

SPRINGFIELD REDEVELOPMENT AUTHORITY

TITLE VI PROGRAM

Accessible Formats

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Springfield Redevelopment Authority
70 Tapley Street, Springfield MA 01104
413-787-6020

www.springfield-ma.gov/planning/union_station.0.html

Last Update: June 2, 2015

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INTRODUCTION

This Title VI Program of the Springfield Redevelopment Authority (SRA) establishes and verifies compliance with Civil Rights Act of 1964 and its amendments (42 U.S.C. §2000d), collectively known as Title VI, which prohibit discrimination on the basis of race, color, or national origin in programs and activities that receive federal funds.

This document has been produced consistent with the guidelines in Federal Transit Administration (FTA) Circular 4702.1B of October 1, 2012, as well as the requirements of 49 C.F.R. § 21.23(f). Updates to this Title VI Program will be submitted to Federal Transit Administration Region One Civil Rights Officer every three years, as required by 49 CFR Section 21.9(b), with submittal dates established by the FTA Region Civil Rights Office.

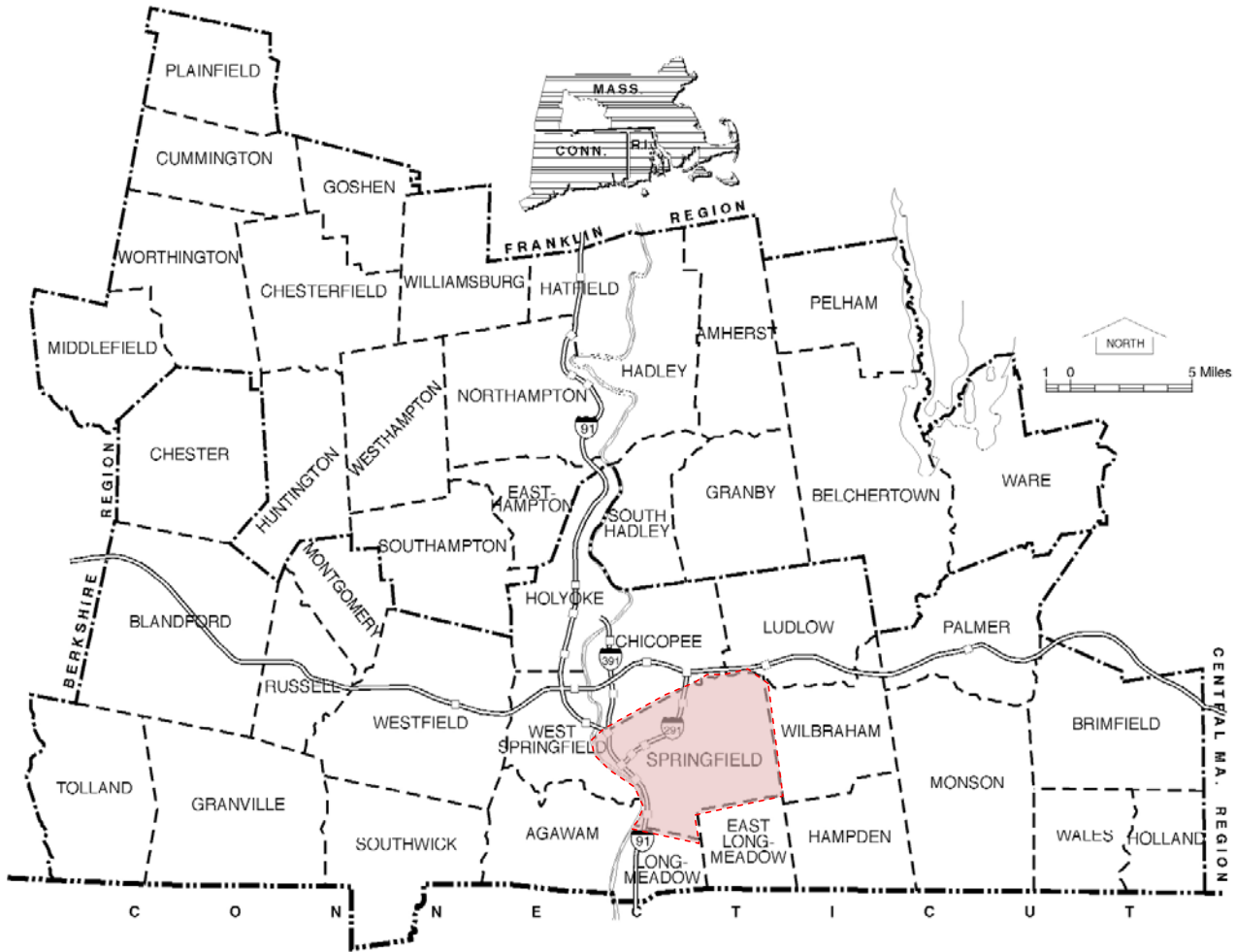
The SRA is a public agency established by the City of Springfield in 1960 pursuant to Massachusetts General Laws Chapter 121B. The SRA is governed by a five-member board of directors. The broad development powers afforded to the SRA by Section 46 of Chapter 121B include the powers to buy and sell property; to acquire property through eminent domain; and to own, construct, finance and maintain an intermodal transportation terminal within an urban renewal project area. The SRA is currently engaged in the planning, development and construction of the Union Station property as a regional intermodal transportation center. Because of the regional nature of this project, the project service area is considered to be of the Pioneer Valley Planning Commission's (PVPC) region, the region's metropolitan planning organization. The PVPC region includes 43 municipalities and some 620,000 residents over 1,200 square miles in Hampden and Hampshire Counties of Western Massachusetts (see below Locus Map).

The Union Station Regional Intermodal Transportation Center (Union Station project) will have two primary transit service providers as tenants: the Pioneer Valley Transit Authority (PVTA) and Peter Pan Bus Lines. Peter Pan Bus Lines is the region's primary intercity bus company. Union Station will also serve Amtrak intercity passenger rail customers, as well as future customers of passenger rail service being implemented as part of the New Haven-Hartford-Springfield (NHHS) commuter rail project. As such, the Union Station project will increase mobility and accessibility options for the many people in the region who lack access to automobile transportation.

This Title VI Program has been prepared to establish and verify that:

- 1) The benefits of the Union Station project, which is supported in part by FTA funds, will be available to, and fairly distributed among, transit users without regard to race, color or national origin.
- 2) The opportunity and ability of persons to participate in planning, development and construction activities for Union Station are not limited on the basis of race, color or national origin.
- 3) Any necessary corrective, remedial and affirmative actions are taken to eliminate and prevent discriminatory treatment of people on the basis of race, color or national origin.

Locus Map: City of Springfield and Pioneer Valley Region



Agawam	Easthampton	Ludlow	Southwick
Amherst	Goshen	Middlefield	Springfield
Belchertown	Granby	Monson	Tolland
Blandford	Granville	Montgomery	Wales
Brimfield	Hadley	Northampton	Ware
Chester	Hampden	Palmer	West Springfield
Chesterfield	Hatfield	Pelham	Westfield
Chicopee	Holland	Plainfield	Westhampton
Cummington	Holyoke	Russell	Wilbraham
East Longmeadow	Huntington	South Hadley	Williamsburg
	Longmeadow	Southampton	Worthington

TITLE VI PROGRAM GENERAL INFORMATION

Items below provide the general information specified in Circular 4702.1B of October 1, 2012 for Title VI programs of direct recipients of FTA funds.

ANNUAL TITLE VI CERTIFICATION AND ASSURANCE

In keeping with the requirements of 49 CFR Section 21.7, the SRA's Annual Certifications and Assurances are current and have been uploaded to the FTA's Transportation Electronic Award Management (TEAM) system. A copy of the FY15 Certifications and Assurances for Federal Transit Administration Assistance Programs is included as Appendix A; for a full version of these certifications and assurances, please visit FTA's website.

TITLE VI COMPLAINT PROCEDURE

Consistent with 49 CFR Section 21.9(b), the SRA has established and implemented a Title VI complaint procedure. The complaint procedure is posted on the SRA's website, www.springfield-ma.gov/planning/480.0.html, as well as in public areas of municipal buildings. A copy of the most recently updated version of the procedure is included, as Appendix B.

RECORD OF TITLE VI INVESTIGATIONS, COMPLAINTS, AND/OR LAWSUITS

Consistent with 49 CFR Section 21.9(b), the SRA will maintain a record of all Title VI investigations, complaints and/or lawsuits. The Union Station project is the first project being implemented by the SRA as a FTA grant recipient that is subject to Title VI. As such, there are no Title VI investigations, complaints or lawsuits currently active or pending with the SRA, as stated, in Appendix C.

LIMITED ENGLISH PROFICIENT (LEP) ACCESS AND LANGUAGE IMPLEMENTATION PLAN

Title VI and its implementing regulations require that recipients of FTA funds take steps to ensure meaningful access to the benefits, services, information, and other important portions of their programs and activities for people who are Limited English Proficient (LEP). The SRA understands the importance of serving LEP users of its facilities and the role that public outreach plays in achieving equality of access to transit facilities. The SRA's LEP Access and Language Implementation Plan is attached, as Appendix D.

