

Lowell Regional Transit Authority

Title VI Program Update 2025-2028

October 2025

**N NELSON
NYGAARD**

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Abbreviations

- ADA** Americans with Disabilities Act
- FTA** Federal Transit Administration
- LRTA** Lowell Regional Transit Authority
- LAP** Language Assistance Plan
- LEP** Limited English Proficient/Proficiency
- MPO** Metropolitan Planning Organization
- NMCOG** Northern Middlesex Council of Governments
- NMMPO** Northern Middlesex Metropolitan Planning Organization
- NTD** National Transit Database
- PPP** Public Participation Plan
- PUMA** Public Use Microdata Area
- RTP** Regional Transportation Plan
- TIP** Transportation Improvement Plan
- UPWP** Unified Planning Work Program
- VOMS** Vehicles Operated in Maximum Service



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VERIFICATION OF RESOLUTION

TITLE VI CERTIFICATION

The undersigned duly qualified and acting Chairman of the Advisory Board of the Lowell Regional Transit Authority certifies that the following is a true and correct copy of a resolution, the 2025 Title VI program was approved and adopted at a legally convened meeting of the Lowell Regional Transit Authority Board of Directors, held on the 23rd day of October 2025.

Signature of Officer: 

Date: 10-23-25

1 INTRODUCTION

This Title VI Program Plan has been prepared to assist the Lowell Regional Transit Authority (LRTA) ensure compliance with Section 601 of Title VI of the Civil Rights Act of 1964, which prohibits entities that receive federal funding from discriminating against people based on several protected characteristics. The Civil Rights Act was further supplemented with Executive Order 13166. Enacted in 2000, the order seeks to further prevent discrimination based on a person's national origin by directing federal agencies and recipients of federal funding to develop a plan that will assist people with limited knowledge of English to meaningfully access their services.

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

-Title VI of the U.S. Civil Rights Act of 1964, 42 U.S.C. §2000d

“The Federal Government provides and funds an array of services that can be made accessible to otherwise eligible persons who are not proficient in the English language...To this end, each Federal agency shall examine the services it provides and develop and implement a system by which LEP persons can meaningfully access those services consistent with, and without unduly burdening, the fundamental mission of the agency.”

Executive Order 13166, Section 1. Goals.

Within its available resources, and with full regard for the delivery of efficient and effective transit service, LRTA will continue compliance with the regulations of the Federal Transit Administration (FTA) and the spirit of the Civil Rights Act of 1964.

According to the most recent (2023) transit agency profile from the National Transit Database (NTD), the LRTA service area population was 370,594, and the agency had 36 fixed-route vehicles operating in maximum service (VOMS).¹ As of September 2025, the agency continues to operate fewer than 50 VOMS. As a result, LRTA is exempt from additional reporting requirements related to fixed-route service, which will be noted in the report, where applicable.

¹ https://www.transit.dot.gov/sites/fta.dot.gov/files/transit_agency_profile_doc/2023/10005.pdf

This plan supersedes the LRTA 2022 Title VI Program Plan. It has been prepared using the most recent U.S. Census Bureau data from the American Community Survey five-year estimates (2019-2023).

2 GENERAL REPORTING REQUIREMENTS

Transit agencies that receive federal funding under the programs of the FTA must meet their Title VI obligations. To assist transit agencies to achieve compliance, the FTA developed detailed guidance and instructions in FTA Circular 4702.1B, last updated in October 2012. The Circular includes analysis and reporting requirements that vary depending on the characteristics of the agency. Among these are general reporting requirements, outlined to the right, that apply to all FTA recipients and primarily pertain to documenting or updating compliance efforts. Larger elements of the general reporting requirements, such as the Public Participation Plan, are found within their own chapters in this program.

General Reporting Requirements:

1. Provide Title VI Assurances
2. Provide Title VI Notice, Complaint Procedures and Complaint Form
3. List of Recent Title VI Investigations, Complaints or Lawsuits.
4. Public Participation Plan
5. Language Assistance Plan
6. Advisory Board Demographics
7. Subrecipient Assistance & Monitoring
8. Facility Equity Analysis
9. Requirement to Provide Additional Information Upon Request

TITLE VI ASSURANCES

LRTA annually submits certifications and assurances to FTA as a part of its application process. As LRTA does not currently pass through FTA funding to subrecipients, they are not required to collect Title VI assurances from subrecipients.

TITLE VI NOTICE TO THE PUBLIC, COMPLAINT PROCEDURES, AND COMPLAINT FORM

The Title VI notice, complaint procedures, and complaint form are available on the agency website (www.lrta.com). The Title VI Notice is also posted on all buses and the third floor of the Gallagher Transit Terminal. Both the Title VI notice and the complaint procedure are

considered vital documents and have been translated into Chinese, Khmer, Portuguese, Spanish, Vietnamese, and Arabic and are placed in the **A**. These languages meet the Safe Harbor Threshold defined in Chapter III of the FTA Circular 4702.1B.

Title VI Notice to Public

This language is placed on the agency website under the Title VI Policy section.

The Lowell Regional Transit Authority (LRTA) hereby gives public notice of its policy to uphold and assure full compliance with Title VI of the Civil Rights Act of 1964, the Civil Rights Restoration Act of 1987, and all related statutes. Title VI and related statutes prohibiting discrimination in Federally assisted programs require that no person in the United States of America shall, on the grounds of race, color, national origin, sex, age, or disability be excluded from the participation in, be denied the 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 the LRTA's programs has a right to file a formal complaint with the LRTA. Any such complaint must be in writing and submitted to the LRTA Title VI Coordinator within one hundred eighty (180) days following the date of the alleged occurrence. For more information regarding civil rights complaints or LRTA's Title VI Program, obligations, and procedures, please contact:

**Title VI Coordinator
Lowell Regional Transit Authority
115 Thorndike Street
Lowell, MA 01852
(978) 459-0164**

Title VI Complaint Procedure

The Lowell Regional Transit Authority adopted a Title VI complaint policy on July 1, 2004. This language is placed on the agency website under the Title VI Policy section.

These procedures cover all complaints filed under Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, and the Americans with Disabilities Act of 1990, for alleged discrimination in any program or activity administered by the Lowell Regional Transit Authority (LRTA).

These procedures do not deny the right of the complainant to file formal complaints with other State or Federal agencies or to seek private counsel for complaints alleging discrimination. Every effort will be made to obtain early resolution of complaints at

the lowest level possible. The option of informal mediation meeting(s) between the affected parties and the LRTA may be utilized for resolution. Any individual, group of individuals or entity that believes they have been subjected to discrimination prohibited under Title VI and related statutes may file a written complaint to the following address:

The following measures will be taken to resolve Title VI complaints:

- 1. A formal complaint must be filed within 180 days of the alleged occurrence. Complaints shall be in writing and signed by the individual or his/her representative, and will include the complainant's name, address and telephone number; name of alleged discriminating official, basis of complaint (race, color, national origin, sex, disability, age), and the date of alleged act(s). A statement detailing the facts and circumstances of the alleged discrimination must accompany all complaints.*
- 2. In the case where a complainant is unable or incapable of providing a written statement, a verbal complaint of discrimination may be made to the LRTA Title VI Coordinator. Under these circumstances, the complainant will be interviewed, and the LRTA Title VI Coordinator will assist the Complainant in converting the verbal allegations to writing.*
- 3. When a complaint is received, the Title VI Coordinator will provide written acknowledgment to the Complainant, within ten (10) days by registered mail.*
- 4. If a complaint is deemed incomplete, additional information will be requested, and the Complainant will be provided 60 business days to submit the required information. Failure to do so may be considered good cause for a determination of no investigative merit.*
- 5. Within 15 business days from receipt of a complete complaint, the LRTA will determine its jurisdiction in pursuing the matter and whether the complaint has sufficient merit to warrant investigation. Within five (5) days of this decision, the Administrator or his/her authorized designee will notify the Complainant and Respondent, by registered mail, informing them of the disposition.
 - i. If the decision is not to investigate the complaint, the notification shall specifically state the reason for the decision.*
 - ii. If the complaint is to be investigated, the notification shall state the grounds of the LRTA's jurisdiction, while informing the parties that their full cooperation will be required in gathering additional information and assisting the investigator.**
- 6. When the LRTA does not have sufficient jurisdiction, the Administrator or his/her authorized designee will refer the complaint to the appropriate State or Federal agency holding such jurisdiction.*

7. *If the complaint has investigative merit, the Administrator or his/her authorized designee will assign an investigator. A complete investigation will be conducted, and an investigative report will be submitted to the Administrator within 60 days from receipt of the complaint. The report will include a narrative description of the incident, summaries of all persons interviewed, and a finding with recommendations and conciliatory measures where appropriate. If the investigation is delayed for any reason, the investigator will notify the appropriate authorities, and an extension will be requested.*
8. *The Administrator or his/her authorized designee will issue letters of finding to the Complainant and Respondent within 90 days from receipt of the complaint.*
9. *If the Complainant is dissatisfied with the LRTA's resolution of the complaint, he/she has the right to file a complaint with the:*

**Civil Rights Officer
Federal Transit Administration
55 Broadway, Suite 920
Cambridge, MA 02142**

Title VI Complaint Form

The Title VI Complain Form is included in the **Appendix**.

TITLE VI COMPLAINTS, INVESTIGATIONS & LAWSUITS

A detailed list of incidents pertaining to alleged discrimination by the agency is provided in **Figure 1**. This includes all matters since the 2022 Title VI Program Update. There are no substantiated instances of discrimination since the prior program.

Figure 1: List of Title VI Violation Allegations

Nature	Date	Summary	Status	Actions
Complaint	4/17/25	Alleged denial of service based on race.	Closed (5/19/25)	Unsubstantiated
Investigation	No Investigations			
Lawsuit	No Lawsuits			

AGENCY-ELECTED PLANNING COMMITTEE DEMOGRAPHICS

The LRTA Advisory Board composition is based upon the requirements of the Massachusetts Chapter 161B enabling legislation. Accordingly, each regional transit authority has an advisory board that is appointed by the member communities the agency serves, not by the agency (e.g., LRTA) itself. Moreover, LRTA does not have any non-elected planning boards, advisory councils, or committees where the membership is selected by LRTA. As a result, the agency is not required to report on the racial breakdown of the advisory board nor describe efforts to encourage diverse participation.

SUBRECIPIENT ASSISTANCE & MONITORING

LRTA does not currently pass through federal financial assistance from the FTA to subrecipients. Therefore, LRTA is exempt from assisting in compliance reporting and monitoring subrecipients for Title VI compliance.

FACILITY TITLE VI EQUITY ANALYSIS

LRTA has not begun the process of site selecting or constructing any new facility related to service delivery, including maintenance facilities, operations centers, storage facilities, or transit centers since the prior program. Facility construction activities were limited to maintaining a state of good repair at existing locations. This includes the Maguire Transportation Center improvements to the façade of the structure completed in July 2025. Therefore, LRTA is exempt from this requirement.

ADDITIONAL INFORMATION

LRTA acknowledges that the FTA may request additional information other than what is specified in the Circular to investigate complaints of discrimination or to resolve concerns about possible noncompliance with Title VI regulations.

3 LANGUAGE ASSISTANCE PLAN

BACKGROUND AND INTENT OF THE LANGUAGE ASSISTANCE PLAN

Title VI of the Civil Rights Act of 1964 - National Origin Discrimination Against Persons with limited English proficiency, and Presidential Executive Order 13166 require entities that receive federal funds to provide guidance on how they will address the needs of limited English proficient (LEP) individuals. USDOT has developed a guidance document entitled "A Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient Persons". This guidance was issued to ensure that persons in the United States are not excluded from participation in DOT-assisted programs and activities simply because they face challenges communicating in English.

The intent of this language assistance plan (LAP) is to ensure that residents of the region who have difficulty understanding English have access to the planning process and published information, and that public notification is provided to these individuals. In this analysis, a person is considered limited English proficient if they do not speak English as their primary language and have a limited ability to read, speak, write or understand English. To assist them, the production of multilingual publications and documents and/or interpretation at meetings/events will be provided upon request to the degree that funding permits, based on current laws and regulations. Native English speakers with low English comprehension skills are not considered in this analysis.

Safe Harbor Provisions

Federal law through the Department of Justice establishes a Safe Harbor Provision so that a recipient of federal funds, like LRTA, can ensure with greater certainty that it is in compliance with its Title VI obligation to provide written translations of its documents to LEP persons. "Safe Harbor" is met if the recipient provides written translations in certain circumstances, then such action will be deemed as strong evidence of compliance with the recipient's written-translation obligations under Title VI.

The failure to provide written translations, however, does not necessarily mean that there is non-compliance. Even if "Safe Harbor" is not used and if, for example, the written translation of certain documents would be so burdensome as to defeat the legitimate objectives of the program, then written translation will not be required. In such cases, other ways of providing

meaningful access, such as effective oral interpretation of certain vital documents, may suffice to meet the requirements of Title VI.

Strong evidence of compliance with Title VI under the “Safe Harbor” provision involves providing written translations of vital documents for each language group of LEP persons that constitutes 5% of the population or 1,000 persons, whichever is less, eligible to be served or likely to be affected or encountered by the recipient. If that 5% is comprised of less than 50 persons, then translation of vital documents can be provided orally. Also, under the “Safe Harbor” provision, oral translation of non-vital documents is deemed sufficient to meet the requirements of Title VI.

The LRTA is mindful of the fact that the “Safe Harbor” provision applies only to the translation of written documents. It does not affect the requirement to provide meaningful access to LEP persons through competent oral interpreters where oral language services are needed and reasonable to provide on an advance request basis.

Determining the Need

As a recipient of federal funding, LRTA takes reasonable steps to ensure meaningful access to information and services. The federal guidance suggests that four factors be considered in determining the level and extent of language-assistance measures needed to ensure meaningful access to programs, activities and services:

1. The number or proportion of LEP persons in the region who are served by the program;
2. The frequency with which LEP persons come in contact with the program;
3. The nature and importance to the LEP person of accessing the particular program or service; and
4. The resources available to the associated metropolitan planning organization (MPO) and the costs involved.

The USDOT Policy Guidance gives recipients substantial flexibility in determining what language assistance is appropriate based on a local assessment of the four factors listed above.

FOUR FACTOR ANALYSIS

Due to the constant change in local demographics, an analysis of the service area population is regularly needed. This four-step analysis will provide the agency with an updated assessment of the size of the LEP population, how the LEP population interacts with LRTA

services, the translation services and strategies needed to engage those populations, and an accounting of the resources available to the agency to make those services possible.

Factor 1: The Number and Proportion of LEP Persons in the Eligible Service Area

This section uses the latest available census data to estimate the size and characteristics of the LEP population within the LRTA service area. This will help inform LRTA the extent to which language assistance may be needed to assist the LEP population utilize LRTA services as well as identifying any new language populations that meet the Safe Harbor threshold.

Methodology

The U.S. Census reports LEP statistics by languages in tables C16001 and B16001, detailing the “Language Spoken at Home by Ability to Speak English for the Population 5 Years and Over”. The tables differ in two important ways: the number of languages available, and the geographic level at which the analysis is performed. Table C16001 parses LEP statistics into fewer individual languages (e.g., Khmer is aggregated into the “Other Asian and Pacific Island” category) but is more specific in its geographic analysis.

Table B16001 parses LEP statistics into more languages but at a less defined geography. The smallest geographic level for this table is the Public Use Microdata Area (PUMA), which in the state of Massachusetts, averages roughly 130,000 people.² This geography is significantly larger than the previously used Census Tract, which contains between 1,200 and 8,000 people.

This analysis uses Table B16001 (2023 ACS 5-year estimates) due to the known prevalence of Khmer, which is only delineated at the more detailed language table. Therefore, although this analysis will still be able to estimate the size of the LEP population, it will lose the ability to estimate with the same specificity of where in the service area the LEP populations reside. This information will have to be gleaned from local knowledge and outreach efforts to these populations.

There are six PUMA’s that intersect the LRTA service area, identified in **Figure 2**. The LRTA service area in this analysis includes paratransit services and the partnerships with the various local Council on Aging transportation services. This results in an analysis area spanning two counties and (Middlesex & Essex) ranging from Townsend in the west to Burlington in the east, as shown in the map in **Figure 3**. Although some PUMAs are situated entirely within the

² Due to changes in how the U.S. Census reports publicly available language data, a detailed list of languages is no longer available at the census tract level.

service area (e.g., Lowell PUMA), the demographic data of the PUMAs that partially overlap the service area were proportionally included based on the number of mailing addresses located within the service area. This method is more accurate than taking the geographic proportion of the PUMA within the service area as it more closely aligns with the uneven distribution of urban development.

Figure 2: PUMAs intersecting LRTA Service Area

PUMA Name	County	Proportion
Billerica, Tewksbury, & Dracut	Middlesex	100%
Lawrence & Andover	Essex	28%
Lexington, Burlington, & Wilmington	Middlesex	49%
Lowell	Middlesex	100%
Outside Lowell	Middlesex	84%
West Central	Middlesex	41%

Analysis

The data for 2023 ACS 5-year estimates revealed an analysis population of nearly 450,000 residents (5 years and older), of which 67,297, or 15%, have limited English proficiency. When delineated by language, six languages exceeded 1,000 LEP persons, meeting the Safe Harbor Threshold, and highlighted in red in **Figure 4**. Of the six languages, five – Spanish, Khmer, Portuguese, Chinese, and Vietnamese – were identified as Safe Harbor languages in the previous 2022 Title VI program update and remain as such in this update. Arabic is the sixth and latest language to meet the Safe Harbor threshold, requiring the written translation of documents deemed vital by LRTA. Maps showing the concentrations of these six languages across the PUMAs are placed in the appendix.

Languages approaching but not exceeding the Safe Harbor threshold are Russian and Thai, with over 700 LEP persons, each. Language similarities and the lingua franca in other countries should also be considered. For example, the table identified 743 Russians and 180 Ukrainian LEP persons. Russian literacy among Ukrainians is high, revealing a practical benefit to including Ukrainian LEP persons when weighing Russian translation efforts. Similarly, Hindi is a commonly spoken second language in India, particularly in Northern India. Therefore, the number of Hindi LEP persons, listed as 525, is likely a significant undercount of Hindi ability, as the census only considers the speakers’ native language. These two examples reveal a need to consider other factors when evaluating the need and utility of offering translation services for existing and potential LRTA riders.

Figure 3: Language Access Plan Analysis Area with PUMAs in LRTA's service area

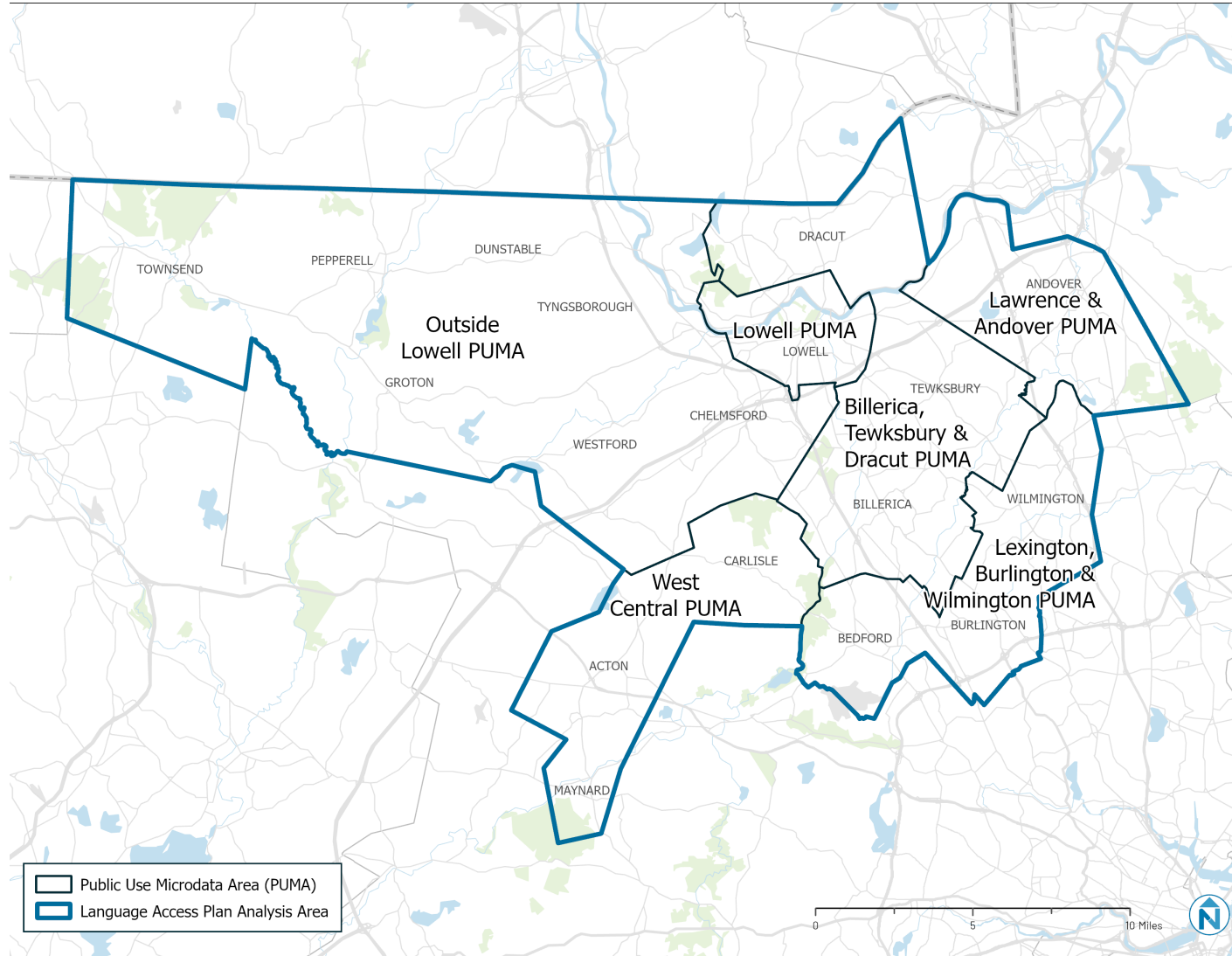


Figure 4: LEP Populations and Percentages, Census Table B16001.

