2022, there was no ECOS Annual Report as staff was focused on updating the ECOS Plan (coming in 2024).)

CCRPC Monthly Newsletter

The CCRPC's [newsletter](#) is distributed to approximately 1,500 recipients (municipal elected officials and staff, state agencies and departments, Vermont House and Senate, area non-profit organizations, interested members of the public, and more) and includes a wide variety of educational opportunities and trainings, volunteer opportunities, local and regional project information, public participation opportunities, traffic alerts, partner events and initiatives, etc. One of the recommendations included in the CCRPC's [organizational equity audit](#) was to *"Find opportunities to uplift and celebrate the work of BIPOC-led organizations on your website and in your communication with municipal leaders and partners,"* which is one of the goals of the newsletter. In 2022, a prominent translation feature was added.

CCRPC Website

The [CCRPC website](#) was developed to be ADA compliant and has a "Translate" feature on every page that works both with content on the page and uploaded PDFs. CCRPC is working with its website developer to make improvements to the translation feature in the spring of 2023. CCRPC staff reviews compliance with its website developer during an annual website functionality audit in the spring. In August 2021, the CCRPC worked closely with its website developer to update accessibility functionality guidelines (Section 508) that had been further expanded since the last audit and completed a full website audit. This audit and resultant changes included removing the yellow/orange color on the CCRPC website to address insufficient color contrasting; keyboard accessibility; link description adjustments for clarity (ex: "March 20, 2021 Agenda" vs. "Agenda"); and adjustment of font styles and headers to be more easily understood by reader software. Additional improvements are anticipated for 2023.

Projects with Outreach to Minority, Refugee/Foreign-Born Communities or Limited-English-Proficient Individuals (2020-Present)

Winooski Avenue Corridor Study (Burlington)

Public participation was a major component of the [Winooski Avenue Corridor Study](#) in Burlington. The project had 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, were used to solicit input from and participation by the diverse populations that live and work along and near this busy corridor. Specific outreach efforts to minority or refugee/foreign-born communities included:

- **Pre-Translated Surveys:** Surveys were pre-translated into four languages prior to public meetings (*see Item G*).
- **3D Visualization Tool:** This tool was created for users to view the original draft concepts in a simplified virtual way.

The Burlington City Council on March 9, 2020, voted to approve a resolution with amendments for the Winooski Avenue Corridor Study. The [Final Report and Appendix](#) are available. The next phase of the project is the Parking Management Plan for North Winooski Avenue between Pearl Street and Riverside Avenue, for which details are outlined below.

North Winooski Avenue Parking Management Plan (Burlington)

The [Parking Management Plan for North Winooski Avenue between Pearl Street and Riverside Avenue](#) was the final phase of the Winooski Avenue Corridor Study and concluded in early 2022. Through a public application process, Burlington's Mayor Weinberger and City Council President Max Tracy selected four community stakeholders to join the City Council Transportation, Energy and Utility Committee members to serve on a joint City Council-Stakeholder Committee for the North Winooski Avenue Parking Management Plan (PMP). Over the course of the project, the Committee met five times to: review and approve the scope of work, methodology, and public engagement plan for the PMP; discuss the analysis of the public survey, parking model results, and initial recommended parking management options following a public presentation at the Burlington's Ward 2/3 Neighborhood Planning Association. Committee meetings were a mix of virtual and hybrid, and all were open to the public. Specific public engagement included an online survey promoted in City newsletters, direct mailings to addresses in the study area, community email forums, lawn signs, postcards, fliers distributed to businesses and gathering places, and through the Association of Africans Living in Vermont (AALV) connections. The signs and backside of the flier included information in multiple languages to direct residents to translation and interpretation services. Translation services for the survey were provided by AALV. Gift cards were offered through a random drawing as an incentive to take the survey. Census data for the project area was used to weight respondent surveys to ensure an accurate representation of this specific neighborhood. The final report includes an "[Equity Considerations](#)" section to discuss potential benefits and burdens of the Plan recommendations to traditionally underserved and historically excluded populations.

Engaging and Connecting Vermonters, Underserved & Diverse Populations to Existing Transit Options

Phase 1 of the [Engaging and Connecting Vermonters, Underserved & Diverse Populations to Existing Transit Options](#) established a goal to expand the Walk to Shop initiative and provide shopping trolleys to Vermonters in need. Project partners used enhanced outreach and marketing strategies designed to appreciably engage hundreds of Vermonters and diverse communities and encourage them to reduce the use of their car for short trips. Designed to encourage more walking and use of transit, this initiative offers shoppers an affordable and accessible transportation tool—making it easy to walk to shop for groceries and other goods. Phase 2 of this study is building upon the work in Phase 1 to better understand the needs of transit-dependent residents while at the same time encouraging choice riders to replace short vehicle trips by walking with a shopping trolley instead. More information is on the [Walk to Shop website](#).

Regional Active Transportation Plan Update

The CCRPC has regularly updated its [Regional Active Transportation Plan](#); the most recent plan was adopted by the CCRPC Board in January 2023. The updated Chittenden County Active Transportation Plan (ATP) identifies its goals as creating a safe, comfortable, and connected regional network of pedestrian and bicycle routes that appeal to all ages and abilities. After a robust public input process, equity analysis, detailed existing conditions assessment, and a Level of Traffic Stress model analysis, the ATP outlines recommendations for both non-infrastructure and infrastructure improvements to enhance network connectivity. The proposed countywide bicycle network in the 2022 ATP includes about 200 miles of streets that would allow users of all ages and abilities to traverse the county on comfortable bicycle facilities. Public outreach focused on listening sessions with specific populations, including an Arabic Community group, older adults, and mobility justice and racial equity advocates.

Older Adults and Persons with Disabilities (O&D) Transportation Program (Regional)

The [Chittenden County Older Adults and Persons with Disabilities \(O&D\) Transportation Program](#) (previously the Elders & Persons with Disabilities (E&D) Program) supports community members through affordable transportation to medical appointments, access to fresh food at the grocery store, and social visits with friends and family. In Chittenden County, the CCRPC manages the O&D Committee, while Green Mountain Transit (GMT) contracts with the Special Services Transportation Agency (SSTA) to provide O&D transportation to Chittenden County residents. The program uses a combination of lift-equipped vans, sedans and minivans, along with volunteer drivers who use their own personal vehicles.

Beginning in FY19, the CCRPC embarked on a plan with GMT and United Way of Northwest VT to evaluate program improvements for O&D transportation in Chittenden County. The program evaluation included goals to enhance collaboration between program stakeholders, develop better public-facing information for riders, and prioritize opportunities to create a more equitable program for all Chittenden County residents.

Following the comprehensive O&D program evaluation, the CCRPC continued to collaborate with committee stakeholders to evaluate additional program improvements for O&D

transportation in 2020. While adapting from the impact of the COVID-19, the O&D program continued to deliver vital transportation to older adults and persons with disabilities. In 2021, the O&D Committee focused on program funding, volunteer driver utilization and opportunities to enhance transportation equity within the region. In 2022, the CCRPC hosted the 3rd Annual O&D Transportation Summit. Moreover, work program tasks in 2022 focused around three core areas: SSTA volunteer driver collaboration; O&D, ADA, & Medicaid Call Center Study; and increasing O&D program awareness. While continued progress was made in 2022, the lingering impacts of COVID-19 and a rise in fuel prices hindered volunteer driver recruitment efforts. To address the continued deficit of volunteer drivers, the O&D Committee work plan for 2023 had a strong focus on volunteer driver recruitment and raising program awareness.

I-89 2050 Study (Regional)

The CCRPC in collaboration with the Vermont Agency of Transportation, municipalities, and other stakeholders completed the [I-89 2050 Study](#) in December 2022. The study evaluated existing multimodal conditions along the I-89 Corridor and its interchanges; assessed numerous new and improved interchange alternatives; developed and analyzed bundles of multimodal corridor improvements, and created an implementation plan that will guide the corridor toward the project's vision over the next 30 years. This project included a robust statewide public participation effort, including public meetings (streamed live and recorded), a project email list, public comments on the project website, and more. Public involvement was integrated into all aspects of the work plan. Participation elements included Advisory Committee and Technical Committees, focus groups, public meetings/workshops, outreach to Limited English Proficiency and other underrepresented groups, and other public outreach tools. Outreach efforts included seven public meetings and eight focus groups, including: an Arabic-speaking group; the Old Spokes Home Equity Coalition; a French-speaking group; and others. A summary of all public outreach, including data about comments, methods, and much more, is available in the [Final Report](#) (pages 5-14).

Measures to Ensure Minority, Low-Income and LEP Participation

As public transportation is disproportionately relevant to the daily lives of Title VI-protected groups and low-income Vermonters, the CCRPC will continue to 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 regularly records public meetings and makes them available at the same time as the meeting notes.

The CCRPC maintains regular contact with organizations that represent the interests of low-income, immigrant, and minority groups and notifies them of upcoming public participation opportunities. In October 2022, the CCRPC hired its first Equity and Engagement Manager, which was one of the recommendations that came out of its 2021 organizational equity audit referenced on page 11. The Equity and Engagement Manager works to lead organizational and project-specific equity and racial justice efforts for the county. Some of their work includes building relationships in our communities, improving and executing public engagement in alignment with federal requirements and CCRPC's equity goals, integrating the Equity Advisory Committee into CCRPC decision making processes, and exploring ways the CCRPC can better support and elevate marginalized voices in planning.

Meeting times and locations for CCRPC projects are designed to maximize accessibility for low-income and minority groups. A mix of daytime, early evening, and weekend meetings and other gatherings are scheduled, and meetings are held in transit-accessible locations. The majority of in-person transit-specific meetings are held at the CCRPC offices in Winooski, which is a focus location of Title VI-protected groups. Since 2020, virtual meetings have become standard practice and are utilized as standalone meetings and to complement in-person meetings. Other locations for in-person meetings 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 in the second half of 2020, as well as all of 2021, 2022, and 2023 were virtual.

