

**Title VI/Environmental Justice
Non-Discrimination Plan**

**Lewiston-Auburn Transit Committee (LATC)
125 Manley Road
Auburn, Maine 04210
207-783-9186**

February 1, 2020- January 31, 2023

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Introduction

The United States Department of Transportation (USDOT)

FTA STANDARD TITLE VI/NONDISCRIMINATION ASSURANCES

DOT Order No. 1050.2A

The Lewiston-Auburn Transit Committee (herein referred to as the "Recipient"), **HEREBY AGREES THAT**, as a condition to receiving any Federal financial assistance from the U.S. Department of Transportation (DOT), through The Federal Transit Administration (FTA), is subject to and will comply with the following:

Statutory/Regulatory Authorities

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

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

General Assurances

In accordance with the Acts, the Regulations, and other pertinent directives, circulars, policy, memoranda, and/or guidance, the Recipient hereby gives assurance that it will promptly take any measures necessary to ensure that:

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

The Civil Rights Restoration Act of 1987 clarified the original intent of Congress, with respect to Title VI and other Nondiscrimination requirements (The Age Discrimination Act of 1975, and Section 504 of the Rehabilitation Act of 1973), by

restoring the broad, institutional-wide scope and coverage of these nondiscrimination statutes and requirements to include all programs and activities of the Recipient, so long as any portion of the program is Federally assisted.

Specific Assurances

More specifically, and without limiting the above general Assurance, the Recipient agrees with and gives the following Assurances with respect to its federally assisted programs:

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

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

3. The Recipient will insert the clauses of Appendix A and Appendix E of this Assurance in every contract or agreement subject to the Acts and the Regulations.
4. The Recipient will insert the clauses of Appendix B of this Assurance, as a covenant running with the land, in any deed from the United States effecting or recording a transfer of real property, structures, use, or improvements thereon or interest therein to a Recipient.
5. That where the Recipient receives Federal financial assistance to construct a

facility, or part of a facility, the Assurance will extend to the entire facility and facilities operated in connection therewith.

6. That where the Recipient receives Federal financial assistance in the form, or for the acquisition of real property or an interest in real property , the Assurance will extend to rights to space on, over, or under such property.
7. That the Recipient will include the clauses set forth in Appendix C and Appendix D of this Assurance , as a covenant running with the land, in any future deeds, leases, licenses, permits, or similar instruments entered into by the Recipient with other parties:
 - a. for the subsequent transfer of real property acquired or improved under the applicable activity, project , or program; and
 - b. for the construction or use of, or access to, space on, over, or under real property acquired or improved under the applicable activity, project , or program.
8. That this Assurance obligates the Recipient for the period during which Federal financial assistance is extended to the program, except where the Federal financial assistance is to provide, or is in the form of, personal property, or real property , or interest therein, or structures or improvements thereon, in which case the Assurance obligates the Recipient, or any transferee for the longer of the following periods:
 - a. the period during which the property is used for a purpose for which the Federal financial assistance is extended, or for another purpose involving the provision of similar services or benefits; or
 - b. the period during which the Recipient retains ownership or possession of the property.
9. The Recipient will provide for such methods of administration for the program as are found by the Secretary of Transportation or the official to whom he/she delegates specific authority to give reasonable guarantee that it, other recipients, sub-recipients, sub-grantees, contractors, subcontractors, consultants, transferees, successors in interest, and other participants of Federal financial assistance under such program will comply with all requirements imposed or pursuant to the Acts, the Regulations , and this Assurance.
10. The Recipient agrees that the United States has a right to seek judicial

enforcement with regard to any matter arising under the Acts, the Regulations, and this Assurance.

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

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

DATED November 13, 2019

By 
Denis D'Auteuil, Chair
Lewiston-Auburn Transit Committee

Appendices A, C, D and E

Plan Statement

Title VI of the Civil Rights Act of 1964 as amended prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving federal financial assistance. Specifically, Title VI provides that “no person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance” (FTA) 42 U.S.C. Section 2000d).

The Lewiston-Auburn Transit Committee (LATC), is an interlocal committee established in 1976 by cities of Lewiston and Auburn for the sole purpose of ensuring for the provision of safe, reliable public transportation in Lewiston and Auburn. LATC is committed to ensuring that no person is excluded from participation in, or denied the benefits of any LATC program or activity on the basis of race, color, or national origin. This plan was developed to guide LATC and its administration and management of Title VI-related activities.

LATC receives funding from the Federal Transit Administration (FTA) through the Androscoggin Valley Council of Governments (AVCOG) and is a subrecipient of federal funds from the Maine Department of Transportation (MaineDOT). LATC contracts with Western Maine Transportation Services, Inc. (WMTS), for operations and maintenance of fixed route buses and for the provision of ADA Complementary Paratransit Services.

Civil Rights Officer Contact Information

The Chair of LATC is responsible for ensuring the implementation of Title VI/EJ programs for LATC and its *citylink* transit system as a recipient of Federal Transit Administration funds. On behalf of the Chair, AVCOG’s Civil Rights Officer will be responsible for the overall compliance and reporting of Title VI/EJ programs.

Denis D’Auteuil, Chair LATC
Deputy City Administrator, City of Lewiston
27 Pine Street, Lewiston, ME 04240, 207-513-3121

Joan Walton, Civil Rights Officer
AVCOG, 125 Manley Road, Auburn, Maine, 04210, 207-783-9186.

Title VI Information Dissemination

As the funding agency for LATC, Title VI information posters shall be prominently and publicly displayed in AVCOG’s principal office at 125 Manley Road, Auburn, Maine as well as the satellite offices in Farmington, Paris and Rumford. LATC will post Title VI information posters at all relevant locations, such as its transit buses and facilities, and

at its contractor's office and maintenance facility. Additional information relating to nondiscrimination can be obtained from the Civil Rights Officer.

LATC's Title VI Notification can be found at the web link below:

<http://www.avcog.org/index.aspx?nid=910>

Subrecipients, Subcontractors and Vendors

All subcontractors and vendors who receive payments from AVCOG for services provided on behalf of LATC where funding originates from any federal assistance are subject to the provisions of Title VI of the Civil Rights Act of 1964 as amended. Written contracts shall contain non-discrimination language, either directly or through the bid specification package which becomes an associated component of the contract. Neither AVCOG nor LATC have any subrecipients to monitor for Title VI compliance. LATC contracts with a transit provider for the provision of fixed route and ADA Complementary Paratransit services.

Record Keeping and Reporting

The Civil Rights Officer shall maintain permanent records which include, but are not limited to, copies of Title VI complaints or lawsuits and related documentation, and records of correspondence to and from complainants, and Title VI investigations. The Civil Rights Officer shall maintain a list of all complaints, lawsuits or investigations that allege discrimination on the basis of race, color, or national origin. LATC shall include the list in the Title VI Program submitted to FTA every three years.

LATC Public Outreach

Public notice is given for all public proceedings. Notice for LATC's regularly scheduled monthly meeting agendas are posted in the AVCOG lobby, on LATC's website (www.purplebus.com), emailed to Committee Members, local and regional state elected officials and interested parties, and a hard copy of the agenda is mailed to Auburn and Lewiston City Clerks' offices to be made available to the general public. Meeting agendas are posted and distributed no less than three (3) business days prior to LATC's meeting. LATC's meetings are public proceedings and open for public attendance. The minutes of these meetings are available for inspection by the public and are posted to LATC's website.

LATC holds public meetings as needed. Meetings are held to address route changes, fare increases, planning activities and general meetings to receive input from the public. LATC's monthly meetings are open to the public and the public is given an opportunity to speak at each meeting. LATC also provides outreach by conducting information sessions on how to ride *citylink*. These sessions are scheduled by the Transit Coordinator or are solicited by groups. LATC also partners with agencies that have target populations that are hard to reach, such as refugees and immigrants, individuals

with limited English proficiency, Veterans and individuals seeking job training and employment. Public outreach is on-going throughout the year. The following is a summary of this public outreach effort:

2019

St. Mary's Community Clinical Services – October 3, 2019

Met with five social services providers from St. Mary's Community Clinical Services located at the B Street Community Center to educate them on how to access *citylink*. They provide services to many people that do not have transportation and don't know about *citylink* or do not know how to use it. An hour was spent going over the schedule and the system, and then we rode the Lisbon Street bus for its entire route. All felt that it was a beneficial afternoon giving them a good handle on explaining the service to their client or even taking them out on a ride. Several clients suffer from anxiety that make it difficult to daily tasks. Staff was left with a poster of the schedule, bus schedules, a picture guide on how to ride the bus, and 10 6-ride punch passes.

FEDCAP

LATC has an on-going arrangement with FEDCAP to allow program participants to go on an "educational" ride on *citylink* to teach them how to use the service. FEDCAP provides advanced noticed as to when these outings will take place. FEDCAP is a non-profit company aimed at creating opportunities for people with barriers to economic well-being. FEDCAP offers services in four areas: education, workforce development, occupational health and economic development. Transportation has been identified as a barrier for people that are trying to improve their education and/or employment opportunities.

Boys and Girls Club – (July 8 – August 31, 2019)

This is the seventh year that LATC partnered with the Lewiston-Auburn Boys and Girls Club to sponsor a summer program. The BGC purchases 11 monthly passes at a reduced rate for an 8-week program where the kids ride *citylink* to go to activities and events within the community. This is their most popular summer program for the older kids.

2018

Boys and Girls Club – (June -August 2018)

This is the sixth year that LATC partnered with the Lewiston-Auburn Boys and Girls Club to sponsor a summer program. The BGC purchases 11 monthly passes at a reduced rate for an 8-week program where the kids ride *citylink* to go to activities and events within the community. This is their most popular summer program for the older kids.

Lewiston High School – Functional Life Skill Program

Karen Gaetani, Lewiston High School Ed Tech Teacher, works with special needs students teaching them life skills. Students in the curriculum are super-Seniors and Seniors, and will be going into the adult world at the end of the school year. Part of the program this fall includes preparing them for the workplace and how to get to a job. In addition to doing a *citylink* 101, Marsha Bennett provided the program with 6-ride bus passes. The teachers will use the passes to teach the students how to use public transit, specifically *citylink*. In return for the passes, a report is to be sent to LATC letting them know how many trips and people used the passes.

2017

Lewiston High School – September 5, 2017, 11:30 AM - A *citylink* 101 presentation was made to six students and four faculty members at Lewiston High School.

Boys and Girls Club – (June 26-August 18, 2017)

This is the fifth year that LATC partnered with the Lewiston-Auburn Boys and Girls Club to sponsor a summer program. The BGC purchases 11 monthly passes at a reduced rate for an 8-week program where the kids ride *citylink* to go to activities and events within the community. This is their most popular summer program for the older kids.

Community Clinical Services - St. Mary's Hospital

Staff (Marsha Bennett) has been working with St. Mary's (Joan Churchill) to improve transit access to primarily Lewiston's immigrant population. St. Mary's provides medical and dental services that are paid for through MaineCare, but the transportation provided through the MaineCare contractor does not meet the needs of the immigrant community – scheduling children's appointments during school hours, do not provide transit for additional children if the covered child has siblings that the parent is caring for, trips are late, etc. St. Mary's would like to improve transit options for immigrants for all of their transit needs. Immigrants, especially the women, have a fear about going out in public, have language barriers so makes communicating/asking questions difficult. AVCOG staff developed a meeting notice flyer and St. Mary's distributed about 400 either through postings or direct mail. Two *citylink* 101 sessions were established. Both sessions were held at the B Street Community Center.