Language	LEP Population	Percent of Population
Spanish	39,912	8.9%
Khmer	6,525	1.5%
Portuguese	5,492	1.2%
Chinese	3,341	0.7%
Vietnamese	1,878	0.4%
Arabic	1,112	0.2%
Russian	743	0.2%
Thai	706	0.2%
Swahili	660	0.1%
Korean	651	0.1%
Telegu	551	0.1%
Haitian	526	0.1%
Hindi	525	0.1%
Greek	502	0.1%
Gujarati	453	0.1%
French	404	0.1%
Asian Other	359	0.1%
Urdu	320	0.1%
Tamil	276	0.1%
Persian	273	0.1%
Indo European Other	264	0.1%
West African	208	0.0%
Bengali	186	0.0%
Italian	185	0.0%
Ukrainian	180	0.0%
Malaysian	157	0.0%
Punjabi	144	0.0%
Polish	115	0.0%
Tagalog	111	0.0%
Japanese	101	0.0%
Indic	101	0.0%
Other ³	333	0.1%
Total LEP Population	67,297	15.0%
Analysis Area Population	448,779	

³ Other includes Hawaiian (89), Armenian (89), German (74), Other (41), Amharic (17), Hebrew (13), Yiddish (8), Serbo-Croatian (2), Hmong (0), Navajo (0), Native American Other (0).

Literacy

Although written translated materials can significantly improve the ability for LEP riders to use LRTA services, it relies on the ability for the person to read and write in their native language. Below, in **Figure 5**, is information from the Central Intelligence Agency's World Factbook on literacy rates in countries where the languages of the LEP groups that exceed the Safe Harbor threshold are spoken either as an official language or predominately spoken. It is acknowledged that the language column is not exhaustive of all languages spoken in a country (e.g., Mayan in Guatemala). That information is paired with the last column, which details the foreign-born population of those countries that reside within the LRTA service area using census table B05006: Place of Birth for the Foreign-Born Population of the United States, 2023 5-year Estimates. This table does not measure those populations' ability to speak English and likely includes persons who speak English proficiently. However, the table may add clarity to the literacy rates for widely spoken languages, where the literacy rates vary considerably by country and can serve as one way to estimate the potential need for oral translation services.

In the table, four countries had literacy rates below 80% and are in bold. All four countries (Egypt, Morocco, Sudan, and Yemen) are Arabic-speaking and constitute around 1,300 persons that were born there and reside in the LRTA service area. Although imperfect, this analysis provides important context for LRTA to consider, as translating material into Arabic may be insufficient when attempting to inform or engage this population. This highlights the need for oral translation services and the importance of visual signage that can communicate wayfinding, danger, or need for attention through universal means.

Figure 5: Literacy Rates by Country⁴

Country	Literacy	Language	Year	Population
Algeria	81%	Arabic	2018	219
Egypt	73%	Arabic	2021	854
Iraq	86%	Arabic	2017	639
Jordan	98%	Arabic	2021	155
Kuwait	97%	Arabic	2020	207
Lebanon	95%	Arabic	2018	1,479
Morocco	76%	Arabic	2021	364
Saudi Arabia	98%	Arabic	2020	121
Sudan	61%	Arabic	2018	53
Syria	87%	Arabic	2015	259
United Arab	98%	Arabic	2021	42
Yemen	70%	Arabic	2015	47
China	97%	Chinese	2018	15,158
Cambodia	84%	Khmer	2021	8,740
Brazil	95%	Portuguese	2022	9,090
Portugal	96%	Portuguese	2021	3,843
Argentina	99%	Spanish	2018	367
Bolivia	93%	Spanish	2015	108
Chile	97%	Spanish	2021	165
Colombia	96%	Spanish	2020	2,550
Costa Rica	98%	Spanish	2021	320
Cuba	100%	Spanish	2021	178
Dominican	96%	Spanish	2022	32,263
Ecuador	94%	Spanish	2022	1,112
El Salvador	89%	Spanish	2019	1,664
Guatemala	83%	Spanish	2021	3,388
Honduras	89%	Spanish	2019	334
Mexico	95%	Spanish	2020	1,200
Nicaragua	82%	Spanish	2015	53
Panama	96%	Spanish	2019	19
Peru	95%	Spanish	2020	991
Spain	100%	Spanish	2021	299
Uruguay	99%	Spanish	2019	59
Venezuela	98%	Spanish	2021	398
Vietnam	96%	Vietnamese	2019	3,462

⁴ Census data on the foreign-born population is not available for Libya, Oman, Palestine, Qatar, Tunisia, Paraguay, or Puerto Rico, although none of those countries have literacy rates below 80%.

Factor 2: Frequency of LEP Use

Having estimated the number and characteristics of LEP persons in the LRTA service area, this second step attempts to determine the frequency with which these populations come into contact with LRTA service. This analysis gleans LEP information from interviews conducted in spring 2025 with agency staff discussing matters related to rider education initiatives with key takeaways detailed, below.

Language Needs

- There are many riders and potential riders who speak little or no English, which poses a challenge for communicating information about the service as well as when drivers or dispatch need to assist riders in real time.
- Operators noted that the large variety of languages spoken in the area is a challenge – there are more languages than just English and Spanish.
- There is a need for travel training (explaining to new riders where the service goes and how to use it) that can be communicated in languages other than English. Staff often work with community groups serving people who speak little or no English, with a variety of languages spoken.

Staff Interacting with LEP Persons in Their Languages

- If there is an issue with language while out on the street, we call dispatch to request a speaker who can help translate or communicate to the passenger.
- Many of our operators speak a language other than English (e.g., Haitian Creole), and they often join for travel training sessions to serve as an interpreter depending on the language spoken by attendees.
- Dispatch: How do staff handle calls from non-English speakers? Propio is a service that offers real-time translation. There are also speakers in the building who can come and help translate.

Although lacking in measurable data, the conversations revealed that staff have consistent contact with the LEP population involving multiple languages beyond Spanish. The presence of several bilingual LRTA staff is also indicative of a larger and long-standing community of LEP riders.

Factor 3: The Nature and Importance of the Program, Activity, or Service Provided by LRTA

Access to the services provided by LRTA, both fixed route and demand response are critical to the lives of many in the region. Many depend on LRTA's fixed route services for access to

jobs and for access to essential community services like schools, shopping and medical appointments. Riders eligible for service under the Americans with Disabilities Act (ADA) require service for the same reasons. Because of the essential nature of the services and the importance of these programs in the lives of many of the region's residents, there is a need to ensure that language is not a barrier to access.

The LRTA estimates that 27% of the fixed bus trips are elderly or disabled and more than 70% of the bus trips are non-school related trips, the majority of which are low-income individuals.

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

- Route and schedule information
- Fare and payment information
- Service announcements
- Safety and security announcements
- Complaint forms
- Outreach related to opportunity for public comments
- Information about demand response services under the ADA and other special programs

Factor 4: The Resources Available to LRTA for LEP Outreach and the Associated Cost

The LRTA has committed resources to improving access to its services and programs for LEP persons. The LRTA will also partner with local non-profit agencies to provide language translation and interpretation services within the scope of the funding available.

In addition, the LRTA, will continue to make the online translation software, Google Translate, available via the LRTA's web site. This site contains considerable information on LRTA transit services, and the Google Translate program will allow visitors to translate any page of text into the LRTA service area's primary languages.

In 2025, LRTA developed a travel training curriculum that includes an instructional slide deck for LRTA staff and community organizations to help orient new and potential riders to using LRTA buses. The slides introduce people to LRTA and provide step-by-step guidance for people who may be brand new to riding the bus, using a combination of text and illustrative images. The slide deck was originally produced in English, Spanish, and Khmer, and can be translated into additional languages by LRTA or community partners to meet the language

needs of their constituencies. LRTA also produced a series of "how to ride" animated videos for its bus and paratransit services. These were also produced in English, Spanish, and Khmer, and use spoken narration, captions, and visual communication to introduce new and potential riders to how to use LRTA services in a clear and approachable way.

IDENTIFYING LEP INDIVIDUALS WHO NEED LANGUAGE ASSISTANCE

When encountering an LEP person, LRTA staff are directed to use *Language Identification Flashcards* to identify that person's primary language. *Language Identification Flashcards*, as developed by the United States Census Bureau, bear the phrase "Mark this box if you read or speak [name of language]" translated into 38 languages, including all Safe Harbor languages and 12 of the top 15 LEP languages identified in Factor 1⁵. Printed versions of these flashcards are stocked at three locations:

- Information booth at the Gallagher Transportation Center
- Roadrunner Office at 113 Thorndike Street
- ADA eligibility office at 100 Hale Street

The flashcards may also be downloaded at no cost at <https://www.dol.gov/sites/dolgov/files/OASAM/legacy/files/ISpeakCards.pdf>. The LRTA staff can then use that information to provide language assistance to the LEP person. The LRTA will also make the Language Identification Flashcards available at all public meetings. Once an LEP person's primary language is identified using the flashcards, the LRTA staff will assess the feasibility of providing written translation service and/or oral interpretation assistance for the LEP person.

LANGUAGE ASSISTANCE MEASURES

Language assistance will be provided for LEP individuals through the translation of key materials, as well as through oral language interpretation when necessary and possible. As noted in Factor 1, Arabic has been identified as a new language that meets the safe harbor threshold. Translation of all LRTA documents and materials is not possible due to cost restrictions. However, the LRTA will provide the following translated written materials or services when appropriate:

- 1. LRTA Web Site: The free service, powered by Google Translate program, allows the LRTA website to be translated for users into over 100 languages including the six LRTA identified language groups: Spanish, Portuguese, Khmer, Vietnamese,

⁵ Swahili, Telegu, and Gujarati were not included.

Chinese, and Arabic. The website also contains three rider information videos that are narrated in English, Spanish and Khmer:

- Discover the LRTA
- How to Ride the Bus
- How to Use Road Runner

2. Vital LRTA Documents: As noted in the General Reporting Requirements and Safe Harbor Provision sections, LRTA has translated specific written documents that the agency considers vital for persons to safeguard their civil rights. The following documents have been translated into the languages that meet the Safe Harbor population threshold.

- Title VI Public Notice
- Title VI Complaint and Investigation Procedure
- Title VI Complaint Form
- ADA Eligibility Application
- ADA Service Overview Booklet
- On-Board Notices (as needed)

- 3. Outreach Materials: Spanish, Portuguese Khmer, Vietnamese and Chinese language outreach materials will be utilized whenever possible.
- 4. Oral Translation Services: The LRTA will provide limited oral language services to LEP individuals upon request. In order to provide these services, the Language Access Coordinator will do the following:
 - Maintain a list of the points of contact where an LEP person interacts with the authority. At this time, it is anticipated that the key points of contact for LEP individuals are the operators, dispatchers and customer service personnel, as well as the LRTA transportation staff performing outreach activities.
 - Maintain inventory of staff language capabilities.
 - Create a list of outside sources that can provide oral language services (include both paid and unpaid services). Outline the cost of these services, and identify budget and personnel limitations. Currently, the LRTA has a contract with ProPio Language Services. ProPio provides document translation, over-the-phone translation, on-line and on-site language interpretive services including American Sign Language (ASL).
- 5. Training: In order to establish meaningful access to information and services for LEP individuals, employees in public contact positions, and those who will serve as translators or interpreters will be properly trained. Such training will be developed to ensure that staff is fully aware of LEP policies and procedures and

are effectively able to work in person and/or by telephone with LEP individuals. LRTA staff will be included in the annual training, even if they do not interact regularly with LEP persons, to ensure that they are fully aware of and understand the plan so they can reinforce its importance and ensure its implementation by staff.

- 6. Providing Notice of Available Language Service to LEP Persons: The LRTA has established the following methods to inform Spanish, Portuguese, Arabic, Khmer, Vietnamese and Chinese speaking LEP individuals, supporting organizations, as well as the general public, of available no-fee LEP services:
 - Posting signs – A sign, in Spanish, Portuguese, Arabic, Khmer, Vietnamese and Chinese, will be posted in the lobby of the Gallagher Intermodal Transportation Center (GITC) and on all revenue vehicles to notify LEP individuals of available services and how to obtain these services.
 - Outreach documents – Key LRTA outreach documents will include a notice that some language assistance services are available. This notice will be listed in English, Spanish, Portuguese, Arabic, Khmer, Vietnamese and Chinese.
 - Community Organizations – The LRTA staff will notify area community-based organizations and other stakeholders of available language assistance services.
 - Public Notices – The LRTA will periodically issue notices, in English, Spanish, Portuguese, Arabic, Khmer, Vietnamese and Chinese about available LEP services. All public meeting notices will contain the following language:
 - “Individuals requiring reasonable accommodations under the Americans with Disabilities Act or requiring translation services (free of charge) should contact the Title VI Language Access Coordinator at (978) 459-0164 ext. 110, ten (10) workdays in advance of the Public Meeting.”

Monitoring and Updating the LEP Plan

LRTA staff will monitor changing LEP populations as updated census information is released. A review and update of the LEP plan will coincide with the three-year update of the LRTA Title VI Program. The Language Access Coordinator will keep a record of any LEP services provided and will make this information available during the review process. As noted previously, the analysis conducted in Factor 1 revealed that Arabic has now met the Safe Harbor threshold. As a result, LRTA has decided to add Arabic to the list of languages that are translated, at a minimum, for the documents deemed vital by the agency.

4 DEMOGRAPHIC AND SERVICE AREA PROFILE

Due to LRTA not meeting or exceeding the VOMS threshold, the agency is not required to fulfill the requirement to develop a demographic profile of the service area. However, the agency includes basic demographic information for low-income and minority populations in this section as a resource, both for the agency, and the general public.

Methodology

This analysis uses ACS 2023 5-year estimates with the geography based at the block group level, which ranges from 600 to 3,000 persons. The minority population is defined as any person that is either Hispanic, Latino, or non-white (white Latinos are considered a minority under this definition). This is derived from census table B03002: Hispanic or Latino Origin by Race. The low-income population is defined as anyone at or below 150% of the federal poverty level. This is derived from census table C17002: Ratio of Income to Poverty Level in the Past 12 Months. The analysis included the entire demographics of towns or municipalities that intersect with LRTA fixed-route service, which resulted in an analysis area population of about 395,000.

Analysis

The results of the demographic analysis are shown in **Figure 6**. Throughout the analysis area, 32% of the population are a minority and 8% are low-income. At the municipal level, the City of Lowell has the highest number and percentages of income and minority residents of any municipality in the LRTA's service area. 56% of Lowell's population are a minority and 16% are low-income. The demographics in the suburban towns surrounding Lowell typically have lower minority rates and significantly lower lower-income rates, with all municipalities registering figures lower than the analysis area average. Of the suburban towns the LRTA serves, Tyngsborough and Dracut have the highest low-income rates (7%) and Andover and Westford have the highest minority rates (30%). It is notable that Westford has the highest suburban minority rate and the lowest low-income rate (2%).

Figure 6: Fixed-Route Demographics

Municipality	Population ⁶	Low-Income	Minority	Low-Income Rate	Minority Rate
Lowell	114,702	17,605	64,053	16%	56%
Billerica	41,699	1,818	9,591	4%	23%
Andover	36,198	1,238	10,820	4%	30%
Chelmsford	35,800	1,517	7,294	4%	20%
Dracut	32,109	2,123	6,876	7%	21%
Tewksbury	31,113	922	4,103	3%	13%
Burlington	26,220	1,456	6,638	6%	25%
Westford	24,583	577	7,287	2%	30%
Wilmington	23,196	687	3,220	3%	14%
Bedford	14,344	573	3,861	4%	27%
Littleton	10,150	599	1,743	6%	17%
Tyngsborough	5,083	373	922	7%	18%
Totals	395,197	29,488	126,408	8%	32%

⁶ The population figures shown are based on Table B03002. The Low-Income percentages in the table are based on the total populations from Table C17002, which has a slightly lower total population due to the inability to determine the poverty status of all persons.