2023 (All meetings virtual)

- January 3
- March 8
- April 4
- May 2
- June 6
- July 11
- September 5

2022 (All meetings virtual)

- February 1
- March 2
- April 5
- May 3
- June 7
- August 2
- September 6

- October 4
- November 1
- December 6

2021 (All meetings virtual)

- January 5
- February 2
- March 3
- April 6
- May 4
- June 1
- September 7
- October 5
- November 2
- December 7

2020

- January 7
- February 4
- May 5 [virtual]
- June 2 [virtual]
- September 1 [virtual]
- October 6 [virtual]
- November 3 [virtual]
- December 1 [virtual]

CCRPC Board of Directors Meetings with Transit-Related Agenda Items

All CCRPC Board of Directors meetings took place virtually unless otherwise specified.

2023

- January 18
- March 15
- April 19
- May 17
- June 21
- July 19
- September 20
- October 18
- November 15

2022

- January 19
- February 16

- March 16
- April 20
- May 18
- June 15
- July 20
- September 21
- October 19

2021

- January 20
- February 17
- March 16
- April 21
- May 19
- June 16
- July 21
- November 17

2020

- January 15 [in person at the CCRPC office]
- February 19 [in person at the CCRPC office]
- March 18
- April 15
- May 20
- June 17
- July 15
- October 21

CCRPC Executive Committee Meetings with Transit-Related Agenda Items

All Executive Committee meetings took place virtually unless otherwise specified.

2023

- January 4
- April 5
- May 3

2022

- January 5
- April 6
- May 4

2021

- January 6
- April 7

- May 5
- June 2
- July 7
- November 3
- December 1

2020

- January 8 [in person at the CCRPC office]
- February 5 [in person at the CCRPC office]
- March 4 [in person at the CCRPC office]
- April 1
- May 6
- June 3
- July 1
- August 5

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

All UPWP Committee meetings took place virtually unless otherwise specified.

2023

- January 26
- February 23
- March 29

2022

- January 26
- February 22
- March 30

2021

- January 28
- February 25
- March 25

2020

- January 23 [in person at the CCRPC office]
- February 19 [in person at the CCRPC office]
- March 26

Other Transit-Related Meetings Hosted by CCRPC

2023

- March 8: Chittenden County Older Adults & Persons with Disabilities Advisory Committee (Virtual)
- June 9: Statewide Elders & Persons with Disabilities Summit (Virtual)

- June 14: Chittenden County Older Adults & Persons with Disabilities Advisory Committee (Virtual)
- September 16: Chittenden County Older Adults & Persons with Disabilities Advisory Committee (Virtual)

2022

- March 9: Chittenden County Elders & Persons with Disabilities Advisory Committee (Virtual)
- June 3: Statewide Elders & Persons with Disabilities Summit (In Person)
- June 15: Chittenden County Elders & Persons with Disabilities Advisory Committee (Virtual)
- September 14: Chittenden County Elders & Persons with Disabilities Advisory Committee (Virtual)
- December 14: Chittenden County Elders & Persons with Disabilities Advisory Committee (Virtual)

2021

- March 10: Chittenden County Elders & Persons with Disabilities Advisory Committee (Virtual)
- June 9: Chittenden County Elders & Persons with Disabilities Advisory Committee (Virtual)
- June 18: Statewide Elders & Persons with Disabilities Summit (In Person)
- September 22: Chittenden County Elders & Persons with Disabilities Advisory Committee (Virtual)
- December 22: Chittenden County Elders & Persons with Disabilities Advisory Committee (Virtual)

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 & Persons with Disabilities 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 & Persons with Disabilities Advisory Committee | Location: CCRPC Office (110 West Canal Street, Suite 202, Winooski VT 05404)
- June 24: Statewide Elders & Persons with Disabilities Summit (Virtual)
- July 8: Chittenden County Elders & Persons with Disabilities Advisory Committee (Virtual)
- October 7: Chittenden County Elders & Persons with Disabilities Advisory Committee (Virtual)

- December 8: Chittenden County Elders & Persons with Disabilities Advisory Committee (Virtual)

In 2023 and beyond, CCRPC will continue to encourage the participation of Title VI-protected groups in public outreach activities. CCRPC will continue to coordinate with VTrans through the Transportation Improvement Network (TPI) to ensure outreach to Title VI-protected groups.

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 25USDOT 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.

Four Factor Analysis

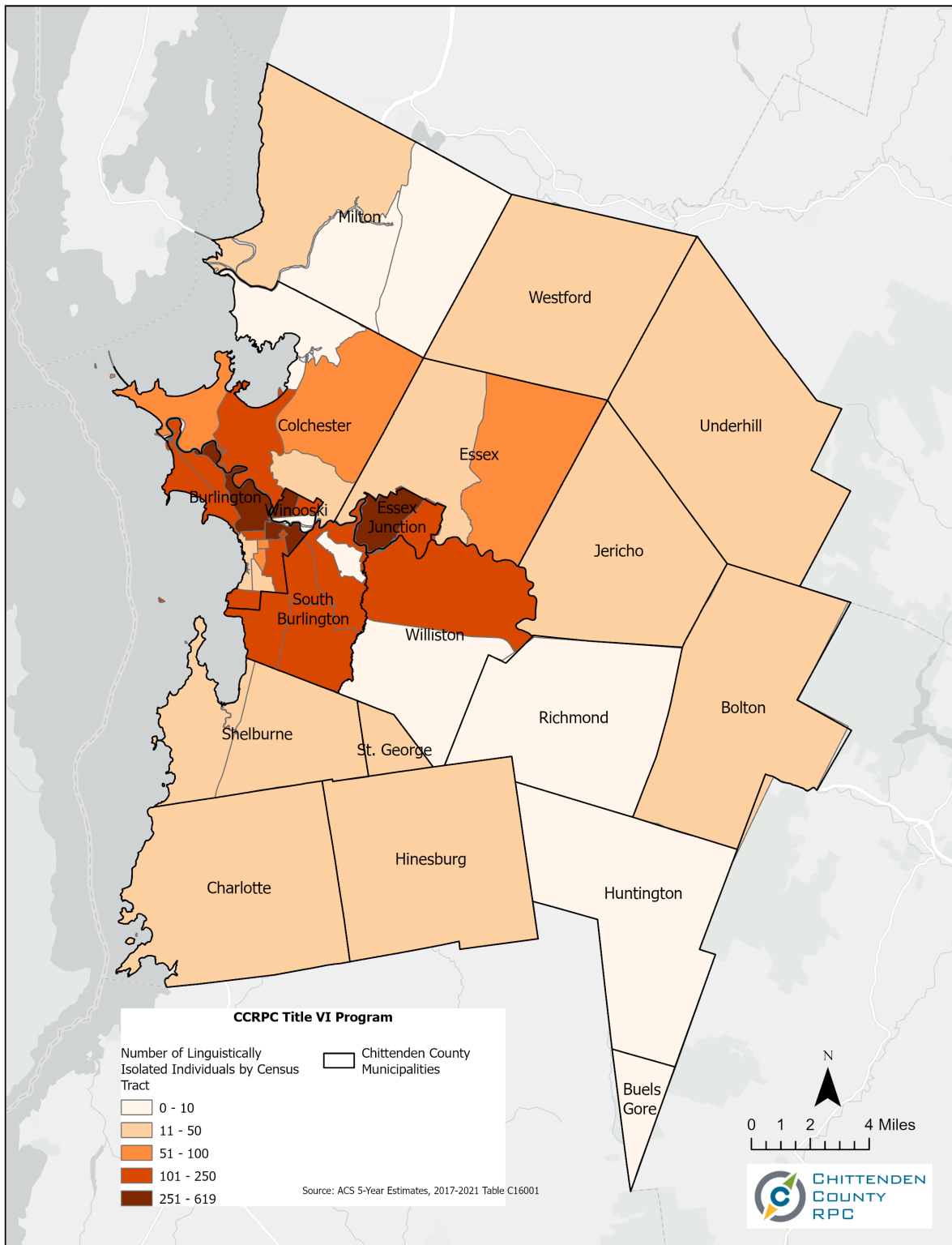
The DOT guidance outlines four factors recipients should apply to the various kinds of contacts they have with the public to assess language needs and decide what reasonable steps they should take to ensure meaningful access for LEP persons:

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

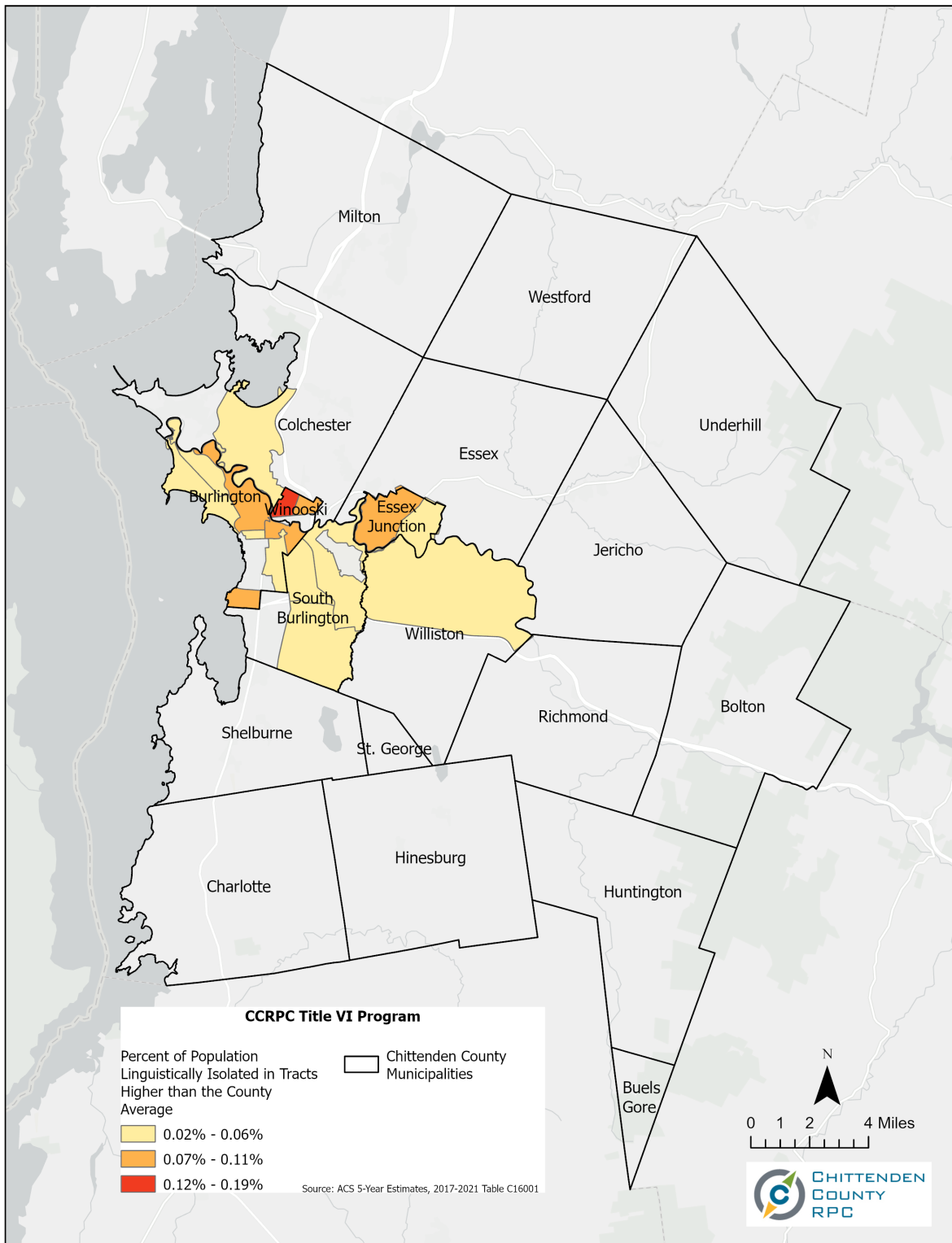
According to the 2017-2021 American Community Survey, 4,737 residents of Chittenden County ages 5 or older spoke English less than “very well.” This total number represents 3.0% of the population ages 5 or older as of the 2021 Census population estimate.

The 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 18 of the 40 Census tracts, there are fewer than 50 people who are “linguistically isolated” (i.e. speaking English less than “very well”). 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 24, 26.01, 3 and 6, located on the western portions of Winooski and Essex Junction and the north side of the City of Burlington, have the highest number of LEP individuals, with 619, 467, 391 and 279, respectively.



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 24 and 25.01, both located in Winooski, the percentage of LI individuals exceeds 11%. From both

of these maps, it is clear that LEP efforts need to focus on Winooski, Essex Junction, the City of Burlington, and parts of South Burlington.



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. The single largest group of individuals were speakers of Other Indo-European languages, with 1,420 people, reflecting the

arrival of Bhutanese refugees in Burlington from 2008 to 2018. The next largest number of these LEP individuals, with 823, speak French reflecting longstanding influence from Quebec in northern Vermont as well as recent refugees from Democratic Republic of Congo. Four language groups have between 300 and 600 speakers: Spanish, Russian/Polish/Other Slavic, Chinese, and Other Asian/Pacific Island (mainly reflecting immigrants from Burma). Some of these populations reflect refugee arrivals over the past decade and beyond.

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) or by the Ethiopian Community Development Council, which is based in Brattleboro. It is noteworthy that the influx of refugees to Vermont slowed dramatically from 2018 through 2021, before rising dramatically in 2022.

The maps on the pages following the table display the number of persons who speak English “less than very well” among each of these six languages or language groups plus Vietnamese, which has 154 LEP speakers. Among all of these languages, the ones spoken by recent immigrants tend to be the most geographically concentrated, while French and Spanish speakers are the most widely distributed among the census tracts in Chittenden County. The most concentrated is the group of Other Indo-European Language speakers, the Bhutanese immigrants who, as shown in the first map, are located almost exclusively in the Intervale and Old North End portions of Burlington, in Winooski and in the western part of Essex Junction.

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, but the Quebecois influence had mostly disappeared by 2015. In the intervening years, the number of French-speaking people in Burlington and surrounding areas has increased, likely due to the influx of French-speaking immigrants and refugees. Five tracts in Burlington collectively have 327 French speakers who speak English less than very well. South Burlington, Williston and Colchester have another 340 such individuals.

Spanish speakers are concentrated in portions of Burlington, but there is a concentration in western Essex Junction. Smaller numbers are spread across a dozen other tracts.

Russian/Polish/Other Slavic speakers reflect refugees from Bosnia who arrived prior to 2012. These Serbo-Croatian speakers are concentrated in the New North End, with smaller numbers in Colchester and South Burlington. Most of the Chinese speakers are in the northern part of Williston and the Route 116 corridor in South Burlington, followed by some downtown neighborhoods of Burlington. Finally, the Other Asian and Pacific Island (Burmese) speakers have settled in the western part of Winooski and the Dorset Street corridor in South Burlington, with smaller numbers elsewhere.

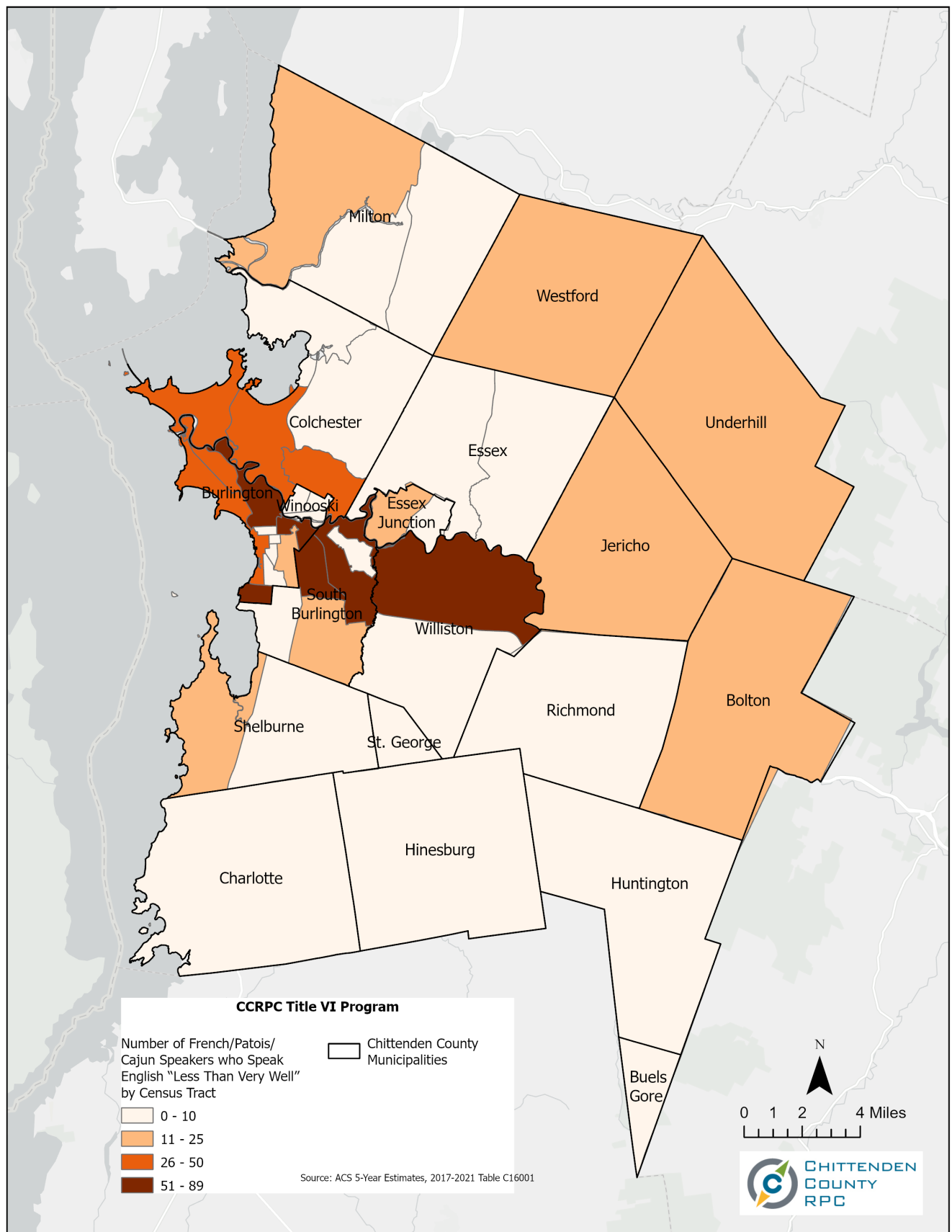
Vietnamese speakers are located in only four tracts in Burlington, Essex Junction and Winooski.