TITLE VI PUBLIC NOTICE

Consistent with 49 CFR Section 21.9(d), the SRA will notify the public of the agency's Title VI obligations and informs the public of the protections against discrimination afforded by Title VI regulations. The SRA's Title VI Public Notice will be posted in public areas throughout the City of Springfield's municipal buildings and on the SRA's website: www.springfield-ma.gov/planning/480.0.html. A copy of the Public Notice is included, as Appendix E.

PUBLIC PARTICIPATION PLAN

The SRA engages in a broad and ongoing range of public involvement activities. The SRA's Public Participation Plan is included, as Appendix F.

The following is a summary of SRA public involvement activities which is offered to demonstrate the types of events and engagements that the authority will be conducting as part of the Union Station project:

- SRA Board meetings, which are public meetings.
- Briefings for community organizations.
- Briefings for business and civic organizations.
- Coordination with other City of Springfield planning and economic development activities.
- Media releases and briefings to advise the public of significant milestones and participation opportunities.
- Meetings with community stakeholders and area businesses.
- Project updates posted on agency and project web-sites.

The actions that the SRA has taken since it assumed lead role for the Union Station project in 2010 has led to ensuring that minority and low-income people of the service region have meaningful access to transit services. These actions include:

- Development and implementation of the Limited English Proficiency (LEP) Plan.
- Development and implementation of the Disadvantaged Business Enterprise (DBE) program.
- Recruiting and hiring of bilingual staff (English and Spanish).
- Production and distribution of project information in English and Spanish, as requested.

In addition, public participation for Union Station planning activities is coordinated with the public involvement program of the PVPC of which the City of Springfield is a member. As a voting member of the PVPC, the City of Springfield is also engaged in the ongoing outreach efforts of the PVPC to include minority, low-income and LEP residents of the region in public outreach and involvement activities for transportation planning.

The PVPC's 2012 Regional Transportation Plan (RTP) includes an Environmental Justice Plan and Assessment of Environmental Equity (Chapter 14 of the RTP). This assessment identifies minority, low-income and LEP populations and reports the comments received from these populations through an active public engagement process.

STATEMENT OF CONSTRUCTION PROJECTS

The SRA became an eligible FTA grant recipient in July of 2010. The Union Station project is the only project being undertaken by the SRA utilizing FTA funds. The project is currently under construction and has been scheduled to open in late fall of 2016.

ENVIRONMENTAL JUSTICE

The Union Station project is located on the fringe of a central business district in an area where commercial uses are predominant. While there are residential uses in the area, it is not very densely populated.

In 2000, an Environmental Justice (EJ) area was selected that encompassed the four census tracts adjacent to the Union Station project area. A review U.S. Census data indicated that one census tract (tract 8009) consisted of a population below the poverty level, and two census tracts had predominantly minority populations (tract 8009 with 64% minority and tract 8012 with 66% minority). Overall, the

average 2000 household income within the EJ area was \$15,071 and minorities accounted for roughly 59% of the population.

According to the 2010 U.S .Census, only three of the four aforementioned tracts still existed, tracts 8009, 8011.01 and 8012. These three tracts were all “majority-minority” areas, where more than half the population identified as other than single-race, non-Hispanic white. Indeed, 57.2% of the population in these three areas identified as minority. Furthermore, 50.2% of people within these three census tracts live below the poverty level, having a median household income of \$15,028. (See Appendix G)

As demonstrated by similar intermodal transportation projects that have been completed in Massachusetts and throughout the country, EJ targeted populations (i.e., minority, low-income) will benefit from the Union Station project in Springfield, Massachusetts. These and other economically and otherwise disadvantaged populations (e.g., lower income, students, and senior citizens) who lack the means to drive or take advantage of other mobility options will benefit from the proposed facilities through job creation and improved access to various modes of transportation. The large concentration of local and regional bus routes that pass through their neighborhoods and feed directly into Union Station will allow for much more convenient transfers to other transit modes linking them with their doctors, hospitals, schools, employment opportunities and other necessary community organizations and services. Union Station will improve workforce mobility and employee recruitments by integrating all bus and rail services within the City and region at one convenient, functional and attractive transfer point.

Environmental justice is based on the principle that all people have a right to be protected from environmental pollution, and to live in and enjoy a clean and healthful environment. Environmental justice is the equal protection and meaningful involvement of all people with respect to the development, implementation, and enforcement of environmental laws, regulations, and policies.

The goal of the Executive Order 12898 and Circular 4703.1- Environmental Justice Policy Guidance for FTA Recipients (April 15, 2012) is to ensure that programs, policies, and other activities do not have a disproportionately high and adverse effect on minority or low-income populations. The Order, in conjunction with FTA Circular 4703.1, sets forth steps to prevent disproportionately high and adverse effects to minority or low-income populations through Title VI analyses and environmental justice analyses conducted as part of Federal transportation planning and NEPA provisions. It also describes the specific measures to be taken to address instances of disproportionately high and adverse effects and sets forth relevant definitions. There are three fundamental Environmental Justice principles:

- To avoid, minimize, or mitigate disproportionately high and adverse human health or environmental effects, including social and economic effects, on minority populations and low-income populations.
- To ensure the full and fair participation by all potentially affected communities in the transportation decision-making process.
- To prevent the denial of, reduction in, or significant delay in the receipt of benefits by minority populations and low-income populations.

The Union Station project is located in an Environmental Justice neighborhood that meets the following criteria:

The median annual household income is at or below 65 percent of the statewide median income for Massachusetts; or

- 25 percent of the residents are minority; or
- 25 percent of the residents are foreign born, or
- 25 percent of the residents are lacking English language proficiency.

An Environmental Assessment (EA) was completed and a Finding of No Significant Impact (FONSI) was issued in 2000 for an earlier version of the project. The earlier version of the project was slightly different in that it called for a more robust commercial development program and retained the baggage building, the retention of which has since been determined to be infeasible. The FTA is serving as Lead Federal Agency for the purposes of completing the environmental review of the project as required by NEPA. The FTA has reviewed a 2011 Re-evaluation of Environmental Assessment and it has determined the prior environmental findings remain valid, with the exception of a single issue relating to impacts to historic resources. The SRA has submitted Section 106 and 4(f) documentation and the FTA initiated consultation with the Department of the Interior and the SHPO (Massachusetts Historical Commission) with the objective of entering into a Memorandum of Agreement (MOA) with regard to the appropriate mitigation. The MOA has been executed by the SHPO, the SRA and the FTA and the NEPA review process allowing the FONSI to be reissued is anticipated to be completed in September 2012.

The EA concluded that the evaluated alternatives would conform to the requirements of Executive Order 12898 "Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations" because they would not disproportionately affect minority or low income populations, and would enhance and facilitate the access of these populations to mass transit and other services.

Since the purpose and need of the Union Station project and programmatic components of the project would remain un-changed under the 2011 project plan, no change to the conclusions of the prior EJ evaluation is anticipated. Because there have not been any negative environmental impacts identified, it is the conclusion of the SRA that no part of the Union Station project will negatively impact the disadvantaged populations within the surrounding area.

TITLE VI PROGRAM-SPECIFIC INFORMATION

The next several items respond to the specific information requirements described in Circular 4702.1B of October 1, 2012 for the Title VI programs of FTA transit funding recipients serving areas of 200,000 or more residents.

The SRA does not operate or provide transit services. The SRA is the proponent of the Union Station project, which is a regional intermodal transportation center that will have transit operators as tenants. The population of the Pioneer Valley region that will be served by the Union Station facility totals approximately 620,000. The SRA will be a recipient of FTA funds for this project. Therefore, the information presented for this Title VI Program is consistent with the requirements for program-specific information, as outlined in the Circular's Chapter V, "Program-Specific Requirements for Recipients Serving Large Urbanized Areas" section. In instances where the guidance is relevant only to transit operating agencies, non-applicability is noted.

COLLECTION OF DEMOGRAPHIC DATA

The SRA has collected relevant demographic data from the PVPC planning region to assess compliance with Title VI requirements that the benefits of federally supported programs be equitably distributed. Presentation and analysis of this data is provided in the following sections.

The Union Station Regional Intermodal Transportation Center will be a regional facility serving the Pioneer Valley PVPC planning region.

For the purpose of Title VI demographic impact analysis, the SRA has utilized the definitions of “minority” and “low-income” geographic areas as developed and implemented by the PVPC and approved by (Federal Highway Administration (FHWA) in the 2012 Regional Transportation Plan. The full method and application is described in Chapter 8 of the 2012 RTP (www.pvpc.org/plans/regional-transportation-plan).

The 2012 RTP defines “minority” as “the population that is not identified by the census as White-Non-Hispanic” in the 2010 U.S. Census. Under this definition, minority persons constitute 20.4% of the region’s population. The racial or ethnic groups included are:

- White Non-Hispanic
- African-American or Black
- Hispanic or Latino (of any race)
- Asian (including Native Hawaiian, and other)
- American Indian (and Alaska Native)
- Some other race
- Two or More Races.

Following are the proportional breakdowns of these populations.