Figure 7: LRTA Population 150% and Below Federal Poverty Level

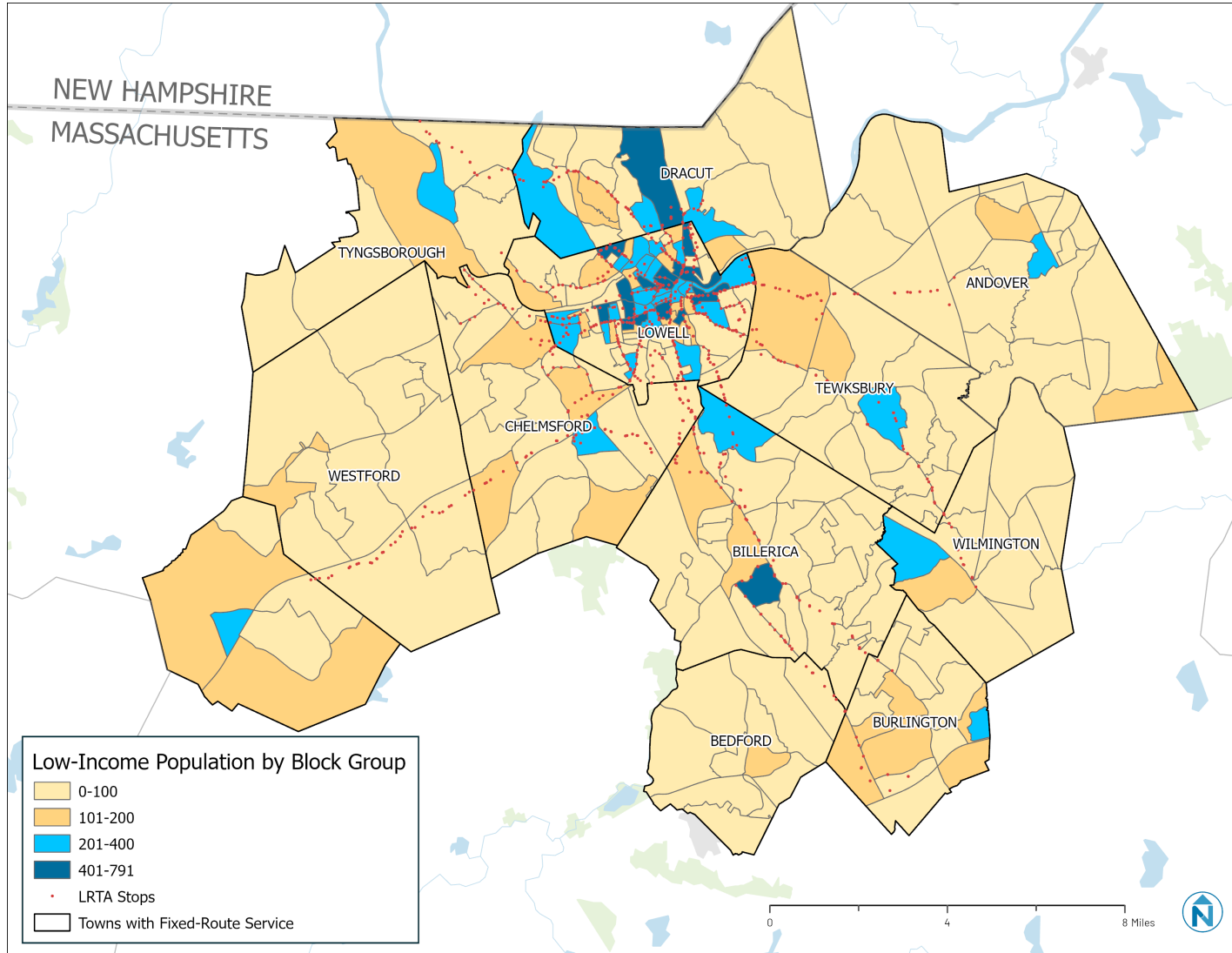
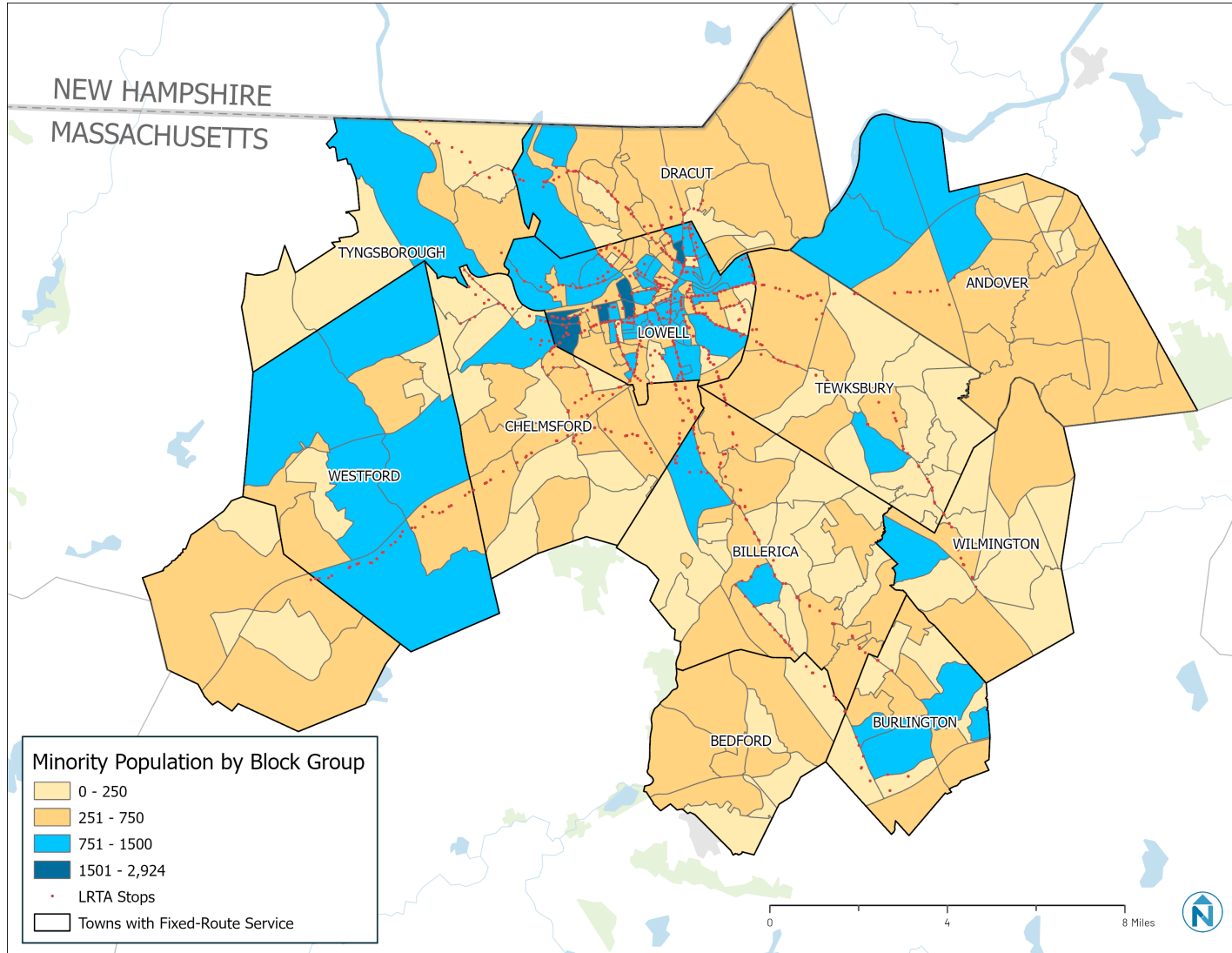


Figure 8: LRTA Minority Population



5 PUBLIC PARTICIPATION PLAN

LRTA utilizes the Public Participation Plan (PPP) developed by the Northern Middlesex Metropolitan Planning Organization (NMMPO), the agency's affiliated MPO. The MPO's PPP was recently updated in 2025 and satisfies the requirement for LRTA to include a plan that details outreach methods tailored towards connecting with minority and LEP populations. Due to the specific formatting of the document, the PPP in its entirety is placed in the appendix.

Also included in this section is LRTA's specific public engagement process, which details when and how the agency communicates with and elicits feedback from the public regarding transit decisions they consider to be major changes.

As LRTA does not meet or exceed the VOMS threshold, the agency is not required to conduct service or fare equity analyses, nor have definitions and standards developed to perform them (e.g., defining a major service change).

NMMPO Public Participation Plan

The NMMPO Public Participation Plan is included in the **Appendix**.

Outreach Efforts

Since the prior program update, LRTA has hosted over 40 public meetings on a variety of topics and are open to the public. The information in **Figure 9** details the nature and date of these meetings. These opportunities for public engagement primarily consist of the monthly advisory board meetings but also the Lowell Disabilities Commission, as well as the Audit and Finance Subcommittee meetings. LRTA meetings can be attended in person at LRTA's administrative offices at 115 Thorndike Street. The public can also participate remotely via videoconferencing (i.e. Zoom) or by telephone. The agendas for the meeting are posted on the agency website with information for translation services made aware in the five Safe Harbor languages. NMMPO meetings, of which LRTA is a member, are not listed but are hosted monthly and open to the public in person at Northern Middlesex Council of Governments (NMCOG) offices at 627 Suffolk St, Lowell, MA or remotely via videoconferencing. These meetings often include updates to the Regional Transportation Plan (RTP), Transportation Improvement Plan (TIP), and the Unified Planning Work Program (UPWP).

Figure 9: LRTA Public Meetings, 2022-2025

Meeting	Date
LRTA Advisory Board	1/27/2022
LRTA Advisory Board	2/24/2022
LRTA Advisory Board	3/24/2022
LRTA Advisory Board	4/28/2022
LRTA Advisory Board	5/26/2022
LRTA Advisory Board	6/23/2022
LRTA Advisory Board	9/22/2022
LRTA Advisory Board	10/27/2022
LRTA Advisory Board	12/1/2022
LRTA Advisory Board	1/26/2023
Lowell Disabilities Commission	2/28/2023
LRTA Advisory Board	3/23/2023
DBE Public Meeting	4/24/2023
LRTA Advisory Board	4/27/2023
Lowell Disabilities Commission	5/18/2023
LRTA Advisory Board	5/25/2023
LRTA Advisory Board	6/28/2023
LRTA Advisory Board	9/28/2023
LRTA Personnel Subcommittee	10/23/2023
LRTA Advisory Board Admin. Contract Meeting	1/25/2024
LRTA Advisory Board	1/25/2024
LRTA Advisory Board	2/15/2024
LRTA Advisory Board	2/22/2024
LRTA Advisory Board	3/28/2024
DBE Plan Participation Meeting	4/24/2024
LRTA Advisory Board	4/25/2024
LRTA Advisory Board	5/23/2024
LRTA Advisory Board	6/27/2024
LRTA Advisory Board	9/26/2024
Lowell Disabilities Commission	10/8/2024

Meeting	Date
LRTA Advisory Board	10/24/2024
LRTA Advisory Board	1/23/2025
LRTA Advisory Board	1/27/2025
Audit and Finance Subcommittee	3/3/2025
Rider Education Human Service Providers Roundtable	3/19/2025
Rider Education General Roundtable	3/24/2025
Rider Education Drop-In Roundtable	3/31/2025
LRTA Advisory Board	3/27/2025
Lowell Disabilities Commission	4/8/2025
LRTA Advisory Board	4/24/2025
LRTA Advisory Board	5/22/2025
LRTA Advisory Board	6/26/2025
CRTP Stakeholder Meeting	7/22/2025

LRTA Public Engagement Process

Introduction

The Lowell Regional Transit Authority (LRTA) encourages the public to participate in the development and improvement of regional transit infrastructure to achieve the goal of inclusive accessible transportation throughout the Lowell region. Public participation is a necessary and integral part of the transit planning process. The public participation process will provide early and continuing involvement; clear, accurate, and timely information; with full public access to people, public agencies, and segments of the community affected by transportation plans.

Public Engagement Process for Service and Fare Changes

This document contains the Lowell Regional Transit Authority’s (LRTA’s) public participation process regarding Fare increases, service reductions and route modifications.

A. Definitions

1. A *Fare Change* is defined as any increase in the basic fare structure. Fare decreases are specifically excluded.

2. *Major Service Reductions* are defined as decreases in service that represent a net loss of Twenty-five (25%) percent of total service miles or hours.

3. *Route Modifications* are defined as a change in any fixed-route transit service that exceeds twenty-five (25%) percent of the total inbound and outbound trip mileage of a route.

B. Implementing Procedures

1. Fare Changes

LRTA understands that any changes to fare costs will impact customers and it is essential that engagement occurs whenever fare increases are proposed. The LRTA recognizes that a fare increase could place a disproportionate burden on certain populations, so engagement and potential mitigation measures are undertaken with affected populations.

Proposed fare increases are reviewed in collaboration between the LRTA Administrator, Assistant Administrator, Fixed-Route General Manager, Paratransit General Manager, Director of Transit Operations and Analysis, and Procurement Director. If the decision is to move forward with the fare increases, the recommendations are presented to the LRTA Advisory Board for approval. If the fare increase is approved by the Board, LRTA will then begin the process of conducting public meetings and soliciting public comments regarding the proposed fare increase.

The Lowell Regional Transit Authority (LRTA) shall receive public comment on any proposed fare increase prior to implementation of a fare increase. There will be multiple opportunities made available to comment on any proposed fare increases.

After the public comment period ends, the LRTA will consider all comments received and present them to the LRTA Advisory Board for final approval.

LRTA has been operating under the Fare Free Transportation Pilot Program since December 1, 2024 and will terminate October 1, 2025. The funding for the pilot came from the State of Massachusetts. As a result, LRTA is not currently collecting any fares. However, due to the temporary nature of the fare change, the agency is not required to perform a fare equity analysis.

2. Service Reductions

Major Service Reductions

A major service reduction shall be any reduction in service miles or hours exceeding twenty-five (25%) percent of the total service miles or hours provided.

Major service reduction proposals are reviewed in collaboration between the LRTA Administrator, Assistant Administrator, Fixed-Route General Manager, Paratransit General

Manager, Director of LRTA Fare Increase/Service Reduction/Route Modification Public Engagement Process 3 Transit Operations and Analysis, and Procurement Director. If the decision is to move forward with the proposed reduction, the recommendations are presented to the LRTA Advisory Board for approval. If the service reductions are approved by the Board, LRTA will then begin the process of conducting public meetings and soliciting public comments regarding the proposed service reductions.

Temporary Service Reductions

Temporary service reductions due to an emergency or ongoing construction do not require a public comment period unless the reduction exceeds or plans to exceed the term of one year. At that point, the temporary service reduction will be considered permanent and be subject to the major service reduction public consultation process outlined in this plan.

Calculation Of Service Miles/Hours Reductions

In determining whether this procedure applies to a specific service reduction, the Lowell Regional Transit Authority shall calculate and compare the total current service miles or hours to the proposed estimated total service miles or hours to be provided after reduced service would be implemented.

3. Route Modifications

A route modification shall be changed in any fixed-route transit service that exceeds twenty-five (25%) percent of the total inbound and outbound trip mileage of a route.

Route and/or schedule modifications occur primarily for several reasons including, but not limited to:

- Public Input/Feedback.
- Employee/operator Input/Feedback.
- On-time performance Issues; and/or
- Overcrowding of the bus.

Route modifications are reviewed in collaboration between the LRTA Administrator, Deputy Administrator, Fixed-Route General Manager, Paratransit General Manager, Director of Transit Operations and Analysis, and Procurement Director. If the decision is to move forward with the route modifications, the recommendations are presented to the LRTA Advisory Board for approval.

After approval from the LRTA Advisory Board, LRTA will begin the process of conducting public meetings and soliciting public comments regarding the proposed route modifications.

Notice of Fare Changes, Major Service Reductions, or Route Modifications

A public hearing for fare increases, major service reductions, or route modifications shall be held to explain the proposed changes and elicit feedback from the public. The meetings shall take place at a location that is accessible to all interested persons including persons with disabilities, and easily accessed by public transportation.

A public meeting notice will be created and include an explanation for the meeting as well as information on the date, time, and location. It will also include instructions for submitting comments, the due date for comments, contact information for questions or additional information, and a note regarding where to find additional information on the website, www.lrta.com. The public meeting notice shall be publicized in the following manner at least thirty (30) days in advance of the scheduled public meeting date.

- The notice will be distributed to local media through a press release.
- The notice will be distributed to Town Clerks of municipalities receiving LRTA service or partner services.
- The notice will be placed on the agency website, www.lrta.com as well as all agency social media accounts.

Comments will be primarily collected at the meeting, online, or through customer service. Comment cards may be provided at the Kennedy Intermodal Center.

Outreach Opportunities

A. Public Meetings

The public has a vital role in the decision-making process at the LRTA. Involvement is key, because the LRTA wants to provide a collaborative relationship with its riders and member communities. The Lowell Regional Transit Authority (LRTA) makes efforts to ensure that scheduling and locations are accessible to the public (this includes a location near public transportation, a time when public transportation is available; as well as an accessible building/room for individuals with disabilities). Virtual options for many public meetings have become prominent since the COVID-19 pandemic and serve to make these meetings more accessible and convenient for all interested in participating.

Public information meetings are held at various locations to inform the public of the planning process, solicit ideas, input, and feedback. At least one meeting would take place in the evening and/or on a weekend to accommodate those with traditional work schedules to attend. At least one meeting will be held during a traditional workday to allow those who work in the evenings or weekends to attend. The intent of holding public informational

meetings at diversified locations is to solicit broad public comments. Special services should be available when practical, and subject to the availability of services and resources. These services may include interpreters for those who do not speak English, materials for individuals with visual impairments, and sign language interpreters. The availability of these services would be mentioned in public notices.

Virtual Public Meetings

During the COVID-19 pandemic, the LRTA developed tools for conducting public outreach virtually, to ensure safety for all looking to be involved in the process. These tools included video conferencing of meetings and more emphasis on the LRTA website and social media as information sharing tools. This virtual engagement proved to make participation more accessible and convenient for the public throughout the region.

B. Community Meetings

In addition to the formal public meetings, there are also opportunities for the LRTA to go out into member communities to seek public input, often as a result of being invited to community events already taking place. These could include festivals, neighborhood meetings, community organization meetings, etc. These are good opportunities to engage the public in a more familiar setting and used as another tool in inclusion and equity in outreach and feedback.

C. LRTA Informational Contact Distribution Lists

The Lowell Regional Transit Authority will take a proactive approach to providing the opportunity for the public to be involved early with a continuing involvement in phases of the planning process. Prior to the public participation process, a list of contact information for people and organizations will be developed, and stakeholders will be informed of opportunities on a continuous basis. This list will be expanded as additional people attend the informational public meetings and make comments.

Documentation Of Public Comment and Responses

The Lowell Regional Transit Authority shall document comments received during the public input process. LRTA shall also document response to any public comments.

Comments Received: Documentation of comments may be accomplished in a manner appropriate to the project and the nature of the comments. Documentation may consist of meeting minutes, files of letters, transcripts, PowerPoint presentations, and/or a special memo that summarizes the comments. A written summary of comments and responses shall be prepared to provide feedback to the public. Recordings and transcripts of the major

points of public meetings will be made written record. When applicable, the comments will be presented to the LRTA Advisory Board.

Response to Comments: LRTA will respond to questions or comments from the public concerning the public participation process in a timely manner. A summary analysis and report on disposition of comments may be made a part of the final plan. Rationale for policy decisions will be available to the public in writing, if requested.

Additional Procedures Upon Approval of Route/Schedule Modifications or Fare Increases

- If implementation of changes are to take place, one (1) week prior to the change, new route schedules are made available to the public via LRTA's website (www.LRTA.com) and in the event passengers would like to download copies. They would also be available at the Kennedy Intermodal Center. The online "Bus Tracker" on the Transit app will reflect any changes to the system and the LRTA's social media sites will include updated information. □ When the changes take place, LRTA staff will be made available to provide travel assistance to passengers who may not be aware of the modifications.
- Information regarding the changes remains available to the public for a 30-day period beyond the implementation of the changes.

Other Public Engagement Procedures

LRTA adheres to the NMMPO PPP (last updated in 2025) for all other public outreach and engagement efforts including transportation plans, funding efforts, and programs. As that document is updated, the LRTA will continue to partner with the MPO on outreach procedures. The following excerpt from the NMMPO's PPP outlines review process for Federal 5307 funding in the Northern Middlesex Transportation Improvement Program (TIP).

"FTA's Urbanized Area Formula Funding program (49 U.S.C. 5307) provides Federal resources for transit capital and operating assistance, and for transportation planning related activities in urbanized areas with a population of more than 50,000 persons. The TIP public review process will satisfy the opportunity for the public hearing requirement for most routine, traditional Section 5307 grants, per Section 5307 Circular C-9030.1B. Any Section 5307 grant that requires completion of an environmental analysis or involves specific controversies or complications (such as issues relating to land acquisition, environmental factors such as Section 106, or 4(f) not addressed at the TIP stage, or having inadequate description at the TIP stage) will be required to follow the Section 5307 hearing process as well. These situations will be handled on a case-by-case basis between FTA and the grantee. It is expected that the

majority of Section 5307 grant public hearing requirements shall be satisfied by the NMMPO TIP public involvement process.

The Lowell Regional Transit Authority (LRTA), as the FTA Section 5307 applicant/recipient, has consulted with the NMMPO and concurred that the public involvement process adopted by the NMMPO for the development of the TIP satisfies the public hearing requirements that pertain to the development of the Program of Projects for regular Section 5307, Urbanized Area Formula grant applications, including the provision for public notice and the time established for public review and comment.

For FTA projects that are not routine, i.e. Section 5307 applications that require an environmental assessment or environmental impact statement, the public involvement provided herein for TIP review is not sufficient. Additional public involvement, as presented in the joint FHWA/FTA environmental regulations, 23 CFR Part 771 will be required by FTA for grant approval.”

Conclusion

LRTA is committed to providing the best possible service to our customers throughout the region. Public engagement should be meaningful, collaborative, and equitable. In addressing potential service changes, fare increases, and route modifications, the LRTA strives to inform and educate the public in a timely and efficient manner, offering each person an opportunity to be heard throughout the process.

6 SERVICE STANDARDS AND POLICIES

The following service standards and policies fulfill the requirement to establish specific quantitative and qualitative metrics for all fixed-route services. This allows both the agency and the public to ensure that service is being delivered equitably and in a manner that is consistent with expectations. These standards and policies have been tailored to the agency with regards to the needs, goals, and constraints of the agency and will differ from other service providers.

SERVICE STANDARDS

Vehicle Load Standards

LRTA maintains a fixed-route vehicle load standard to ensure vehicles are not overcrowded. Vehicle load is the number of passengers on board a vehicle, and vehicle load ratio is the ratio of vehicle load to seated capacity of the vehicle. The vehicle load ratio is recorded at each stop, after all passengers on board are counted.

Service should provide a seat for everyone in most periods except for the peak periods on weekdays. During peak periods, some crowding is tolerable and may be considered necessary within the constraints of equipment and labor availability and cost effectiveness. LRTA considers a vehicle’s maximum vehicle load during weekday peak periods to be 1.3, which represents a very crowded condition, with many passengers forced to stand. The maximum loads by operating period are shown in **Figure 10**.