(August 11, 2017, 1:00-3:00PM) – A total of 12 people participated in the full *citylink* 101 presentation (bus ride and presentation) – 3 staff (Marsha Bennett, LATC; Joan Churchill, St. Mary's; Lerry Holloman, WMTS); 7 women; and, two interpreters. Two additional people participated in the Q&A discussion at the end. The bus ride consisted of boarding the in-bound bus Lisbon Street bus at the B Street Community Center stop; transferring onto the Sabattus Street bus at the Oak Street bus station; riding the entire Sabattus Street route back to the bus station; transferring onto the Lisbon Street bus; and debarking at the B Street Community Center. The participants were given a handout that presented the bus ride experience in "picture" presentation to help with explaining the service and to assist the language barrier. All participants received two 6-ride passes to encourage them to learn and ride *citylink*.

(August 23, 2017, 1:00-3:00) – A total of 25 individuals participated in a *citylink* 101 presentation, of which 18 went on the bus ride (14 participants, 2 interpreters and 2 staff), and an additional five people and one interpreter attended the presentation/Q&A discussion. The bus ride was the same as that made on August 11. The participants were given a handout that presented the bus ride experience in “picture” presentation to help with explaining the service and to assist the language barrier. All participants received two 6-ride passes to encourage them to learn and ride *citylink*.

(September 27, 2017, 12:30-2:30) – A *citylink* 101 presentation was held at the B Street Community Center to assist residents, primarily new immigrants, in learning how to ride the *citylink* system. Four individuals attended the presentation, of which two of the four attend the Looking Ahead Club House program and had specific questions relating to *citylink*. The other two attendees were Somali immigrants. Three staff members from St. Mary’s Community Clinical Services also attended – Joan Churchill, and Abdi Abdalla and Fowsia Musse, both translators. Attendees received *citylink* 6-ride bus passes.

FEDCAP

Staff, along with WMTS, is working with FEDCAP, a non-profit company aimed at creating opportunities for people with barriers to economic well-being. FEDCAP offers services in four areas: education, workforce development, occupational health and economic development. Transportation has been identified as a barrier for people that are trying to improve their education and/or employment opportunities. Discussions are on-going.

2016

Auburn School Department – (December 2, 2016)

The Auburn School Department worked with LATC to transport two elementary school classrooms to Bates College to attend a “college for me” program. A total of 48 children and teachers from Washburn Elementary and Sherwood Heights Elementary experienced riding public transit and making transfers. LATC has a policy to provide a reduced fare for student related activities. The school was charged \$1.00 per person, a 20% discount.

Alternative Services Incorporated – Northeast – (November 22, 2016)

ASI-NE is a non-profit organization that supports adults with intellectual and developmental disabilities and individuals with mental illness through residential, case management, and in-home support programs. Three residents and five staff people attended a *citylink* 101 presentation at their facility located at 30 Sacred Heart Place, Auburn. The facility will accommodate up to five residents.

Boys and Girls Club – (June 27-August 19, 2016)

This is the fourth year that LATC partnered with the Lewiston-Auburn Boys and Girls Club to sponsor a summer program. The BGC purchases 11 monthly passes at a reduced rate for an 8-week program where the kids ride *citylink* to go to activities and events within the community. This is their most popular summer program for the older kids.

Ascentria – (June 2016-September 2016)

Ascentria provides programs of social services administered in New England for the aged, assisted living, adoption, family counselling, foster care and teen assistance. One of the services that Ascentria is providing to their clients is travel training on the fixed route. LATC allows the staff person to ride for free when they are assisting clients and providing training on how to use *citylink*. The client is required to pay the fare. Ascentria pre-arranges the outing with LATC. Ascentria typically takes one-two clients out each Thursday. Additional days are sometimes scheduled.

Work with ME! – (December 2015-June 2016)

The Auburn Police Department received a grant to work with at risk high school students. Work with ME! Assisted high school students find jobs. LATC provided discounted monthly student passes to the students in order for them to be able to access employment.

Public Meeting Fixed Route Study – (June 23, 2016)

19 people attended a public meeting held on Thursday, June 23, 2016, at Lewiston City Hall to hear the findings and recommendations in the *citylink* Transit Study conducted by consultants Mike Labello and Jennifer Thorne, Main Street Connections

Public Meeting Route Changes and Reduction in Service – (August 18, 2016)

LATC held two public meetings to provide information and receive comment on proposed route changes and a major reduction in service. 10 people attended the public meeting held in Lewiston – 4 Auburn residents; 5 Lewiston residents; and 1 Lisbon resident. 10 people attended the public meeting held in Auburn– All were Auburn residents.

2015

Catholic Charities Maine New Mainer Training –

LATC has partnered with Catholic Charities of Maine that will assist new Mainers, refugees and immigrants to the area, with limited English, to learn how to ride *citylink*. Catholic Charities holds one day-long training session each month that covers topics ranging from police, medical, parenting, employment, laws, education, area resources, etc. Transit falls under area resources and is one of several topics covered. CCM is

working with LATC to provide more hands-on learning of the transit system by providing free access to *citylink* for training purposes.

7/21/15 – 4 clients (Somali), 2 staff, 1 interpreter

8/26/15 - 4 clients, 2 staff and 1 interpreter

Boys and Girls Club – (June 22-August 14, 2015)

This is the third year that LATC partnered with the Lewiston-Auburn Boys and Girls Club to sponsor a summer program. The BGC purchases 11 monthly passes at a reduced rate for an 8-week program where the kids ride *citylink* to go to activities and events within the community.

SeniorsPlus – (June 23, 2015)

ATRC staff prepared and presented information on being a safe pedestrian for SeniorsPlus members. Six people attended the presentation. The presentation was geared towards older adults and explained the health benefits, hazardous situations to look out for, how to be a safe pedestrian and a “show and tell” of safety items to wear to make you more visible.

CareerCenter Job Fair – (June 1, 2015)

Notice of a job fair being held at the CareerCenter on June 1, 2015 was posted to www.purplebus.org, under News and Announcements. The notice was forwarded to email addresses and cell phones through the websites Notify Me list, Twitter, and Facebook.

Auburn Esplanade (AHA) – CCI AmBUSaddor Project – (April 22, 2015)

Glenn Gordon held a Tea and Transportation public meeting at the Auburn Esplanade to provide information on *citylink* and to recruit transit trainers. A component of CCI’s Ladder’s of Opportunity grant is to recruit transit travel trainer’s that will bring first time transit riders out onto the bus. 18 people attended the presentation, 6 of which currently ride *citylink*. Two of the attendees expressed interest in becoming a travel trainer. LATC is a partner with CCI in their AmBUSaddor Project and their Mobility Management Project.

The Center for Wisdom’s Women – 97 Blake Street – (April 22, 2015)

A *citylink* 101 presentation was made to 12 women at The Center for Wisdom’s Women located at 97 Blake Street, Lewiston. The Center is located in Lewiston’s poorest census tract, with 40% of the residents living below the poverty line. The Center is run by women and is a place for women that have no support system and may have fallen between the cracks of the social service system. A 60 minute presentation was made explaining how to use *citylink*, along with questions and answers. Following the presentation seven (7) participants caught the Lisbon Street bus for a hands-on

experience. Attendees all received a 6-ride pass and were encouraged to find a “bus buddy” to go and explore the bus routes.

SeniorsPlus – (February 25, 2015)

A *citylink* 101 presentation was made to 16 senior citizens at Senior’s Plus, Falcon Road, Lewiston. Senior’s Plus has a workshop series for senior citizens providing them with information that will help them age as they age. Bus schedules, “Frequently Asked Questions,” and a 6-ride bus pass were handed out to all attendees.

2014

AmBUSaddor Project – CCI (December 2014)

Community Concepts, Inc., received a Ladders of Opportunity grant

Mobility Management – CCI (began in May 2014 – ongoing)

Community Concepts, Inc., received a grant from MaineDOT to develop a Mobility Management program that will provide travel training for individuals and discount bus passes. The program is aimed at people with disabilities or those with limited English proficiency, though not limited to those groups. CCI is purchasing bus passes from LATC at full value and selling them to people for half price. LATC has approved partnering with CCI on the travel training component allowing the trainer and trainees to ride at no cost during the training session. Trainers are to contact WMTS prior to the trip so the drivers can be made aware of the group and day of training. CCI will provide LATC with a report on the number of people served.

Barker Arms Resident Fair– (May 16, 2014)

LATC and WMTS had a booth at a resident fair at Barker Arms (Auburn Housing Authority). Barker Arms has seen a significant turnover in residents. The fair was to provide information to the residents on local businesses and services that are available to them. Transit is one area that many residents have been asking for information on. The fair was for two hours and approximately 30 people attended.

Break of Day Mental Health Group – (May 2014)

Break of Day Mental Health Group provides life support skills and community integration services to clients. Being able to get around on their own is one area that case workers address. LATC has worked with other organizations allowing for staff to ride at no cost while assisting clients. The client pays a fare.

LATC LEP Analysis and Plan

Introduction

On August 11, 2000, President Clinton signed Executive Order 13166: Improving Access to Service for Persons with Limited English Proficiency, which requires meaningful access to all federally assisted programs and activities by persons with Limited English Proficiency (LEP).

Executive Order 13166 states that individuals who do not speak English well and who have a limited ability to read, write, speak or 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. It reads in part:

Each Federal agency shall prepare a plan to improve access to its federally conducted programs and activities by eligible LEP persons. Each plan shall be consistent with the standards set forth in the LEP Guidance, and shall include the steps the agency will take to ensure that eligible LEP persons can meaningfully access the agency's programs and activities.

In addition to the requirement that federal agencies prepare LEP plans, all recipients of federal financial assistance have to comply with Title VI and LEP guidelines of the federal agency from which funds are provided. The Federal Highway Administration has mandated that all "...recipients must take reasonable steps to ensure that such persons have meaningful access to the programs, services and information those recipients provide, free of charge...".

Who is an LEP Individual?

As defined in the 2000 United States Census, it is any individual who speaks a language at home other than English as their primary language, and who speaks or understands English "not well" or "not at all."

The Four Factor Analysis

Under guidance from the U.S. Department of Transportation, LATC is obligated to determine the extent of its obligation to provide LEP services to its transit-dependent population. This determination must be based on an analysis of four factors:

1. The number or proportion of LEP persons who may be serviced or are likely to encounter a program, activity or service;
2. The frequency with which LEP persons come in contact with programs, activities or services;
3. The nature and importance of programs, activities or services to the LEP population; and
4. The resources available to the recipient and overall costs to provide LEP assistance.

Factor #1: The number or proportion of LEP persons who may be serviced or are likely to encounter a program, activity or service. The first step towards understanding the extent of the LEP population in LATC’s service area is a review of Census data. The analysis of Census data shows the number and percentage of persons who speak English “less than very well”, within four major language groups in LATC’s service area of Lewiston and Auburn fall below the 1,000 person/5% threshold with the exception of Indo-European. The Indo-European group does exceed the threshold, however, this category is comprised of a significant number of languages. Based on data from the Lewiston and Auburn School Departments’ English Language Learner programs as well as municipal information, there is not any one identifiable language that stands out as a significant population. Lewiston and Auburn has seen a significant number of refugees moving to the area since early 2000’s. While the majority of the refugees are from Somalia, there are smaller numbers of refugees from other African countries. To address the vast number of possible languages that may be spoken in Lewiston and Auburn, AVCOG has translated the Discrimination Complaint Form into European French, Spanish and Somali. AVCOG has a signed service agreement with Certified Languages International for interpreting and translation services as needed. To date, there has been no need to utilize interpreter or translation services. The need to add additional languages and printed material will be evaluated annually.