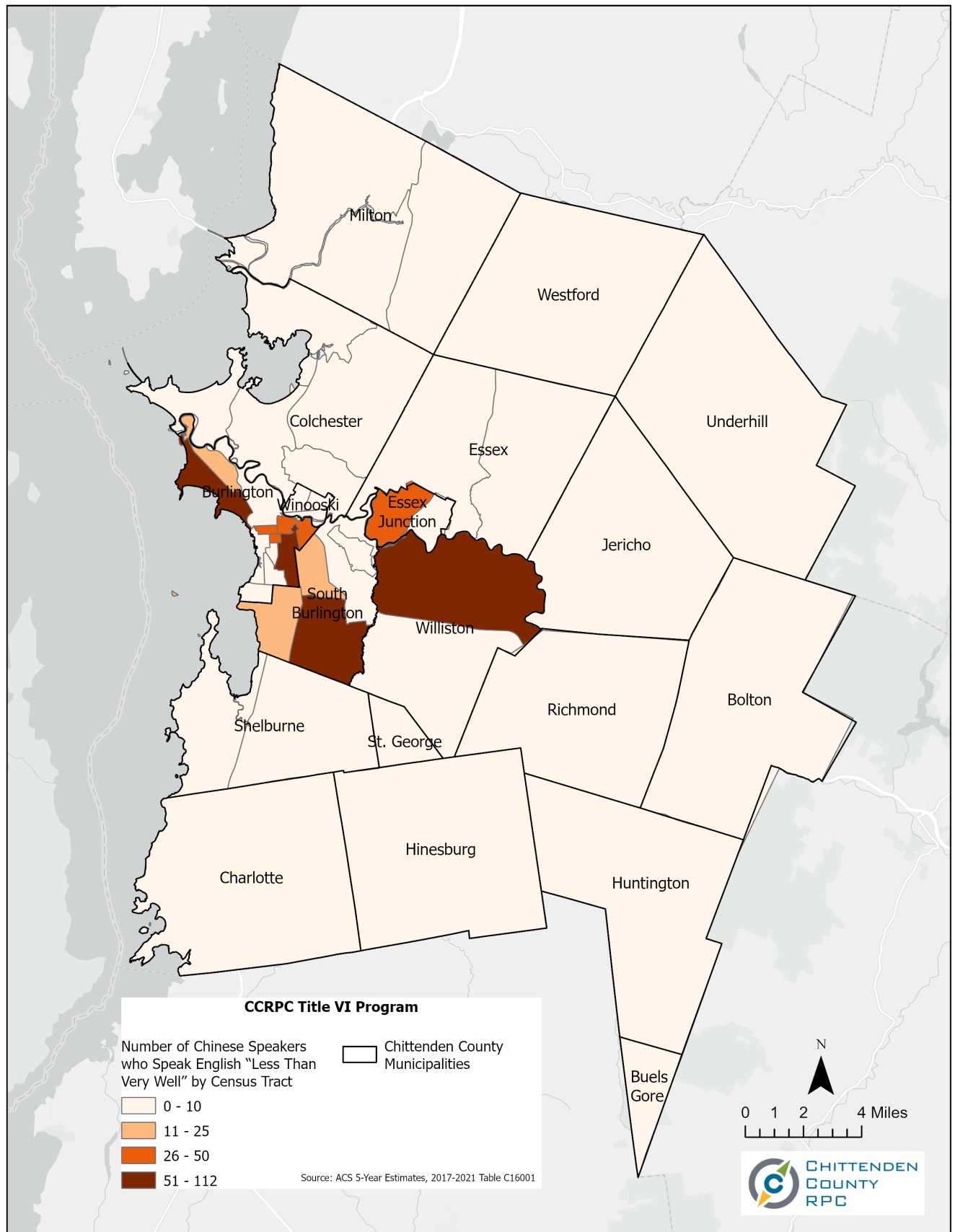
It can be seen in the data table that follows the maps that only the Indo-European language group surpasses 1,000 individuals for all of Chittenden County and that no tract surpasses 620 individuals who cannot speak English very well for all languages combined. For individual languages, four tracts have percentages exceeding 5% of the population: Tract 1 (Burlington New North End East) for Other Indo-European and Other Asian languages, and Tract 2 (Burlington New North End West) and Tract 8 (South Central Burlington) for Other Indo-European languages.

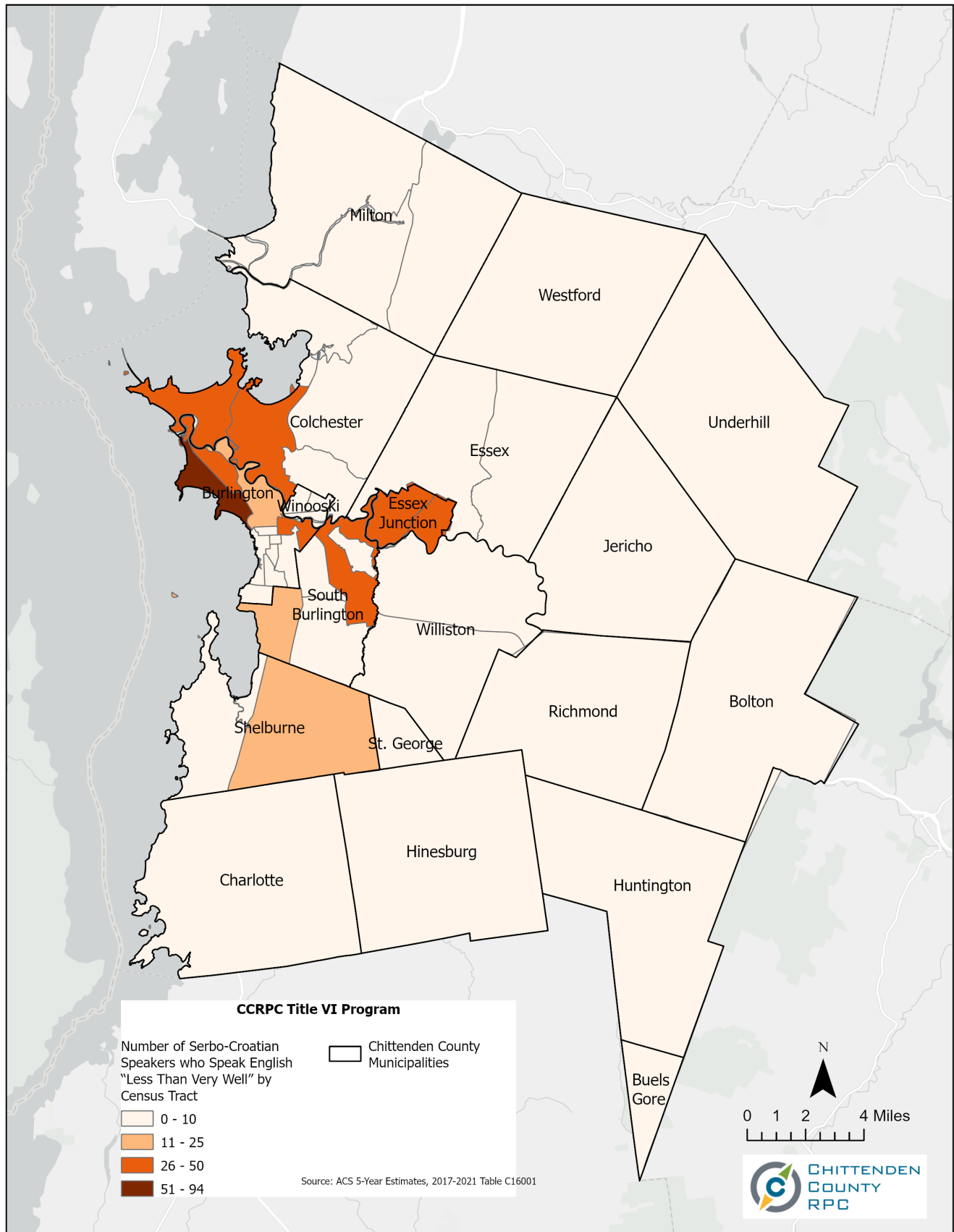
**SUMMARY OF VERMONT REFUGEE
RESETTLEMENTS 2012 – 2022**

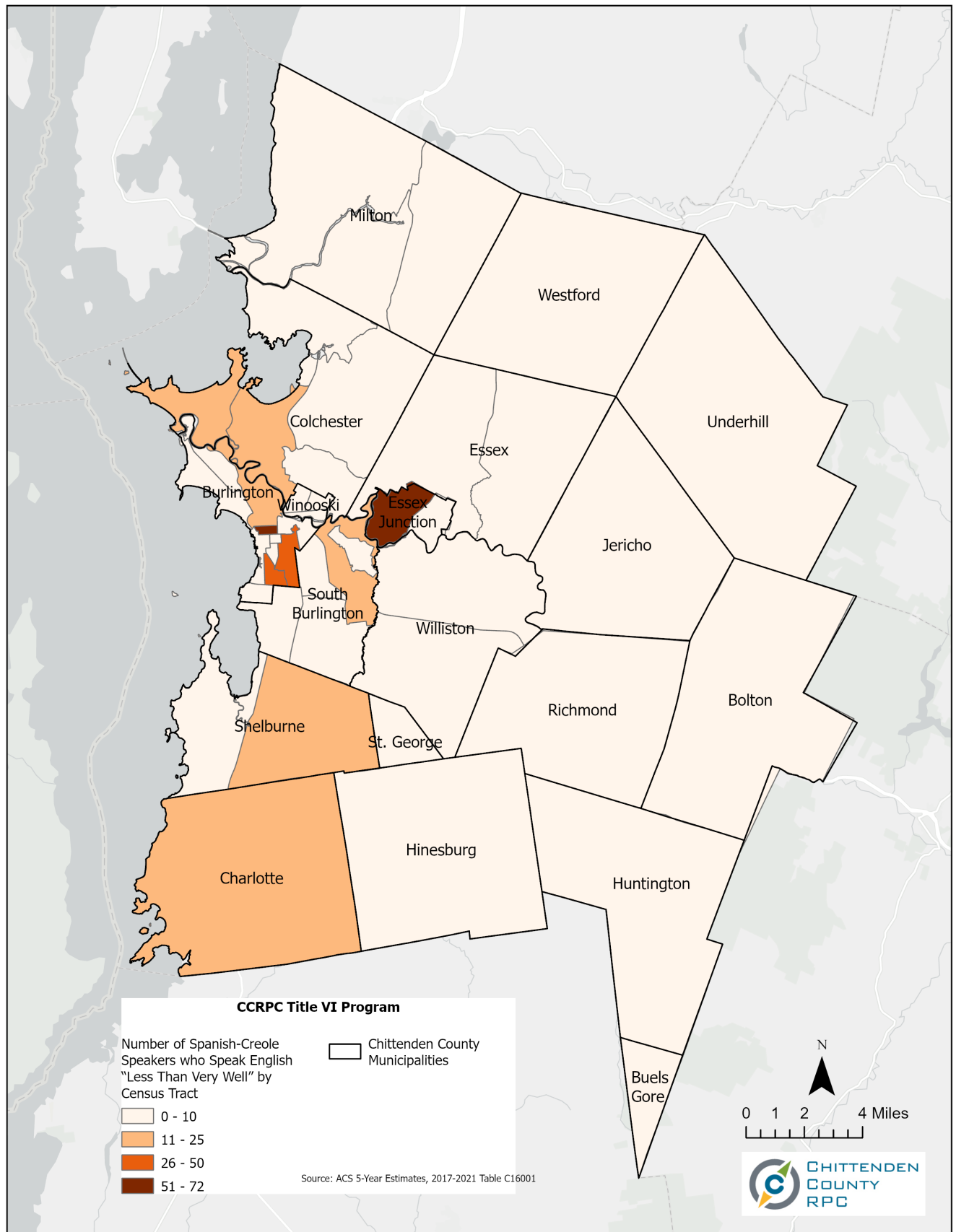
Country \ FFY	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022
Afghanistan											269
Bhutan	297	256	171	189	217	86	54				
Burma	42	17	24	7	4	5	3	15	4	2	2
Burundi				6	5	48		8		6	
Congo				1							
Dem. Rep. Congo		1	15	31	75		76	89	14	31	42
Eritrea		1	1								
Ethiopia						2					
Guatemala											3
Iran					3						
Iraq	10	18	47	20	1	18				5	
Nepal	1		2	3	1	2		1		3	
Rwanda		1									
Somalia		25	47	55	80	59		1	5		2
Sudan		3	10			1					33
Syria						14					
Ukraine											100
Total	350	322	317	312	386	235	133	114	23	47	451