Figure 10: LRTA Fixed-Route Maximum Vehicle Load Standards

Operating Period	Maximum Vehicle Load
Weekday Peak	1.3
Weekday Off-Peak	1.0
Saturday	1.0
Sunday	No service

Vehicle Headway Standards

LRTA maintains vehicle headway standards to ensure service is provided at a reasonable frequency throughout the service area. Vehicle headway is measured at the route level and is the time between bus departures at the same stop, on the same route. Vehicle headways on a route can vary, depending on the time of day.

LRTA fixed routes should not operate with headways greater than every 90 minutes. **Figure 11** shows LRTA’s vehicle headway standards, where the standard is the maximum headway that should be operated.

Figure 11: LRTA Fixed-Route Maximum Vehicle Headway Standards

Operating Period	Maximum Vehicle Headway
Weekday Peak	90
Weekday Off-Peak	90
Saturday	90
Sunday	No service

On-Time Performance Standards

LRTA maintains a fixed-route on-time performance standard to ensure service is reliable for riders. On-time performance is the percentage of departures from timepoints that are on time, where departures are considered on time if they occur less than one minute earlier or less than five minutes later than the scheduled departure time. For example, a bus that leaves a timepoint two minutes early is not on-time; likewise, if that bus were to leave the timepoint six minutes late, it would not be on time.

LRTA’s standard is for a route to have 85% or greater on-time performance. Route performance is assessed by summing the number of on-time departures from all timepoints along a route and dividing it by the total number of visits to those timepoints throughout a specified analysis period.

Service Availability Standards

LRTA’s service area covers 14 municipalities. The denser parts of the service area are well-served by LRTA’s fixed routes, while lower-density suburban areas are served by fewer and less-frequent fixed-route and demand-response services.

LRTA routes generally operate on main roads and designated bus stops are mostly located within Lowell city limits. Although flagging the bus for boarding and alighting is possible along any part of the route alignment where it is safe to do so, the primary intent of

permitting flag stops is to benefit riders in more rural and suburban service areas where bus stop and pedestrian infrastructure may be limited.

SERVICE POLICIES

Transit Amenity Placement Policy

LRTA member communities are responsible for the installation and maintenance of bus shelters in the LRTA service area. Shelters are typically identified and installed based on requests from the community or in partnership with LRTA-identified needs.

Since the previous 2022 update, LRTA has undertaken two key efforts to better identify and pursue transit amenity needs. First, LRTA has installed automatic vehicle location (AVL) and automated passenger counter (APC) technologies onboard its vehicles, which will provide more accurate stop-level ridership data to identify high-ridership stops. In addition, an inventory of LRTA bus stops was conducted in 2024, including identifying the location of all LRTA bus stops as well as the presence of amenities such as shelters, seating, trash bins, and lighting. Both of these efforts will allow LRTA to better identify needs and gaps in transit amenities and articulate a policy for siting amenities in the future.

Vehicle Assignment Policy

The vehicle assignment is made at random, with the exception of the mini-buses that operate on routes with weight or height-restricted bridges and on routes with relatively low ridership.

7 SERVICE MONITORING

Due to LRTA not meeting or exceeding the 50 vehicles operating during maximum service threshold, the agency is not required to fulfill the requirement to monitor their service in a manner that would satisfy the requirements outlined in Chapter IV-6 of the FTA Circular 4702.1B. As a result, the information below detailing LRTA monitoring practices is for the agency's benefit and not intended to satisfy Title VI requirements.

The Lowell Regional Transit Authority uses the following schedule for monitoring and measuring these service standards:

Figure 12: Service Metrics and Schedule of Monitoring

Indicator	Frequency of Evaluation
Vehicle Load	Sampled Quarterly
Vehicle Headway	Ongoing, Reviewed Annually
On-Time Performance	Ongoing
Distribution of Transit Amenities	Reviewed Prior to Service Change
Vehicle Assignment	Sampled Quarterly

ASSESSMENT OF COMPLIANCE

There have been no changes in LRTA's procedures or actions regarding compliance with the requirements of Title VI. An overall awareness of Title VI is maintained and in general, as discussed under the Standards and Policies section above, improvements are being made.

8 APPENDIX

To improve the legibility and narrative of the Title VI Program update, several documents were reserved for this appendix. Many of these documents also satisfy specific Title VI requirements. A brief description of each set of documents is described below.

Northern Middlesex Metropolitan Planning Organization (NMMPO) Public Participation Plan (PPP)

LRTA utilizes the PPP developed by the NMMPO, of which they are a member. This satisfies the requirement to have a document detailing strategies to engage minorities and limited-English proficient populations.

LRTA NTD Agency Profile, 2023

This is a document that describes fundamental service statistics, performance metrics, and funding sources for the agency.

Vital Documents and Translated Versions

These documents are considered vital by LRTA and have been provided in the six safe harbor languages. Including the translated versions of these documents further satisfies the requirement to provide the Title VI Notice, Complaint Procedures, and Complaint Form.

- Title VI Notice
- Complaint Procedures
- Complaint Form
- ADA Eligibility Application
- ADA Service Overview Booklet

Language Maps

These are maps showing the concentrations of Spanish, Khmer, Portuguese, Chinese, Vietnamese, and Arabic within the LRTA service area. Due to the large size of PUMAs, the table showing the total populations of these languages was determined to be more appropriate for the body of the program update. However, the maps do provide a general sense of where these populations reside within the service area.

**NORTHERN MIDDLESEX
METROPOLITAN PLANNING ORGANIZATION**

PUBLIC PARTICIPATION PLAN

Endorsed by the NMMPO on March 26, 2025

Prepared By
Northern Middlesex Council of Governments
Staff to the Northern Middlesex Metropolitan Planning Organization

ACKNOWLEDGEMENTS

NMMPO Board

- Monica Tibbits-Nutt, Massachusetts Secretary of Transportation and CEO
- Jonathan Gulliver, Massachusetts Department of Transportation Highway Division Administrator
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NOTICE OF NONDISCRIMINATION RIGHTS AND PROTECTIONS

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The Northern Middlesex Metropolitan Planning Organization (NMMPO) operates its programs, services and activities in compliance with federal nondiscrimination laws including Title VI of the Civil Rights Act of 1964 (Title VI), the Civil Rights Restoration Act of 1987, and related statutes and regulations. Title VI prohibits discrimination in federally assisted programs and requires that no person in the United States of America shall, on the grounds of **race, color or national origin** (including **limited English proficiency**) be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity receiving federal assistance. Related federal nondiscrimination laws administered by the Federal Highway Administration, the Federal Transit Administration, or both prohibit discrimination on the basis of **age, sex, and disability**. These protected categories are contemplated with NMMPO's Title VI Programs consistent with federal interpretation and administration. Additionally, NMMPO provides meaningful access to its programs, services, and activities to individuals with limited English proficiency, in compliance with UD Department of Transportation policy and guidance on federal Executive Order 13166.

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Additional Information

To request additional information regarding Title VI and related federal and state nondiscrimination obligations, please contact:

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(978) 454-8021
civilrights@nmcog.org

Complaint Filing

To file a complaint alleging a violation of Title VI or related federal nondiscrimination law, contact the Title VI Specialist (above) within 180 days of the alleged discriminatory conduct.

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Massachusetts Commission Against Discrimination (MCAD)
One Ashburton Place, 6th Floor

Boston, MA 02109
617-994-6000

TTY: 617-994-6296

For additional copies of this document or to request a copy in an accessible format, please contact:

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Phone: (978) 454-8021

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The document is also available for download on our website at www.nmcog.org

If this information is needed in another language, please contact the NMCOG Title VI Specialist at 978-454-8021.

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જો આ માહિતી અન્ય ભાષામાં જોઈતી હોય તો, કૃપા કરીને NMCOG ટાઇટલ VI નિષ્ણાતનો સંપર્ક કરો ફોન નંબર 978-454-8021 પર.

Funding disclaimer

This work program was funded in part through grants from the Federal Highway Administration (FHWA) and Federal Transit Administration (FTA), United States Department of Transportation (USDOT). The views and opinions of the Northern Middlesex Metropolitan Planning Commission (NMMPO) expressed herein do not necessarily state or reflect those of the USDOT.

MPO ENDORSEMENT

2025 Public Participation Plan for the Northern Middlesex Region

This document certifies that the Northern Middlesex Metropolitan Planning Organization (NMMPO) hereby endorses its 2025 Public Participation Plan (PPP) for the Northern Middlesex Region. This PPP is being endorsed in accordance with the 3C Transportation Planning Process and complies with Title 23 Section 450 of the Code of Federal Regulations (CFR) specifying that the NMMPO develop a documented public participation plan that defines the process for providing opportunities to interested parties to be involved in the metropolitan planning process.

In accordance with federal guidelines, the 2025 Public Participation Plan was developed and submitted for a 45-day public review and comment period. Comments received have been addressed and are reflected in the final 2025 Public Participation Plan.

The Committee of Signatories representing the MPO by a majority vote hereby endorses the 2025 Public Participation Plan for the NMMPO with the chair signing on behalf of all members.

Monica Tibbits-Nutt, Secretary and CEO
Massachusetts Department of Transportation
(MassDOT);
Chair, Northern Middlesex Metropolitan Planning
Organization (NMMPO)

Date

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INTRODUCTION

The Northern Middlesex Council of Governments (NMCOG) and the Northern Middlesex Metropolitan Planning Organization (NMMPO) have developed this Public Participation Plan to establish consistent procedures to ensure that people across our region—living, working, and spending time in the communities of Billerica, Chelmsford, Dracut, Dunstable, Lowell, Pepperell, Tewksbury, Tyngsborough, and Westford—have reasonable opportunities to be involved in the agency’s regional planning and decision-making processes. This plan outlines our commitment to public engagement, providing examples of the types of tools, strategies, and techniques we use to communicate with the public and empower them to shape the future of our region.

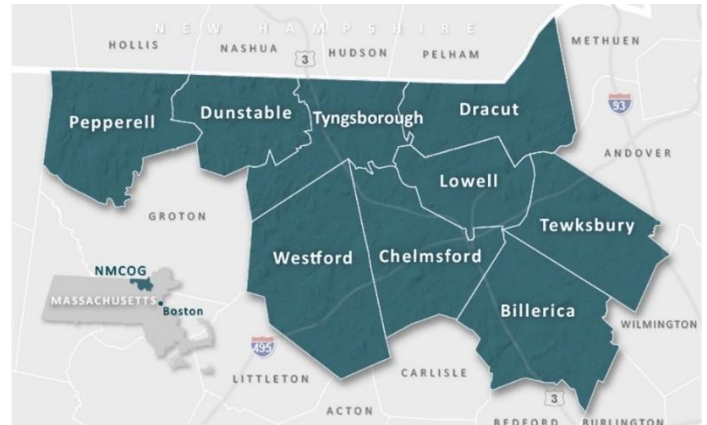


Figure 1: The NMCOG and NMMPO Region

What is NMCOG and the NMMPO?

The Northern Middlesex Council of Governments (NMCOG) is one of Massachusetts' thirteen regional planning agencies¹, dedicated to shaping a thriving Greater Lowell region. Our agency’s mission is to lead transformative change and regional growth, fostering collaborative, inclusive, and equitable planning that ensures climate resiliency, democratized data, economic opportunity, preservation of natural resources, housing abundance, municipal stability, regional coordination, and safe and accessible transportation.

We do not do this work alone. To advance our mission, NMCOG plays a pivotal role in coordinating efforts among the Northern Middlesex Metropolitan Planning Organization (NMMPO), the Lowell Regional Transit Authority (LRTA), member municipalities, and the legislative delegation. NMCOG serves as the staff for the NMMPO, which is responsible for regional transportation planning, ensuring that projects align with federal and state transportation goals. The agency also works closely with the LRTA to address transit needs, advocating for improved public transportation services that are accessible and efficient. With member municipalities, NMCOG acts as a facilitator, supporting local projects and ensuring a unified approach to regional priorities. In addition, NMCOG collaborates with the legislative delegation to advocate for policies and funding that support regional and community initiatives, aligning efforts across all levels of government to maximize impact.

What is a Metropolitan Planning Organization?

Metropolitan Planning Organizations (MPOs) are regional organizations responsible for planning and coordinating transportation systems in areas with a population of 50,000 or more. The goal of metropolitan planning is to ensure that federal funding for transportation projects is part of a continuing, cooperative and comprehensive planning process.

MPOs ensure that federal transportation funds are spent wisely, and that the region's transportation systems meet the needs of the community, both now and in the future. As the MPO for northern Middlesex county, the NMMPO is responsible for developing a long-range regional transportation plan and a near-term regional Transportation Improvement Program (TIP), which lays out how specific transportation projects will be funded over the next five years. MPOs are required to have a public participation plan.

¹ In Massachusetts, Regional Planning Agencies are established under Chapter 40B of Massachusetts General Laws. <https://malegislature.gov/Laws/GeneralLaws/PartI/TitleVII/Chapter40B>

From the development of long-range plans through implementation of local projects, we work with our communities to ensure that our plans and programming efforts represent the needs of the entire region. The *Northern Middlesex Public Participation Plan* (the PPP) defines our vision for public engagement and participation. It documents the multiple methods and strategies we employ to engage our constituencies, and it lays out processes for measuring and evaluating the success of our engagement efforts, providing the information our communities need to participate in and influence regional policy development and decision-making processes.

Why do we have a Public Participation Plan?

Beyond fulfilling federal requirements for the NMMPO, planning for a region as large and diverse as Greater Lowell requires substantial input from across many communities. The people who live, work, and visit here have varying, and sometimes conflicting, needs and priorities. Their voices must be heard if we are to develop planning policies that truly meet the needs of the region. NMCOG and the NMMPO are committed to conducting robust public outreach and engagement, which is outlined in this PPP. The purpose of the PPP is to provide a baseline policy and standards to guide outreach and engagement activities. Each individual project or program can use this PPP to build upon its unique needs, requirements, geography, and more. This will allow projects and programs to be adaptive, while still keeping a commitment to the principles and goals outlined in this plan.

For ease of navigation, we have structured this document as answers to a series of questions. We have also moved dense, legal, or technical language—such as details about statutory requirements and particulars about processes—to the appendices. This restructuring focuses the PPP on our boards' shared engagement principles, goals, strategies, methods, and tools.

In this document, you will find an outline of the tools and techniques we use to inform and engage people across the region throughout our various planning disciplines and transportation programming processes. Because our activities are federally funded, this plan must comply with federal participation plan regulations and guidelines, which ensure that all people in our region have opportunities and access to influence key transportation planning, policy, and investment decisions (see Appendix B for state and federal laws relevant to public participation). The plan also serves as a reference guide for our communities and other agencies to learn how to participate and provide input in our planning processes.

Activities outlined in this plan are coordinated with statewide transportation planning and participation efforts as described in the 2014 MassDOT Public Participation Plan², and informed by the draft 2024 MassDOT Public Participation Plan.³

Finally, this plan also lays out methods for evaluating the success of our engagement efforts. When necessary, and to best achieve our public participation goals, this plan can be updated, made available for public comment, and adopted by the NMMPO. See page 22 for details on this process.

² MassDOT Public Participation Plan (2014): accessed at <https://www.mass.gov/diversity-civil-rights-in-transportation>

³ MassDOT Public Participation Plan, Draft for Public Comment (2024): accessed at <https://www.mass.gov/doc/public-participation-plan-draft-for-public-comment/download>

WHAT ARE WE HOPING TO ACHIEVE THROUGH ENGAGEMENT? PRINCIPLES, GOALS, AND STRATEGIES

Principles Guiding Our Approach

Engagement in our planning processes is shaped by guiding principles reflective of NMCOG's commitment to ensuring inclusivity, equity, transparency, and accountability in planning. These principles ensure that public participation is meaningful and centered on the needs and voices of our region's diverse communities.

1. **Equity:** All people, regardless of race, income, age, gender identity, ability, or language, should have fair treatment and access to meaningful involvement in planning processes. Our outreach and engagement, NMCOG strives to eliminate barriers that have historically excluded marginalized and underserved communities from planning processes.
2. **Inclusivity:** We seek to engage a wide range of stakeholders, prioritizing diverse voices to reflect the full spectrum of community needs and perspectives. Our participation processes provide tailored opportunities for engagement that respect differences in language, culture, and access to resources.
3. **Transparency:** we clearly communicate how decisions are made, how public input is used, and how it impacts planning outcomes. Our information and processes are accessible, predictable, and easy to understand.
4. **Accessibility:** our planning materials, meetings, and engagement opportunities are physically, linguistically, and technologically accessible. We work to meet people where they are, both through culturally appropriate outreach and through physical attendance at local and online events.
5. **Collaboration:** We build and maintain strong relationships with local organizations, community leaders, and individuals to encourage shared ownership of planning processes and co-creation of solutions with our communities.
6. **Innovation:** we leverage new tools and technologies to broaden engagement and adapt to changing community needs.
7. **Accountability:** we regularly evaluate our participation efforts to ensure that they are achieving desired outcomes, particularly with regard to equity and inclusion. We actively listen to feedback and demonstrate how public input has influenced decisions.

Public Participation Goals and Strategies

In developing the *Northern Middlesex Public Participation Plan*, we revisited our existing goals, last updated in 2017. The goals below have been through the lens of equity and community-centered engagement, consolidating and refining them to be clearer, more proactive, and action-oriented.

Our public participation goals emphasize building long-term relationships, removing barriers to participation, and embracing innovation to reach more people in meaningful ways. By aligning our goals with the principles above, we aim to create a stronger, more inclusive foundation for decision-making across our region.

We advance these goals by implementing key engagement strategies. By using a variety of communication channels and targeted outreach strategies, we facilitate ongoing involvement, integrate feedback, and maintain a collaborative relationship with community and municipal stakeholders. These efforts reflect our commitment to inclusion and equitable access, creating opportunities for all people to contribute meaningfully to work of NMCOG and the NMMPO.

1. **Foster Trust and Build Community Partnerships:** Establish long-term relationships with local organizations, community leaders, and underserved groups to ensure their voices are central to decision-making and planning.

Strategies for achieving this goal:

- Develop and strengthen partnerships with local nonprofits, advocacy groups, and faith-based organizations.
- Host regular meetings with community leaders to understand their priorities and concerns.
- Establish community liaisons or ambassadors to act as trusted intermediaries.
- Co-host events with local organizations to leverage their networks and build trust.
- Provide long-term updates to participants on how their input has influenced decisions.

2. **Provide Inclusive Engagement Opportunities, Prioritizing Equity in Outreach:**

Offer accessible and flexible ways for all community members to participate while accommodating language, mobility, and scheduling needs. Actively focus on reaching minority, low-income, elderly, youth, Limited English Proficiency (LEP), and accessibility-challenged communities to ensure inclusive and representative participation.

Strategies for achieving this goal:

- Map and analyze demographic data to identify underrepresented communities.
- Partner with community-based organizations serving minority, low-income, elderly, and LEP populations.
- Host focus groups or listening sessions specifically for underrepresented groups.
- Ensure materials are available in plain language and in formats accessible to people with disabilities.
- Offer engagement activities in multiple formats, such as in-person meetings, virtual forums, and online and print surveys.
- Schedule meetings at varied times, including evenings and weekends.
- Use accessible venues and technology to accommodate mobility and sensory needs.
- Translate materials and provide interpretation services for non-English speakers consistent with our LEP plan (provided in Appendix D)
- Establish feedback loops to continuously check whether equity goals are being met.

3. **Ensure Clarity, Transparency, and Responsiveness:** Communicate clearly how public input is used, provide multilingual and easy-to-understand materials, maintain transparency about timelines and decision-making processes, and prioritize public education to enhance community understanding of planning and how participation shapes outcomes.

Strategies for achieving this goal:

- Publish clear meeting summaries, sharing how public feedback has been integrated into plans.
- Provide FAQs and detailed timelines for major projects and initiatives.
- Use visual aids, like infographics and maps, to make technical information accessible.
- Respond promptly to public inquiries and feedback.

- Create explainer videos or educational workshops about planning processes and their impacts.

4. **Embrace Innovation to Broaden Engagement:** Use emerging technologies and creative outreach methods to make participation more interactive, meaningful, and widely accessible.