Pioneer Valley Population by Race

Race	Population	Percent
White alone	494,830	79.61%
Black or African American alone	45,569	7.33%
American Indian and Alaska Native alone	2,199	0.35%
Asian alone	16,303	2.62%
Native Hawaiian and Other Pacific Islander alone	286	0.05%
Some other race alone	45,201	7.27%
Two or more races	17,182	2.76%
Total:	621,570	100.00%

U.S. Census Bureau; 2010 Census

Pioneer Valley Non-Hispanic or Latino Population Breakdown

	Population	Percent
Not Hispanic or Latino:	517,339	83.23%
White alone	450,095	72.41%
Black or African American alone	39,239	6.31%
American Indian and Alaska Native alone	959	0.15%
Asian alone	16,060	2.58%
Native Hawaiian and Other Pacific Islander alone	155	0.02%
Some other race alone	931	0.10%
Two or more races	9,900	1.59%

U.S. Census Bureau; 2010 Census

Pioneer Valley Hispanic or Latino Population Breakdown

	Population	Percent
Hispanic or Latino:	104,231	16.77%
White alone	44,735	7.20%
Black or African American alone	6,330	1.02%
American Indian and Alaska Native alone	1240	0.20%
Asian alone	243	0.04%
Native Hawaiian and Other Pacific Islander alone	131	0.02%
Some other race alone	44,270	7.10%
Two or more races	7,282	1.17%

U.S. Census Bureau; 2010 Census

Using the RTPs definitions and data, of the Pioneer Valley MPO region’s 621,570 residents in 2010, 126,740 met the RTP’s definition of “minority” (20.4%)

Demographic data on the national origin of people in the region and city are presented below.

Native Status	Massachusetts	Pioneer Valley	City of Springfield
Foreign Born	15.01%	9.03%	10.98%

Source:
American

Community Survey 5-year estimates 2009-2013

Impact Analysis: Geographic Areas Served

The Union Station Transportation Center will replace the existing Springfield Bus Terminal at 1776 Main Street and the Amtrak station at 66 Lyman Street in Springfield. The new facility will continue to serve the same geographic area.

Impact Analysis: Amenities

The Union Station Transportation Center will provide numerous improvements in the amenities available to transit customers. These include improved boarding areas, larger and safer waiting areas, improved customer information services, reduced outdoor boarding needs, better accessibility to passenger rail facilities, improved customer safety capabilities, and other improvements.

Impact Analysis: Future Customer Information

Union Station will serve as a key new multimodal transportation hub for the entire central New England region. It will combine multiple transit modes (local bus, inter-city bus, Amtrak inter-city and planned New Haven-Hartford-Springfield commuter rail, taxi, bicycle and pedestrians) into one location. Bringing these modes together in a convenient, safe, state-of-the-art facility will enhance the transit experience for passengers. Moreover, the project will generate a host of economic and environmental benefits for the community and entire region.

SERVICE STANDARDS

This section is not applicable. The SRA does not operate transit services.

SERVICE POLICIES

This section is not applicable. The SRA does not operate transit services.

EQUITY EVALUATION OF SERVICE AND FARE CHANGES

This section is not applicable. The SRA does not operate transit services or charge fares.

MONITORING

The Union Station facility is not yet in operation, so monitoring is not applicable. In the future, monitoring for quality of service with respect to impacts on Title VI populations may include:

- Collection of additional demographic and U.S. Census data.
- Surveys of facility users.
- Review and auditing of tenants' policies and practices related to Title VI.
- Use of video and/or audio monitoring.
- Random spot-checks of facility staff and tenants.

TITLE VI PROGRAM

Updates to this Title VI Program will be submitted to the FTA Region One Civil Rights Officer every three years, as specified by 49 CFR Section 21.9(b).

Correspondence should be directed to:

Mrs. Amanda Pham, Title VI Coordinator
Springfield Redevelopment Authority, 70 Tapley Street, Springfield MA 01104

APPENDIX A

**FEDERAL FISCAL YEAR 2015 CERTIFICATIONS AND ASSURANCES FOR
FEDERAL TRANSIT ADMINISTRATION ASSISTANCE PROGRAMS**

(Signature pages alternative to providing Certifications and Assurances in TEAM-Web)

Name of Applicant: _____

The Applicant agrees to comply with applicable provisions of Groups 01 – 24. _____

OR

The Applicant agrees to comply with applicable provisions of the Groups it has selected:

<u>Group</u>	<u>Description</u>	
01.	Required Certifications and Assurances for Each Applicant.	
02.	Lobbying.	
03.	Procurement and Procurement Systems.	
04.	Private Sector Protections.	
05.	Rolling Stock Reviews and Bus Testing.	
06.	Demand Responsive Service.	
07.	Intelligent Transportation Systems.	
08.	Interest and Financing Costs and Acquisition of Capital Assets by Lease.	
09.	Transit Asset Management Plan and Public Transportation Agency Safety Plan.	
10.	Alcohol and Controlled Substances Testing.	_____
11.	Fixed Guideway Capital Investment Grants Program (New Starts, Small Starts, and Core Capacity) and Capital Investment Program in Effect before MAP-21 Became Effective.	_____
12.	State of Good Repair Program.	_____
13.	Fixed Guideway Modernization Grant Program.	_____
14.	Bus and Bus Facilities Formula Grants Program and Bus and Bus-Related Equipment and Facilities Grant Program (Discretionary).	_____
15.	Urbanized Area Formula Grants Programs/ Passenger Ferry Grants Program/Job Access and Reverse Commute (JARC) Formula Grant Program.	_____
16.	Seniors/Elderly/Individuals with Disabilities Programs/New Freedom Program.	_____
17.	Rural/Other Than Urbanized Areas/Appalachian Development/Over-the-Road Bus Accessibility Programs.	_____
18.	Tribal Transit Programs (Public Transportation on Indian Reservations Programs).	_____
19.	Low or No Emission/Clean Fuels Grant Programs.	_____
20.	Paul S. Sarbanes Transit in Parks Program.	_____
21.	State Safety Oversight Grant Program.	_____
22.	Public Transportation Emergency Relief Program.	_____
23.	Expedited Project Delivery Pilot Program.	_____
24.	Infrastructure Finance Programs.	_____

FEDERAL FISCAL YEAR 2015 FTA CERTIFICATIONS AND ASSURANCES SIGNATURE PAGE
(Required of all Applicants for FTA funding and all FTA Grantees with an active Capital or Formula Project)

AFFIRMATION OF APPLICANT

Name of the Applicant: _____

Name and Relationship of the Authorized Representative: _____

BY SIGNING BELOW, on behalf of the Applicant, I declare that it has duly authorized me to make these Certifications and Assurances and bind its compliance. Thus, it agrees to comply with all Federal statutes and regulations, and follow applicable Federal guidance, and comply with the Certifications and Assurances as indicated on the foregoing page applicable to each application its Authorized Representative makes to the Federal Transit Administration (FTA) in Federal Fiscal Year 2015, irrespective of whether the individual that acted on his or her Applicant's behalf continues to represent it.

FTA intends that the Certifications and Assurances the Applicant selects on the other side of this document should apply to each Project for which it seeks now, or may later seek FTA funding during Federal Fiscal Year 2015.

The Applicant affirms the truthfulness and accuracy of the Certifications and Assurances it has selected in the statements submitted with this document and any other submission made to FTA, and acknowledges that the Program Fraud Civil Remedies Act of 1986, 31 U.S.C. 3801 *et seq.*, and implementing U.S. DOT regulations, "Program Fraud Civil Remedies," 49 CFR part 31, apply to any certification, assurance or submission made to FTA. The criminal provisions of 18 U.S.C. 1001 apply to any certification, assurance, or submission made in connection with a Federal public transportation program authorized by 49 U.S.C. chapter 53 or any other statute

In signing this document, I declare under penalties of perjury that the foregoing Certifications and Assurances, and any other statements made by me on behalf of the Applicant are true and accurate.

Signature _____ Date: _____

Name _____
Authorized Representative of Applicant

AFFIRMATION OF APPLICANT'S ATTORNEY

For (Name of Applicant): _____

As the undersigned Attorney for the above named Applicant, I hereby affirm to the Applicant that it has authority under State, local, or tribal government law, as applicable, to make and comply with the Certifications and Assurances as indicated on the foregoing pages. I further affirm that, in my opinion, the Certifications and Assurances have been legally made and constitute legal and binding obligations on it.

I further affirm that, to the best of my knowledge, there is no legislation or litigation pending or imminent that might adversely affect the validity of these Certifications and Assurances, or of the performance of its FTA Project or Projects.

Signature _____

Date: _____

Name _____ Attorney for Applicant

Each Applicant for FTA funding and each FTA Grantee with an active Capital or Formula Project must provide an Affirmation of Applicant's Attorney pertaining to the Applicant's legal capacity. The Applicant may enter its signature in lieu of the Attorney's signature, provided the Applicant has on file this Affirmation, signed by the attorney and dated this Federal fiscal year.

APPENDIX B

TITLE VI COMPLAINT PROCEDURES

This section outlines the Title VI complaint procedures related to providing programs, services and benefits. This document does not however, deny the complainant the right to file a formal complaint with the Massachusetts Commission Against Discrimination (MCAD) or to seek private counsel for complaints alleging discrimination, intimidation or retaliation of any kind that is prohibited by law.

Title VI of the Civil Rights Act of 1964 and its amendments prohibit discrimination on the basis of race, color, or national origin in programs and activities that receive federal financial assistance. Two Presidential Executive Orders and related statutes further define populations that are protected under the umbrella of Title VI: Executive Order 12898, which is concerned with environmental justice (EJ) for minority and low-income persons; and Executive Order 13166, which is concerned with providing equal access to services and benefits for those individuals with Limited English Proficiency (LEP).