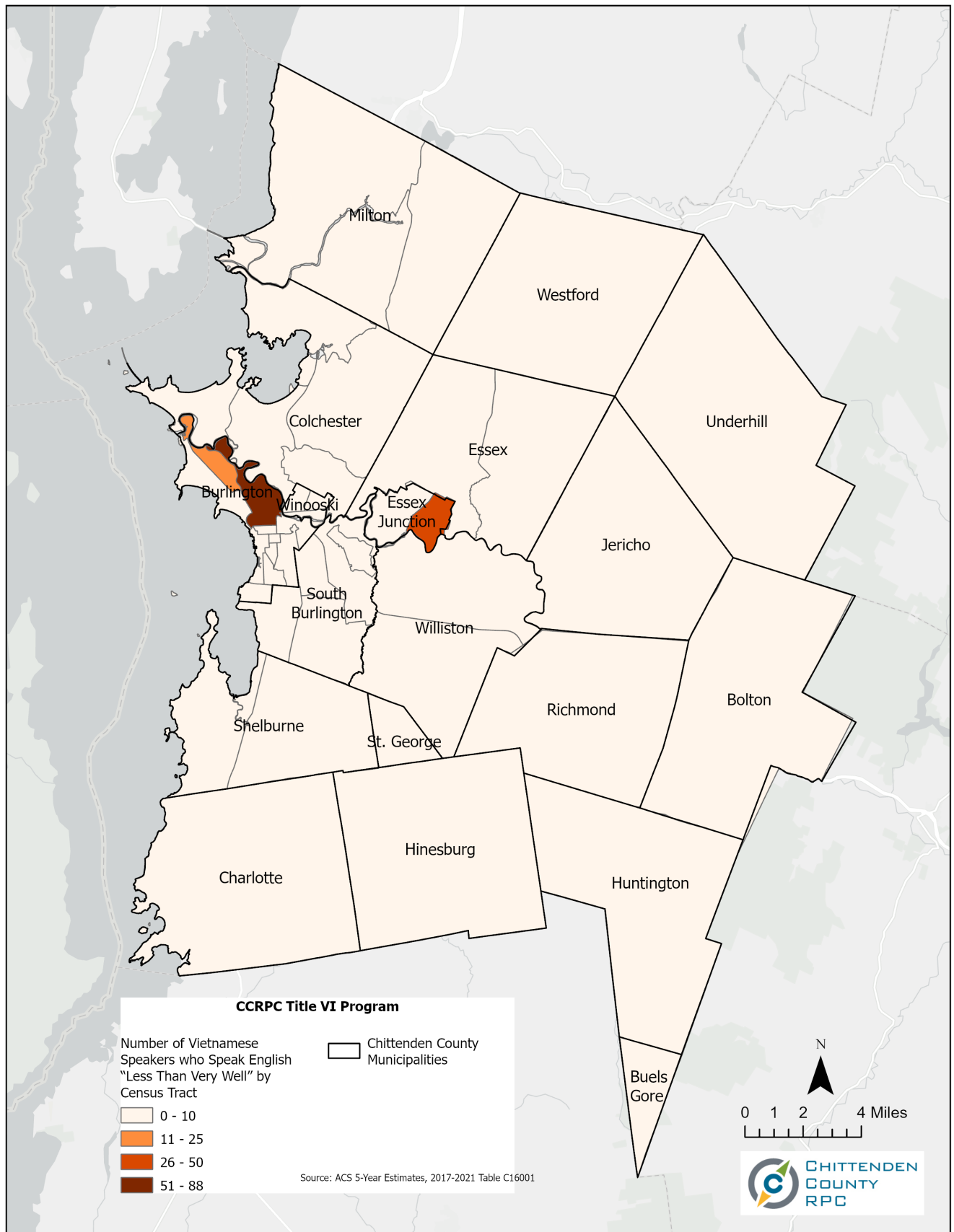
Data provided by the Refugee Processing Center of the US Department of State via wrapsnet.org and the Vermont State Refugee Office. Fiscal years begin on October 1 of the previous calendar year. Figures include refugees resettled by USCRI – Vermont and Ethiopian Community Development Council (Brattleboro) as well as humanitarian parolees from Afghanistan and Ukraine who are not officially refugees according to government definitions. The figures do not account for people who moved to or from Vermont after initial resettlement.