Strategies for achieving this goal:

- Use digital tools like interactive maps or polling apps.
- Leverage social media platforms for outreach and real-time feedback.
- Develop mobile-friendly platforms for surveys and project updates.
- Match text with compelling graphics and visuals, where budget allows, to help participants visualize proposed changes.

5. **Commit to Continuous Improvement:** Regularly evaluate public participation strategies, seek feedback from participants, and adapt processes to overcome barriers and better meet community needs.

Strategies for achieving this goal:

- Conduct post-engagement surveys to assess participant satisfaction and identify gaps.
- Regularly review metrics such as participation rates and demographic representation.
- Hold debrief sessions with staff and partners after each engagement effort.
- Experiment with new tools and techniques to address persistent challenges.
- Share lessons learned from evaluations to demonstrate accountability and progress.

HOW DO WE ENGAGE OTHERS IN OUR WORK? OUR FRAMEWORK, METHODS, AND TOOLS

Our Framework for Engagement

NMCOG uses diverse methods to ensure meaningful and inclusive public participation. We recognize that different engagement strategies are necessary depending on the goals and context of each project. Drawing on frameworks like Arnstein's *Ladder of Citizen Participation*, the *IAP2 Spectrum*, and the *APA Planning for Equity Policy Guide*, NMCOG's approach ranges from informing to empowering the public, adapting efforts to community needs and project complexity.

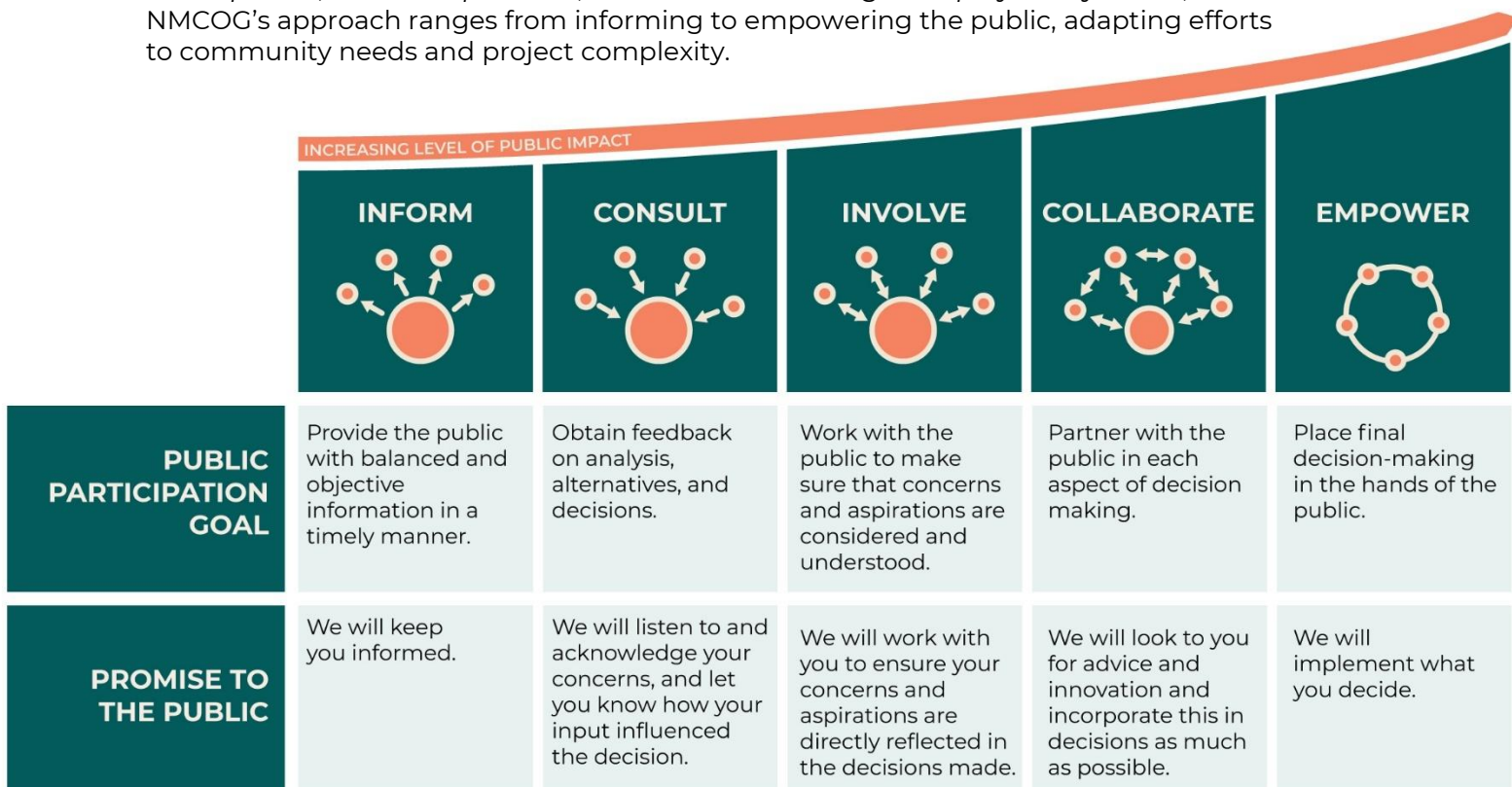


Figure 2: Spectrum of public participation (Ivis García, adapted from IAP2)

The strategies we use to foster engagement can be organized along the IAP2 Spectrum:

- **Informing** provides accessible, accurate information about projects, timelines, and opportunities for input.
- **Consulting** actively seeks community feedback through surveys, workshops, and public hearings.
- **Collaborating** involves shared decision-making through stakeholder committees and participatory planning.
- **Empowering** enables community members to lead initiatives, such as advisory groups for planning processes.

This flexible, tiered approach builds trust and ensures public participation aligns with regional planning goals.

Public Participation Methods and Tools

Public engagement at NMCOG is tailored to each project. Some projects may require only a single meeting or outreach effort, while others benefit from multiple methods of engagement. Federally mandated projects include specific requirements for public comment periods, engagement opportunities, and notifications, which staff may enhance with additional tools to improve outcomes.

By combining various engagement approaches, NMCOG ensures flexibility and responsiveness to stakeholders' diverse needs and preferences. This approach fosters trust, aligns with planning best practices, and supports the creation of equitable and inclusive communities. Engagement opportunities are structured to align with project timelines, budgets, goals, and objectives.

Below is an overview of the tools NMCOG uses to support these goals. **Table 1** highlights their application in reaching underrepresented populations. Tools marked with an asterisk (*) indicate methods familiar to staff but not yet consistently applied in NMCOG or NMMPO projects.

INFORMING

Public Gatherings and Events

- *Public Information Sessions:* In-person or virtual presentations provide overviews of projects and answer frequently asked questions without requiring extensive public input.
- *Public Hearings:* Formal meetings allow the public to hear about specific projects, plans, or policies and offer opportunities to submit comments. While primarily informational, public hearings are legally required for certain projects to document public awareness and input.
- *Public Meetings:* Open meetings provide the public with updates on planning projects and an opportunity to observe the planning process. While these meetings may allow public comments, the primary goal is to inform attendees of ongoing work.
- *Open Houses:* Open houses feature displays or boards summarizing project details, often accompanied by staff to answer questions informally.

Digital and Print Tools

Many of the tools listed below are common meeting notification methods used to invite participation in engagement opportunities higher on the engagement spectrum.

- *NMCOG Website:* Regularly updated webpages dedicated to specific projects or initiatives provide clear, accessible information. These pages include project details, timelines, and resources such as reports or maps. The website, and specific website pages, are promoted via email newsletters, social media posts, and QR codes on printed materials linking to the webpage.
- *Social Media Posts:* Short, accessible posts on platforms like Facebook, Twitter, and Instagram provide real-time updates and project highlights.
- *Newsletters and E-Blasts:* Digital newsletters or e-blasts share project updates, upcoming events, and engagement opportunities with subscribers. Sign-ups

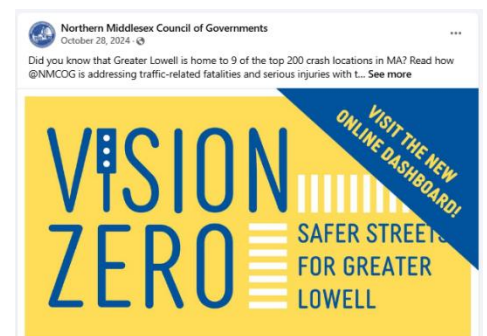


Figure 3: Social Media Post sharing details about the Greater Lowell Vision Zero Plan

are encouraged through public meetings, social media, and partnerships with community organizations.

- *Fact Sheets, Flyers, and Door Hangers*: Simple, visually engaging documents provide a high-level overview of projects, goals, and impacts. These can be distributed in print or digital formats.
- *Project Specific Brochures or Posters*: Printed brochures posted at public events and locations (e.g., libraries, municipal offices) provide detailed information about specific projects, including maps and visualizations of proposed changes.
- *Posters and Digital Signage*: Posters in public spaces and digital signage with QR codes and URLs to direct viewers to the project website at transit stops or municipal buildings provide brief, visually engaging updates.
- *Mailers*: Printed mailers sent directly to residents provide concise project updates and key information about upcoming opportunities. Mailers can be distributed through utility bills, municipal newsletters, or direct mail services.

Media Engagement

- *Press Releases and Media Kits*: Press releases or collections of shareable text, graphics, videos, and flyers sent to local media outlets inform the public about planning initiatives, significant milestones, events, or opportunities to engage.
- *Local Public Access Station, TV, or Radio Announcements**: Public service announcements or interviews on local media provide broad reach to audiences who may not engage online.

CONSULTING

Targeted Outreach

- *Interviews*: One-on-one or small group discussions provide in-depth qualitative insights from key stakeholders, such as community leaders, business owners, or residents.
- *Focus Groups*: Small, facilitated discussions gather detailed feedback from targeted groups, such as specific neighborhoods or demographics, to explore ideas and concerns in-depth.
- *Advisory Committees*: Advisory committees made up of community representatives meet regularly to provide feedback and recommendations on specific projects or initiatives.

Public Gatherings and Events

- *Workshops and Charrettes*: Interactive sessions where participants collaborate to provide input on specific design, planning, or policy issues. These are highly participatory but still primarily consultative.

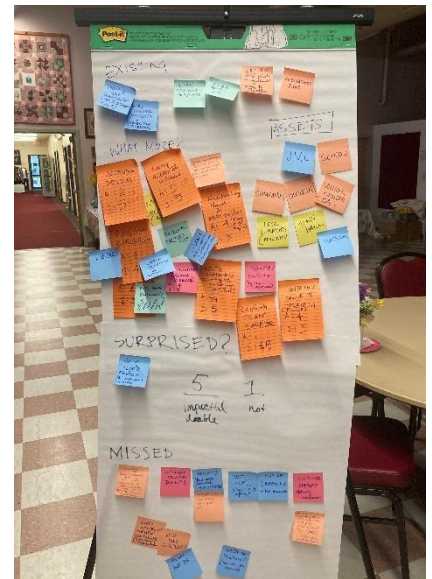


Figure 4: Output from a Digital Equity charrette in Chelmsford, MA

- *Tabling at Public Events:* Project and planners staff tables at festivals, farmers' markets, or other local gatherings to share project updates and distribute materials (inform), and engage in one-on-one conversations, administer surveys, and share interactive mapping tools with attendees.

Digital and Print Tools

- *Surveys:* Structured questionnaires collect input on specific issues, priorities, or preferences. Surveys can be distributed online, via mail, or in person to ensure broad reach. Online surveys should always have a printed counterpart to ensure equitable participation by those without internet access.
- *Polls:* Quick, focused questions gather immediate feedback on a single topic or decision. Polls can be conducted online or during meetings to gauge sentiment.
- *Public Comment Periods:* A designated period allows community members to review and provide written feedback on draft plans, proposals, or reports. Comments are typically submitted via email, online forms, or in writing.
- *Interactive Mapping Tools:* Digital platforms where residents can mark areas of concern, suggest improvements, or comment on specific locations directly on a map.
- *Comment Boards at Events:* Physical or digital boards where participants can leave sticky notes or comments during open houses or public meetings.



Figure 5: NMCOG staff tabling at a festival in Tyngsborough.

COLLABORATING

Fieldwork

- *Field Trips and Site Visits:* Participants visit project sites or areas of concern to see conditions firsthand and discuss potential solutions with planners and stakeholders. These trips encourage collaborative decision-making grounded in real-world context.
- *Walk Audits:* Facilitated walks through specific areas where participants assess conditions, identify issues, and propose improvements.

Targeted Outreach

- *Steering Committees or Advisory Committees:* Representative committees composed of stakeholders and community members who collaborate with NMCOG to guide a project from conception to implementation. Committees for longer or more in-depth planning projects may include working groups focused on topical or geographic areas.
- *Interactive Task Forces*:* Like a working group of a Steering or Advisory Committee, these temporary, project-specific groups are made up of community representatives and experts who work collaboratively to develop recommendations for plans or policies.
- *Joint Projects with Local Stakeholders:* Collaborative initiatives with local organizations, community groups, or advocacy organizations to develop and



Figure 6: Staff and participants on a Walk Audit in Dunstable, MA

implement specific components of a plan. This may include joint outreach efforts or co-creating strategies for project execution.

Public Gatherings and Events

- *Participatory Planning Workshops*: Workshops bring community members, stakeholders, and planners together to co-create ideas, plans, or solutions for specific issues. These sessions often include brainstorming, group discussions, and collaborative problem-solving activities.
- *Workshops and Charrettes*: Interactive sessions where community members collaborate with planners to develop strategies, solutions, or designs for projects. These often involve small group discussions and activities. Charrettes are typically longer (full day to multi-day) sessions where participants provide in-depth input on designs of a future space or area.
- *Collaborative Visioning Sessions*: Facilitated sessions where participants work together to create shared visions or goals for a project or area. Visioning sessions may involve small group discussions, visual tools, or idea boards to achieve consensus.
- *Collaborative Mapping Exercises*: Interactive tools, both in-person and online, allow community members to map assets, issues, and opportunities collaboratively. This method fosters shared understanding and joint identification of solutions.
- *Collaborative Goal-Setting Meetings*: Interactive sessions where participants define project goals, priorities, and success metrics together with NMCOG staff.
- *Scenario Planning Workshops**: Workshops involve participants in creating and evaluating different scenarios for future development, transportation, or environmental planning. This method helps build consensus around priorities and trade-offs.



Figure 7: A collaborative workshop to review and revise housing strategies for At Home in Greater Lowell

EMPOWER

Targeted Outreach

- *Community Steering Committees**: These are advisory groups composed of community members who have decision-making authority and guide the project or planning efforts. Members are empowered to influence the direction of planning and policy decisions. Diverse membership is recruited through direct outreach via community groups, email lists, and public notices. Application processes must be clear and accessible to ensure equitable representation.

Educational and Leadership Development Opportunities

- *Peer Education and Advocacy Programs**: Train community members to become educators or advocates for specific issues within their communities. These programs enable residents to spread information and advocate for changes to policies or planning decisions on behalf of others.
- *Leadership Development and Educational Programs on Planning**: Provide training and opportunities for residents to build their capacity to take on leadership roles within the planning process. This could involve workshops or

mentorships that empower community leaders to advocate for their neighborhoods or communities.

Public Gatherings and Events

- *Community-Led Decision-Making:* Community members take the lead in making decisions about planning, policy, or project development. In these processes, NMCOG staff facilitate community-based decision-making processes where residents are directly involved in the final decision-making and actions.
- *Resident-Led Workshops and Events*:* Community members organize and lead workshops, events, or forums around specific topics using “meeting in a box” kits or other facilitation guides. These initiatives give residents the tools and support to take on leadership roles in educating their peers and organizing community efforts.
- *Cross-Municipal Collaboration:* As a regional planning agency, NMCOG plays a pivotal role in fostering dialogue and partnerships between municipalities on issues that require regional cooperation (e.g., transportation, housing, environmental sustainability). Staff convene inter-municipal forums where local officials and residents from neighboring municipalities come together to share ideas, concerns, and resources. Resident participation is key to empowerment in this work, as working across municipalities helps them understand the broader context of their local issues, increasing their ability to advocate effectively.



Figure 8: Public engagement events for Lowell Forward and the Lowell Housing Production Plan.

Table 1 on the following page summarizes the above tools and methods, providing additional information on when in a planning process the tools are typically used, who is engaged with each tool or method, how those communities are contacted, and how to ensure that the tool or method is applied in a manner that insures inclusivity. The table is organized from top to bottom by level of engagement (inform, consult, collaborate, and empower). Additional details on each of these levels is provided in the discussion on the IAP2 Spectrum of Public Participation (page 6).

Table 1: Public engagement methods and tools.

Engagement Method	Level of Engagement	Timing	Who to Engage	Means of Contact	Other Considerations	Ensuring Inclusivity
Public Notices	Inform	Early, ongoing	General public, local stakeholders	Flyers, social media, newspaper, website	Clear, concise language, multiple platforms	Provide translated and accessible documents (e.g., large print).
Website/Online Information	Inform	Ongoing, throughout project	General public, stakeholders	Website, email newsletters, social media	Make site user-friendly, update regularly	Ensure website is ADA-compliant and offers content in multiple languages.
Social Media Posts	Inform	Ongoing, as updates are needed	General public, especially younger demographics	Facebook, Twitter, Instagram, community platforms	Use engaging visuals and concise language	Include captions for videos, alt-text for images.
Public Hearings and Meetings	Inform	During key decision-making moments	General public, local leaders	In-person meetings, virtual meetings (e.g., Zoom)	Ensure the meeting is accessible, clear in purpose	Provide translation services and assistive listening devices; ensure venue accessibility and offer virtual options.
Fact Sheets	Inform	As updates become available	General public, stakeholders	Flyers, emails, website, community boards	Simple language, clear visuals, and concise information	Provide translated and accessible documents (e.g., large print).
Surveys/Polls	Consult	Early and ongoing	General public, residents, specific interest groups	Online surveys, paper surveys, in-person outreach	Make the survey short, clear, and actionable	Provide translations, offer phone surveys, and use accessible survey platforms.
Interviews	Consult	After initial information gathering	Local leaders, community stakeholders	In-person or virtual interviews, phone calls	One-on-one interaction to capture in-depth perspectives	Ensure interviews are accessible (e.g., assistive devices, translators).
Focus Groups	Consult	After major milestones or decisions	Community members, representatives of specific groups	In-person, virtual focus groups	Small group discussions for deeper insights	Offer translation services and accessible meeting spaces.
Public Comment Periods	Consult	After key draft documents or	General public, stakeholders	Website, email, mail-in comments, public meetings	Provide clear instructions on	Ensure platforms are accessible; allow for

Engagement Method	Level of Engagement	Timing	Who to Engage	Means of Contact	Other Considerations	Ensuring Inclusivity
		plans are developed			how to submit comments	multiple submission methods.
Community Advisory Committees	Consult	Ongoing throughout project	Community leaders, local stakeholders	In-person meetings, emails, virtual meetings	Group representation of community interests	Include diverse representatives, offer translation and accessibility options.
Participatory Planning Exercises	Collaborate	Early stages of project, with follow-up	Residents, local experts, municipal leaders	Workshops, field trips, site visits, walk audits	Engage residents in active planning exercises	Provide accessible routes, translation services, and materials.
Workshops	Collaborate	Early and ongoing	General public, specific community groups	In-person workshops, virtual workshops	Ensure engaging, interactive formats with opportunities for feedback	Offer materials in various languages and accessible formats (e.g., sign language interpreters, large print).
Joint Projects with Local Stakeholders	Collaborate	Throughout project, as partnerships develop	Local organizations, community leaders	Meetings, collaboration events, shared projects	Co-create plans or actions, with a focus on shared ownership of outcomes	Ensure equal partnership and include support for accessibility needs.
Resident-Led Workshops and Events	Collaborate	Throughout project	Residents, community groups	Local community spaces, online platforms	Empower community members to organize and lead	Provide resources and support for accessibility and inclusivity.
Community-Led Decision-Making	Empower	Throughout project, especially in final stages	Residents, community leaders	Community meetings, workshops, social media	Ensure clear understanding of decision-making processes	Provide accessible formats for meetings, translate materials.
Leadership Development Programs	Empower	Ongoing	Residents, local leaders, youth	Workshops, mentoring, online resources	Focus on developing skills to lead and advocate effectively	Create inclusive programs, especially for underrepresented groups.

How Do We Ensure Inclusivity?