The purposes of Title VI includes preventing the denial, reduction or delay of federally supported benefits to minority and low-income persons; ensuring full and fair public participation in the transportation planning processes; and ensuring that the policies and programs do not have disproportionately adverse effects on minority and low-income persons.

To comply with 49 CFR Section 21.9(b), the Springfield Redevelopment Authority maintains the following procedure to receive, review, resolve and track complaints related to Title VI.

How to Submit a Complaint

Any person who believes that he or she or any specific class of persons has been subjected to discrimination that is prohibited by Title VI of the Civil Rights Act of 1964, its amendments and related statutes, by the Springfield Redevelopment Authority in its role as a recipient of federal funds may submit a written complaint. Complaints may be submitted for discrimination on the basis of race, color, national origin or language. Any such complaint shall be submitted no later than 180 days after the date the person believes the discrimination occurred. Complaint forms can be obtained through the Title VI Coordinator or online at www.springfield-ma.gov/planning/480.0.html. Written complaints shall be submitted to:

Mrs. Amanda Pham, Title VI Coordinator
Springfield Redevelopment Authority
70 Tapley Street
Springfield MA 0110

GENERAL

Any person who believes that he or she, individually, or as a member of a specific class of persons, has been subjected to discrimination on the basis of race, color, national origin as noted below may file a written complaint with the Springfield Redevelopment Authority's Title VI office, at 70 Tapley St., in Springfield, MA. Complainants have the right to complain directly to the appropriate federal agency. Every effort will be made to obtain early resolution of complaints. The option of informal meeting(s) between the affected parties and the Title VI Director/Coordinator may be utilized for resolutions.

PROCEDURE

1. The complaint must meet the following requirements:
 - a. Complaint shall be in writing and signed by the complainant(s). In cases where the complainant is unable or incapable of providing a written statement, a verbal complaint may be made. The Title VI coordinator will interview the complainant and assist the person in converting verbal complaints into writing. All complaints must, however, be signed by the complainant or his/her representative.
 - b. Include the date of the alleged act of discrimination date when complainants became aware of the alleged act of discrimination; or the date on which that conduct was discontinued or the latest instance of conduct.
 - c. Present a detailed description of the issues, including names and job titles of those individuals perceived as parties in the complaint.
 - d. Federal and State law requires complaints to be filed within 180 calendar days of the alleged incident; See Complaint Form Attached.

2. Upon receipt of the complaint, the SRA's Title VI coordinator will determine its acceptability, jurisdiction and need for additional information as well as assign the complaint to a specialist to determine the merit of the complaint.

3. The complainant will be provided a written acknowledgement that the SRA has either accepted or rejected the complaint, within 10 days of receipt.

4. A complaint must meet the following criteria for acceptance;
 - a. Be filed within 180 days of the occurrence
 - b. Must involve a covered basis such as race, color or national origin
 - c. Must involve an SRA service of Federal Aid recipient, sub-recipient or contractor.

5. A complaint may be dismissed for the following reasons;
 - a. The complainant requests the withdrawal of complaint.
 - b. The complainant fails to respond to repeated requests for additional information required to process the complaint.
 - c. The complainant cannot be located after reasonable attempts.

6. Once the SRA decides to accept the complaint for investigation, the complainant will be notified in writing of such determination. The complainant will receive a case number and will then be logged into a database identifying:

- Name, address, and phone number of the complainant.
- A statement of the complainant, including:
 - The basis of the alleged discrimination (race, color, national origin, or language).
 - A detailed description of the alleged discriminatory act(s).
 - What in the nature of the alleged act(s) led the complainant to feel that discrimination was involved?
 - The date(s) on which the alleged discriminatory act(s) occurred.
 - The name(s) of individual(s) alleged to have participated in the act(s).
- The names of all other agencies or organizations where the complaint is also being filed (if applicable).
- The signature of the complainant and date submitted.

7. In cases where the SRA assumes the investigation of the complaint and within 90 calendar days of the acceptance of the complaint, the SRA's Title VI Coordinator will prepare an investigative report for review by the SRA's Executive Director and Board. The report shall include a narrative description of the incident, identification of persons interviewed, findings and recommendations for disposition.

8. The investigative report will be reviewed by the Executive Director and if necessary, the SRA Governing Board, and in some cases the SRA's Legal Counsel. The report will be modified as needed.

9. The Executive Director and Legal Counsel will make a determination on the disposition of the complaint. Dispositions will be stated as follow:

- a. In the event the SRA is in noncompliance with Title VI regulations remedial actions will be listed.

10. A notice of the Director's determination will be mailed to the complainant. Notice shall include information regarding appeal rights and instructions for initiating such an appeal. Notice of appeals are as follows:

- a. SRA will reconsider determination, if new facts come to light.
- b. If complainant is dissatisfied with determination and/or resolution set forth by the SRA, the same complaint may be submitted to the FTA for investigation. Complainant will be advised to contact the FTA Region 1, Office of Civil Rights, 55 Broadway, Suite 920, Cambridge, MA 02142, telephone (617) 494-2397.

11. A copy of the complaint and the SRA's investigation report/letter of finding and Final Remedial Action Plan, if appropriate will be issued to FTA within 120 days of the receipt of the complaint.

12. A summary of the complaint and its resolution will be included as part of the Title VI updates to the FTA.

RECORDKEEPING REQUIREMENT

The SRA Title VI Coordinator will maintain a log of Title VI complaints received along with other departmental records. This log will be available for public review and compliance review audits at the offices of the Springfield Redevelopment Authority, 70 Tapley Street, Springfield MA 01104, during business hours.

AUTORIDAD DE RE-DESARROLLO DE SPRINGFIELD PROCEDIMIENTO DE QUEJAS TITULO VI

En esta sección se describen los procedimientos de quejas relacionadas con la prestación de programas, servicios y beneficios de Título VI. Este documento no niega el derecho del demandante a presentar una queja formal ante la Comisión Contra la Discriminación de Massachusetts (CDA) o de buscar un abogado particular para denuncias por alegada discriminación, intimidación o represalia de cualquier tipo prohibido por la ley.

El Título VI de la Ley de Derechos Civiles de 1964, y sus enmiendas prohíben la discriminación por motivos de raza, color, u origen de nacionalidad en programas y actividades que reciben asistencia federal financiera. Dos decretos presidenciales y los estatutos relacionados con definir con más precisión las poblaciones que están protegidos bajo el paraguas del Título VI: la Orden Ejecutiva 12898, que tiene que ver con la justicia ambiental (EJ) por sus siglas en inglés, para las minorías y las personas de bajos ingresos, y la Orden Ejecutiva 13166, que se ocupa de facilitar igualdad de acceso a los servicios y beneficios para aquellas personas con conocimientos limitados en inglés (LEP) por sus siglas en inglés.

Los propósitos del Título VI incluye la prevención de negación, reducción o retraso de los beneficios de apoyo federal a minorías y personas de bajo ingreso, asegurar la plena y equitativa participación pública en los procesos de planificación de transporte; y asegurar que las políticas y programas no tienen efectos desproporcionadamente adversos sobre las minorías y las personas de bajo ingreso.

Para cumplir con el CFR 49 Sección 21.9 (b), la Autoridad de Re-Desarrollo de Springfield mantiene el siguiente procedimiento para recibir, revisar, resolver y realizar un seguimiento en las quejas relacionadas con el Título VI.

1. Cómo Presentar una Queja

Cualquier persona que crea que él o ella, individualmente o como miembro de una clase determinada de personas, ha sido objeto de discriminación, prohibida por el Título VI de la Ley de Derechos Civiles de 1964, sus modificaciones y estatutos relacionado, por parte de la Autoridad de Re-Desarrollo de Springfield, en su papel como receptor de los fondos federales puede presentar una queja por escrito. Las quejas pueden ser presentadas por motivos de discriminación basados en raza, color, origen de nacionalidad o idioma.

Denunciantes tienen el derecho de quejarse directamente con la agencia federal apropiada. Se realizará cada esfuerzo para obtener una resolución de las quejas. La opción de reuniones informales entre la parte afectada y el Director/Coordinador de Título VI puede ser utilizado como resolución.

Cualquier reclamación deberá presentarse a más tardar de 180 días después de la fecha en que ocurrió la alegada discriminación. Las quejas se presentarán por escrito a:

Amanda Pham, Coordinadora del Título VI
Springfield Redevelopment Authority
70 Tapley Street

Procedimiento:

1. Las quejas deberán cumplir con los siguientes requisitos:
 - a. Las quejas deberán presentarse por escrito y deberá ser firmada por el demandante (s). En los casos en el que el demandante no puede o es incapaz de proveer una declaración por escrito, se debe proceder a una queja verbal. El Director de Título VI entrevistará al querellante y asistirá a la persona en la conversión de las quejas verbales en escrito. Sin embargo, toda queja deberá ser firmada por el demandante o su representante.
 - b. Incluya la fecha en que ocurrió el alegado acto de discriminación, fecha en que los denunciantes se dieron cuenta del presunto acto de discriminación, o la fecha en que se suspendió dicha conducta o fecha del acto más reciente.
 - c. Presentar una descripción detallada de los temas, incluyendo nombres y cargos o títulos de las personas percibidas como parte de la queja.
 - d. La Ley Federal y Estatal requiere que las quejas sean presentadas dentro de los 180 días siguientes al alegado incidente.