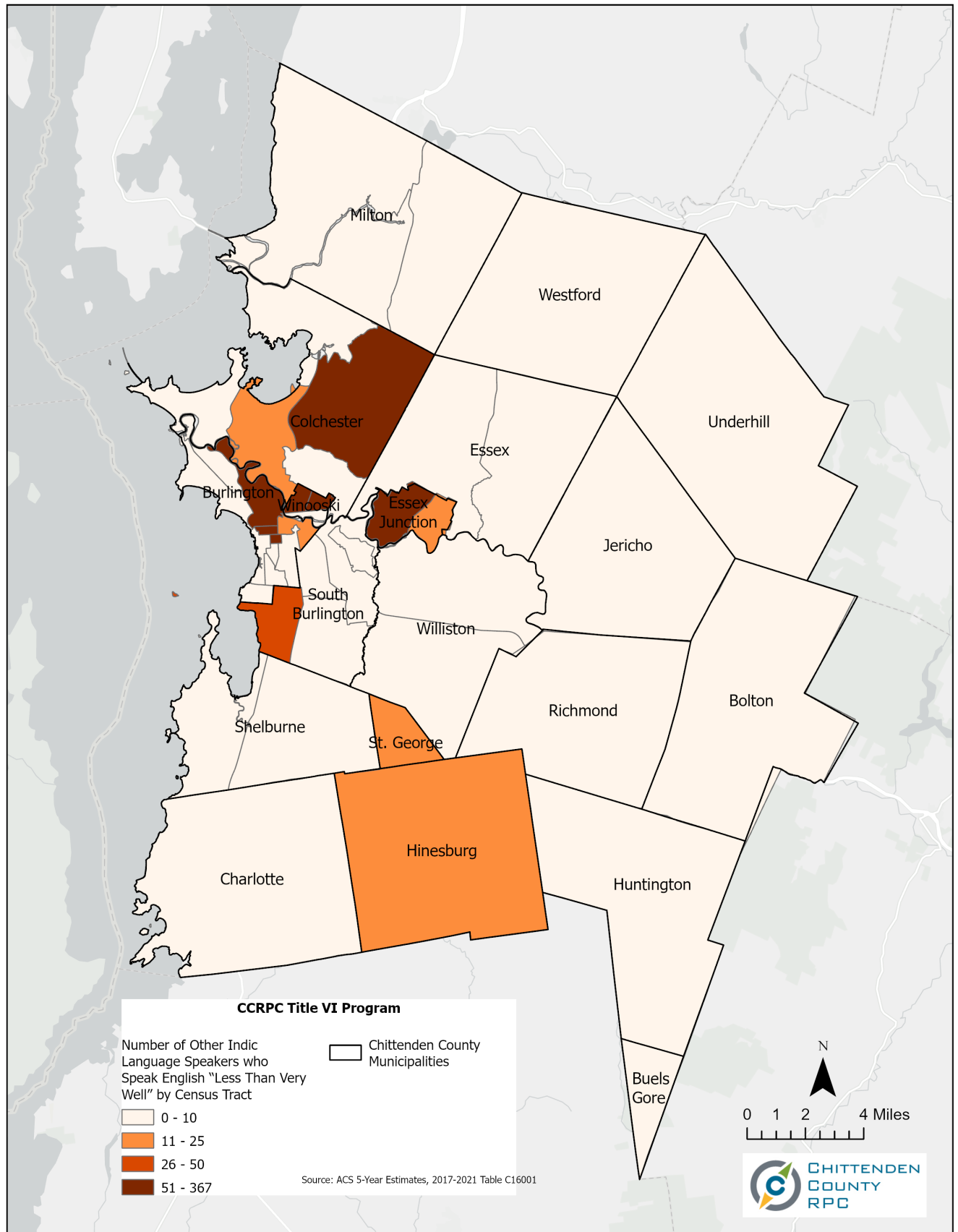


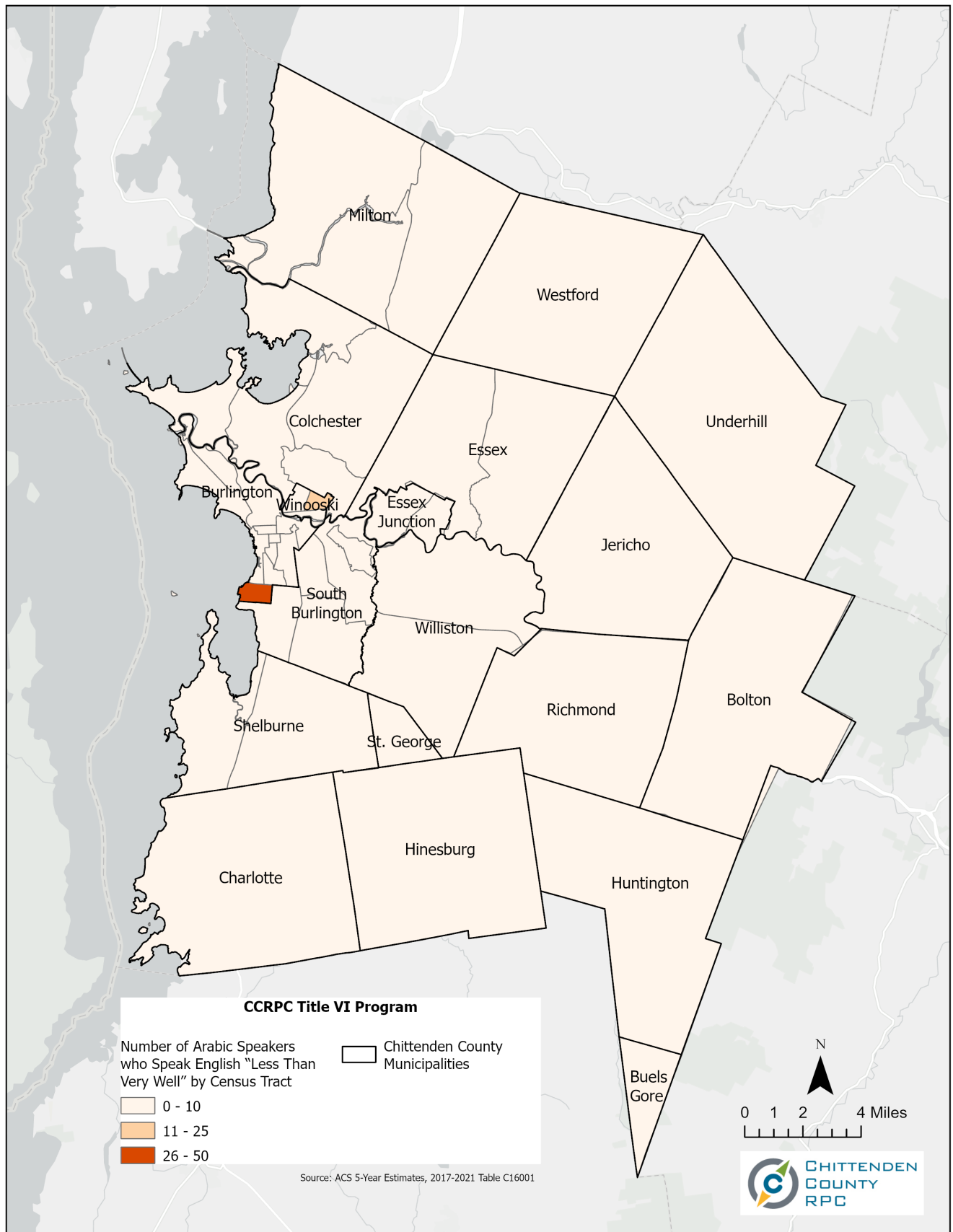












Number of Individuals Who Speak English Less than Very Well by Language and Tract

Tract	Description	Total	Spanish	French	Russian/ Polish/ Slavic	Other Indo- European	Korean	Chinese	Vietnamese	Other Asian and Pacific Island	Arabic	Other and Unspecified	Total Linguistic Isolates
24	Winooski West	3,232	1	0	0	367	0	0	0	198	0	53	619
26.01	Essex Junction West	5,641	62	19	31	327	0	28	0	0	0	0	467
3	Burlington Intervale	4,854	19	65	20	179	0	0	88	0	0	20	391
6	Burlington Northeast	4,319	0	81	36	18	35	41	0	0	0	68	279
25.01	Winooski East	2,235	0	0	0	223	0	0	0	0	22	0	245
1	Burlington New North End East	4,366	0	48	43	4	0	14	20	0	6	109	244
36	South Burlington Dorset	4,711	0	53	0	0	0	19	0	169	0	0	241
31.01	Williston North	7,633	4	84	0	0	0	112	0	0	0	0	200
42	Burlington ONE	4,322	72	0	9	58	0	47	0	11	0	0	197
2	Burlington New North End West	5,345	0	44	94	0	0	53	0	0	0	0	191
11	Burlington South End	2,128	0	89	0	0	0	0	0	0	42	35	166
40.02	South Burlington East	3,965	20	87	49	0	0	0	0	0	0	0	156
39	Burlington UVM	7,695	31	14	0	2	0	88	0	14	0	0	152
33.01	South Burlington 116	4,248	8	13	0	0	0	101	0	9	0	0	140
23.04	Colchester Village	2,965	13	42	43	23	0	0	0	0	0	0	121
26.02	Essex Junction East	4,145	0	0	37	23	0	0	42	0	3	14	119
33.04	South Burlington US 7	6,238	8	0	23	41	0	23	0	20	0	0	115
23.03	Colchester Northwest	4,637	14	40	44	0	0	0	0	0	0	0	98
41	Burlington Main to Pearl Central	2,672	0	9	0	58	0	29	0	0	0	0	96
22.02	Colchester Northeast	4,606	0	0	0	75	0	0	0	0	0	0	75
27.02	Essex Town East	5,183	9	0	6	10	0	0	0	33	0	0	58
9	Burlington Maple St	2,517	1	4	0	0	0	0	0	49	0	0	54
27.01	Essex Town West	5,824	0	0	0	0	0	0	0	0	0	48	48
22.01	Colchester South	3,141	7	35	0	0	0	0	0	0	0	0	42
8	Burlington South Central	2,488	32	7	0	0	0	0	0	0	0	0	39
29	Westford, Underhill, Bolton	6,299	0	18	0	0	0	0	0	13	0	0	34
34.01	Shelburne East	5,091	19	0	15	0	0	0	0	0	0	0	34
10	Burlington Downtown/Waterfront	2,346	1	26	0	0	0	0	0	0	0	0	27
35.01	Charlotte	3,703	24	0	0	0	0	0	0	0	0	0	24
34.02	Shelburne West	2,283	0	17	0	0	0	0	0	0	0	0	17
21.01	Milton West	2,713	0	12	0	0	0	0	0	0	0	0	12
28	Jericho	4,758	0	12	0	0	0	0	0	0	0	0	12
35.02	Hinesburg, St. George	5,119	0	0	0	12	0	0	0	0	0	0	12
35.03	Huntington, Buels Gore	1,732	0	4	0	0	0	0	0	4	0	0	8
25.02	Winooski South	2,169	0	0	0	0	0	0	4	0	0	0	4
21.03	Milton East	3,817	0	0	0	0	0	0	0	0	0	0	0
21.04	Milton Southwest	3,583	0	0	0	0	0	0	0	0	0	0	0
23.01	Colchester North	1,355	0	0	0	0	0	0	0	0	0	0	0
30	Richmond	3,917	0	0	0	0	0	0	0	0	0	0	0
31.02	Williston South	1,948	0	0	0	0	0	0	0	0	0	0	0
			345	823	450	1420	35	555	154	520	73	347	4737

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

Source: 2017-2021 American Community Survey

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

Tract	Description	Spanish	French	German	Russian/ Polish/ Slavic	Other Indo- European	Korean	Chinese	Vietnamese	Other Asian and Pacific Island	Arabic	Other and Unspecified
24	Winooski West	0.0%				11.4%				6.1%		1.6%
26.01	Essex Junction West	1.1%	0.3%		0.5%	5.8%		0.5%				
3	Burlington Intervale	0.4%	1.3%		0.4%	3.7%			1.8%			0.4%
6	Burlington Northeast		1.9%		0.8%	0.4%	0.8%	0.9%				1.6%
25.01	Winooski East					10.0%					1.0%	
1	Burlington New North End East		1.1%		1.0%	0.1%		0.3%	0.5%		0.1%	2.5%
36	South Burlington Dorset		1.1%					0.4%		3.6%		
31.01	Williston North	0.1%	1.1%					1.5%				
42	Burlington ONE	1.7%			0.2%	1.3%		1.1%		0.3%		
2	Burlington New North End West		0.8%		1.8%			1.0%				
11	Burlington South End		4.2%								2.0%	1.6%
40.02	South Burlington East	0.5%	2.2%		1.2%							
39	Burlington UVM	0.4%	0.2%	0.0%		0.0%		1.1%		0.2%		
33.01	South Burlington 116	0.2%	0.3%	0.2%				2.4%		0.2%		
23.04	Colchester Village	0.4%	1.4%		1.5%	0.8%						
26.02	Essex Junction East				0.9%	0.6%			1.0%		0.1%	0.3%
33.04	South Burlington US 7	0.1%			0.4%	0.7%		0.4%		0.3%		
23.03	Colchester Northwest	0.3%	0.9%		0.9%							
41	Burlington Main to Pearl Central		0.3%			2.2%		1.1%				
22.02	Colchester Northeast					1.6%						
27.02	Essex Town East	0.2%			0.1%	0.2%				0.6%		
9	Burlington Maple St	0.0%	0.2%							1.9%		
27.01	Essex Town West											0.8%
22.01	Colchester South	0.2%	1.1%									
8	Burlington South Central	1.3%	0.3%									
29	Westford, Underhill, Bolton		0.3%	0.0%						0.2%		
34.01	Shelburne East	0.4%			0.3%							
10	Burlington Downtown/Waterfront	0.0%	1.1%									
35.01	Charlotte	0.6%										
34.02	Shelburne West		0.7%									
21.01	Milton West		0.4%									
28	Jericho		0.3%									
35.02	Hinesburg, St. George					0.2%						
35.03	Huntington, Buels Gore		0.2%							0.2%		
25.02	Winooski South								0.2%			
21.03	Milton East											
21.04	Milton Southwest											
23.01	Colchester North											
30	Richmond											
31.02	Williston South											

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

Source: 2017-2021 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 continue to 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 Priopio (formerly 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.