Engaging underrepresented populations, such as residents who make a low, minority communities, people with disabilities, and people with limited English proficiency (LEP), is critical to creating an equitable and inclusive transportation planning process. NMCOG and the NMMPO use a variety of targeted approaches to ensure these groups have meaningful opportunities to participate and provide input.

Approaches for Reaching Underrepresented Populations

- **Partnering with Community Organizations:** Collaborating with trusted local organizations helps build connections and trust with underrepresented communities. These groups can help disseminate information, encourage participation, and provide insights into effective outreach strategies.
- **Tailoring Communication Methods:** Materials are translated into relevant languages, and plain language is used to ensure accessibility. Outreach may also include visual tools, such as maps and infographics, to simplify complex information.
- **Hosting Events in Accessible Locations:** Meetings and events are held in venues that are physically accessible and located in or near communities with high concentrations of underrepresented populations. Virtual engagement tools are also utilized to accommodate varying needs.
- **Utilizing Diverse Outreach Channels:** Outreach includes social media, ethnic media outlets, community bulletin boards, and in-person tabling at local events to reach a broader audience.
- **Providing Incentives and Removing Barriers:** Offering incentives (e.g., stipends, food, or transportation vouchers) and addressing barriers like childcare or scheduling conflicts makes participation more feasible for underserved groups.
- **Facilitating Inclusive Discussions:** Bilingual staff, interpreters, and ADA-compliant technology are provided at meetings to ensure everyone can participate fully.

These strategies are identified in the "Ensuring Inclusivity" column in the table above. They reflect NMCOG and the NMMPO's commitment to elevating the voices of all residents, especially those who have historically been excluded from planning processes.

Developing Inclusive Content

Traditional outreach methods may often only reach a subset of community members, typically those who are already familiar with planning process and have the time, interest, and expertise to stay up to date. As a result, many planning processes fail to adequately consider the perspectives of marginalized communities most impacted by planning decisions. This can lead to additional burdens on impacted communities, exacerbating disparities across the region. The NMMPO Title VI Plan,⁴ which includes an assessment of LEP populations within the region, provides further elaboration on inclusive outreach to these communities. To facilitate more equitable engagement, staff use the following best practices in creating content for engagement:

- Use multiple social media channels to approach different communities, paying attention to how different communities utilize different platforms such as Facebook, Instagram, and others.

⁴ Title VI Report, revised December 2023:

<https://static1.squarespace.com/static/6425d140965f0f4e44fb34a6/t/66a15c41678aff268d7c2646/1721850949868/NMCOG+Title+VI+2022+Report+Revised+2023+Final+with+LAP+Plan+2024.pdf>

- Create a variety of outreach materials and messaging to appeal to a broader, more diverse range of community members.
- Translate materials into common languages in most impacted communities.
- Where project budgets allow, create summary videos for planning projects to disseminate information broadly, including to those who have barriers to reading written material.
- Keep written text brief and use simple or appropriate language. Avoid acronyms and technical language. Avoid assumptions about a community's awareness of planning processes.
- Tailor text to focus on impacts on individuals, households, and communities.
- Create responsive content for multiple devices.
- Collaborate with staff to create/strategize/review content and messages.
- Ensure inclusive and representative messaging.

Where Do We Share and Promote Opportunities to Engage?

NMCOG employs a range of digital and print media to promote our public participation opportunities, communicate and engage with constituents, and provide updates on our work. **Table 2** below provides additional details on meeting notifications and comment periods for federally mandated plans and projects.

Digital Channels

Website

NMCOG maintains its website, nmcog.org, to ensure that the public, partners and stakeholders are kept informed about NMCOG and NMMPO plans, programs, and upcoming meetings. As of the drafting of this PPP, the agency's website is being redesigned to provide improved accessibility, language translation, and digital engagement tools, all of which will achieve our aim to ensure that our website is user-friendly and provides clear information. The updated website, when live, will provide opportunities to sign up for further information and updates via email. It also provides contact information for NMCOG staff.

Email

NMCOG issues a monthly newsletter, providing details on programs, events, grant opportunities, planning processes, and opportunities to engage. Newsletters are archived at nmcog.org/newsletter. NMCOG sends targeted communication about projects and programs on an as-needed basis.

Social Media

NMCOG maintains an active social media presence on Facebook ([@northernmiddlesexcoq](https://www.facebook.com/northernmiddlesexcoq)), Instagram ([@northernmiddlesexcoq](https://www.instagram.com/northernmiddlesexcoq)), X ([@NMCOG](https://twitter.com/NMCOG)), and LinkedIn ([Northern Middlesex Council of Governments](https://www.linkedin.com/company/Northern-Middlesex-Council-of-Governments)). These accounts are regularly updated to share announcements, upcoming event details, and new developments in NMCOG and the NMMPO's plans and programs.

Targeted Mailings, Flyers, and Notifications

- Work with community-based organizations to distribute flyers
- Email to targeted databases based on project interest
- Project email blasts



Figure 9: NMCOG monthly newsletter

- Notices disseminated through local government and community-based organizations
- Submit articles for publication in community/professional/corporate newsletters

Local Media

- Press releases
- Invite reporters to public events
- Meet with editorial staff
- Opinion pieces/commentaries
- Visit media outlets to encourage use of press releases
- Place speakers on radio/public access TV shows
- Public Service Announcements on radio and public access TV
- Legal advertisements published in local newspapers (for public hearings on 3C documents only)

Digital Access to Information

- Project webpages with updated content
- Videos explaining plans, programs or concepts
- Maintain regular presence on social media outlets
- Live broadcasts and archived recordings of public events and meetings
- Electronic duplication of open house/workshop materials
- Online surveys, commenting areas
- Access to planning data (maps, charts, background on travel models, forecasts, census data, research reports)
- Provide information in advance of public meetings

Involving Traditionally Underserved/Underrepresented Communities

- Flyers on transit vehicles, at transit hubs, and at bus stops/shelters
- Outreach in the community (at faith-based organizations, community events and festivals, health centers, schools, parks, recreational areas, grocery stores, and other places visited with high frequency)
- Direct outreach to housing organizations and service providers
- Use of community and minority media outlets to announce participation opportunities

Involving Limited-English Proficient (LEP) Populations

- Translate select documents and executive summaries into the agency's Safe Harbor (LEP languages), making them downloadable on the NMCOG website
- Provide interpreters-to be available for public meetings and workshops as needed, with 72-hour advance notice
- Partner with community-based organizations who serve these populations
- Survey LEP participants at public hearings to assess the effectiveness of the agency's language services and whether alternate services may need to be employed
- Disseminating notices of availability and press releases to print, radio and broadcast media serving minority communities
- Conduct regular reviews of languages spoken across NMCOG communities to account for the region's evolving linguistic needs

HOW DO I GET INVOLVED IN REGIONAL TRANSPORTATION PLANNING?

Public Participation in the NMMPO's Mandated Plans

The NMMPO works to ensure that community members, stakeholders, and organizations have meaningful opportunities to shape the future of transportation in our region. While this Plan describes NMCOG and the NMMPO's overall approach to public participation, there are specific times where anyone can get involved during critical decision-making points in our transportation planning processes, namely during the development of federally mandated plans: the Metropolitan Transportation Plan (MTP), the Transportation Improvement Program (TIP), and the Unified Planning Work Program (UPWP). See **Table 2** for details on public comment periods for each of these plans.

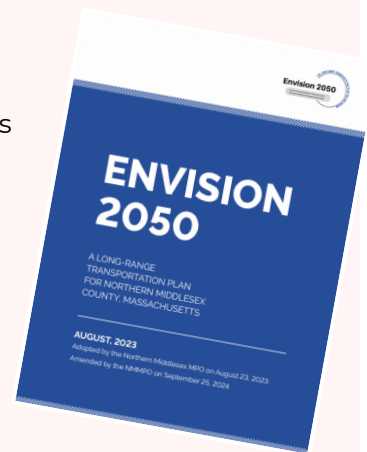
Each plan is developed through a transparent, participatory process, ensuring alignment with regional goals and compliance with federal and state regulations. Public input is vital to ensure the transportation system reflects the needs and priorities of the community.

Metropolitan Transportation Plan (the MTP)

The MTP is the region's long-term vision for transportation, outlining priorities and projects over a 20- to 25-year horizon. Our current plan, *Envision 2050*, was endorsed by the NMMPO in 2023. Development of the next MTP will begin with scoping, data analysis, and preliminary engagement in the fall of 2026.

How to Participate:

- Attend public workshops or open houses during plan development.
- Review and comment on the draft MTP during the 30-day public comment period.
- Provide input on regional goals, performance measures, and proposed projects through surveys and online tools.



Transportation Improvement Program (TIP)

The TIP is a short-term program that identifies specific transportation infrastructure projects to be funded and begin construction over the next four years. TIP development begins every February at TIP Readiness Days, where MassDOT, municipal staff, and NMMPO staff review the readiness of local projects to proceed the year in which they have been programmed. If a project is not yet programmed on the TIP but is ready to advance, NMMPO staff allocate regional priority scores according to the NMMPO's Transportation Evaluation Criteria (TEC). Using TEC scores, staff create several TIP scenarios for consideration by the NMMPO at their spring meetings.

Once the NMMPO selects a final scenario, staff develop a draft TIP for review by the NMMPO at their April meeting. If the NMMPO votes to release the draft for public review, staff share the draft during public hearings and promote the 21-day public comment period. All feedback received is incorporated into the final TIP report, which is presented to the NMMPO for endorsement in May. After endorsement, the TIP becomes active at the start of the next Federal Fiscal Year (October 1).

If a TIP project's scope, cost, schedule, or funding source changes substantially, the TIP must be amended through a 21-day public comment period. These happen periodically throughout the year; public notifications of the public comment period are issued through legal ads, posted to the NMCOG website, and shared on social media.



Public hearing agendas are also posted to municipal websites through their respective Clerks' offices.

How to Participate:

- Attend local public meetings on infrastructure improvements to weigh in on project design and construction timelines.
- Join public meetings where projects are discussed and prioritized.
- Review the draft TIP and share your comments during the 21-day public comment period.
- Stay informed through NMMPO social media and public notices about upcoming TIP amendments or adjustments.

Unified Planning Work Program (UPWP)

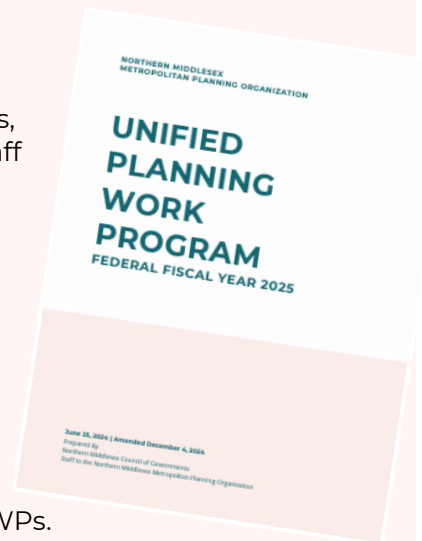
The UPWP outlines the NMMPO's annual work activities, including studies, data collection, and planning efforts. Every winter and spring, NMMPO staff local stakeholders solicit projects, studies, and planning activities from local stakeholders for project ideas, which staff incorporate into other state and federally required activities. Federal and state funds are allocated to each task to ensure feasibility, and a report including a summary of each task is prepared for the NMMPO. The draft UPWP is shared for public review and comment, and feedback is incorporated into the final UPWP before the NMMPO officially issues its endorsement. A new UPWP becomes effective on October 1 of each year.

How to Participate:

- Suggest transportation issues or topics for study in upcoming UPWPs.
- Review the draft UPWP and submit feedback during the 21-day public comment period.
- Engage in MPO-sponsored workshops or outreach events tied to specific planning studies.

Stay Connected

- **Join the MPO Mailing List:** Receive updates, meeting notices, and opportunities to provide input.
- **Follow Us Online:** Connect with us on social media or visit our website for the latest updates:
 - Our website: www.nmcoq.org
 - [Facebook](#)
 - [LinkedIn](#)
 - [X \(twitter\)](#)
 - [Instagram](#)
 - [YouTube](#)
- **Attend MPO Meetings:** Participate in regularly scheduled NMMPO meetings, where key decisions are made. Meetings are posted to NMCOG's calendar at nmcoq.org/calendar.



Transportation affects us all—join the conversation and help shape the future of our region!

HOW CAN I PARTICIPATE IN NMCOG OR NMMPO MEETINGS?

NMCOG staff maintain a comprehensive calendar of upcoming opportunities for public involvement on NMCOG's website at nmcog.org/calendar. As of the development of this PPP the NMCOG website is being redesigned; by mid-2025 the NMCOG calendar of events will be available on NMCOG's calendar page as well as on the front page of the website.

Regular Meetings

NMCOG Monthly Council Meetings

Most of NMCOG's plans and programs are led by decision making by its Council, a 21-member governing board of elected officials from each municipality in the region. Council members serve as representatives of their respective communities, providing input on NMCOG's strategic direction and serving as advocates for regional collaboration. They play a crucial role in helping identify local needs and priorities, ensuring NMCOG's initiatives align with each municipality's interests. Council members also liaise between NMCOG and their local governments, facilitating communication and collaboration on shared projects.

The NMCOG Council meets once a month; meetings are open to the public. Council meetings are typically held on the third Wednesday of the month at 7:00pm at NMCOG's office (672 Suffolk Street, Suite 100, Lowell, MA) and via Zoom. Specific meeting dates and times, agendas, and meeting minutes can be found on NMCOG's website. Agendas are posted one week in advance of each meeting.

Members of the public are welcome to attend and provide input by submitting a comment on an individual agenda item through the Chair or submitting notice of intent to comment at the beginning of the meeting.

NMMPO Monthly Meetings

The local transportation planning process is carried out under the authority of the NMMPO, a seven-member Board comprised of state appointed officials from the Massachusetts Department of Transportation (MassDOT), elected and appointed officials from the region, and representatives of the Lowell Regional Transit Authority (LRTA). The Federal Highway Administration (FHA) and Federal Transit Administration (FTA) comprise ex-officio non-voting members of the NMMPO.

NMCOG provides technical staff for the NMMPO, assisting the NMMPO in carrying out comprehensive transportation planning services for the region under contract with MassDOT. The NMMPO is responsible for developing three federally mandated certification documents: the Metropolitan Transportation Plan (MTP), the Transportation Improvement Program (TIP), and the Unified Planning Work Program (UPWP).

The NMMPO meets monthly to review planning studies developed under the UPWP; review TIP amendments; and prepare, review, and endorse updates to the MTP, TIP, and UPWP. Meetings are typically held on the third Wednesday of the month at 2:00pm at NMCOG's office (672 Suffolk Street, Suite 100, Lowell, MA) and via Zoom. Specific meeting dates and times, agendas, and meeting minutes can be found on NMCOG's website. Agendas are posted one week in advance of each meeting.

Members of the public are invited to attend and provide comments at the beginning of the meeting during the Open Comment period.

Public Meetings, Workshops, Community Forums and Other Events

NMCOG conducts public meetings and workshops, community forums and other events to keep the public informed and involved in various high-profile planning projects and plans and to elicit feedback from the public, interested parties and stakeholders. NMCOG holds meetings throughout the region to solicit comments on major plans and programs, such as the MTP, Regional Housing Strategy, and Comprehensive Economic Development Strategy. Meetings are located and scheduled to maximize public participation (including evening meetings). For major initiatives and events, NMCOG typically provides notice through the public outreach channels noted in the previous section.

At least once every year, typically in the fall, NMCOG convenes its Council at an Annual Meeting to bring together the representatives of NMCOG's member communities.

Targeted Communications

NMCOG maintains a database of local municipal officials and staff, other public agency staff, and interested people. The database allows NMCOG to send targeted mailings (largely via email) to ensure the public, partners and stakeholders are kept up to date on specific issues of interest. The public can join NMCOG's database by subscribing at <https://www.nmcoq.org/newsletter>.

HOW DO WE INCORPORATE PUBLIC FEEDBACK AND MEASURE ENGAGEMENT?

Incorporating Public Feedback

Public Comment Periods for Key Decisions

Feedback is always encouraged on any topic or planning process. When NMCOG and the NMMPO are seeking public comment on a particular action, staff may offer a specific public comment and review period of at least 21 days (see Appendix F). To alert our communities of public comment periods, staff use the variety of notification methods discussed in the chapter, *How Do We Engage Others in our Work?* (page 6), providing information on how to comment, the length and dates of the public comment period, and any virtual or in person public hearings scheduled to explain the project and hear feedback verbally.

Federal requirements are also taken into consideration when determining the length and number of public comment and review periods. Metropolitan Transportation Plan and Transportation Improvement Program public comment periods are a minimum of 30 days; the Unified Planning Work Program has a public comment period of 21 days; the Public Participation Plan has a minimum public comment period of 45 days.

How Public Comments Are Addressed

Written public comments received during official public comment and review periods are carefully analyzed by staff and used to inform potential revisions to plans, programs, and operations. For each public comment period, staff prepare a detailed summary of comments received and present it to the requisite decision-making body. This summary includes staff recommendations on how to address the comments and is made publicly available on the NMCOG website to ensure transparency and accountability.

To safeguard privacy, personal information such as addresses, phone numbers, and email addresses is redacted from any materials shared online or in public documents. Written comments may also be compiled and distributed to MPO board members as part of the decision-making process.

If the final version of a document differs substantially from the version distributed during the public comment period, NMCOG or the NMMPO may provide an additional opportunity for public review and comment, in accordance with federal and state requirements. This ensures the public has a meaningful opportunity to provide input at key decision-making stages and helps align plans with the needs and priorities of the region's residents.

Measuring Engagement through Performance Metrics

NMCOG and the NMMPO have established performance metrics for participation to monitor and evaluate the efficacy of our outreach and engagement efforts. By tracking performance, staff and project partners can scale engagement strategies and processes to be efficient yet ensure equitable access to our planning processes. Measuring performance also provides insight into what tools and methods are most or least effective, allowing us to recalibrate our approach as necessary.

Overall Performance Metrics

Depending on project scope and timeline, staff measure the following:

- Number of overall event attendees
- Number of opportunities to influence a plan or study (e.g., surveys, meetings, focus groups)

- Engagement across different platforms for a given project (e.g., survey participants vs. public meeting attendees)
- Number of public officials at events
- Website traffic, including traffic to project web pages
- Project-specific Public Engagement Plan (PEP) metrics, such as staffing, hours, direct and indirect costs of PEP development
- Gathering participant feedback and satisfaction with engagement activities
- How participants learned of an event or engagement opportunity
- How public input was used and how it impacted planning deliverables

Metrics to Monitor Inclusion

When possible, staff gather the following metrics to monitor the inclusion of those who have traditionally been underserved by planning processes or disproportionately burdened by planning outcomes. These metrics include:

- Demographic data on participants and survey respondents, specifically to understand representation by people most likely impacted by projects or decisions
- Rates of new participation by people previously unrepresented in planning processes
- Use of/or requests for language translation and interpretation services
- Use of/or requests for reasonable accommodations
- Modes of transportation used to arrive at engagement events

Continuous Improvement

NMCOG and the NMMPO are committed to keeping the PPP effective, equitable, and compliant with federal, state, and regional requirements through regular review and updates. This includes evaluating public engagement efforts using established performance metrics and incorporating lessons learned from past projects, such as strategies that were successful and challenges or barriers to participation that we observed.

We actively seek input from stakeholders, including underrepresented communities, to improve and refine engagement approaches. By continuously assessing and enhancing the PPP, we strive to promote inclusive, transparent, and meaningful public participation in planning processes.

POLICIES AND REQUIREMENTS FOR MEETING ACCESSIBILITY

Meeting Access Policies

NMCOG and the NMMPO are committed to ensuring that all public meetings are accessible, inclusive, and welcoming to all participants. To achieve this, the following policies guide our meeting practices:

- **Physical Accessibility:** In-person meetings are held in ADA-compliant facilities with accessible parking, entrances, and restrooms to accommodate individuals with disabilities.
- **Language Access:** Interpretation and translation services are available upon request for individuals with limited *English* proficiency. Meeting materials can also be translated into key languages spoken within the region.
- **Virtual Participation:** To increase accessibility, meetings may be held virtually or in a hybrid format, allowing participants to join remotely. Virtual platforms are selected to provide features such as live captioning and compatibility with assistive technologies.
- **Notification and Accommodations:** Meeting notices include instructions for requesting reasonable accommodations, such as sign language interpretation or assistive listening devices. Requests are encouraged at least five business days in advance to ensure availability.
- **Inclusive Timing and Locations:** Meetings are scheduled at varied times and locations to accommodate diverse schedules and geographic access, with consideration for reaching underrepresented populations.