2. Una vez recibida la queja, el Director de la SRA de Título VI determina su aceptabilidad, y la necesidad de información adicional, así como asignar la queja a un especialista para determinar el mérito de la queja.

3. Se le proporcionará al demandante una confirmación por escrito de que la SRA ha aceptado o rechazado la queja.

4. Una queja debe cumplir con los siguientes criterios de aceptación:
 - a. Ser presentada dentro de los 180 días siguientes de haber ocurrido.
 - b. Debe involucrar las bases de raza, color u origen de nacionalidad.
 - c. Debe involucrar un servicio de la SRA beneficiario de ayuda federal, sub-beneficiario o contratista.

5. Una queja puede ser rechazada o descartada por las siguientes razones:
 - a. El demandante solicita el retiro de la denuncia.
 - b. El denunciante no responde a las reiteradas solicitudes de información adicional necesaria para procesar el reclamo.
 - c. El denunciante no puede ser localizado después de intentos razonables.

6. Una vez que la SRA decide aceptar la queja para su investigación, el denunciante será notificado de tal determinación por escrito. El querellante recibirá un número de caso y luego será registrado en una base de datos de identificación.
 - Nombre, dirección y número de teléfono del denunciante.
 - Una declaración del denunciante, que incluya:

- La base de la alegada discriminación por los siguientes motivos (raza, color, origen de nacionalidad)
- Una descripción detallada del presunto acto discriminatorio.
- Lo que en la naturaleza del alegado acto condujo al demandante a sentir que la discriminación estaba involucrada.
- La fecha(s) en que el presunto acto discriminatorio(s) ocurrió.
- El nombre(s) de todas las demás agencias u organizaciones donde también se presentó dicha queja (si aplica).
- La firma del denunciante y fecha de presentación.

7. En los casos en que la SRA asume la investigación de la queja, dentro de los siguientes 90 días calendarios a la aceptación de la denuncia, el Coordinador de Título VI de la SRA preparará un informe de investigación para su revisión por el Director Ejecutivo de la SRA y la Junta. El informe incluirá una descripción narrativa de los hechos, la identificación de las personas entrevistadas, las conclusiones y recomendaciones para la disposición.

8. El informe de la investigación será revisado por el Director Ejecutivo y por la Junta de Gobierno SRA de ser necesario, y en algunos casos por el Asesor Jurídico de la SRA. El informe será modificado cuando sea necesario.

9. El Director Ejecutivo y Asesor Jurídico tomará una decisión sobre la disposición de la queja. Disposiciones se indican de la siguiente manera:

- a. En el caso de que la SRA se encuentre en incumplimiento a las regulaciones de Título VI acciones correctivas serán activas.

10. Un aviso de la determinación del Director será enviada al demandante. La notificación incluirá información sobre los derechos de apelación e instrucciones para iniciar dicha apelación. Aviso de apelación son las siguientes:

- a. SRA reconsidere la determinación, si nuevos hechos salen a la luz.
- b. Si el demandante no está satisfecho con la determinación y/o resolución establecida por la SRA, la misma queja puede ser presentada ante la FTA para su investigación. El demandante deberá contactar al FTA Región 1, Oficina de Derechos Civiles, 55 Broadway, Suite 920, Cambridge, MA 02142; teléfono (617)494-2397.

11. Una copia de la denuncia y el informe de investigación de la SRA/ carta de hallazgos y Plan de Remedio de Acción Final si apropiado será enviado a la FTA dentro de los 120 días siguientes de recibida la queja.

12. Un resumen de la queja y su resolución se incluirá como parte de las actualizaciones del Título VI de la FTA.

REQUISITOS DE REGISTROS

El Coordinador del Título VI de la SRA mantendrá un registro de quejas recibidas de Título VI junto con otros registros departamentales. Este registro estará disponible para revisión pública y auditorías de revisión de cumplimiento en las oficinas de Autoridad de Re-Desarrollo de Springfield (SRA), 70 Tapley Street, Springfield, MA 01104, durante horas laborables.

**SPRINGFIELD REDEVELOPMENT AUTHORITY'S
DISCRIMINATION COMPLAINT FORM**

Name:	Telephone (day):	Telephone (alt):		
Address:	City, State, Zip Code:			
Name of Person that You Believe Discriminated Against You:				
Address:	City, State, Zip Code:			
Date of Alleged Incident:				
You were discriminated against because of:				
<input type="checkbox"/> Race	<input type="checkbox"/> Color	<input type="checkbox"/> Age	<input type="checkbox"/> Family Status	<input type="checkbox"/> Religion
	<input type="checkbox"/> National Origin (Language)	<input type="checkbox"/> Sex	<input type="checkbox"/> Disability	<input type="checkbox"/> Other
<p>Explain as briefly and clearly as possible what happened and how you were discriminated against. Indicate who was involved. Be sure to include how other persons were treated differently than you. Also attach any written material pertaining to your case, including contact information for any witnesses to the complain herein.</p>				
22				
Signature: Springfield Redevelopment Authority - Title VI Plan			Date:	

AUTORIDAD DE REDESARROLLO DE SPRINGFIELD
TÍTULO VI FORMA DE DENUNCIA POR DISCRIMINACIÓN

Nombre:		Teléfono (día):		Teléfono (alt):	
Dirección:		Ciudad, Estado, Código Postal:			
Nombre de la persona que usted alega ha discriminado contra usted:					
Dirección:		Ciudad, Estado, Código Postal:			
Fecha del alegado incidente:					
Usted fue discriminado por:					
<input type="checkbox"/> Raza	<input type="checkbox"/> Color	<input type="checkbox"/> Edad	<input type="checkbox"/> Estatus Familiar	<input type="checkbox"/> Religión	
<input type="checkbox"/> Represalias	<input type="checkbox"/> Nacionalidad (Idioma)	<input type="checkbox"/> Género	<input type="checkbox"/> Incapacidad	<input type="checkbox"/> Otros	
<p>Explique lo más breve y claramente posible lo ocurrido y como se discriminó hacia usted. Indique quien estuvo involucrado y asegúrese de incluir como otras personas fueron tratadas de manera diferente a usted. Además incluya cualquier material escrito relacionado con su caso, incluyendo información de contacto de los testigos.</p>					
Firma:			Fecha:		

APPENDIX C

SPRINGFIELD REDEVELOPMENT AUTHORITY

RECORD OF TITLE VI INVESTIGATIONS, COMPLAINTS, AND/OR LAWSUITS

The SRA is currently engaged in one project for which FTA funds are being received; the redevelopment of the Springfield Union Station as an intermodal transportation center.

There are no Title VI investigations, complaints or lawsuits currently active or pending with the SRA alleging discrimination on the basis of race, color or national origin in relation to the Union Station project; there have also been no such actions in the past.

APPENDIX D

SPRINGFIELD REDEVELOPMENT AUTHORITY

LIMITED ENGLISH PROFICIENCY (LEP) PLAN

1.0 INTRODUCTION

This Limited English Proficient (LEP) Plan has been developed by the Springfield Redevelopment Authority (SRA) consistent with the FTA Office of Civil Rights policy document of April 13, 2007 “Implementing the Department of Transportation’s Policy Guidance Concerning Recipients’ Responsibilities to Limited English Proficient (LEP) Persons: A Handbook for Public Transportation Providers.”

The SRA’s LEP Plan is intended to be a living document. It will be continually reviewed, updated and improved by SRA staff to help better meet the needs of LEP residents and businesses of the City of Springfield and the region.

This LEP Plan describes the methods and strategies that the SRA is pursuing to better engage people who are Limited English Proficient (LEP) in the planning and construction activities of the authority. The SRA’s goal is to ensure that LEP persons have meaningful access to the public processes for SRA planning, procurement and construction activities. This LEP Plan clarifies the SRA’s role and responsibilities with respect to federal LEP requirements as a recipient of federal financial assistance from the U.S. Department of Transportation in accordance with the following:

- **Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d, et seq.**, and its implementing regulations, which state that no person shall be subject to discrimination on the basis of race, color, or national origin under any program or activity that receives federal assistance.
- **Executive Order 13166** “Improving Access to Services for Persons with Limited English Proficiency” of August 16, 2000, which directs that Federal agencies subject to the requirements of Title VI publish guidance for their recipients clarifying LEP obligations. Executive Order 13166 directs that all guidance documents be consistent with the compliance standards and framework detailed in the U.S. Department of Justice’s Policy Guidance “Enforcement of Title VI of the Civil Rights Act of 1964—National Origin Discrimination Against Persons With Limited English Proficiency.” This guidance advises that different treatment based upon a person’s inability to speak, read, write, or understand English may be a type of national origin discrimination. Executive Order 13166 applies to all federal agencies, programs and operations of entities that receive funds from the federal government, which includes the SRA.

These federal regulations and guidance define persons with Limited English Proficiency as individuals with a primary or home language other than English who must, due to limited fluency in English, communicate in that primary or home language if the individuals are to have an equal opportunity to participate effectively in or benefit from any aid, service or benefit in federally funded programs and activities.