Table 2 Summary of Maine Limited English Proficiency (LEP) Persons 5 Years and Older LATC Service Area – 2013-2017 ACS						
Region/City or Town	Total Persons	5% Threshold	Persons Speaking English “less than very well”			
			Spanish	Indo- European	Asian or Pacific	Other
Auburn	21,490	1,075	67	241	224	30
Lewiston	34,044	1,702	63	889	145	398
TOTAL	55,534	2,777	130	1,130	369	428

Factor #2: The frequency with which LEP persons come in contact with programs, activities or services. LATC’s *citylink* bus service operates in Lewiston and Auburn. LATC does not have any documented incidences that required translation services. Between 2017 and 2019, LATC held 30 public meetings and seven public hearings. The only requests from the public for accommodations at any of these meetings were for hearing impairment. If such services are needed, *citylink* bus drivers are equipped with “I speak” language identification cards, WMTS customer service representatives utilize Catholic Charities of Maine and Lutheran Services staff for interpreting needs. As the direct recipient for LATC’s funding, AVCOG uses Catholic Charities of Maine and/or Certified Languages International to assist. The frequency in

which LEP persons come into contact will depend on the project and municipality from which the service and/or activity has been requested.

Factor #3: The nature and importance of programs, activities or services to the LEP population. LATC's service area is primarily the core of Lewiston-Auburn's urban area where the majority of the LEP population resides. LATC's *citylink* transit system is primarily used by low-moderate income, elderly and/or disabled individuals. LATC's transit planning efforts focus on improving job-access, job training programs and educational opportunities for all residents. The consideration and incorporation of the region's LEP population is important to transit planning and service.

Factor #4: The resources available to the recipient and overall costs to provide LEP assistance. LATC has measures in place to ensure that the needs of individuals that require language assistance are addressed. Interpreter services are on a "pay as needed" basis. The budget will be reviewed on an annual basis to ensure that adequate funds are budgeted to meet the requests for interpretive services and for document translation.

Availability of Language Assistance

Signage - Language guides/"I speak" posters will be hung in entryways and near the reception area at AVCOG's office for non-English speaking individuals to easily identify and address any language barriers. If an interpreter is required, AVCOG staff is directed to use one of the following services:

Certified Languages International
www.certifiedlanguages.com
Tel: 1-800-225-5254

LanguageLine Solutions
www.languageline.com
Tel: 1-800-752-6096

Certified Interpreting
<https://certifiedinterpreting.com/>
798-7995

Catholic Charities Language Partners
www.ccmaine.org
Tel: 1-866-200-3963

citylink bus drivers are equipped with the "I speak" cards. LATC's contractor, WMTS, has a language assistance poster in their main lobby at their administrative offices.

Meeting Outreach – Interpretation services will be made available at all public hearings on request. Individuals are required to provide a minimum 72 hours prior notice. Notices for public hearings will be posted at a minimum online, in the local newspaper, and at the relevant municipal office(s). Catholic Charities Language Partners, a Maine-based organization, offers interpretive services for 35 languages. A list of additional interpreter services that are located in-state is attached, Appendix C.

Community Outreach – LATC works with several social service agencies to inform the public about *citylink* services and to provide individuals with an opportunity to ask questions and voice concerns. LATC also works with Catholic Charities of Maine, the housing authorities and local municipal staff to ensure that the needs of LEP individuals are met. A list of agencies to assist with community outreach is attached, Appendix D.

Safe Harbor Provision

Using data from LATC’s Four Factor analysis, data from the Auburn and Lewiston School Departments’ English Language Learner programs, and municipal information, three languages were identified as ones that were likely to be encountered – Somali, French and Spanish. Therefore, AVCOG’s Discrimination Complaint Form has been translated into these three languages and is available on LATC and AVCOG’s websites - www.purplebus.org and www.avcog.org.

Other documents will be translated as needed based on feedback and input from the community.

Evaluating and Updating the Language Access Plan

LATC will evaluate and update its Language Access Plan based on the level of use of LEP services and feedback from its contractor, social service agencies and citizens. The data collected from interpreter services, the number of times the service was used in a year and the languages interpreted, will be reviewed annually. The data will be used to help assess if key documents need to be translated into any additional languages. Open communication and the use of feedback from WMTS and social service agencies will ensure that the focus of LATC’s Language Access Plan is reflective of the respective community.

LATC will do an annual review and update of the interpreter and translation services available, as well as updating its list of community contacts.

Staff Training

All AVCOG staff receive training to understand and know AVCOG’s Limited English Proficiency policies and procedures and how to assist *citylink* concerns. Staff receives

annual reviews and updates. Staff are required to sign-off that they received the update. All staff will be trained on how to work with an interpreter whether in-person or via the telephone. The level and extent of training will be reflective of assistance required by the LEP population.

Public Participation Process

The Lewiston-Auburn Transit Committee is strongly committed to seeking and encouraging public participation in its overall regional transit planning. Public meetings, email messages, direct mail and websites are just a few examples of the types of strategies LATC uses to solicit participation and input from the public. LATC involves the public when seeking to make changes to the system whether it is regarding increases in service, new service areas, decreases in service or changes to the fare structure.

For public meetings and hearings that have system wide impacts, LATC holds two meetings – one meeting in Auburn and one in Lewiston. All meetings are held in facilities that are handicapped accessible. Reasonable provisions will be made to meet the needs of individuals with special requests, such as, individuals requiring a sign language interpreter, Limited English Proficiency (LEP) individuals that require language interpreters, and the need for visual tools.

LATC's Federal Transit Administration funds are allocated by the Androscoggin Transportation Resource Center (ATRC), the Metropolitan Planning Organization (MPO) for the greater Lewiston-Auburn urbanized area. ATRC allocates FTA 5303 funding for planning activities and 5307 funding for operating, capital and planning to the Androscoggin Valley Council of Governments (AVCOG). The planning funds allocated to AVCOG are used to support activities in ATRC's Unified Planning Work Program, and the operating and capital funds allocated to AVCOG are used to support LATC's transit system. AVCOG provides financial and staff support to ATRC and adheres to the provisions in ATRC's Public Involvement Process (**Appendix E**) to ensure that public participation is as comprehensive and all-inclusive as possible. Outreach includes, but is not limited to, contacting social service agencies serving clients in selected areas, educational institutions, adult education programs providing English Language Learner (ELL) programs, youth organizations, low-income residents, individuals with disabilities, senior housing complexes, and the immigrant community.

Racial Breakdown of Board

LATC is governed by a seven (7) member committee. The committee is comprised of three members from Auburn, three members from Lewiston and one member that alternates terms between the cities. Members are appointed by each city's City Council with at least one appointee from each city being a City Councilor. The alternating seventh member shall be a citizen. Committee members serve a 3-year term. In addition to the City Councilor, Council appointees can be municipal staff and/or citizens. To be appointed to LATC, a citizen must fill out an application from the City Clerk's Office from their respective city. Committee appointees are selected by each City Council from the pool of interested candidates.

LATC's FY20 committee is comprised of three male and four female members. Both Auburn and Lewiston continually work to increase volunteer participation for all of their boards and committees. Each city requires interested volunteers to fill out an application. The City Council reviews the applications to match applicant's interests to respective boards. Both cities have numerous boards and committees comprised of municipal staff, elected officials and citizen volunteers.

	White	Black	American Indian	Asian	Hispanic/Latino
LATC	100.0%	0%	0.0%	0%	0%
Maine	94.6%	1.3%	0.6%	1.1%	1.5%
Auburn	91.0%	1.0%	0.2%	1.6%	1.5%
Lewiston	88.0%	4.3%	0.3%	1.1%	2.6%

Data: 2013-2017 ACS 5-Year Estimates

Efforts of Primary Recipient to Ensure Title VI Compliance by Subrecipients

LATC does not have any Subrecipients. LATC contracts for services with the largest contract being for the provision of fixed route operations and maintenance and ADA complementary paratransit services. The Civil Rights Officer will conduct annual reviews of LATC and contractors to ensure adherence to all Title VI/EJ requirements. The reviews shall be documented and submitted as part of LATCs Title VI Plan every three years.

LATC Title VI Complaint Procedures

Introduction

Any person who believes he or she has been discriminated against on the basis of race, color, or national origin (including Limited English Proficiency) by the Lewiston-Auburn Transit Committee (hereinafter referred to as "LATC") may file a Title VI complaint by completing and submitting AVCOG's Title VI Complaint Form.

LATC's Discrimination Complaint form can be found at the web link below.

<http://www.avcog.org/index.aspx?nid=910>

Purpose

The purpose of the discrimination complaint procedures is to describe the process used by LATC for processing complaints of discrimination under Title VI of the Civil Rights Act of 1964 and related statutes.

Instructions to file a complaint can also be found at the web link below.

<http://me-avcog.civiccities.com/DocumentCenter/View/2581>

Roles and Responsibilities

On behalf of LATC, the AVCOG Civil Rights Officer has overall responsibility for the discrimination complaint process and procedures. The Civil Rights Officer may, at his/her discretion, assign a capable person within AVCOG to investigate the complaint. The designated investigator will conduct an impartial and objective investigation, collect factual information and prepare a fact-finding report based upon the information obtained from the investigation.

In cases where the complainant is unable or incapable of providing a written statement, the complainant will be assisted by AVCOG in converting the verbal complaint into a written complaint. All complaints, however, must be signed by the complainant and/or by the complainant's representative.

The complainant shall make him or herself reasonably available to the designated investigator, to ensure completion of the investigation within the timeframes set forth.

Filing a Complaint

Applicability. The complaint procedures apply to the beneficiaries of LATC programs, activities and services including, but not limited to the public, contractors, subcontractors, consultants and other sub-recipients of federal and state funds.

Eligibility. Any person who believes that she/he has been excluded from participation in, denied benefits or services of any program or activity administered by LATC or its sub-recipients, consultants, and contractors on the basis of race, color, national origin (including Limited English Proficiency) may bring forth a complaint of discrimination under Title VI/EJ and related statutes.

Time Limitation and Filing Options. Title VI/EJ complaints of discrimination may be filed with:

- LATC
- AVCOG
- MaineDOT's Civil Rights Office
- The Federal Highway Administration
- The Federal Transit Administration
- U.S. Department of Transportation

In all situations, AVCOG employees must contact the Civil Rights Officer immediately upon receipt of a Title VI/EJ complaint.

Time Limitation and Filing Options. Complaints must be filed no later than 180 days after:

- The date of the alleged act of discrimination; or
- The date the person became aware of the alleged discrimination; or
- Where there has been a continuing course of discriminatory conduct, the date on which the conduct was discontinued.

Complaints must be in writing, and must be signed by the complainant and/or the complainant's representative. The complaint must set forth as fully as possible the facts and circumstances surrounding the claimed discrimination. In the event a person makes a verbal complaint of discrimination to a *citylink* employee, the Civil Rights Officer or other person authorized to receive complaints on behalf of AVCOG and LATC, shall interview the person. If necessary, the authorized person will assist the person in writing the complaint for the person or the person's representative to sign.

Complaint Process - Initial Contact

The Civil Rights Officer or his/her designee will provide complainants with:

- An explanation of their filing options;
- The discrimination complaint process; and
- A Title VI/EJ and Related Statutes Discrimination Complaint Form.

Use of the complaint form is not necessary for the complainant. Rather, it is intended to help the complainant provide enough information to begin processing the complaint.

The Complaint Review Process

1. **Review of Complaint.** The Civil Rights Officer or her/his designee reviews the complaint upon receipt to ensure that relevant information is provided, the complaint is timely, and falls within the agency's jurisdiction.
2. **Investigation Required.** The complaint shall be investigated unless:
 - The complaint is withdrawn.
 - The complainant fails to provide required information.
 - The complaint is filed beyond the 180-day timeframe.
 - The complainant is not part of a protected group.
 - The complaint is determined to be more appropriately under a jurisdiction other than AVCOG and/or LATC. If this is the case, the complainant will be directed to the appropriate agency.
3. **Letter.** Upon determination that the complaint warrants AVCOG investigation, the complainant is sent a letter, acknowledging receipt of the complaint, and giving the name of the investigator.
4. **Notification of Respondent.** The respondent – the person alleged to have committed the discrimination -- is notified by mail that she/he has been named in a complaint. The letter also includes the investigator's name and informs the respondent that she/he will be contacted for an interview.