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. When projects do take place within communities where multiple languages are known to be spoken, CCRPC often pre-translates materials, including surveys, project fliers, and other information. CCRPC provides oral and written translation; written interpretation and translation; and sign language, as requested, or as a result of the completed Equity Impact Worksheet for any given project. CCRPC will continue to examine its projects and programs to determine the extent of contact or the possibility of contact with LEP individuals as needed.

The State's Office of Racial Equity has published the 2023 Language Access Report, with more information and recommendations for making all state services accessible to Vermonters no matter their ability to speak and read English.

When translation and interpretation has been needed by various individuals or groups, this has typically been provided by individual community members, USCRI – Vermont, and AALV.

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 – as well as its continued work with the Equity Advisory Committee. 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.

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.

The most recent Title VI program for GMT was adopted by its board on June 20, 2023. The next update will be expected in June 2026.

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 2017-2021 American Community Survey, the table shown on the next page was compiled. It summarizes the number and percentage of minority, foreign-born and low-income individuals by census tract.

At the municipal level, Burlington has the greatest number of minority individuals, at 7,261, followed by Essex with 2,881. Burlington also has the tract with the highest number of minority individuals and the highest percentage, located in the Intervale part of the city. Besides those in Burlington, tracts with large numbers of minority individuals are located in Winooski, South Burlington and Essex Junction, with moderately high numbers in Colchester, Williston, and Shelburne.

The concentrations of minority persons, tracts with percentages higher than the county average, can be found Burlington, South Burlington, Winooski, Williston, Colchester and Essex. The county average is 12.5%, but some block groups in Burlington, Winooski and South Burlington have percentages ranging from 20% to 31%.

Foreign-Born National Origin

Foreign-born individuals are distributed similarly to minorities. Again, Burlington has the most individuals in this class—at 4,045—though the gap to the next largest number is not as wide. Essex has about 2,150 foreign-born residents. The tract with the highest number of foreign-born individuals is the western part of Essex Junction. The New North End and Intervale sections 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.

Most of Burlington, Winooski, Essex and South Burlington, and the northern portion of Williston have percentages higher than that of the county as a whole (8.2%). The greatest concentration is in the western part of Winooski (21%).

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. Some 17,812 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 10.6% of the population.

The highest number of low-income residents—again, by a large margin—live in Burlington (8,943, or 20% of residents). The next highest number is in Winooski at 1,631, or 20.4% of residents, followed by Essex at 1,543. Individual tracts with the highest numbers of people in poverty are located in the Old North End and northeastern section of Burlington (including the UVM campus), and the western portion of Winooski.

Demographic Characteristics of Chittenden County Residents by Census Tract

Tract	Town	Total Popula- tion	Non-White or Hispanic Population	Pct.	Foreign Born	Pct.	Below Poverty Line	Pct.
1	Burlington New North End East	4,583	914	19.9%	738	16.1%	415	9.1%
2	Burlington New North End West	5,582	691	12.4%	301	5.4%	285	5.4%
3	Burlington Intervale	5,258	1,645	31.3%	741	14.1%	1,372	26.1%
6	Burlington Northeast	4,588	1,018	22.2%	664	14.5%	1,529	34.6%
8	Burlington South Central	2,570	79	3.1%	115	4.5%	303	11.8%
9	Burlington Maple St	2,595	205	7.9%	76	2.9%	458	21.7%
10	Burlington Downtn/Waterfront	2,418	286	11.8%	228	9.4%	390	16.8%
11	Burlington South End	2,191	208	9.5%	141	6.4%	149	6.8%
21.01	Milton West	2,923	87	3.0%	71	2.4%	74	2.5%
21.03	Milton East	4,082	158	3.9%	34	0.8%	221	5.4%
21.04	Milton Southwest	3,683	334	9.1%	195	5.3%	83	2.3%
22.01	Colchester South	3,287	575	17.5%	148	4.5%	201	13.4%
22.02	Colchester Northeast	4,890	563	11.5%	395	8.1%	401	8.3%
23.01	Colchester North	1,458	153	10.5%	54	3.7%	199	13.8%
23.03	Colchester Northwest	4,827	429	8.9%	277	5.7%	240	5.0%
23.04	Colchester Village	3,085	344	11.2%	507	16.4%	301	9.8%
24	Winooski West	3,479	1,054	30.3%	735	21.1%	850	24.7%
25.01	Winooski East	2,312	375	16.2%	378	16.3%	430	18.6%
25.02	Winooski South	2,224	201	9.0%	26	1.2%	351	16.2%
26.01	Essex Junction West	6,080	1,034	17.0%	764	12.6%	391	6.4%
26.02	Essex Junction East	4,393	717	16.3%	567	12.9%	407	9.3%
27.01	Essex Town West	6,025	649	10.8%	602	10.0%	458	7.7%
27.02	Essex Town East	5,353	481	9.0%	215	4.0%	287	5.4%
28	Jericho	5,082	246	4.8%	64	1.3%	216	4.3%
29	Westford, Underhill, Bolton	6,769	416	6.1%	196	2.9%	353	5.2%
30	Richmond	4,142	299	7.2%	120	2.9%	108	2.6%
31.01	Williston North	7,977	872	10.9%	696	8.7%	613	7.7%
31.02	Williston South	2,003	146	7.3%	37	1.8%	28	1.4%
33.01	South Burlington 116	4,463	841	18.8%	721	16.2%	144	3.2%
33.04	South Burlington US 7	6,538	1,050	16.1%	698	10.7%	309	4.9%
34.01	Shelburne East	5,329	479	9.0%	337	6.3%	235	4.4%
34.02	Shelburne West	2,353	154	6.5%	287	12.2%	210	9.5%
35.01	Charlotte	3,900	193	4.9%	313	8.0%	116	3.0%
35.02	Hinesburg, St. George	5,310	166	3.1%	209	3.9%	462	8.7%
35.03	Huntington, Buels Gore	1,812	133	7.3%	31	1.7%	108	6.0%
36	South Burlington Dorset	4,889	610	12.5%	512	10.5%	694	14.2%
39	Burlington UVM	7,766	1,113	14.3%	537	6.9%	1,015	51.8%
40.02	South Burlington East	4,152	854	20.6%	500	12.0%	379	9.2%
41	Burlington Main to Pearl Central	2,672	377	14.1%	170	6.4%	1,562	61.3%
42	Burlington ONE	4,480	725	16.2%	334	7.5%	1,465	33.6%
TOTALS		167,523	20,874	12.5%	13,734	8.2%	17,812	10.6%

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 and are in person, virtual, or hybrid depending on community needs and preferences. 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. When in person, 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 meetings 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. 121 or evaughn@ccrpcvt.org, at least 5 business days prior to the meeting for which services are requested."
- To reach underserved populations, alternative meeting sites are identified, such as apartment complexes, 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.
- Public meeting minutes are included in final reports, which include all public comments. Final reports for all CCRPC projects can be found in the [Studies & Reports Library](#), which

is searchable by geographic location, key word, category and more. The Studies & Reports Library and its contents are translatable through the embedded Google Translate functionality.

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 and interpretation services whenever 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, students, 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.
- Public participation will be monitored, adjusted, and improved in consultation with the CCRPC's Equity Advisory Committee.

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.

The Evaluation Criteria and Performance Goals for Public Participation Techniques matrix (see [Section 8, page 21 in the PPP](#)) identifies and further elaborates on evaluation criteria, performance goals, and methods to reach the goals for each strategy used when implementing a public participation plan for a project. Staff consults this matrix early in developing a public participation plan for inclusive outreach ideas and to ensure the tools used can be measured throughout for effectiveness.

CCRPC staff participated in the following webinars over the past three years to stay informed of best practices and the latest public participation technology, lessons learned, and more:

2022

- March 23: Green Justice Zones Forum, hosted by Vermont's RPCs and Rights and Democracy (A Green Justice Zone is the concept of making investments in sustainability and equity in neighborhoods that have been disinvested in and are overburdened with pollution, and/or have higher exposure to risks associated with climate change. These

initiatives use data mapping, community design and a participatory budgeting process to support community revitalization in communities who have experienced the most harm by the current climate crisis.)