This LEP Plan is being made available in Spanish (and other languages upon request) to residents, businesses and organizations for which LEP may be a common consideration, including social service, minority- and women-owned engineering and construction firms, non-profit organizations, and government agencies. This plan is available in electronic PDF format on the SRA website at www.springfield-ma.gov/planning/480.0.html. Paper copies of this LEP Plan will be provided to the organizations that have been consulted during the development of this plan, as well as the Pioneer

Valley Metropolitan Planning Organization (PVMPO), the Massachusetts Department of Transportation, the Federal Transit Administration, and any other person or agency requesting a copy.

2.0 LIMITED ENGLISH PROFICIENT POPULATION DATA AND FOUR-FACTOR ANALYSIS

This section presents the four-factor analysis of LEP residents of Springfield and the surrounding Pioneer Valley region.

This analysis follows the guidance for an individualized LEP assessment described in the FTA publication of April 13, 2007 entitled “Implementing the Department of Transportation’s Policy Guidance Concerning Recipients’ Responsibilities to Limited English Proficient (LEP) Persons: A Handbook for Public Transportation Providers.” Though the four-factor analysis is intended primarily for use by transit agencies, its application to the City of Springfield and surrounding region is also helpful in assessing the needs of LEP persons in planning processes for Union Station project .

The City of Springfield and surrounding Pioneer Valley region (Hampden and Hampshire Counties) include communities with diverse ethnicities, including many people for whom English is not their native language. The representatives and residents of these communities who participate in the SRA planning and construction processes are important channels through which SRA develops and maintains awareness of and sensitivity to the concerns of LEP persons.

The following factors were considered to help gauge the level and extent of language assistance measures required to sufficiently ensure meaningful participation in SRA planning and construction processes:

- **Factor 1:** Proportion, number and distribution of LEP persons in the region who may utilize SRA facilities or participate in SRA planning activities.
- **Factor 2:** Frequency of SRA contact with LEP persons.
- **Factor 3:** Nature and importance of SRA activities to LEP persons.
- **Factor 4:** Resources available to SRA and cost.

2.1 Factor 1: Proportion, Numbers and Distribution of LEP Persons

The U.S. Census American Community Survey reports a range of four classifications of how well people speak English. The classifications are “very well,” “well,” “not well,” and “not at all.” Consistent with federal guidance, the SRA’s LEP Plan considers people who are reported by the Census to speak English ‘not well’ or ‘not at all’ as Limited English Proficient persons.

2.1.1 Service Area Geographic Boundaries

The SRA is not a transit service operator and therefore does not have traditional geographic service area boundaries. However, the SRA is the proponent of the Union Station Regional Intermodal Transportation Center project, a transit facility that will serve and benefit residents of Springfield and the entire Pioneer Valley region. This region consists of the 43 Massachusetts municipalities listed below.

Pioneer Valley Municipalities

<u>Agawam</u>	<u>Easthampton</u>	<u>Ludlow</u>	<u>Southwick</u>
<u>Amherst</u>	<u>Goshen</u>	<u>Middlefield</u>	<u>Springfield</u>
<u>Belchertown</u>	<u>Granby</u>	<u>Monson</u>	<u>Tolland</u>
<u>Blandford</u>	<u>Granville</u>	<u>Montgomery</u>	<u>Wales</u>
<u>Brimfield</u>	<u>Hadley</u>	<u>Northampton</u>	<u>Ware</u>
<u>Chester</u>	<u>Hampden</u>	<u>Palmer</u>	<u>West Springfield</u>
<u>Chesterfield</u>	<u>Hatfield</u>	<u>Pelham</u>	<u>Westfield</u>
<u>Chicopee</u>	<u>Holland</u>	<u>Plainfield</u>	<u>Westhampton</u>
<u>Cummington</u>	<u>Holyoke</u>	<u>Russell</u>	<u>Wilbraham</u>
<u>East Longmeadow</u>	<u>Huntington</u>	<u>South Hadley</u>	<u>Williamsburg</u>
	<u>Longmeadow</u>	<u>Southampton</u>	<u>Worthington</u>

2.1.2 Analysis of Language-related U.S. Census Data

This section presents demographic data related to the ability to speak English from the 2009-2013 American Community Survey 5-year estimates for the 43 Pioneer Valley communities (Hampden and Hampshire Counties). Figure 2-1 shows that the proportion of residents within the region who may be considered LEP is 8%, which is consistent with the Massachusetts statewide average. Significantly, the City of Springfield is estimated to have approximately twice the proportion of LEP residents as the region and state.

Because the number of LEP persons exceeds 1,000 in Springfield, the safe harbor provisions of described in Section 3.0 apply.

Figure 2-1 Limited English Proficiency

	Massachusetts		Pioneer Valley		City of Springfield	
	Estimate	Margin of Error*	Estimate	Margin of Error*	Estimate	Margin of Error*
Total Population age 5+	6,238,762	273	590,770	66	142,278	543
Speaks English "not well" or "not at all" (age 5+)	555,250	555	49,815	199	22,338	179
Percentage	9%		8%		16%	

American Community Survey 2009-2013 five-year estimates

* Values shown are the total +/- range for each estimate

In Springfield and the surrounding Pioneer Valley region, Spanish is the predominant language spoken by people who speak English “not well” or “not at all” (see figure 2-2). This indicates that the LEP Plan will be most effective if most resources are devoted to outreach to Spanish-speaking communities and organizations. LEP persons who speak Indonesian languages (Burmese, Malaysian) are the second largest group in the region (but third largest in Springfield); Asian and Pacific languages (primarily Vietnamese) are the third largest group in the region, but second largest in Springfield.

Figure 2-2 Languages Spoken by Persons Who Speak English “Not Well” or “Not at All”

	Massachusetts		Pioneer Valley		City of Springfield	
	Estimate	%	Estimate	%	Estimate	%
Spanish	215,626	39.0%	29,288	59%	17,883	80.0%
Indonesian languages	197,355	35.7%	13,499	27%	1,910	8.5%
Asian and Pacific languages	116,557	21.1%	5,721	12%	2,048	9.2%
Other languages	23,754	4.3%	1,092	2%	501	2.2%

American Community Survey 2009-2013 five-year estimates

The diversity of languages other than English spoken in Hampden County is presented below. Figure 2-3 reports the number of people age 5+ for who English is not their first language; however, it does not indicate that they speak English “less than very well,” as the majority of people surveyed for who English was not their first language are also able to speak English “very well.” (Languages spoken by 300 or fewer persons are not reported in Figure 2-3.)

Figure 2-3: Hampden County Residents Age 5+ Languages Spoken

Language	Number	Percent	Number who speak English "Less than Very Well"	Percent who speak English "Less than Very Well"
English Only	341,827	78.1%		
Spanish/Spanis-Creole	59,468	13.6%	24,804	59.3%
Polish	5,906	1.3%	2,789	6.7%
Russian	5,417	1.2%	3,321	7.9%
French/French-Creole	5,272	1.2%	1,045	2.5%
Portuguese	4,673	1.1%	2,288	5.5%
Italian	2,016	0.5%	732	1.7%
Vietnamese	1,965	0.4%	1,493	3.6%
African	1,907	0.4%	647	1.5%
Other Slavic languages	1,262	0.3%	836	2.0%
Chinese	1,079	0.2%	726	1.7%
Other Asian languages	947	0.2%	539	1.3%
Arabic	902	0.2%	587	1.4%
German	813	0.2%	107	0.3%
Other Indo-European languages	795	0.2%	477	1.1%
Cambodian	725	0.2%	544	1.3%
Greek	695	0.2%	249	0.6%
Other Indic languages	420	0.1%	167	0.4%
Tagalog	410	0.1%	174	0.4%
Hindi	387	0.1%	55	0.1%
Korean	335	0.1%	189	0.5%
Urdu	320	0.1%	84	0.2%
Non-English subtotals	95,714	21.9%	41,853	
Hampden County Total	437,541	100.0%		

American Community Survey 2009-2013 five-year estimates

As the guidance document states, *“The greater the number or proportion of LEP persons from a particular language group served or encountered in the eligible service population, the more likely language services are needed (emphasis added). Ordinarily, persons “eligible to be served, or likely to be directly affected, by” a recipient’s programs or activities are those who are in fact, served or encountered in the eligible service population.”* In the case of the SRA, which is engaging in activities that benefit the region, the figure above suggests that the focus of LEP outreach would be most effective if focused on Spanish-speaking residents.

2.1.3 Involvement of Community Organizations and Committees

The SRA and the City of Springfield are engaged with community based organizations that serve LEP persons in several general ways, including: 1) participating in meetings of organizations and agencies that deal with LEP issues; 2) public involvement processes for municipal planning activities; and 3) procurement and contracting.

SRA staff members participate in the meetings and activities of the following community and municipal organizations that address in part the needs of LEP persons:

- State and city human service organizations.
- Public safety agencies and service providers.
- Associations of minority-owned business enterprises (MBEs), including the New England Latino Chamber of Commerce, State Office of Supplier Diversity (formerly State Office of Minority and Women Business Assistance) and the Massachusetts Alliance for Small Business Contractors.
- Regional planning activities and associated public involvement, including the Pioneer Valley Metropolitan Planning Organization and the Massachusetts Department of Transportation.