Investigation Plan

The investigator shall prepare a written plan which includes, but is not limited to the following:

- Names of the complainant(s) and respondent(s);
- Basis for the complaint;
- Issues, events or circumstances that caused the person to believe that she/he has been discriminated against;
- Information needed to address the issue;
- Criteria, sources necessary to obtain the information;
- Identification of key people;
- Estimated investigation time line; and
- Remedy sought by the complainant(s).

Conducting the Investigation

- The investigation will address only those issues relevant to the allegations in the complaint.
- Confidentiality will be maintained as much as possible.

- Interviews will be conducted to obtain facts and evidence regarding the allegations in the complaint. The investigator will ask questions to elicit information about aspects of the case.
- A chronological contact sheet is maintained in the case file throughout the investigation.

Investigation Reporting Process

- Within 40 days of receiving the complaint, the investigator prepares an investigative report and submits the report and supporting documentation to Civil Rights Officer or her/his designee for review.
- The Civil Rights Officer or designee reviews the file and investigative report. Subsequent to the review, the Civil Rights Officer makes a final determination of “probable cause” or “no probable cause” and prepares the final decision letter.

Reporting Requirements to an External Agency

A copy of the complaint, together with a copy of the investigation report and the Civil Rights Officer’s final decision letter, is forwarded to the Federal Transit Administration within 60 days of the date the complaint was received.

Records

All records and investigative working files are maintained on a confidential basis. Records are kept for three years.

Appeals

Complainants who are not satisfied with the agency’s determination as to whether or not there is probable cause that discrimination has occurred, or the steps the agency is taking to resolve the complaint, may appeal to the Maine Human Rights Commission, #51 State House Station, 19 Union Street, Augusta, Maine 04333.

What Happens to the Complaint after it’s Filed?

- 1. Review of Complaint.** The Civil Rights Officer or her/his designee reviews your complaint upon receipt to ensure that relevant information is provided, the complaint is timely, and falls within the agency’s jurisdiction.
- 2. Investigation Required.** Your complaint shall be investigated unless:
 - You withdraw the complaint.
 - Your complaint fails to provide required information.
 - Your complaint is filed beyond the 180-day timeframe.

- You are not part of a protected group.
- Your complaint is determined to be more appropriately under a jurisdiction other than AVCOG and/or LATC. If this is the case, you will be directed to the appropriate agency.

You must make yourself reasonably available to the designated investigator, to ensure completion of the investigation within the timeframes set forth.

3. **Letter.** Upon determination that the complaint warrants AVCOG investigation, you will be sent a letter, acknowledging receipt of the complaint, and giving the name of the investigator.
4. **Notification of Respondent.** The respondent – the person alleged to have committed the discrimination – will be notified by mail that she/he has been named in a complaint.
5. **Agency Investigation.** The Civil Rights Officer of AVCOG will conduct an investigation.
 - The investigation will address only those issues relevant to the allegations in the complaint.
 - Confidentiality will be maintained as much as possible.
 - Interviews will be conducted to obtain facts and evidence regarding the allegations in the complaint. The investigator will ask questions to elicit information about aspects of the case.
 - Within 40 days of receiving the complaint, the Civil Rights Officer will make a final determination of “probable cause” or “no probable cause” and prepares the final decision letter to be sent to you. If there is probable cause that discrimination has occurred, the letter will outline the steps that will be taken to resolve your complaint.

What if I am not satisfied with the Outcome?

If you are not satisfied with the agency’s determination as to whether or not there is probable cause that discrimination has occurred, or if you are dissatisfied with the steps the agency is taking to resolve your complaint, you may appeal to the Maine Human Rights Commission, #51 State House Station, 19 Union Street, Augusta, Maine 04333.

LATC Title VI Investigations

There have been no Title VI investigations, complaints or lawsuits filed with LATC during the past three calendar years (2017, 2018 and 2019).

Service Standards and Policies

LATC has developed service standards and policies based on vehicle load, vehicle headways, on-time performance, service availability and vehicle assignment.

Vehicle Load

Vehicle load is the ratio of passengers to the total number of seats on a vehicle. LATC's fleet is comprised of several different make and model buses. Full capacity is based on the type of vehicle in service.

Vehicle	Capacity Seated	Capacity Standing	Description
0502	26/2	33/2	2005 Eldorado Chevy Elite
0803	26/2	32/2	2008 Chevrolet Eldorado C550 cutaway
0901	26/2	32/2	2009 Chevrolet Eldorado C550 cutaway
1101	31/2	39/2	2011 Gillig TK
1102	31/2	39/2	2011 Gillig TK
1103	31/2	39/2	2011 Gillig TK
1401	22/1	28/2	2014 Eldorado National Aero Elite
1901	31/2	41/2	2019 Gillig Low Floor 35'
1902	31/2	41/2	2019 Gillig Low Floor 35'
1903	31/2	41/2	2019 Gillig Low Floor 35'
1904	26/2	36/2	2019 Gillig Low Floor 29'

Vehicle Headways (Frequencies)

Vehicle headways are the amount of time between two buses traveling in the same direction on a given route. *citylink* routes are scheduled in 60 minute frequencies Monday through Friday with the exception of the Mall Shuttle which runs every 30 minutes. Routes scheduled on Saturday are scheduled in 30, 60 and two hour frequencies depending on the route. *citylink* does not have identified peak hours of service.

On-time Performance (Schedule Adherence)

On-time performance is among the most important service standard. Adherence to the published schedule is critical in meeting passenger's expectations.

- A vehicle is considered on-time if it departs the bus station at the scheduled time and no more than five minutes late.
- A vehicle is considered on-time if it departs a scheduled time point no more than two minutes early and no more than five minutes late.

- *citylink's* on-time performance objective is 90% or greater.

Service Availability

Lewiston and Auburn combines have a land area of over 93 square miles. *citylink* operates in the cities more densely populated downtowns. The approximately 11 square miles of service area reaches 52% of the population. LATC's *citylink* system has been in place for several decades. Bus routes have seen minor adjustments over the years to accommodate budgets and changes seen in the communities relating to housing shifts and commercial and retail developments. Consideration is given to new markets and requests for service. LATC conducts a short range transit study every five to seven years to address any significant changes that may have occurred in the service area.

Vehicle Assignment Policy

LATC's *citylink* system is based on a hub and spoke model. All buses depart and arrive at one of two downtown transfer hubs. LATC with assistance from the Maine Department of Transportation (MaineDOT) was able to secure funding to purchase four new heavy-duty, low-floor transit buses in 2019. LATC's fleet is comprised of three 2011 35' Gillig low-floor buses, three 2019 35' and one 2019 29' Gillig low-floor buses, and four small medium-duty cutaways. Daily service requires six buses. The four new Gillig buses are in daily service and serve as the primary fleet while rotating the 2011 Gilligs into daily service. Since the main fleet consists of heavy-duty low-floor buses, buses are rotated amongst the bus routes to balance out vehicle miles traveled. The small cutaway buses are spare buses and are used when the Gillig buses are out of service for maintenance.

Transit Amenity Policy

LATC has 12 bus shelters in the service area. Many of these shelters were installed over 20 years ago. Newer shelters that have been installed must be supported by a third party that will maintain the shelter, the shelter must be in a high passenger location, must be in a safe location for the bus to stop, and must meet local permitting and special needs.

Public Notice

The Lewiston-Auburn Transit Committee (LATC) hereby gives the public notice of its policy to uphold and assure full compliance with Title VI of the Civil Rights Act of 1964 and all related statutes and guidelines. Title VI and related statutes and guidelines prohibiting discrimination in federally assisted programs require that no person in the United States of America shall, on the grounds of race, color, and national origin be excluded from participation in, be denied benefits of, or be otherwise subjected to discrimination under any program or activity receiving federal assistance.

Any person who believes they have been aggrieved by an unlawful discriminatory practice regarding LATC and its programs, has the right to file a formal complaint with LATC c/o AVCOG. Any such complaint must be in writing and submitted to the AVCOG Civil Rights Officer within one hundred eighty (180) days following the date of the alleged occurrence. For more information regarding civil rights complaints, please contact:

Civil Rights Officer, AVCOG
125 Manley Road
Auburn, Maine 04210
207-783-9186

APPENDIX A

Appendices A, C, D and E to Standard Title VI Assurances

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

1. **Compliance with Regulations:** The contractor (hereinafter includes consultants) will comply with the Acts and the Regulations relative to Non-discrimination in Federally-assisted programs of the U.S. Department of Transportation, (Federal Transit Administration), as they may be amended from time to time, which are herein incorporated by reference and made a part of this contract.
2. **Non-discrimination:** The contractor, with regard to the work performed by it during the contract, will not discriminate on the grounds of race, color, or national origin in the selection and retention of subcontractors, including procurements of materials and leases of equipment. The contractor will not participate directly or indirectly in the discrimination prohibited by the Acts and the Regulations, including employment practices when the contract covers any activity, project, or program set forth in Appendix B of 49 CFR Part 21.
3. **Solicitations for Subcontracts, Including Procurements of Materials and Equipment:** In all solicitations, either by competitive bidding, or negotiation made by the contractor for work to be performed under a subcontract, including procurements of materials, or leases of equipment, each potential subcontractor or supplier will be notified by the contractor of the contractor's obligations under this contract and the Acts and the Regulations relative to Non-discrimination on the grounds of race, color, or national origin.
4. **Information and Reports:** The contractor will provide all information and reports required by the Acts, the Regulations, and directives issued pursuant thereto and will permit access to its books, records, accounts, other sources of information, and its facilities as may be determined by the Recipient or the (Federal Transit Administration) to be pertinent to ascertain compliance with such Acts, Regulations, and instructions. Where any information required of a contractor is in the exclusive possession of another who fails or refuses to furnish the information, the contractor will so certify to the Recipient or the (Federal Transit Administration), as appropriate, and will set forth what efforts it has made to obtain the information.
5. **Sanctions for Noncompliance:** In the event of a contractor's noncompliance with the Non-discrimination provisions of this contract, the Recipient will impose such contract sanctions as it or the (Federal Transit Administration) may determine to be appropriate, including, but not limited to:

- a. withholding payments to the contractor under the contract until the contractor complies; and/or
- b. cancelling, terminating, or suspending a contract, in whole or in part.

6. Incorporation of Provisions: The contractor will include the provisions of paragraphs one through six in every subcontract, including procurements of materials and leases of equipment, unless exempt by the Acts, the Regulations and directives issued pursuant thereto. The contractor will take action with respect to any subcontract or procurement as the Recipient or the (Federal Transit Administration) may direct as a means of enforcing such provisions including sanctions for noncompliance. Provided, that if the contractor becomes involved in, or is threatened with litigation by a subcontractor, or supplier because of such direction, the contractor may request the Recipient to enter into any litigation to protect the interests of the Recipient. In addition, the contractor may request the United States to enter into the litigation to protect the interests of the United States.

APPENDIX C

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

The following clauses will be included in deeds, licenses, leases, permits, or similar instruments entered into by the (Lewiston-Auburn Transit Committee) pursuant to the provisions of Assurance 7(a):

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

- B. With respect to licenses, leases, permits, etc., in the event of breach of any of the above Non-discrimination covenants, (Lewiston-Auburn Transit Committee) will have the right to terminate the (lease, license, permit, etc.) and to enter, re-enter, and repossess said lands and facilities thereon, and hold the same as if the (lease, license, permit, etc.) had never been made or issued.*
- C. With respect to a deed, in the event of breach of any of the above Non-discrimination covenants, the (Lewiston-Auburn Transit Committee) will have the right to enter or re-enter the lands and facilities thereon, and the above described lands and facilities will there upon revert to and vest in and become the absolute property of the (Lewiston-Auburn Transit Committee) and its assigns.*

APPENDIX D

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

The following clauses will be included in deeds, licenses, permits, or similar instruments/agreements entered into by (Lewiston-Auburn Transit Committee) pursuant to the provisions of Assurance 7(b):

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

in and become the absolute property of (Lewiston-Auburn Transit Committee) and its assigns.