These policies ensure that NMCOG meetings are accessible to all residents, fostering meaningful public participation in transportation planning processes.

Physical Access

NMCOG and the NMMPO make every effort to hold engagement opportunities in locations that provide appropriate accommodations for people with physical disabilities. Where possible, we strive to select engagement locations that are accessible by transit, walking, biking, and rolling. We review meeting locations prior to selection using an accessibility checklist to ensure access:

All in-person meetings are held in ADA-compliant facilities to ensure equal access for individuals with disabilities. This includes:

- Providing accessible parking spaces located near building entrances.
- Ensuring pathways and entrances are clear of obstructions and accommodate mobility aids such as wheelchairs or walkers.
- Offering seating arrangements that prioritize accessibility, including spaces for individuals using mobility devices.
- Confirming that restrooms are accessible and equipped with appropriate features such as grab bars and wide doorways.

Staff conduct site visits or hold a meeting to discuss accessibility with venue managers to verify compliance before meetings are scheduled. Staff are developing a list of accessible meeting locations, which will be added to the appendix upon completion.

Language Access

To support individuals with limited English proficiency, we offer:

- Translation of key meeting materials, such as agendas, handouts, and presentations, into commonly spoken languages in the region with advance notice or when meeting in or with communities where our region's Safe Harbor languages are spoken.
- Interpretation services during meetings for live communication, including simultaneous interpretation if needed and upon request.
- Outreach to communities in their preferred languages to promote events and ensure awareness of available language services.

Requests for language services are encouraged during the meeting registration process or at least five business days in advance.

Virtual Participation

To broaden access, NMCOG and the NMMPO offer virtual or hybrid meeting options.⁵ Key considerations include:

- Selecting platforms that support live captioning and are compatible with assistive technologies.
- Providing detailed instructions for joining and participating in virtual meetings to ensure a seamless experience for attendees.
- Recording virtual meetings and making them available online for those unable to attend in real-time.
- Offering technical support before and during the meeting to help participants troubleshoot issues.
- Assigning staff to monitor virtual meeting chats to respond to questions and comments.

Notification and Accommodations

All meeting notices include clear instructions for requesting accommodations, such as:

- Contact information for submitting requests via phone, email, or online forms.
- A list of commonly provided services, such as sign language interpreters, assistive listening devices, or large-print materials.
- Encouragement to submit requests at least five business days before the meeting to allow sufficient preparation time.

Staff follow up promptly to confirm arrangements and address any questions or concerns with individuals who request accommodations.

Inclusive Timing and Locations

To maximize participation, and based on project scope, budget, and timeline, we consider:

- Scheduling meetings at varied times, including evenings and weekends, to accommodate different work and personal schedules.

⁵ NMCOG Council, NMMPO, and committee meetings with quorum requirements must comply with Open Meeting Law, which may be subject to change.

- Selecting geographically diverse locations within the region to minimize travel burdens for attendees.
- Hosting events in venues near public transit whenever possible and clearly communicating transit options in meeting notices.
- Offering childcare options or stipends when feasible to reduce barriers for caregivers.
- When available, stipends may be provided as an incentive to attend meetings.

These additional measures reflect our commitment to fostering meaningful public participation and ensuring that all community members can engage in planning processes.

APPENDICES

Appendix A: List of Acronyms

Appendix B: Laws and Requirements Relevant to Our Public Participation Process

Appendix C: Title VI and Limited English Proficiency Plan

Appendix D: Public Comment Log

Appendix E: Stakeholders in our Planning Processes

Appendix F: Timelines for Developing Federal Certification Documents (MTP, TIP, UPWP)

APPENDIX A: LIST OF ACRONYMS

3C	Continuous, Comprehensive, and Cooperative
ADA	Americans with Disability Act
BIL	Bipartisan Infrastructure Law
EJ	Environmental Justice
FFY	Federal Fiscal Year (October 1 through September 30)
FHWA	Federal Highway Administration
FTA	Federal Transit Administration
GIS	Geographic Information Systems
IJA	Investment in Infrastructure and Jobs Act
LRTA	Lowell Regional Transit Authority
M.G.L.	Massachusetts General Law
MassDOT	Massachusetts Department of Transportation
MeVA	Merrimack Valley Transit Authority
MOU	Memorandum of Understanding
MTP	Metropolitan Transportation Plan
MVP	Municipal Vulnerability Preparedness
NAAQ	National Ambient Air Quality
NMCOG	Northern Middlesex Council of Governments
NMMPO	Northern Middlesex Metropolitan Planning Organization
NMSC	Northern Middlesex Stormwater Collaborative
OTP	Office of Transportation Planning
PL	Metropolitan Planning Funds or Public Law Funds (FHWA)
PM	Performance Measure
PPP	Public Participation Plan
RPA	Regional Planning Agency
RTA	Regional Transit Authority
TEC	Transportation Evaluation Criteria
TIP	Transportation Improvement Program
UPWP	Unified Planning Work Program

APPENDIX B: LAWS AND REQUIREMENTS RELEVANT TO OUR PUBLIC PARTICIPATION PROCESS

Federal Laws and Regulations

- **Title 23 CFR Section 450.316.** Outlines the federal requirements for public participation in the transportation planning process. The regulation emphasizes the importance of transparency, inclusivity and meaningful public involvement by requiring that all MPOs develop and use a documented PPP.

The PPP must define processes for engaging stakeholders, with a particular emphasis on involving traditionally underserved populations; describe how the public will be provided with timely access to information used in the transportation planning process; outline public meeting and public comment periods processes and promotion; describe how public input is evaluated and incorporated; demonstrate how public participation is coordinated with statewide planning processes, Title VI of the Civil Rights Act, and other nondiscrimination laws; and specify how the PPP can and will be reviewed and updated regularly to remain compliant with federal requirements.

- **Bipartisan Infrastructure Law/ Infrastructure Investment and Jobs Act Public Law No: 117-58, November 15, 2021 (BIL / IJJA).** The BIL/IJJA is the current federal transportation enabling legislation. It emphasizes the importance of public involvement of all sectors and users of the transportation network in the transportation planning process.
- **Americans with Disabilities Act of 1990, 42 USC 126 and 49 CFR 27.19 (ADA).** States that "no qualified individual with a disability shall, by no reason of such disability, be excluded from participation in or be denied the benefits of services, programs or activities of a public entity." The law requires that locations for public participation and the information provided must be accessible to persons with disabilities.
- **Title VI of the Civil Rights Act of 1964, 23 USC 140, 23 CFR 200, and 49 CFR 21** – prohibits discrimination on the basis of race, color or national origin in carrying out planning and programming activities. States that "no person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subject to discrimination under any program or activity receiving federal financial assistance."
- **Department of Transportation Title VI regulations at 49 CFR Part 21** ("Non-discrimination in Federally Assisted Programs of the Department of Transportation- Effectuation of the Title VI of the Civil Rights Act of 1964"). Prohibits discrimination in programs and activities that receive federal financial assistance from the United States Department of Transportation.
- **28 CFR section 50.3** (U.S. Department of Justice Guidelines for Enforcement of Title VI of the Civil Rights Act of 1964); **Civil Rights Restoration Act of 1987.** Outlines the Department of Justice's guidelines for enforcing Title VI. The guidelines state that the heads of agencies with Title VI responsibilities should work to ensure prompt compliance with the law. The legislation prohibits agencies and organizations that receive federal funding from discrimination per Title VI, in all operations, regardless of whether a program or division is funded with federal aid.

Executive Orders

- **Executive Order 14008, Tackling the Climate Crisis at Home and Abroad.** Signed February 1, 2023 by President Joseph R. Biden. Created the first-ever White House Environmental Justice Advisory Council, charged with providing independent advice and recommendations on how to address current and historic environmental injustice.

- **Executive Order 13985, Advancing Racial Equity and Support for Underserved Communities Through the Federal Government.** Signed January 20, 2021 by President Joseph R. Biden. Advances racial equity and support for marginalized and underserved communities by allocating resources to advance fairness and opportunity by promoting equitable delivery of government benefits and opportunities, including advancing meaningful engagement with all communities.
- **Executive Order 13166 — Improving Access to Services for Persons with Limited English Proficiency (LEP).** Signed August 11, 2000 by President William J. Clinton. Requires that federal agencies publish guidance to clarify LEP obligations for their recipients. Prohibits conduct that has a disproportionate effect on LEP persons, meaning different treatment based upon an individual's inability to speak, read, write or understand English as it may constitute a type of national origin discrimination.
- **Executive Order 12898 — Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations.** Signed February 11, 1994 by President William J. Clinton. Emphasizes in the fair treatment and meaningful involvement of all people regardless of race, color, national origin, or income with respect to the development, implementation and enforcement of environmental laws, regulations and policies. Directed federal agencies to develop environmental justice strategies to help address disproportionately high and adverse human health or environmental effects of their programs on marginalized minorities and low-income populations.
- **Executive Order 12372 — Intergovernmental Review of Federal Programs.** Signed July 14, 1982 by President Ronald Reagan. Fosters an intergovernmental partnership by relying on state processes and on State, areawide, regional, and local coordination for review of proposed Federal financial assistance.
- **Executive Order 12250, Leadership and Coordination of Nondiscrimination Laws, 28 CFR Part 42, Subpart F).** Signed November 2, 1980 by President Jimmy Carter. Ensures that federal agencies effectively enforce nondiscrimination laws in programs receiving federal funding by centralizing coordination under the Department of Justice.

State Requirements

- **Massachusetts Open Meeting Law, MGL Chapter 30A, Sections 18-25.** Requires that all meetings of public bodies, including MPOs, be open to the public, with adequate notice provided to ensure transparency and public access to decision-making processes.
- **State Executive Office of Energy and Environmental Affairs (EEA) Policy on Environmental Justice (2017).** Requires MPOs to actively involve Environmental Justice (EJ) populations, including minority, low-income, and LEP communities in transportation planning.
- **Massachusetts Public Records Law, MGL Chapter 66 and Chapter 4, Section 7(26).** Ensures that documents and materials related to public participation and MPO activities are available to the public upon request, supporting transparency in transportation planning processes.

APPENDIX C: TITLE VI AND LIMITED ENGLISH PROFICIENCY PLAN

The NMMPO is committed to ensuring equitable access to its programs, services, and activities in compliance with Title VI of the Civil Rights Act of 1964 and related federal and state nondiscrimination laws and regulations.

The NMMPO has developed a [Title VI and Limited English Proficiency \(LEP\) Plan](#) to guide its efforts in:

1. **Ensuring Nondiscrimination:** The Title VI Plan outlines procedures to prevent discrimination on the basis of race, color, or national origin in any program or activity receiving federal financial assistance.
2. **Providing Language Assistance:** The LEP Plan identifies strategies to communicate effectively with individuals who have limited proficiency in English, ensuring they have meaningful access to information and opportunities to participate in the transportation planning process.

Key elements of the Title VI and LEP Plan include:

- Identification of LEP Populations: Regular assessment of the region's demographics to identify communities that may require language assistance.
- Language Assistance Measures: Provision of translated materials, interpretation services, and notices in languages other than English where appropriate.
- Public Outreach and Engagement: Targeted efforts to engage traditionally underserved populations, including LEP individuals, through culturally relevant outreach methods.
- Complaint Procedures: Clear processes for individuals to report discrimination or language access issues.

The Title VI and LEP Plan is integral to the NMMPO's Public Participation Plan (PPP) and ensures that all residents have the opportunity to participate fully in the regional transportation planning process. Copies of the Title VI and LEP Plan are available on the NMCOG website at nmcog.org/civil-rights-title-vi or upon request at the NMCOG office.

For additional information or assistance, individuals may contact:

Kelly Lynema, Deputy Director
Title VI Coordinator
Northern Middlesex Council of Governments
672 Suffolk Street, Suite 100, Lowell, MA 01854
978-454-021
klynema@nmcog.org

The NMMPO welcomes feedback to improve its efforts to ensure equitable access and public involvement for all community members.

APPENDIX D: PUBLIC COMMENT LOG

Following the NMMPO vote to release the draft Public Participation Plan for public comment, a 45-day public comment period was held beginning January 22, 2025; staff extended the public comment period through March 12, 2025 to ensure adequate time for community review and response. No public comments were received.

NMCOG staff conducted an additional review during the same time period and provided the following comments and related adjustments:

- Comment: clarify public participation for individuals with limited access to the internet or limited digital literacy.

Response: Staff ensured a balance of public engagement methods in the suite of engagement tools, adding language to ensure that online surveys are always complemented by an opportunity for community members to obtain and complete a print survey.

- Comment: conduct a regular review of languages spoken across the region to understand evolving linguistic needs of residents and workers.

Response: staff conduct this review based on decennial Census data as part of the Limited English Proficiency (LEP) Plan. Additional reviews will be coordinated between decennial Censuses using school district and American Community Survey data when possible to track the need for translation and interpretation.

- Comment: incorporate flow charts and clarity around public comment periods and promotion of public comment period availability.

Response: Flow charts have been added to Appendix F.

APPENDIX E: WHO DO WE ENGAGE? STAKEHOLDERS IN OUR PLANNING PROCESSES

Stakeholder Identification and Engagement

Effective public participation requires identifying and engaging the people and organizations impacted by or interested in a given planning process. Stakeholders bring diverse perspectives, knowledge, and concerns, making their involvement essential at every stage of planning. To achieve our goals, we engage with stakeholders to ensure that all voices are heard, particularly those from underrepresented and marginalized communities. We also engage residents, municipal officials, business leaders, nonprofit organizations, and advocacy groups. Actively involving stakeholders from various sectors helps create more inclusive, effective, and sustainable planning outcomes.

NMCOG maintains a regularly updated database of stakeholder groups or “interested parties,” who are notified of opportunities to participate in planning processes based on the project’s scope, timeline, and location. This database evolves as organizations and staff roles change, ensuring ongoing engagement. Key stakeholder groups, organized by type, are integral to our planning efforts. Thoughtful engagement with these groups fosters strong partnerships that reflect the diverse needs of the communities we serve.

Community Members and Residents

- General Public: All residents within the region, with a focus on underrepresented and marginalized communities.
- Vulnerable Populations: Including people who make a low income, elderly residents, youth, and individuals with disabilities.
- Limited English Proficiency (LEP) Communities: Individuals and families who may need language assistance for effective engagement.

Local Government and Municipal Representatives

- Municipal Leaders: Mayors, town managers, select board members, city councilors, and other elected officials responsible for making decisions that affect local communities.
- Planning and Zoning Boards: Local boards that oversee land use and zoning decisions.
- Public Works and Engineering Departments: Staff responsible for infrastructure planning, maintenance, and development.
- Other Local Agencies: Including health departments, school systems, housing authorities, libraries, and parks and recreation.

Community-Based Organizations and Advocacy Groups

- Nonprofit Organizations: Groups focused on social justice, environmental sustainability, affordable housing, and public health.
- Advocacy Groups: Organizations representing specific interests, such as transit riders, environmental advocates, or business owners.
- Civic Associations: Neighborhood associations and community groups that represent local residents' concerns and ideas.

Business and Economic Development Interests

- Local Businesses: Small businesses, business districts, and commercial property owners who are affected by planning decisions.
- Chambers of Commerce: Regional and local business networks advocating for economic growth and development.
- Real Estate Developers and Investors: Entities involved in housing, commercial, and mixed-use development projects.

Environmental and Sustainability Groups

- Environmental Organizations: Groups advocating for sustainable planning, environmental protection, and climate resilience.
- Conservation Commissions: groups focused on preserving natural resources and open space.
- Green Building, Energy, and Sustainability Experts: Consultants, firms, and organizations specializing in energy efficiency, net zero development, and environmental planning.

Regional and State Agencies

- State Government Agencies: Including the Massachusetts Executive Office of Energy and Environmental Affairs (EOEEA), Department of Transportation (MassDOT), and Massachusetts Bay Transportation Authority (MBTA).
- Regional Planning Agencies: Other regional planning agencies and commissions, metropolitan planning organizations (MPOs), and regional transit authorities.
- State Environmental and Health Agencies: Agencies involved in climate action, health planning, and environmental regulations.

Academic and Research Institutions

- Universities and Colleges: Academic institutions that provide research, data, and expertise on a variety of planning topics, institutions serving as commuting and employment destinations for multimodal users of all ages. Engage with student, staff, and faculty of institutions such as UMass Lowell and Middlesex Community College.
- Research Institutes: Organizations that produce data, reports, and policy analysis to inform planning decisions.

Transit and Transportation Stakeholders

- Public Transit Authorities: Organizations responsible for the operation of local, regional, and statewide public transportation systems (e.g., LRTA, MeVA, MBTA).
- Bicycle and Pedestrian Advocates: Groups focused on non-motorized transportation and improving mobility for all (e.g., MassBike, Safe Routes to School coordinators).
- Automobile and Freight Stakeholders: Groups focused on roadways, parking, and freight transport issues.

Cultural and Social Institutions

- Faith-Based Organizations: Religious groups that often serve as community hubs and can help engage hard-to-reach populations.
- Cultural Centers and Arts Organizations: Institutions that contribute to the cultural fabric of a region and can provide insight on community identity and public spaces.

Special Interest Groups

- Historic Preservation Societies: Groups that advocate for the protection of historical buildings and cultural heritage.
- Affordable Housing Advocates: Organizations and stakeholders focused on the development and preservation of affordable housing.
- Healthcare Providers: Hospitals, clinics, and public health organizations that can provide insights into health-related issues in the community.

Regional Coalitions and Collaborative Groups

- Multi-Stakeholder Partnerships: Groups that bring together various community members, organizations, and agencies to address specific regional challenges.
- Advisory Committees: Groups of appointed individuals who provide input, guidance, and recommendations on specific planning projects.

APPENDIX F: TIMELINES FOR DEVELOPING FEDERAL CERTIFICATION DOCUMENTS (MTP, TIP, UPWP, PPP)

The Metropolitan Transportation Plan (MTP)

The MTP guides future transportation projects that use federal funding and must meet federal, state, and regional requirements. Updated every four years, the MTP is developed in consultation with agencies and stakeholders involved in land use, economic development, environmental protection, and freight.⁶

Public Participation in the MTP

Engaging the public is essential for effective transportation planning in the NMCOG region. NMCOG and the NMMPO prioritize involving diverse stakeholders early and often during the MTP update process, with a focus on underrepresented and underserved communities.

MTP public outreach goals include:

- Notify the public about MTP meetings and updates.
- Educate residents about their role in transportation planning.
- Provide accessible opportunities for participation.
- Focus on including underrepresented groups.
- Continuously improve outreach methods.

Public Outreach Tools

To keep the public informed and engaged, NMCOG uses tools such as email updates, social media, surveys, public meetings, and interactive forums. Visualization techniques and fact sheets also help explain complex topics. See the chapter, *How Do We Engage Others in our Work?*, for specific methods and tools for engagement.

Pre-Plan Development Activities

Before drafting the MTP, NMCOG gathers input from local governments, organizations, and residents by:

- Forming an advisory committee to discuss regional transportation goals.
- Conducting surveys to identify community needs and priorities.
- Hosting a dedicated MTP webpage with updates, resources, and opportunities for public comment.
- Creating informational materials to explain the planning process.
- Attending local meetings to gather feedback from officials, businesses, and community groups.
- Using social media and other tools to reach diverse audiences.

Public Comment and Plan Updates

Once the draft MTP is approved, a 30-day public comment period begins, during which:

- Notices are shared in newspapers, online, and at municipal offices.
- At least two public meetings are held.
- Comments can be submitted by mail, email, or phone.

⁶ See 23 CFR 450.316 (3)(b) for regulatory requirements.

Public feedback is reviewed and incorporated into the final plan where appropriate. The NMMPO votes to endorse the updated MTP, which is then posted online and shared with stakeholders. Any future amendments to the MTP will include a 21-day public comment period following a similar process.

The Transportation Improvement Program (TIP)

The TIP lists transportation projects that use federal funding. After approval by the NMMPO, the regional TIP is added to the Statewide Transportation Improvement Program (STIP). The TIP is updated every year and may be changed more frequently if needed. Developing the TIP involves working with state and local agencies responsible for land use, economic development, environmental protection, and freight.⁷ These steps ensure public review and input throughout the process.