- March 31: Moving Forward; Racism, Still a Public Health Emergency – hosted by the Vermont Racial Justice Alliance
- April 12: Right-of-Way: Race, Class, and the Silent Epidemic of Pedestrian Deaths in America – hosted by Maryland Department of Planning and Smart Growth Network
- April 27: Creating Equitable Transportation Systems from the Ground Up hosted by Maryland Department of Planning and Smart Growth Network
- May 18: How can we make Vermont more welcoming and inclusive for our diverse community? hosted by Howard Center
- June 3: 3rd Annual Elders & Disabled Transportation Summit – hosted by CCRPC and VTrans
- October 18: CATMA Transportation Summit: Re-connect, Re-engage, Re-imagine
- October 20: Mending Ourselves, Together hosted by The University of Vermont Health Network
- November 1: Winooski and Burlington: What We Learned From You (Transportation, Housing and Environmental Issues) – hosted by Rights and Democracy
- November 17: Vermont Development Conference; The Missing Middle (Housing Session)
- December 1: The History of Racial Injustice in Vermont – hosted by Abundant Sun
- December 6: Accessible Virtual Public Involvement (VPI): State and MPO Tools & Practices hosted by FHWA

2021

- March 22: Advancing Equity in Vermont with Representative Hal Colston and Senator Kesha Ram hosted by Vermont Chamber of Commerce
- April 22: Effective Programs to Improve Access to and Use of Trails for Youth from Under-Resourced Communities hosted by American Trails
- May 15: How Can We Make Vermont More Welcoming and Inclusive for our Diverse Community? Hosted by Howard Center
- April 30: Equity in Policy and Practice: Addressing Past Inequities in Planning for the Future hosted by Maryland Department of Planning and the American Planning Association
- August 18: Planning for All Ages and Abilities Through Inclusive and Virtual Walk Audits hosted by Association of Pedestrian and Bicycle Professionals

2020

- May 4: Engaging Traditionally Underserved Communities using Virtual Public Involvement (VPI) hosted by FHWA
- May 28: Title VI Virtual Training Opportunity Hosted by FHWA and VTrans

- June 16: Equitable Inclusion in Virtual Community Engagement Confirmation hosted by Michigan State University
- July 1: Virtual Town Hall on Racial Justice hosted by VBSR
- August 12: Seeing and Disrupting Racism: A Focus on White Fragility hosted by VBSR and Peace & Justice Center
- September 16: A National Scan of Bike Share Equity Programs hosted by Transportation Research and Education Center (TREC) at Portland State University, through our U.S. DOT funded program - the National Institute for Transportation and Communities
- October 13: Confronting Power and Privilege in Transportation Planning for Healthy and Equitable Communities (Health Series Part 1) hosted by UNC Highway Safety Research Center
- October 13: VCLN Skills Session - Addressing Equity and Inclusion in your work and community hosted by VT Council on Rural Development

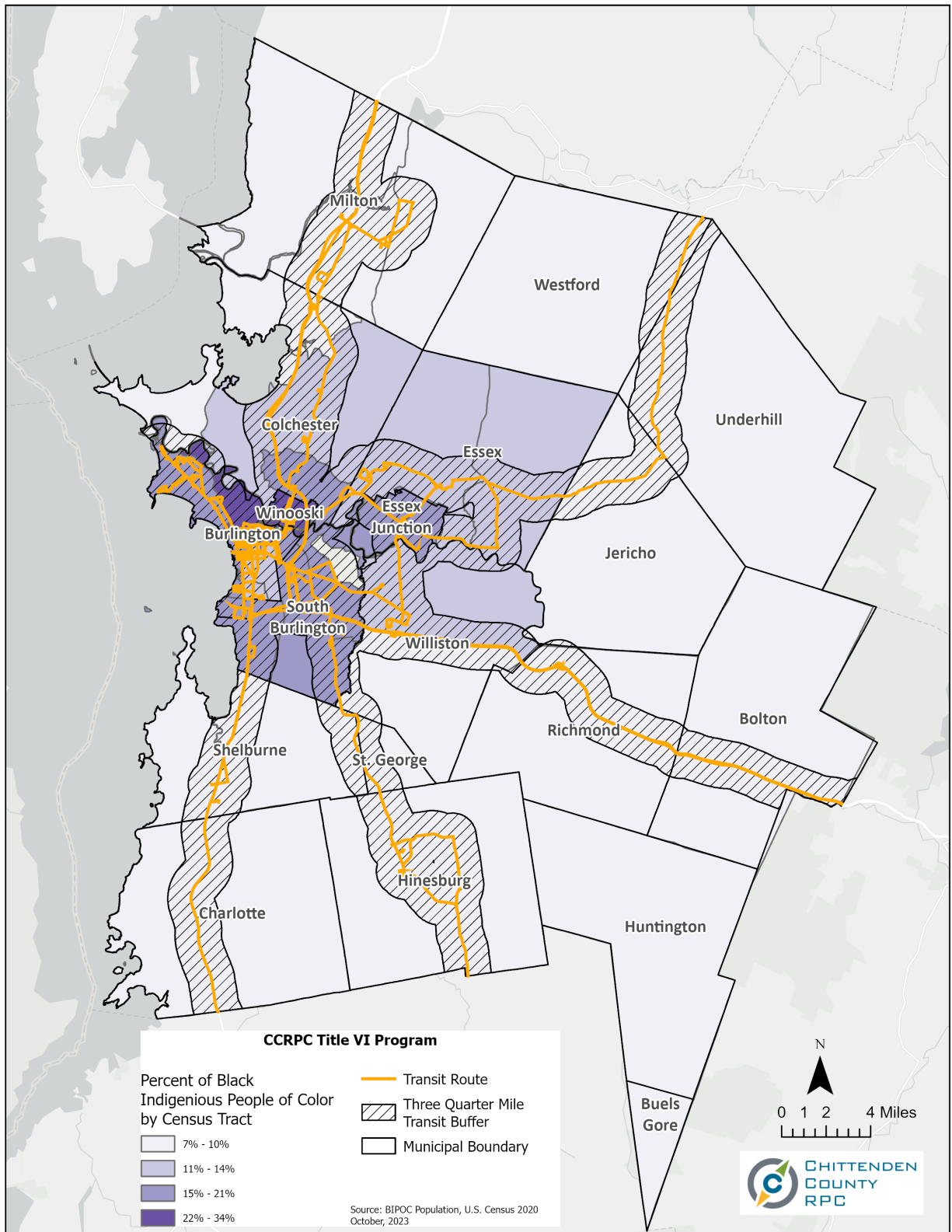
Impact Analysis of the Distribution of FTA Planning Funds

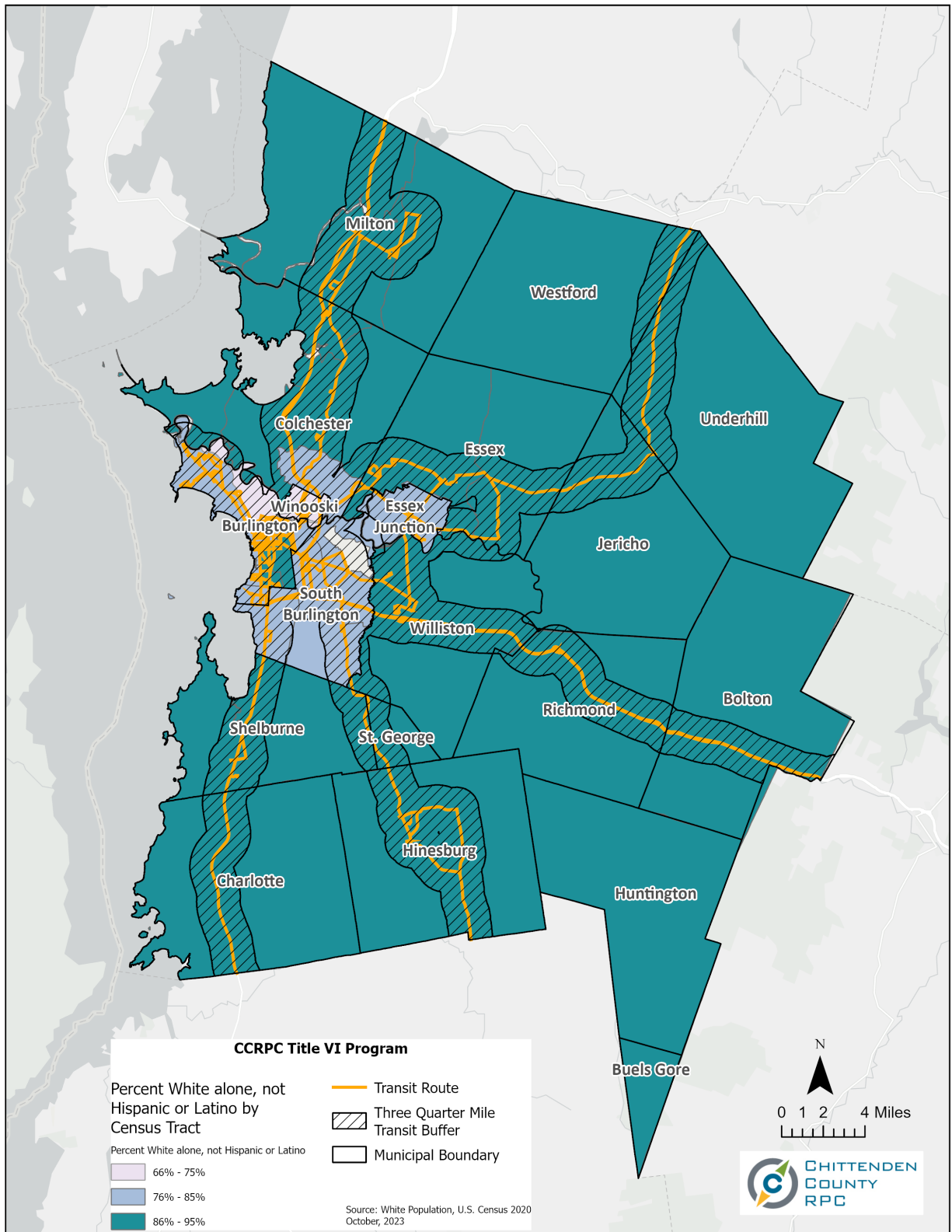
The maps presented on the following two pages show the transit system in Chittenden County overlaid on the percentages of minority and non-minority population by Census tract. The planning funds used by the CCRPC and passed through to GMT affect the transit system as a whole. Thus, those tracts that 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. All of the tracts 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.

Bus Route Service Area Racial Breakdown and Funding

Service Status	Population	White Only	Non-White	Percentage White	Percentage Non-White
Served	152,873	133,138	19,735	87.0%	13.0%
Unserved	14,650	13,511	1,139	92.2%	7.8%

Compared to the previous Title VI program, the number of non-white residents in unserved areas has increased moderately, due mainly to more minority residents in Colchester Village and the northwest portion of Colchester. Nonetheless, as can be seen in the table, the great majority (95%) 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.





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.