APPENDIX E

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

Pertinent Non-Discrimination Authorities:

- Title VI of the Civil Rights Act of 1964 (42 U.S.C. § 2000d et seq., 78 stat. 252), (prohibits discrimination on the basis of race, color, national origin); and 49 CFR Part 21.
- The Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970, (42 U.S.C. § 4601), (prohibits unfair treatment of persons displaced or whose property has been acquired because of Federal or Federal-aid programs and projects);
- Federal-Aid Highway Act of 1973, (23 U.S.C. § 324 et seq.), (prohibits discrimination on the basis of sex);
- Section 504 of the Rehabilitation Act of 1973, (29 U.S.C. § 794 et seq.), as amended, (prohibits discrimination on the basis of disability); and 49 CFR Part 27;
- The Age Discrimination Act of 1975, as amended, (42 U.S.C. § 6101 et seq.), (prohibits discrimination on the basis of age);
- Airport and Airway Improvement Act of 1982, (49 USC § 471, Section 47123), as amended, (prohibits discrimination based on race, creed, color, national origin, or sex);
- The Civil Rights Restoration Act of 1987, (PL 100-209), (Broadened the scope, coverage and applicability of Title VI of the Civil Rights Act of 1964, The Age Discrimination Act of 1975 and Section 504 of the Rehabilitation Act of 1973, by expanding the definition of the terms "programs or activities" to include all of the programs or activities of the Federal-aid recipients, sub-recipients and contractors, whether such programs or activities are Federally funded or not);
- Titles II and III of the Americans with Disabilities Act, which prohibit discrimination on the basis of disability in the operation of public entities, public and private transportation systems, places of public accommodation, and certain testing entities (42 U.S.C. §§ 12131 - 12189) as implemented by Department of Transportation regulations at 49 C.F.R. parts 37 and 38;
- The Federal Aviation Administration's Non-discrimination statute (49 U.S.C. § 47123) (prohibits discrimination on the basis of race, color, national origin, and sex);
- Executive Order 12898, Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations, which ensures discrimination against minority populations by discouraging programs, policies, and activities with

disproportionately high and adverse human health or environmental effects on minority and low-income populations;

- Executive Order 13166, Improving Access to Services for Persons with Limited English Proficiency, and resulting agency guidance, national origin discrimination includes discrimination because of limited English proficiency (LEP). To ensure compliance with Title VI, you must take reasonable steps to ensure that LEP persons have meaningful access to your programs (70 Fed. Reg. at 74087 to 74100);
- Title IX of the Education Amendments of 1972, as amended, which prohibits you from discriminating because of sex in education programs or activities (20 U.S.C. 1681 et seq).

Appendix B

DISCRIMINATION COMPLAINT FORM
Title VI/Environmental Justice
for
Androscoggin Valley Council of Governments
Androscoggin Transportation Resource Center
Lewiston-Auburn Transit Committee/citylink

Title VI of the 1964 Civil Right Act requires that “No person in the United States shall, on the grounds of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination on any program or activity receiving federal financial assistance.”

If you feel you have been discriminated against in planning or provision of transit services, please provide the following information in order to assist us in processing your complaint.

1. Complainant's Name: _____
2. Address: _____
City: _____ State: _____ Zip Code: _____
3. Telephone Number: _____
4. E-mail Address: _____
5. Person discriminated against (if someone different than Complainant):
Name: _____
Address: _____
City: _____ State: _____ Zip Code: _____
6. What date did the alleged discrimination take place: _____
7. Which describes the reason you believe the discrimination was based on:
() Race () Color () National Origin

8. Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and the contact information of the person(s) who discriminated against you (if known) as well as the names and contact information of any witnesses. If more space is needed, attach an additional sheet to this form.

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9. Have you filed this complaint with any other Federal, State or local agency, or with any Federal or State court? () Yes () No

If yes, check all that apply and provide agency or court name:

() Federal Agency: _____ () Federal Court: _____

() State Agency: _____ () State Court: _____

() Local Agency: _____

10. Please provide information about a contact person at the agency/court where the complaint was filed.

Name: _____

Title: _____

Agency: _____

Address: _____

Telephone: _____

E-mail Address: _____

You may attach any written material or other information that you think is relevant to your complaint.

Signature and date required below:

Signed: _____ Date: _____
Submit the completed form along with all supporting materials in person or by mail to the address below:

Civil Rights Officer
AVCOG
125 Manley Road
Auburn, Maine 04210

FORMULARIO DE QUEJA POR DISCRIMINACIÓN
Título VI/Justicia Ambiental
para
Androscoggin Valley Council of Governments
Androscoggin Transportation Resource Center
Lewiston-Auburn Transit Committee/citylink

El título VI de la Civil Rights Act (Ley de Derechos Civiles) de 1964 establece que “ninguna persona en los Estados Unidos será excluida de participar en cualquier programa o actividad que reciba asistencia financiera federal, ni se le negarán los beneficios de dichos programas o actividades, ni será objeto de discriminación en dichos programas o actividades por motivos de raza, color o nacionalidad”.

Si siente que ha sido discriminado en la planificación o prestación de servicios de tránsito, complete el siguiente formulario para ayudarnos a procesar su queja.

1. Nombre de quien presenta la queja: _____
2. Domicilio: _____
Ciudad: _____ Estado: _____ Código postal: _____
3. Número de teléfono: _____
4. Dirección de correo electrónico: _____
5. Persona que fue discriminada (si no es la misma persona que presenta la queja):
Nombre: _____
Domicilio: _____
Ciudad: _____ Estado: _____ Código postal: _____
6. Fecha en la que ocurrió el presunto caso de discriminación: _____
7. En su opinión, ¿cuál de estas palabras describe el motivo en el que se basó la discriminación?:

() Raza () Color () Nacionalidad
8. Explique de la manera más clara posible qué ocurrió y por qué considera que lo discriminaron. Describa a todas las personas involucradas. Incluya el nombre y la información de contacto de las personas que lo discriminaron (si conoce esos datos), así como los nombres y la información de contacto de los testigos. Si necesita más espacio, adjunte una hoja a este formulario.

9. ¿Presentó esta queja ante otro organismo local, estatal o federal, o ante un tribunal estatal o federal? Sí No

Si la respuesta es afirmativa, marque todo lo que corresponda y escriba el nombre del organismo o tribunal:

Organismo federal: _____ Tribunal federal: _____

Organismo estatal: _____ Tribunal estatal: _____

Organismo local: _____

10. Proporcione información sobre una persona de contacto del organismo o tribunal donde presentó la queja.

Nombre: _____

Puesto: _____

Organismo: _____

Domicilio: _____

Teléfono: _____

Dirección de correo electrónico: _____

Puede adjuntar cualquier otra observación o información escrita que considere relevante para su queja.

A continuación, firme y feche el formulario:

Firma: _____

Fecha: _____

Presente el formulario completo y todos los materiales de respaldo en persona o envíelos por correo postal a la siguiente dirección:

Civil Rights Officer
AVCOG
125 Manley Road
Auburn, Maine 04210

FOOMKA CABASHADA TAKOORKA
Qeybta VI/Caddaaladda Deegaanka
waayo
Guddiga Dawladaha Androscoggin Valley
Xarunta Kheyraadka Gaadiidka Androscoggin
Guddiga Lewiston-Auburn Transit/citylink

Qeybta VI Civil Rights Act (Sharciga Xuquuqda Madaniga) 1964 wuxuu raba "In aan la adeegsan karin isir, midab ama asal qaran si qof ku sugan Mareykanka looga reebo in uu ka qeybgalo ama loo diido manaafacaad, ama loo geysto takoor xagga barnaamij ama hawl qaadata kaalmada maaliyadda federaalka."

Hadaad dareento in lagu takooray qorshaynta ama bixinta adeega gaadiidka, fadlan bixi macluumaadka soo socda si aad nooga caawiso diyaarino dacwadaada.

1. Magaca Muddeeciga: _____
2. Cinwaanka: _____
Magaalada: _____ Gobolka: _____ Baaqa Cinwaanka: _____
3. Lambarka Telefoonka: _____
4. Cinwaanka li-meelka: _____
5. Qofka lala midab-takooray (haduu jiro qof ka duwan Muddeeciga):
Magaca: _____
Cinwaanka: _____
Magaalada: _____ Gobolka: _____ Baaqa Cinwaanka: _____
6. Taariikhdee ayuu dhacay takoorka: _____
7. Midee qeexayso sababta aad aaminsantahay inuu u dhacay takoorka:
() Jinsiyada () Midabka () Asalka Qarameed
8. U sharax sida ugu macquulsan waxa dhacay iyo sababta aad u aaminsantahay in lagu takooray. Tilmaam dhamaan dadka shaqsiyaadka ku lug lahaa. Ku dar magaca iyo macluumaadka xiriirka shakhsi (yaadka) ku takooray (hadaad garan) iyo sidoo kale magacyada iyo macluumaadka xiriirka marqaatiyaal kasta. Hadaad u baahantahay meel banaan oo dheeraad ah, ku lifaaq xaashi dheeraad ah foomkan.

9. Ma u gudbisay cabaashadan federaalka, gobolka ama hay'ad kale, ama maxkamadda Federaalka ama Gobolka ee kale? () Haa () Maya

Haday haa tahay, eeg dhamaan kuwa ku habboon waxaadna sheegtaa magaca hay'adda iyo maxkamadda:

() Hay'adda Federaalka: _____ () Maxkamadda Federaalka: _____

() Hay'adda Gobolka: _____ () Maxkamadda Gobolka: _____

() Wakaalada Deegaanka: _____

10. Fadlan bixi macluumaadka ku saabsan xiriiriyaha hay'adda/maxkamadda dacwada loo gudbiyay.

Magaca: _____

Jagada: _____

Hay'adda: _____

Cinwaanka: _____

Telefoonka: _____

Cinwaanka li-meelka: _____

Waxaad ku lifaaqi kartaa qoraal walba ama macluumaad kale aad u malayso muhiim inay u yihiin cabashadaada.

Saxiixa iyo taariikhda qaybta hoose ayaa laga baahan yahay:

Saxiixay: _____

Taariikda: _____

U gudbi foomka oo ay la socdaan xogaha kaabaya shaqsi ahaan ama fariin ahaan cinwaanka hoose:

Sarkaalka Xuquuqda Madaniga
AVCOG
125 Manley Road
Auburn, Maine 04210

FORMULAIRE DE PLAINTÉ POUR DISCRIMINATION
Titre VI/Justice environnementale
pour
Conseil des gouvernements de la vallée de l'Androscoggin
Centre des ressources de transport de l'Androscoggin
Comité des transports/*citylink* de Lewiston-Auburn

Le titre VI de la Civil Rights Act (loi sur les droits civiques) de 1964 exige que « Aucune personne aux États-Unis, pour des raisons de race, couleur de peau, ou origine nationale, ne sera exclue de participation à, se verra refuser des avantages sociaux de, ou sera victime de discrimination liée à tout programme ou activité percevant une assistance financière fédérale ».

Si vous pensez avoir été victime de discrimination lors de la planification ou réalisation de services de transfert, veuillez fournir les informations suivantes pour nous aider à traiter votre plainte.

1. Nom du plaignant : _____
2. Adresse : _____
Ville : _____ État : _____ Code postal : _____
3. N° de téléphone : _____
4. Adresse e-mail : _____
5. Personne victime de discrimination (si différente du plaignant) :
Nom : _____
Adresse : _____
Ville : _____ État : _____ Code postal : _____
6. À quelle date a eu lieu la discrimination présumée : _____
7. Quelle option décrit le motif de la discrimination selon vous :
() Race () Couleur de peau () Origine nationale
8. Expliquez aussi clairement que possible ce qui s'est passé et pourquoi vous pensez avoir été victime de discrimination. Décrivez toutes les personnes qui étaient impliquées. Incluez le nom et les coordonnées de la ou des personne(s) qui ont fait preuve de discrimination à votre égard (si ces informations sont connues) ainsi que les noms et coordonnées d'éventuels témoins. Si vous avez besoin de plus d'espace, joignez une feuille supplémentaire au présent formulaire.