SRA continues to work with other municipal and regional agencies, including the Pioneer Valley Planning Commission, Massachusetts Department of Transportation, Executive Office of Housing and Economic Development and others to identify community based organizations not traditionally involved in service of LEP persons. Table 2.-4 lists some of the organizations that the SRA has communication with, who are directly involved in the interests of LEP residents and businesses.

**Table 2-4
SRA Organizations Sharing an Interest in Serving LEP Persons**

<u>Organization</u>	<u>Services</u>
Springfield Partners for Community Action	<ul style="list-style-type: none"> • Assistance with housing, foreclosure education and training, workshops for low income and minority populations and counseling services etc.
New North Citizen Council	<ul style="list-style-type: none"> • Homeless prevention, recovery and substance abuse programs, transportation assistance, counselors and interpreters available to assist limited English speaking citizens etc.
Grey House	Transitional assistance for refugees from Burundi and other areas who have settled in Springfield, Community Education Support, life coach and counselors available to assist residents of Springfield etc.

2.2 Factor 2: Frequency of Contact with LEP Persons

SRA staff members are in regular contact with the aforementioned organizations and individuals representing the concerns of LEP persons. Various methods of contact include, but are not limited to the following:

- Meetings with community groups and organizations.
- Meetings with social service agencies.
- Procurement and contracting activities with small business enterprises.
- Responding to telephone inquiries and general outreach with residents of Springfield.
- Responding to walk-in requests for information at municipal offices.

SRA staff will actively outreach to the various community organizations and individuals representing the identified LEP populations, and will encourage communication between themselves and anyone requesting LEP assistance. Furthermore, the SRA will post information on its agency website and Union Station project web-site regarding ways in which LEP assistance can be requested.

2.3 Factor 3: Nature and Importance of SRA Planning Activities to LEP Community

The SRA is committed to making the planning, procurement and construction processes for Union Station facilities as accessible as possible to all people who live within the region. Outreach to LEP persons is important because the SRA Union Station facility, while located within the City of Springfield, will support persons throughout the region. These include customers of the 23 other municipalities served by the Pioneer Valley Transit Authority (PVTA), which will be a tenant in the Union Station Intermodal Transportation Center. Significantly, the proportions of LEP people in PVTA’s service area

and the City of Springfield itself exceed that of Pioneer Valley region (Hampden and Hampshire Counties).

LEP persons may tend to be more dependent on transit service than English speakers in the region. It is therefore a priority of the SRA to ensure full low socioeconomic and minority population participation and involvement in the development of the Union Station Project. The SRA has multiple staff members available who are bi-lingual and who can translate documents into various languages, provide information sessions to local communities and communicate with LEP populations throughout the region. In addition, the SRA has a wide network of organizations with whom it can provide information to regarding LEP services and involvement.

2.4 Factor 4: Resources Available

The SRA advances redevelopment projects and facilities that utilize sources of financial assistance from various state and federal agencies. Union Station is its only FTA funded project. The SRA is not a transit service provider, but the Union Station project will have PVTA and Peter Pan Bus Lines as tenants – both of whom utilize FTA assistance. Therefore, support for LEP outreach has been integrated with the planning and development of the Union Station project.

Going forward, the SRA will continue to identify LEP concerns and seek appropriate additional funding and strategies for appropriate LEP programs and services, especially those that will facilitate the participation of LEP persons in the Union Station project. The SRA will utilize educational seminars, webinars and training events held by state and federal agencies to maintain project staff integrity with compliance of Civil Rights regulations.

3.0 SAFE HARBOR STIPULATIONS FOR WRITTEN TRANSLATIONS

Federal law provides a “safe harbor” stipulation so that recipients and sub recipients of federal funds can ensure with greater certainty that they comply with their obligations to provide written translations in languages other than English. A safe harbor means that if a recipient or sub recipient provides written translations in certain circumstances, such action will be considered strong evidence of compliance with the recipient's or sub recipient's written-translation obligations under Title VI.

The failure to provide written translations does not mean there is noncompliance, but rather provides a guide for recipients and sub recipients that would like greater certainty of compliance than can be provided by a fact-intensive analysis.

For example, even if a safe harbor is not used, if written translation of a certain document(s) would be so burdensome as to defeat the legitimate objectives of its program, it is not required. Other ways of providing meaningful access, such as effective oral interpretation of certain vital documents, could be acceptable or preferable under such circumstances.

Strong evidence of compliance with a recipient's or sub recipient's written-translation obligations under safe harbor includes providing written translations of vital documents for each eligible LEP language group that constitutes 5% or 1,000, whichever is less, of the population of persons eligible to be served or likely to be affected or encountered.

This safe harbor provision applies to the translation of written documents only. It does not affect the Title VI requirement to provide meaningful access to LEP individuals through competent oral interpreters where oral language services are needed and reasonable.

In the case of the SRA, the estimated population of LEP language groups in the Pioneer Valley Region exceeds the threshold for which written translations of key documents only can be provided meet the safe harbor standard.

4.0 IMPLEMENTATION PLAN FOR LANGUAGE ASSISTANCE

As a result of the preceding Four-Factor Analysis, the SRA has identified the following types of language assistance to be provided on an as-needed basis throughout the implementation of the Union Station project.

4.1 Identifying LEP Persons Who Need Language Assistance

The SRA will continue to identify LEP persons who need language assistance through the following activities and services:

- Demographic assessment of census data to ascertain likely geographic location of potential LEP residents and businesses.
- Including instructions on how to request language translation of key written documents on public meeting notices and recording the number of these requests.
- Asking persons attending public meetings if Spanish language translation and/or signing interpreter services are desired or needed.
- Coordination with municipal, regional and state agencies engaged in transportation facility planning processes.
- Outreach to community based organizations and municipal agencies to ask their assistance in identifying LEP persons who may need language assistance.
- Outreach to social service agencies in the region.
- Planning coordination and public involvement services and activities with the Pioneer Valley Planning Commission.

4.2 Providing Language Assistance

This section describes the current and future services that the SRA provides for enhancing the access of its system to LEP persons.

Information regarding SRA planning activities is made available through multiple means, including translated public meeting notices (upon request) and providing a bilingual staff whenever possible. The SRA's future programs and services to enhance accessibility of transit services to LEP persons include:

- Partnerships with community organizations and the Pioneer Valley Planning Commission to develop a list of language translation volunteers who are available for public meetings. This option may be used where advanced notice is provided that translator services are needed. This option may also help increase the number of languages for which translation services is available.

- Development of written translation and oral interpreter service provider’s database. This would improve the speed and convenience with which written documents can be translated for the public, and reduce the need to have public requests for them.
- Translated documents will be disseminated throughout the communities and organizations that have been identified as requiring LEP translation services. In addition, these documents will be posted on the SRA’s website. Notification of such postings will be included in other LEP related materials.
- Ensuring that SRA board members and staff are informed of the federal LEP guidance and support these LEP planning activities, as appropriate.
- Regular updates to this LEP Plan, as needed by new events, such as the release of language-related demographic data from the American Community Survey and/or indications of increases in LEP population.
- Identification of community based organizations that are not being contacted through existing outreach.

4.3 Providing Notice to LEP Persons

USDOT LEP guidance states: “Once an agency has decided, based on the four factors, that it will provide language service, it is important that the recipient notify LEP persons of services available free of charge. Recipients should provide this notice in languages LEP persons can understand.” The SRA will provide this notification through the following:

1. Meeting notices in print and on the SRA website that include instructions on how to request language assistance (with advance notice).
2. A statement in outreach documents that language services are available from the agency.
3. Working with community-based organizations and other stakeholders to inform LEP individual of the recipient’s services, including the availability of language assistance services.
4. Including notices in local newspapers in languages other than English

Future notification services are expected to include:

- An inventory of existing public service announcements and community outreach opportunities.
- Improved incorporation of notices of language assistance availability in existing outreach.
- Targeted community outreach to LEP persons, especially via the community based organizations that may serve and represent them.

4.4 Monitoring and Updating This LEP Plan

The SRA will continue to monitor and update this LEP Plan. Related activities may include:

- Establishing and implementing a process to obtain feedback from LEP persons, directly, as well as community members and agencies.
- Conducting internal monitoring and random spot checks of LEP services.
- Refining and improving the LEP Plan described above consistent with feedback received.
- Considering new language assistance needs when expanding service.
- Regularly updating the LEP Plan (annual basis) or when significant new language-related demographic data becomes available.

APPENDIX E

SPRINGFIELD REDEVELOPMENT AUTHORITY NON-DISCRIMINATION TITLE VI NOTICE

Title VI of the Civil Rights Act of 1964 and its amendments prohibit discrimination on the basis of race, color or national origin in programs and activities receiving federal financial assistance, including transportation funds. As a recipient of federal transportation funds from the Federal Transit Administration and through the Massachusetts Department of Transportation, the Springfield Redevelopment Authority is required to maintain a Title VI program that promotes the guidelines, requirements and spirit of this legislation. The purpose of the SRA's Title VI program is to prevent the denial, reduction or delay of benefits to minority and low-income residents of the region; to ensure full and fair participation by people who will be affected by SRA planning and construction decisions; and to ensure that the SRA's policies, programs and facilities do not have disproportionately adverse effects on minority and low-income residents.

The SRA operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the SRA.

For more information on the SRA's civil rights program and the procedures to file a complaint, contact Amanda Pham by phone at (413)787-7663, email at apham@springfieldcityhall.com, or by visiting 70 Tapley Street, Springfield MA 01103. Complaint forms are available by visiting www3.springfield-ma.gov/planning/480.0.html.