9. Avez-vous déposé cette plainte auprès d'un autre organisme fédéral, d'état ou local, ou auprès d'un tribunal fédéral ou d'état ? () Oui () Non

Si oui, cochez toutes les options applicables en précisant le nom de l'organisme ou du tribunal :

() Organisme fédéral : _____ () Tribunal fédéral : _____

() Organisme d'état : _____ () Tribunal d'état : _____

() Organisme local : _____

10. Veuillez fournir les coordonnées d'une personne de contact dans l'organisme/le tribunal où la plainte a été déposée.

Nom : _____

Titre : _____

Organisme : _____

Adresse : _____

Téléphone : _____

Adresse e-mail : _____

Vous pouvez joindre tout document écrit ou toute autre information que vous jugez pertinent(e) à votre plainte.

Signature et date exigées ci-dessous :

Signé par : _____

Date : _____

Soumettez le formulaire dûment rempli et accompagné des justificatifs en personne ou par voie postale à l'adresse suivante :

Civil Rights Officer
AVCOG
125 Manley Road
Auburn, Maine 04210

Appendix C

Additional Interpreter Services

(Note: This is only a partial list and none of these services are being endorsed over any other).

Catholic Charities Maine

P. O. Box 10660, Portland, ME 04104-6060, Phone: 871-7437

Acholi, Albanian, Amharic, Arabic, Bosnian/Croatian, Serbian, Bulgarian, Chinese (Mandarin), Farsi, French, German, Khmer (verbal interpreting only), Kikongo, Korean, Mongolian, Romanian, Russian, Somali, Spanish, Swahili, Tigrigna, Ukrainian, Vietnamese (verbal interpreting only)

Certified Languages International 1-800-362-3241

Language Line® 1-800-874-9426

Hiddo Services Center-Interpretation and Translation Services

Somali, Swahili, Arabic, Amharic, Oromo (Ethiopian)

PO Box 122

Lewiston, ME 04240

Phone: 783-6666, Fax: 795-1111

Smart Interpreters

The Professional Building

12 Bates Street

Lewiston, ME 04240

Phone: 783-4744, Fax: 783-4644, Pager: 818-1525

FARSI

• Reza Jalali, P. O. Box 1005, Portland, ME 04104, Phone: 878-4618

• Rona O'Conner, 261 Commercial St., Portland, ME 04101, Phone: 772-4110 / 871-1655

JAPANESE

• Yaeko Collier, 97 Montrose Ave., Portland, ME 04103, Phone: 774-6481

SOMALI, SWAHILI

• Abdi Ahmed Musa, 48 Salem St., #605, Portland, ME 04102, Phone: 874-4063

SOMALI, SWAHILI, ARABIC

- Interpreter Services of the United Somali Women of Maine, P.O. Box 397, Lewiston, ME 04243, Office
Phone: 344-6616, Cell Phone: 423-2890

SPANISH

- Leticia Foss, 104 Sand Pond Rd., Sanford, ME 04073, Phone: 490-3705
- Rosalinda Burch, 25 Sequoia Dr., Freeport, ME 04032, Phone: 865-4207
- Jenny Howitt, 230 Howitt Rd., Lyman, ME 04002, Phone: 324-3464
- Karen Taylor, 77 Torrington Ave., Peaks Is., ME 04108, Phone: 766-2811
- Rosito Roberge, Portland, ME, Phone: 787-6972

VIETNAMESE

- Ricky Ho, 52 Birchwood Dr., Portland, ME 04102, Phone: 772-8318, Pager: 821-5227
- Ty Ly, 149 Holm Ave., Portland, ME 04102, Phone: 774-4664
- Tuyen Nguyen, 63 Holm Ave., Portland, ME 04102, Phone: 780-0130

SIGN LANGUAGE

- Hands On, Inc. 317 State St., Bangor, ME 04401, Phone: 947-2341
- Certified Interpreting, P. O. Box 6500, Brunswick, ME 04011, 798-7995
- Professional Interpreting Services, 14 Torrey St., Portland, ME 04103, Phone: 774-3068
- Pine Tree Easter Seals, Nonesuch River Plaza, 51 US Rt. 1, Suite G, Scarborough, ME 04074, Phone 885-0536

Appendix D

COMMUNITY OUTREACH RESOURCE LIST

- General Assistance Hotline 1-800-442-6003
- 211 Dial 211 for telephone information service for area resources
- American Red Cross located at 475 Pleasant Street, Lewiston (795-4004) assists fire victims with 3 days of lodging; \$130.00 per person with clothing; food vouchers vary in amounts depending on family size.
- Auburn Housing Authority located at 20 Great Falls Plaza, Auburn (784-7351) operates subsidized housing programs.
- AVESTA Housing located in Portland (800-339-6516 (voice/TTY)) operates the Section 8 Housing Voucher Program.
- SAFE VOICES is a shelter for abused women and their children (795-4020).
- B Street Health Center located at 57 Birch Street, Lewiston (786-8793) offers medical care on a sliding fee scale.
- Career Center located at 5 Mollison Way, Lewiston (753-9000) assists with employment searches and employment related workshops.
- Catholic Charities Maine located at 27 Pine Street, Lewiston (344-6615) offers case management assistance to Primary and Secondary refugees. For interpreter/translation services call 871-7437.
- Central Maine Family Practice located at 12 High Street, Lewiston (795-2800) offers medical care on a sliding fee schedule.
- Common Ties Wellness and Recovery Center located at 100 Pine Street, Lewiston (795-6710), is a program for people who are consumers of mental health services. The Center is open M-T-W-F from 9-5 pm, and Thursday, and Saturday from noon- 8pm. Individuals are asked to become a member of the Center, a very short process. The Center offers a laundry, shower, phone, social, recreational, and peer support opportunities.
- Common Ties Mental Health Services located at 140 Canal Street, Lewiston manages a number of community support programs, including housing. Please call 795-6710 for an appointment.
- Community Concepts located at 240 Bates Street, Lewiston (795-4065) administers the Maine low income fuel assistance program (LIHEAP) and other programs.
- Department of Health and Human Services located at 200 Main Street, Lewiston (795-4300) offers TANF, Food Stamps and Maine Care programs. The

department also offers the Emergency Assistance Program for families with children under the age of 21 with evictions and disconnects. The maximum for housing evictions is \$250.00 and for utility disconnects is \$150.00. The Department also offers mental health case management and outreach.

- Hope Haven Gospel Mission located at 209 Lincoln Street, Lewiston (783-6086) is a shelter for single individuals and has limited space for families. Shelter doors open at 5:30PM, Monday - Saturday and on Sunday at 4:00 PM for check in (on Cedar Street side). Doors are locked at 8:00 PM. No other admittances after the door has been locked. Breakfast is served Sunday-Saturday at 8:00 A.M. Lunch is served on M, W, and F from 12:00-12:30 P.M. Lunch is served on Sunday at 2:30 P.M. and a bag lunch is provided on Saturday at 4:30 P.M. Dinner is served Monday –Friday from 4:30-5:30 PM and on Sunday at 2:30. On Monday- Friday from 9:30-11:30 A.M. and 1:00 P.M.-4:00 P.M. there is a give-away program for clothes, toys, house hold items, baked goods and sometimes fruits.
- LAASH Security Deposit/ First Month's Rent Program (SDLP) applications are taken at the Lewiston (513-3130 x 3260) and Auburn (333-6601 x1412) Social Services Departments and at the Lewiston (783-1423) and Auburn (784-7351) Housing Authorities.
- Lewiston Housing Authority located at 1 College Street, Lewiston (783-1423) operates subsidized housing programs.
- New Beginnings Drop-In Center located at 245 Lisbon Street, Lewiston (795-6831)) is open M-F from 1:30 P.M.-6:30 P.M. Youth aged 14-21 can use the telephone and other basic services. The Center offers a laundry, shower, phone, social, recreational, and peer support opportunities.
- New Beginnings Shelter located at 491 Main Street, Lewiston (795-4070) is a shelter for 12 youth ages 12-19. The maximum length of stay is 3 weeks. Referrals accepted 24 hours a day, seven days a week. Walk-ins are welcome.
- Pine Tree Legal located at 37 Park Street, Suite 401, Lewiston (784-1558) offers free legal advice and representation to qualified individuals for evictions etc.
- Salvation Army located at 67 Park Street, Lewiston (783-0801) offers limited assistance with food, utilities (current amount only), oil, wood and propane.
- Salvation Army Canteen serves lunch on the Spruce Street side of Kennedy Park in Lewiston on M, W, F. People can eat their lunch inside the Jubilee Center if they so choose.
- Sisters of Charity Food Pantry located at the corner of Walnut and Bates Street, Lewiston is open M-F from 9-11:00 A.M.
- St. Martin De Porres Shelter located at 23 Bartlett Street, Lewiston (786-4690) is a shelter for single individuals only. Guests must be referred. Shelter is open

from 5:00P.M. to 8:00 A.M., 7 days a week. The thrift store is open M, W, F from 10:00 A.M. to 4:00 P.M. Household goods and some furniture is sold at modest prices. Food is available only for the guests and clothing is no longer distributed.

- Saint Vincent De Paul Thrift Store located at 101 Ash Street, Lewiston (782-8309) assists with clothing, blankets and small household items with a referral.
- Sexual Assault Crisis Center Auburn 784-5272; Statewide 1-800-871-7741
- Tree Street Youth Center located at 144 Howe Street, Lewiston (513-6866) provides Auburn and Lewiston youth with a safe space that encourages healthy physical, social, emotional, and academic development while building unity across lines of difference.
- Tri-County Crisis Intervention located at 484 Main Street, Lewiston 783-4695
- Tri-County Mental Health Crisis Hotline 783-4680
- Tri-County Mental Health Referral Line 1-888-304-4673
- Tri-County Mental Health Services located at 1155 Lisbon Street, Lewiston 783-9141
- Trinity Jubilee Center located at 247 Bates Street, Lewiston (777-1863) is open M-F from 8:00 A.M.-3:00 P.M.; Saturday from 9:00 A.M.-1:00 P.M.; Sunday from 1:00 P.M.-6:00 P.M. Lunch is served at 11:00 A.M. on Tuesday, Thursday and Saturday. Dinner is served at 4:45 P.M on Sunday. The food pantry/diaper program is open Thursday from 9:00 A.M.-12:00 P.M.
- United Somali Women of Maine located at 265 Lisbon Street, Lewiston (753-0061) offers interpreting services and cultural brokering.
- Volunteers of America offers a Homeless Youth Transitional Living program in Lewiston/Auburn. Melissa Moody (207) 689-9172 or Mary O'Leary (207) 442-0181.

Appendix E

ATRC

PUBLIC PARTICIPATION PLAN



October 13, 2015
Revised: May 24, 2018

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I. Introduction

A public participation plan needs to be proactive and inclusive in order to effectively integrate the concerns of a wide variety of affected parties. Therefore, Androscoggin Transportation Resource Center's (ATRC) goals, objectives, policies and programs are created in direct response to the needs of the citizens of Lewiston, Auburn, Lisbon and Sabattus. The Intermodal Surface Transportation Efficiency Act, or ISTEA, mandated that each Metropolitan Planning Organization (MPO) develop a comprehensive public participation plan to enhance the interaction between ATRC and the public, to be more inclusive in transportation planning and projects and to include the public much earlier in the process.

In response to ISTEA's mandate ATRC endorsed its first Public Participation plan on September 30, 1992. ATRC's Public Participation plan has been revised and updated several times to include changes in the guidance received from the Federal Highway Administration (FHWA) and the Federal Transit Administration (FTA) as well as to reflect changes in the ATRC communities.

This document is intended to give ATRC committee members and staff guidance in providing for public participation in its transportation planning and programming processes and other transportation documents to include additional requirements under the 1990 Americans with Disabilities Act and the recent federal transportation reauthorization known as the Moving Ahead for Progress in the 21st Century (MAP-21).

An effective public information process not only serves ATRC by meeting state and federal requirements, but also encourages greater participation in the development of programs or projects that may be controversial.

ATRC provides access to plans and programs through the internet. An e-mail address will be presented and made available for the public to make and receive comments. ATRC maintains a website at www.ATRCMPO.org. Using this medium, transportation planning documents and programming documents, meeting locations and agendas, meeting minutes contact information and a variety of other information such as traffic data are made available to the general public who have access to the internet.

ATRC has expanded the interactive nature and content of the website over time. Draft documents are provided to the public online and the public has an opportunity to comment on projects via e-mail or by other means. Comments will be received, answered by project staff, and become part of the public record. Final documents are posted on the website providing efficient access. Special sections of the website are dedicated to ongoing studies or processes to keep relevant information current, upfront, and available for efficient and timely comment to the public.

II. Federal Regulations

Under the United States Department of Transportation's (USDOT) Metropolitan Planning Regulations (23 CFR 450), all Metropolitan Planning Organizations (MPOs) are required to develop a Public Participation Plan for the development and update of their Transportation Plan and Transportation Improvement Program (TIP).

The Metropolitan Planning Regulations contain the criterion listed below by which ATRC's Public Participation Plan should be administered and evaluated.

A minimum public comment period of 45 days must be provided before the Public Participation Plan is initially adopted or revised.

Timely information regarding transportation issues and processes must be provided to:

- citizens,
- affected public agencies,
- representatives of public transportation agency employees,
- private providers of transportation (including intercity bus operators, employer-based commuting programs, such as carpool program, vanpool program, transit benefit program, parking cash-out program, shuttle program, or telework program),
- representatives of users of public transportation,
- representatives of users of pedestrian walkways and bicycle transportation facilities,
- representatives of the disabled,
- segments of the community, including underserved populations, affected by transportation plans, programs, and projects,
- providers of freight transportation services,
- freight shippers,
- public ports, and
- other interested parties.

Reasonable public access will be granted to technical and policy information used in the development of plans, TIPs, and open public meetings, where matters related to the federal-aid highway and transit programs is being considered.

Provide adequate public notice of public involvement activities and time for public review and/or comments at key decision points including, but not limited to, approval of plans and TIPs.

Demonstrate explicit consideration and response to public input received during the planning and program development process.

Seek out and consider the needs of those traditionally underserved by existing transportation systems including, but not limited to, low-income and minority households.

When significant written and oral comments are received on either the draft transportation plan or TIP as a result of the public participation plan or the interagency consultation process required under the U.S. Environmental Protection Agency's (EPA) conformity regulations, a summary, analysis and report on the disposition of comments will be made part of the final plan and TIP.

If the final transportation plan or TIP differs significantly from the one which was made available for public comment by the ATRC and raises new material issues which interested parties could not reasonably have foreseen from the public involvement efforts, an additional opportunity for public comment on the revised plan or TIP will be made available (not less than 10 days).

The Public Participation Plan will be periodically reviewed by ATRC in terms of its effectiveness in assuring that the process provides full and open access to all.

These procedures will be reviewed by both FHWA and FTA to assure that full and open access is provided to ATRC's decision-making process.

Metropolitan public involvement processes will be coordinated with the statewide public involvement process, wherever possible to enhance public consideration of the issues, plans and programs and reduce to redundancies and costs.

MAP-21 further provides that MPOs, to the maximum extent practicable: "(i) hold any public meetings at convenient and accessible locations and times; (ii) employ visualization techniques to describe plans; and (iii) make public information available in electronically accessible format and means, such as the World Wide Web, as appropriate to afford reasonable opportunity for consideration of public information." ATRC will utilize its website (www.atrcmpo.org) to host all of its policies, maps, plans, studies, and transportation documents to be publicly available.

A. TITLE VI/Environmental Justice Non-Discrimination Plan

ATRC is committed to ensuring that the fundamental principles of equal opportunity are upheld in all decisions involving our employees and contractors/consultants, and to ensuring that the public-at-large is afforded access to our programs and services.

To that end, no person will be excluded from participation in, be denied the benefits of, or otherwise be subjected to discrimination under any ATRC program or activity on the grounds of race, color, national origin, income, sex, age, disability, or limited English proficiency. ATRC assures that all its programs and activities will be free from

discrimination, whether those programs and activities are federally funded or not.

ATRC conducts its Title VI/Environmental Justice Program in a team approach involving all ATRC personnel. The Director of ATRC is responsible to ensure ATRC's compliance with the Title VI/Environmental Justice implementing regulations. All publications from ATRC will include language such as: "In accordance with the Civil Rights Act of 1964, ATRC does not discriminate on the basis of race, color or national origin. For more information about these protections or to file a complaint, please contact ATRC, 125 Manley Road, Auburn, ME 04210."

III. State Regulations

On September 10, 2008, the Sensible Transportation Policy Act rule was adopted pursuant to the Sensible Transportation Policy Act, 23 Maine Revised Statute §73. The decisions made in the transportation sector are of critical importance to the people of Maine. The field of transportation is diverse ranging from pedestrian to motorized vehicles to telecommunications. This rule reflects the diversity in the decision-making which occurs in the planning and development of Maine's transportation network.

The rule provides a framework for examining a range of choices. It recognizes there are benefits and costs (social, financial, energy, and environmental quality) to transportation decisions. The safety of the traveling public is of paramount importance, but transportation as a resource needs to be both supplied as well as conserved. The livability of a community can be significantly influenced by transportation and land use decisions. The rule identifies policies and management strategies for the analysis of these diverse issues.

This rule has been developed in response to the Sensible Transportation Policy Act, as amended. There are other state and federal statutes that significantly affect the Maine Department of Transportation's activities. These statutes (e.g. 23 USC §101 *et seq.*, Intermodal Surface Transportation Efficiency Act of 1991, ((ISTEA)) Pub. L. No. 102-240, 105 Stat 1914 and its subsequent authorizations, the National Environmental Policy Act, 42 U.S.C. §4321 *et seq.*; Clean Air Act, 42 U.S.C. §7401 *et seq.* and the Clean Water Act 33 U.S.C. §1251 *et seq.*) and others have specific processes and evaluations which may require a substantial commitment of resources by the Maine Department of Transportation (MaineDOT). To the extent possible MaineDOT shall avoid duplication when utilizing the processes and evaluations set forth in this rule to meet its obligations under other state and federal laws.

Transportation planning within Maine's Metropolitan Planning Areas is the responsibility of each respectively designated Metropolitan Planning Organization (MPO). MPOs carry out their planning activities in cooperation with MaineDOT, and are subject to the same state and federal planning policies, processes and requirements as MaineDOT.

The transportation plans and transportation improvement programs developed by the MPOs are incorporated into MaineDOT's long-range plans and capital improvement plans. The MPOs are responsible for self-certifying to MaineDOT and FHWA that the MPO planning process conforms to both State and Federal rules for transportation planning.

When developing or updating MPO long range plans, MPOs in cooperation with MaineDOT and the Regional Councils will develop and maintain an inventory of existing and proposed transportation systems. This inventory will be comprehensive and will include such elements as system usage, system characteristics and system condition.

MPO long-range plans should also include consideration of municipal or multi-municipal land use development patterns and management efforts within the MPO planning area. MPO long-range plans may include transportation and land use planning policies that guide MPO and MaineDOT capital investment decisions and planning processes. MPOs may also include recommendations to MaineDOT and MPO area municipalities for land use and transportation goals, policies, objectives and strategies that assure the long-term benefits of the regional transportation system.

When an MPO Long-Range Plan includes recommendations for projects which add new highway capacity, the MPO long-range plan may document existing land use conditions in the area(s) affected by the proposed project(s) and include land use policy recommendations to municipalities to preserve any added capacity.

IV. ATRC Committee Meetings

ATRC has two standing committees that meet on a regular basis throughout the year. The ATRC Policy Committee is the governing body of ATRC and responsible for developing the 20-Year Transportation Plan, the Transportation Improvement Program, and overseeing the management of the planning process. The Technical Committee is responsible for the technical input to the plans and programs. All committee meetings are open to the public. Policy Committee meetings are typically held on the 4th Thursday of the month at 10:00am, and Technical Committee meetings are typically held on the 2nd Thursday of the month at 10:00am, unless a meeting cancellation is distributed seven (7) days prior to the meeting date.

Meeting notices and agendas will be sent to all voting and nonvoting members of the ATRC Technical and Policy Committees at least seven (7) days prior to the scheduled meeting. With seven (7) days prior notice, regular Policy Committee meetings can also

be scheduled for other dates. A special meeting may be called by either committee's chairperson or any three voting members at any time. Notification to members may be written, oral, or via electronic means. Significant efforts to provide notification to the media and the public will be made. Representatives for both the Policy and Technical Committees are listed below:

A. Voting Members

- City of Auburn - (2 voting members)
- City of Lewiston - (2 voting members)
- Town of Lisbon - (2 voting members)
- Town of Sabattus - (1 voting member)
- Maine Department of Transportation (MaineDOT) - (1 voting member)
- Androscoggin Valley Council of Governments (AVCOG) - (2 voting members)
- Maine Turnpike Authority (MTA) – (1 voting member)

B. Non-Voting Members

- L/A Metro Chamber of Commerce
- Lewiston-Auburn Transit Committee (LATC)
- Western Maine Transportation Services (WMTS)
- Federal Highway Administration (FHWA)
- Federal Transit Administration (FTA)
- Federal Railroad Administration (FRA)
- Federal Aviation Administration (FAA)

Procedures and protocol for ATRC's committee meetings can be reviewed by obtaining a copy of the *Organizational Bylaws of the Androscoggin Transportation Resource Center* adopted September 29, 1995, and last amended December 22, 2005.

Meeting notices and agenda will be sent out to all "interested and affected parties". The list will remain open to any new agencies or individuals wishing to be notified of ATRC's activities. Meeting announcements are also available on the ATRC Web site: (www.atrcmpo.org). Member communities are encouraged to post these notices and announcements on their respective municipal websites as well.

ATRC has and will continue to identify and include agencies and individuals that represent the transportation needs of persons and groups who have been traditionally underserved by existing transportation systems into the transportation planning process.

ATRC will maintain and update the affected and interested parties list so that stakeholders in the region's planning process can be actively involved. The list will be used to keep individuals, groups and agencies informed regarding the development of the transportation plan and the TIP and to notify them about specific opportunities for

public involvement. Anyone can be put on the email notification list by contacting avcog@avcog.org requesting so.

C. How to Connect with Us

ATRC is committed to a public participation plan that includes opportunities for interaction with the Policy Committee, other elected officials, local planning and public works directors, business, community, and education leaders, and other key stakeholders. Public workshops, meetings, and other outreach efforts provide forums for input and feedback on ATRC policy, program, project, and funding decisions.

Get on Our Contact Lists

ATRC maintains email and mailing lists so we can provide information to those who request it. Contact ATRC at avcog@avcog.org or (207) 783-9186 and let us know when and how you want to hear from us.

Visit www.ATRCMPO.org

The comprehensive ATRC website is your resource for regional information, project updates, traffic data, meeting schedules, agendas and minutes, and reports and other publications.

View Our Calendar

Visit www.ATRCMPO.org/mpocalendar for a comprehensive calendar of all Technical and Policy Committee meetings, planning study meetings, public meetings, and more. These meetings are open to the public and agendas are typically posted seven days in advance of the meeting.