A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the FTA Region I, Office of Civil Rights, 55 Broadway, Suite 920, Cambridge MA 02142.

APÉNDICE E

AUTORIDAD DE REURBANIZACIÓN DE SPRINGFIELD **TÍTULO DE AVISO DE LA NO DISCRIMINACIÓN**

El Título VI de los derechos civiles del acto del 1964 y sus enmiendas prohíbe la discriminación basada en raza, color u origen nacional en programas o actividades que reciben asistencia federal financiera, incluyendo los fondos de transportación. Como beneficiario de los fondos federales de transportación de la administración de tránsito a través del Departamento de Massachusetts de Transportación, La Autoridad de reurbanización de Springfield requiere mantener el programa del Título VI el cual promueve directrices, requisitos y el espíritu de la legislación. El propósito del programa Título VI del SRA es prevenir la negación, reducción o atraso de los beneficios a minorías y residentes de bajo ingreso de la región; asegurar la participación completa y justa de las personas que serán afectadas por la planificación y decisiones de la construcción del SRA; y para asegurar que las pólizas del SRA, programas y facilidades no tengan unos efectos desproporcionadamente adversos en las minorías y residentes de bajos ingresos.

El SRA opera sus programas y servicios sin importar su raza, color, origen nacional de acuerdo al Título VI del Acto de Derechos Civiles. Cualquier persona que crea que ha sido agraviado por cualquier práctica discriminatoria ilegal bajo el Título VI puede presentar una queja con la SRA.

Para más información de los derechos civiles del programa de SRA y procedimientos para presentar una queja, favor comunicarse con Amanda Pham al teléfono (413) 787-7663, correo electrónico apham@springfieldcityhall.com, o visite 70 Tapley Street, Springfield, MA 01103.

Las hojas de reclamaciones están disponibles visitando www3.springfield-ma.gov/planning/480.0.html.

Un querellante puede presentar una queja directamente con la Administración de Tránsito Federal, con FTA Región I, Office of Civil Rights, 55 Broadway, Suite 920, Cambridge, MA 02142.

APPENDIX F

SRA's Public Participation Plan *Low Income and Minority Involvement*

The Springfield Redevelopment Authority's (SRA's) Public Participation Plan describes the policies and procedures for inclusive public participation and thereby ensures access to the transportation planning process for low-income and minority populations. The SRA's goal is to offer all citizens who will be impacted by any SRA project the opportunity to participate in the development of the project. Efforts are made to overcome linguistic, institutional, cultural, economic, historical and other barriers within the participation process. The following is a list of organizational policy objectives that lead to the fulfillment of the aforementioned public participation goal:

- To determine what non-English languages and other cultural barriers exist to public participation within the project area.
- To coordinate meetings with designated institutions, individuals and organizations and implementing various community based involvement strategies to reach out to members in the affected minority and low-income communities.
- To provide notification of meetings, particularly forums for public input, in a manner that is understandable to all populations in the area. This would include the provision of services related to LEP populations within the project area.
- To provide participation opportunities through means others than written communication, such as personal interviews or the use of audio or video recording devices to capture oral comments.
- To hold meetings using locations and meeting times that are convenient and accessible to low-income and minority populations.
- To use different meeting sizes or vary the type and number of news media used to announce involvement opportunities, so that communications are tailored to a particular community or population.
- To provide avenues for two way flow of Information and input from populations which are not likely to attend meetings.
- To provide a framework of actions appropriate to various types of plans and programs, as well as amendments or alterations to any such plan or program.
- To use various illustrative visualization techniques to convey the information including but not limited to charts, graphs, photos, maps and the internet.

This program is structured to offer regular and convenient opportunities for public involvement in SRA planning activities. The following channels of communication are available:

- SRA staff is accessible by telephone, e-mail, and in person.
- The City of Springfield's Department of Planning and Economic Development website, www.springfield-ma.gov/planning/union_station.0.html, provides contact information, along with news updates.
- Notices of contracting opportunities are advertised in local newspapers (English and Spanish languages) and in other outlets.

- Project and planning information is posted in public areas of municipal buildings.
- Outreach to Community Groups.

The SRA facilitates a wide variety of activities which lead to the attainment of the previously identified objectives. This vast offering of activities, coupled with differences in the activity delivery methods, provide the foundation for the SRA's formal policies and procedures ensuring access to the transportation planning process by low-income and minority populations.

For instance, public meetings are held in accessible locations, with notices posted in public locations in municipal buildings, community organizations and the city's website. SRA also utilizes local media (i.e., newspapers, television stations, and community websites) to publicize public meetings and events. In addition, public participation in SRA's planning activities for federally funded projects is encouraged through the Pioneer Valley Metropolitan Planning Organization. The following are principal elements and supporting activities of the SRA public participation plan:

1. Springfield Redevelopment Authority

- Regular public meetings of its governing board
- Title VI complaint recording and tracking
- Translation services
- Outreach to affected parties and community groups

2. Planning and Economic Development Office (also located at 70 Tapley Street, Springfield)

- Walk-in information center and customer service (project information, business opportunities, staff contact information)
- Translation services

3. Public information, reporting and general public outreach

- SRA and project Website news updates
- Media releases
- Responses to media inquiries
- Community events
- Public presentations to community and business organizations

4. Stakeholder Outreach

- Employers
- Individuals
- Businesses associations/chambers of commerce
- Community-based organizations, neighborhood associations

5. Municipal and Agency Participation

- Coordination with federal agencies (e.g., FTA, DOT)
- Coordination with state agencies (e.g., MassDOT, SDO)
- Coordination with regional agencies (e.g., PVPC, PVTA)
- Coordination with other City of Springfield agencies /departments (e.g., Community Development, Planning and Economic Development Departments, Human Services)

6. Participation in Pioneer Valley Planning Commission Metropolitan Planning Organization (PVMPO)
- Coordination with PVPC for inclusion of capital projects on the Transportation Improvement Program, as required by Federal Transit Administration for Program of Projects (POP) public involvement
 - City of Springfield membership on PVPC board
 - Coordination with PVPC staff for related public involvement activities.

The SRA engages community stakeholders in a broad range of public participation activities aimed at increasing the public's involvement in SRA managed projects. The following is a sample of recent SRA public involvement activities that occur on a regular basis:

- Public Governing Board meetings.
- Briefings for community organizations.
- Briefings for business and civic organizations.
- Coordination with other City planning and economic development activities.
- Media releases to advise the public of significant milestones and participation opportunities.
- Meetings with community stakeholders and area businesses.

The following are actions that the SRA has taken, since assuming the lead role on the Union Station redevelopment project in 2010, to ensure that minority and low-income people of the service region had meaningful access to transit services:

- Development and implementation of the Limited English Proficiency (LEP) Plan.
- Development and implementation of the Disadvantaged Business Enterprise (DBE) program.
- Recruiting and hiring of bilingual staff (English and Spanish).
- Production and distribution of project information in English and Spanish.

Public participation for the Union Station project planning activities is also coordinated with the public involvement program of the Pioneer Valley Planning Commission MPO, of which the City of Springfield is a member. As a voting member of the PVPC, the City of Springfield is also engaged in the ongoing outreach efforts of the PVPC to include minority, low-income and LEP residents of the region in public outreach and involvement activities for transportation planning.

The PVPC's 2012 Regional Transportation Plan includes an Environmental Justice Plan and Assessment of Environmental Equity (Chapter 14 of the RTP). This assessment identifies minority, low-income and LEP populations and reports the comments received from these populations through an active public engagement process. The 2012 RTP may be viewed here: <http://www.pvpc.org/plans/regional-transportation-plan>.

APPENDIX G

Union Station Area Socioeconomic Characteristics												
	Median Household Income	People below Poverty Level	Persons	White	Black	American Indian	Asian	Native Hawaiian	Two or More Races	Some Other Race	Hispanic Latino	Minority
Springfield, MA	\$ 39,611	41020	153060	79335	34073	987	3728	128	7199	27610	59491	73725
Percent		26.8%	100.0%	51.8%	22.3%	0.6%	2.4%	0.1%	4.7%	18.0%	38.9%	48.2%
Tract 8009	\$ 12,700	2163	4136	1849	700	45	41	7	192	1302	2972	2287
Percent		52.3%	100.0%	44.7%	16.9%	1.1%	1.0%	0.2%	4.6%	31.5%	71.9%	55.3%
Tract 8011.01	\$ 15,580	789	1862	779	334	14	44	1	103	587	1223	1083
Percent		42.4%	100.0%	41.8%	17.9%	0.8%	2.4%	0.1%	5.5%	31.5%	65.7%	58.2%
Tract 8012	\$ 18,287	1385.0	2638	1069	632	31	17	0	134	755	1582	1569
Percent		52.5%	100.0%	40.5%	24.0%	1.2%	0.6%	0.0%	5.1%	28.6%	60.0%	59.5%
Total Study Area	\$ 15,028	4338	8636	3697	1666	90	102	8	429	2644	5777	4939
Percent of Study Area		50.2%	100.0%	42.8%	19.3%	1.0%	1.2%	0.1%	5.0%	30.6%	66.9%	57.2%
U.S. Census Bureau, 2010 Census												