V. Development of the Unified Planning Work Program (UPWP)

To ensure that the biennial ATRC Work Plan, the Unified Planning Work Program (UPWP), provides for effective public involvement, ATRC will solicit comments on proposed planning activities through:

- (1) a direct email to the affected and interested parties listed above; and
- (2) a solicitation on the ATRC website (www.atrcmpo.org)

Comments will be made available to the ATRC Technical Committee before they begin the development of the UPWP. Copies of the Draft UPWP and approved UPWP will be available to the general public upon request and on the ATRC website. A 21-day public notice period will be provided for comment on this document.

VI. Access to the ATRC Committees

ISTEA and the subsequent Transportation Efficiency Act for the 21st Century (TEA-21)

and MAP-21 each specifies that the public must be granted access information to the technical and policy committees and assumptions underlying the planning and emissions models used to carry out transportation decision-making and air quality conformity determinations. ATRC will satisfy this requirement in five ways:

Public Notice for ATRC Meetings

A notice for all ATRC meetings will be made available to the media for publication in the local paper as well as in the ATRC web page. Meeting notices will be given a minimum of a week in advance.

The Androscoggin Valley Council of Governments' Newsletter

The AVCOG provides staff time to ATRC under contract. AVCOG publishes a quarterly newsletter, which has wide distribution throughout Androscoggin, Franklin and Oxford Counties. The newsletter contains a section on ATRC news. ATRC staff will continue to include timely articles on demographic and land use projections, transit fares, roadway levels of service, traffic model information, air quality information, etc. Traffic data for the state and MPO area such as road counts, vehicle classification, turning movement counts, and high crash locations are available as interactive maps on the ATRC website (www.atrcmpo.org).

Information Center

Service requests are handled expeditiously by staff and are seen as a real benefit to the individuals and organizations in the community who utilize the information. ATRC takes care to keep its online traffic data maps updated for public use on demand.

Transportation Plan and TIP Development

The public will have ample opportunity to review technical and policy information and assumptions through the Public Participation plan outlined in Section VII and VIII below. Additionally, ATRC documents the project selection procedures used to develop every TIP. This document will be made available to the public for review and comment, along with the Draft TIP document. This document is available on the ATRC website (www.atrcmpo.org).

ATRC Informational Presentations and Brochure

Appearances may be done with an ATRC brochure and presentation before various groups. Because ATRC might be considered a unique organization, every effort will be made to provide as clear as possible information on what it does and what role citizens and public officials have in the area's transportation planning process. Information will be made available at city halls and public libraries as well as on the ATRC web page with a document explaining what ATRC is.

VII. Updating the Long Range Transportation Plan

ATRC is responsible for updating the Long Range Transportation Plan on a recurring

basis as required by federal regulation 23 CFR Part 450. The Long Range Transportation Plan is required to look out a minimum of 20 years.

Public Notification of Transportation Plan Development

ATRC will provide notice to the public of the intent to develop or update the transportation plan at the start of the development process. This notice will be published in local media; posted in the town offices and city halls of each community in the ATRC area, on the ATRC website, and sent to those interested groups and agencies included on the list of “interested and affected parties”. ATRC will also attempt to reach those interested in the development of the transportation plan by using various public outreach strategies, which may include, but are not limited to, newsletters, news releases, newspaper inserts, bulletin boards, transit distribution and public service advertisements.

The public notice will include at least the following information:

- a brief description of the planning process,
- a schedule for when decisions will be made,
- how the transportation plan may affect the region,
- what opportunities exist for public participation, and;
- ATRC’s contact for obtaining further information.

A. Public Forums/Workshops

At appropriate points during the development of the transportation plan, ATRC will hold separate public forums to discuss the bicycle/pedestrian, transit, freight, highway and bridge as well as any other components of the Long-Range Transportation Plan identified by the Technical or Policy Committees and/or other interested parties.

A public informational meeting will then be held to discuss the development of the entire transportation plan, including transportation system deficiencies, alternative solutions, project priorities and other issues deemed appropriate. A 30-day public notice period will be provided for each of these meetings.

Public notices for these meetings will be published in the local daily newspaper, in the towns or city halls of each ATRC community and will be sent to those interested groups and agencies included on the list of “interested and affected parties” at least ten days prior to the meeting as well as being on the ATRC website. ATRC will endeavor to identify neighborhoods readily affected by system deficiencies and attempt to involve them as an “interested or affected party.” ATRC may use a variety of approaches to foster effective public involvement.

B. Public Meeting on Draft Transportation Plan

Upon completion of the Draft Transportation Plan, ATRC will schedule a public meeting

on the document. Individuals and organizations identified on the “interested and affected parties” list will be notified and offered the opportunity to participate in and/or offer comment. The purpose of the hearing will be primarily for ATRC to collect comments regarding the content of the Draft Transportation Plan.

A Public Notice will be created and displayed using various media and will encourage submission of written comments by those unable to attend the hearing. A comment period of 30 days beginning from the date of the hearing notice will be provided during which time any comments may be submitted for consideration by ATRC’s Policy Committee. The draft transportation plan will be made available for inspection at the time of the hearing notice. Copies of the plan will be made available at AVCOG, 125 Manley Road, Auburn, at the town and city halls of the four ATRC communities, and in an electronic format on ATRC’s Web site: <http://www.atrcmpo.org>.

At the public meeting, ATRC will present pertinent information contained in the draft transportation plan and receive comments from the public. If a Significant Highway Project is determined under MSTPA, the ATRC Policy Committee will tailor a specific public involvement strategy after the required interagency consultation process is accomplished. This strategy will engage the public in the consideration of the purpose and need for the major investment as well as development and evaluation of all "reasonable" alternatives.

An Executive Summary of the Transportation Plan will be made available to the attendees at the meeting. All substantive comments received during the proceedings will be documented by ATRC. All written comments received will be acknowledged in writing.

C. Preparation of Final Transportation Plan

ATRC will prepare the final transportation plan after carefully considering all of the comments and input received from the public process. All substantive written or oral comments received on the draft plan will be included in the final plan.

If the final plan contains substantive changes from the one which was made available for public comment, or raises new material issues which interested parties could not reasonably have foreseen from the public involvement efforts, ATRC will provide an additional duly noticed public comment period on the revised draft plan of not less than ten days.

The final Transportation Plan will contain ATRC’s responses to all comments received on the draft and, if necessary, the final plan. ATRC will provide a copy of the final Transportation Plan to each Town Office or City Hall and library in the ATRC area electronically. As the plan is updated, so will these copies.

VIII. Development of the TIP

The biennial process of updating the TIP should, generally follow the same notification provisions as the Long Range Transportation Plan.

A. Public Notification of TIP Development

ATRC will provide notice to the public of the intent to develop or update the TIP at the start of the development process. This notice will be posted in the town and city halls of each community in the ATRC area, posted to the ATRC website (<http://www.atrcmpo.org>), and sent to those interested groups and agencies included on the list of “interested and affected parties”. ATRC will also attempt to reach those interested in the TIP’s development by using various public outreach strategies, which may include, but are not limited to, newsletters, news releases, newspaper inserts, bulletin boards, transit distribution and public service advertisements.

The public notice will include at least the following information: a brief description of the planning process tied to a schedule for when decisions will be made; how the TIP may affect the region; what opportunities exist for public participation; and ATRC’s contact for obtaining further information.

B. Project Selection at ATRC Technical Committee Meetings

Recommendations for potential TIP projects will be solicited from member organizations. Projects from the municipalities will be endorsed by their respective communities. A description of each proposed project will be placed on file at municipal offices at least 21 days prior to proceeding with the ATRC Project Selection Process. Notification that this list is available to be reviewed by the general public at AVCOG or municipal offices will be made in various media, on the ATRC website and the email lists to the Technical and Policy Committees. Further, a project that is submitted to ATRC for funding consideration must be certified by the municipality or organization that it has undergone a public participation process prior to its consideration by the ATRC. This certification will be noted in the written project information form provided by ATRC and filled out by each municipality.

C. MaineDOT STIP Process and Capital Work Plan

The Maine Department of Transportation develops an annual list of projects for funding to the State Legislature to secure state funding for capital projects. This document is, among statewide projects, a combination of MaineDOT and ATRC sponsored projects. Upon completion of the draft list of prioritized projects for submittal for funding in the MaineDOT Capital Work Plan, ATRC will make that list available to the public. Individuals and organizations identified on the “interested and affected parties” list will be notified and offered the opportunity to comment.

The Public Notice will be posted on the ATRC website, ATRC community websites, and will encourage submission of written comments. A 21-day comment period begins the date of the notice will be provided during which time comments may be submitted for consideration by the ATRC Policy Committee. Copies of the list will be made available at AVCOG, 125 Manley Road, Auburn, and at the town office and city halls of the four ATRC communities as well as in electronic format on ATRC's Web site (www.atrcmpo.org) All substantive comments received during the comment period will be documented by ATRC. All written comments received will be acknowledged in writing.

D. Preparation of Final TIP

ATRC will prepare its final TIP after receiving an updated list of projects scheduled for funding from the Maine Department of Transportation.

The final TIP will contain ATRC's responses to all comments received on the draft TIP. The ATRC will provide an electronic copy of the final TIP to each town and city hall and other gathering places in the ATRC area. As the TIP is updated, so will these copies.

E. Updating Project Selection Criteria/Formula

Any substantive change in ATRC's TIP project selection criteria or formula is subject to public review and comment. Amendments to the TIP selection criteria and formula will be accomplished before the initiation of the TIP development process. ATRC will notify the public of its intent to update the TIP selection criteria and/or formula and make said material available to the public for comment. The ATRC TIP project selection criteria document is available on its website (www.atrcmpo.org).

F. FTA Public Hearing Requirements

Both the Lewiston-Auburn Transit Committee and Western Maine Transportation System (WMTS), FTA Section 5307(c) applicants have consulted with ATRC and concur that the public participation plan adopted by the ATRC for the development of the TIP satisfies the requirements that pertain to the development of the Program of Projects for Section 5307, Urbanized Area Formula Program, grant application including the provision for public notice and the time established for public review and comment.

For FTA projects that are not routine, such as Section 5307 applications that require an environmental impact statement, the public involvement provided for herein for TIP review is not sufficient. Any additional public involvement as present in the joint FHWA/FTA environmental regulations 23 CFR part 771 will be required by FTA for grant approval.

G. Transportation Plan and TIP Amendments

In general, the 20-Year Transportation Plan is updated every five years, and the TIP is developed every two years. For 2014, changes to MaineDOT transportation processes have a conversion to an annual calendar year process, which ATRC mimics by updating and confirming its 2-year TIP on an annual basis. Whenever action is taken by the ATRC Policy Committee at the project level and is between these time periods, an amendment is necessary. ATRC will publish the proposed amendment to the Transportation Plan or TIP with a brief description or summary of the amendment(s) included. All technical analysis in support of the amendment including any air quality/conformity analysis will be referenced in the public notice and made available to the public for review and comment. A 14-day comment period beginning from the date of the public notice will be provided in which comments may be submitted to ATRC for consideration.

Chart 1: Public Participation Comment Periods

<u>Program</u>	<u>Posting and Comment Period</u>	<u>Document Updated</u>
<u>Public Participation Plan</u>	<u>45 Days*</u>	<u>Periodically</u>
<u>TIP Publication</u>	<u>21 Days</u>	<u>2 Years</u>
<u>TIP Amendment</u>	<u>14 Days</u>	<u>As Needed</u>
<u>TIP Modification</u>	<u>N/A</u>	<u>As Needed</u>
<u>TIP Project Candidate List</u>	<u>21 Days</u>	<u>1 Year</u>
<u>UPWP</u>	<u>21 Days</u>	<u>2 Years</u>
<u>Long Range Plan</u>	<u>30 Days*</u>	<u>5 Years</u>
<u>Long Range Plan Amendment</u>	<u>14 Days</u>	<u>As Needed</u>

*Federal Mandated Time Period