Public Participation for the TIP

Federal and state regulations require opportunities for public review and comment during TIP development.⁸ The NMMPO ensures:

- Access to the TIP and related materials;
- Public notification of its availability;
- The public's right to review and provide feedback; and
- A 21-day public comment period before the TIP is adopted.

Public Outreach Tools

NMCOG uses several tools to share information and gather input about the TIP, including:

- Email distribution lists;
- Newspaper legal ads;
- NMCOG website;
- Social media;
- Project fact sheets;
- Meetings with local groups, nonprofits, and special interest organizations;
- Public meetings and forums; and
- NMCOG and NMMPO meetings.

Announcing the TIP

Notices about the TIP's availability and public comment opportunities are published in the *Lowell Sun* and promoted to the *Lowell Sun* and other local or foreign-language newspapers. They are also posted at Town and City Clerk offices and on the NMCOG and LRTA websites. Social media announcements and emails to stakeholders ensure broader awareness. Copies of the draft and final TIP documents are shared with NMMPO members, stakeholders, and other interested parties.

Public Comment Process

A 21-day public comment period starts once the NMMPO approves the draft TIP. At least one public meeting is held to gather feedback. Comments can also be submitted via mail or email.

⁷ See Title 23 CFR 450.316 (3)(b) for regulatory requirements.

⁸ See Title 23 CFR Section 450.324 and 310 CMR 60.03(6)h

After the comment period, staff review all feedback and make changes to the TIP as appropriate. The final TIP includes a summary of comments, responses, and actions taken. The NMMPO votes on the final TIP, which is posted on the NMCOG website and shared with stakeholders.

Unified Planning Work Program (UPWP)

The UPWP outlines the scope, budget, and transportation planning activities of the NMMPO staff for the upcoming year. Updated and endorsed annually by the NMMPO, the UPWP development process ensures public review and input.

Public Participation for the UPWP

Federal and state regulations require opportunities for public review and comment during UPWP development.⁹ The NMMPO ensures:

- Public access to the UPWP and supporting materials;
- Notification of the UPWP's availability;
- The public's right to review and provide feedback; and
- A 21-day public comment period before UPWP endorsement.

Public Outreach Tools

NMCOG uses several methods to share information and gather input for the UPWP. These tools also provide updates on ongoing UPWP projects and include:

- Emails;
- Calls for projects from member communities;
- Newspaper legal ads;
- NMCOG website and social media;
- Project fact sheets;
- Meetings with neighborhood groups, nonprofits, and special interest organizations;
- Public meetings and forums; and
- NMCOG and NMMPO meetings.

Announcing the UPWP

Notices about the UPWP's availability and public comment period are published in the *Lowell Sun* and promoted to the *Lowell Sun* and other local or foreign-language newspapers. Notices are also posted at Town and City Clerk offices and on the NMCOG and LRTA websites. Social media and emails to the NMMPO's outreach list further ensure the public is informed. Draft UPWP copies are shared with NMMPO members, stakeholders, and interested parties.

Public Comment Process

A 21-day public comment period begins after the NMMPO approves the draft UPWP. At least one public meeting is held to gather feedback. Comments can also be submitted via mail, email, phone, or social media.

At the end of the comment period, all feedback is reviewed and incorporated into the UPWP as appropriate. The final UPWP includes a summary of comments, responses, and actions taken. The NMMPO then votes to endorse the final UPWP, which is posted on the NMCOG website and shared with stakeholders.

Any substantive changes or amendments to the UPWP follow the same process, including an additional 21-day public comment period.

⁹ See Title 23 CFR Section 450.324 and 310 CMR 60.03(6)h

Public Participation Plan (PPP)

The Northern Middlesex MPO (NMMPO) follows federal rules requiring a minimum 45-day public comment period before adopting or revising its Public Participation Plan (PPP).

Notice and Public Comment Opportunities

- **Public Notification:** Notices about the draft PPP and how to comment will be published in the Lowell Sun and other local news outlets. Notices will also be posted at Town and City Clerk offices in all municipalities.
- **Online Access:** The draft PPP and meeting notices will be available on the NMCOG website (www.nmcog.org) and linked on the LRTA website (www.lrta.com).
- **Stakeholder Distribution:** Copies of the draft PPP will be sent to NMMPO members, stakeholders, and interested parties.
- **Public Hearing:** At least one public hearing will be held during the 45-day comment period.
- **How to Comment:** Comments can be shared in writing, by email, mail, or at the public hearing.

Finalizing the PPP

After the comment period ends, the NMMPO will review and consider all relevant feedback. If needed, changes will be made before the NMMPO votes to approve the final PPP.

Future Changes

Any major updates to the PPP will require another 45-day public comment period and follow the same notification and public involvement process.

Transportation Planning Studies outlined in the UPWP

NMMPO staff conduct transportation planning studies addressing all modes of transportation, as outlined in the Unified Planning Work Program (UPWP). These studies, often technical in nature, are typically initiated at the request of local communities to address specific transportation challenges, deficiencies, or concerns. They assess current conditions and forecast future needs within the study areas.

Public Outreach in UPWP Studies

Public outreach is integral to UPWP studies and employs various tools to engage stakeholders effectively. These tools include:

- Surveys of affected residents and businesses,
- Public meetings to present study findings, gather input, and review recommendations,
- Open house-style events,
- Newsletters, and
- Email updates to stakeholders.

For instance, the recently completed Westford Center Parking and Safety Study featured multiple public meetings with neighborhood residents, individual stakeholder consultations, and presentations to local boards and organizations such as the Select Board, Library Trustees, and Historic Commission. Stakeholder input was incorporated into the study findings and recommendations. Additionally, community members unable to attend public meetings were encouraged to submit comments via email.

Outcomes of UPWP Studies

UPWP studies provide critical insights for NMMPO decision-making, support future transportation improvement projects, and address regional congestion and safety concerns. These studies contribute to enhancing quality of life, increasing mobility, promoting economic development, and reducing environmental impacts through improved transportation systems and lower emissions. Public and community input is incorporated into all studies, with special attention to Environmental Justice considerations in crafting improvement recommendations.

Section 5307 Grants

The Federal Transit Administration's (FTA) Urbanized Area Formula Funding program¹⁰ allocates Federal funds for transit capital and operating assistance, as well as transportation planning activities in urbanized areas with populations exceeding 50,000.

Public Hearing Requirements for Section 5307 Grants

The NMMPO's public review process for the TIP satisfies the public hearing requirements for most routine Section 5307 grants.¹¹ However, grants requiring additional considerations—such as environmental analysis, land acquisition, or unresolved environmental factors under Section 106 or Section 4(f)—will necessitate a separate Section 5307 hearing process. These cases will be addressed individually in consultation between the FTA and the grant applicant. For the majority of Section 5307 grants, the NMMPO TIP public involvement process will fulfill the necessary public hearing requirements.

LRTA and NMMPO Public Involvement Coordination

As the designated FTA Section 5307 applicant/recipient, the Lowell Regional Transit Authority (LRTA) has consulted with the NMMPO and agrees that the public involvement process used by the NMMPO for TIP development meets the public hearing requirements for developing the Program of Projects under Section 5307. This includes ensuring public notice and providing adequate time for public review and comment.

Additional Requirements for Non-Routine Projects

For FTA projects deemed non-routine—such as Section 5307 grant applications requiring an environmental assessment or environmental impact statement—the TIP public involvement process is insufficient. These projects will require additional public involvement in compliance with the joint FHWA/FTA environmental regulations before FTA grant approval.¹²

Public Participation Procedures Changes to Federal Certification Documents

The NMMPO's Federal Certification Documents, such as the TIP, UPWP, and MTP, are updated as needed throughout the year. Changes are classified as either **amendments** or **administrative adjustments**, each with different requirements for public participation. See the decision tree below regarding requirements for public hearings.

Amendments:

- Require public comment (typically a 21-day period).
- Include public notices, postings on the NMCOG website, and distribution via email and social media.
- Include consideration of all comments received before a vote.

¹⁰ 49 U.S.C. 5307

¹¹ As outlined in Section 5307 Circular C-9030.1B

¹² Outlined in 23 CFR Part 771

- Can require second public comment period if significant changes are made during review.

Administrative Adjustments:

- Do not require public comment or formal MPO action.
- May include a public comment period if deemed necessary by the NMMPO.

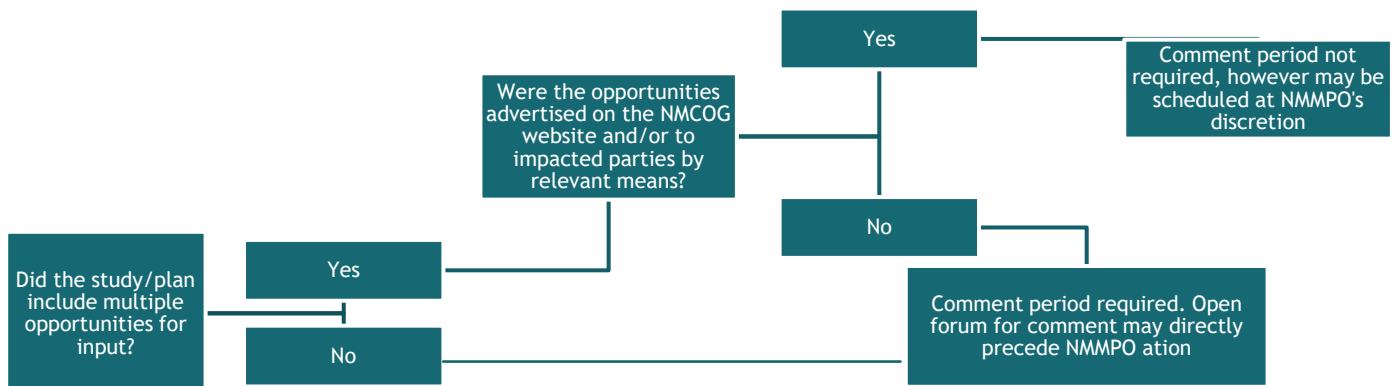
Aspect	Amendments	Administrative Adjustments
Public Comment	Required (21-day period; can be extended or shortened to 10 days in extraordinary circumstances)	Not required, unless the NMMPO votes to allow public comment
Examples of TIP changes	Adding/deleting a project, advancing a project from an outer year to Year 1, increasing cost by more than 10%, or major scope changes	Minor scope/description changes, funding changes by less than 10%, moving a project from Year 2 to Year 1, or changing a funding source
Examples of UPWP changes	Adding or deleting a task, increasing a task area’s budget by more than 25%	Moving funds between subtasks to reflect changes in effort
Examples of MTP changes	Adding projects or changing funding availability	Generally rare and treated as amendments
Approval process	Requires NMMPO vote after public comments are received and staff present how comments are proposed to be incorporated	Does not require NMMPO action, unless a public comment period is added

Key Notes

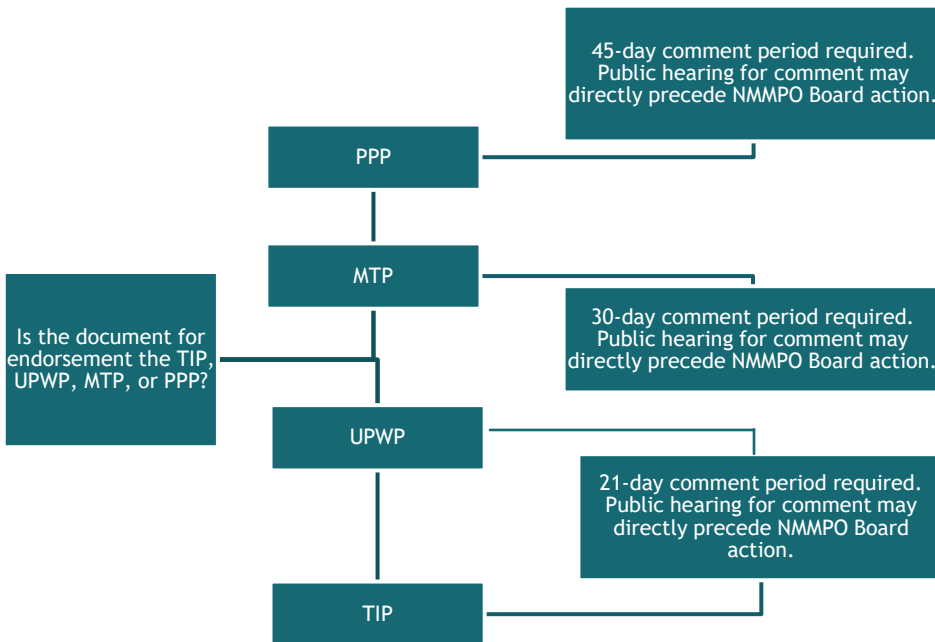
- Public notifications for amendments are widely distributed, including on the NMCOG website, social media, email lists, and local newspapers.
- All comments, whether received in meetings, by email, or other methods, are documented and considered.
- Significant changes during public review can trigger a second 21-day comment period.
- Administrative adjustments are simpler and focus on minor updates or corrections.

Public Comment and Hearing Decision Trees

Studies, Plans, and Other Non-Certification Documents



Endorsement of Certification Documents



Amendment of Certification Documents

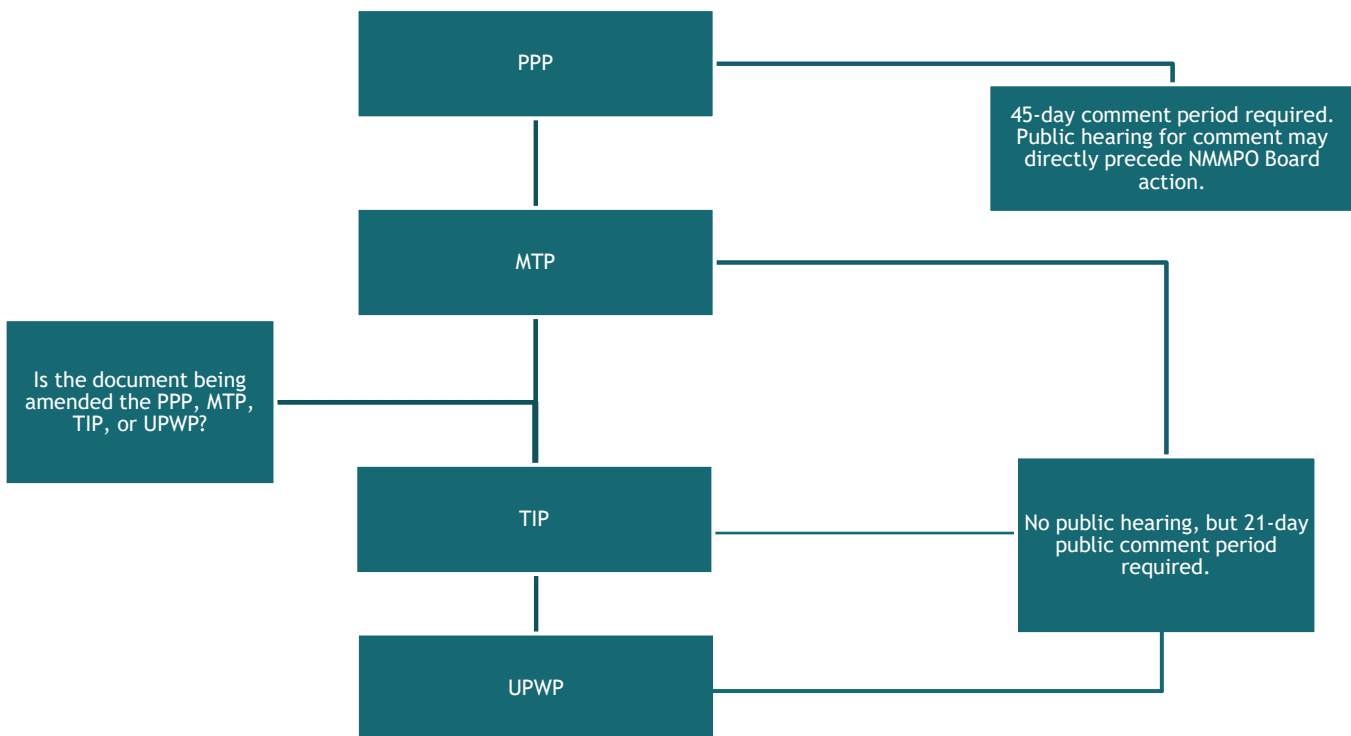


Table 2: Public Comment Periods and Notifications for Federally Mandated Plans

Plan or Project	Plan Phase	Public Comment Period Length	Where notifications are posted	How to share comments	Notes
Public Participation Plan	New or substantial updates	45 days*	NMCOG website NMCOG social media accounts (Facebook, X, and Instagram) Lowell Sun** NMMPO email distribution list Public hearing agendas shared with municipal clerks	Public hearing (via Zoom) Mail to NMCOG office (672 Suffolk Street, Suite 100, Lowell, MA 01854) Email to publiccomments@nmcog.org	Plan may be amended at any time, but should be updated every three to five years
Metropolitan Transportation Plan (MTP)	Draft plan	30 days*			A new MTP is developed every four years
Transportation Improvement Program (TIP)	Draft plan	21 days*			Developed annually between February and June, becomes active October 1
Transportation Improvement Program (TIP)	Amendments to an endorsed TIP	21 days*			TIP Amendment summaries are posted to the NMCOG website
Unified Planning Work Program (UPWP)	Draft plan	21 days*			Developed annually between February and June, becomes active October 1
Unified Planning Work Program (UPWP)	Amendments to an endorsed UPWP	21 days*			Amendment memos are shared with the NMMPO distribution list in advance of NMMPO meetings

* Public comment period begins immediately after the NMMPO votes to release for public comment; votes typically take place at monthly meetings of the NMMPO. Public hearings may directly precede NMMPO Board action.

** For endorsement of certification documents only (PPP, MTP, TIP, UPWP) and amendments to the PPP; not required for amendments to MTP, TIP, or UPWP.

2023 Annual Agency Profile - Lowell Regional Transit Authority (NTD ID 10005)

Mailing Address: 115 THORNDIKE STREET
LOWELL, MA

Website: <http://www.lrta.com/>

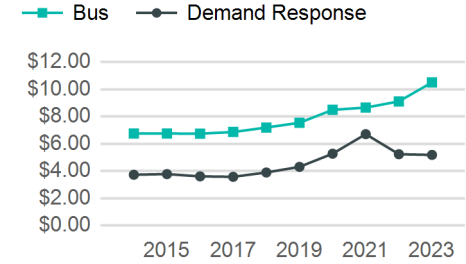
Geographic Coverage

Primary Urbanized Area	Boston, MA--NH
Square Miles	1,656
Population	4,382,009
Other Areas Served:	Nashua, NH--MA,Massachusetts Non-UZA
Service Area Population	370,594
Service Area Sq. Miles	282

Service Consumed

Annual Passenger Miles Traveled (PMT)	4,282,663
Annual Unlinked Trips (UPT)	812,372
Average Weekday UPT	3,017
Average Saturday UPT	1,237
Average Sunday UPT	0

Operating Expenses per Vehicle Revenue Mile



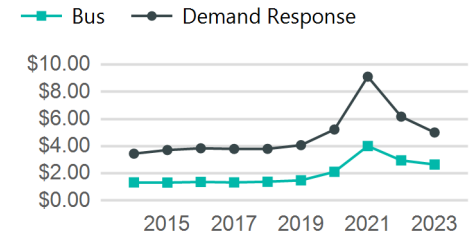
Assets

Revenue Vehicles	91
Service Vehicles	10
Facilities	8
Lane Miles	
Track Miles	

Service Supplied

Annual Vehicle/Passenger Car Revenue Miles (VRM)	1,436,786
Annual Vehicle/Passenger Car Revenue Hours (VRH)	99,483
Vehicles Operated in Maximum Service (VOMS)	72
Vehicles Available for Maximum Service (VAMS)	94

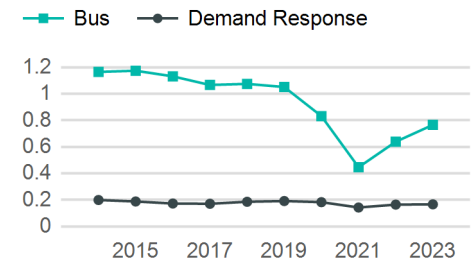
Operating Expenses per Passenger Mile



Modal Characteristics

Mode	Directly Operated VOMS	Purchased Transportation VOMS	Annual Passenger Miles Traveled	Annual Unlinked Passenger Trips	Annual Vehicle Revenue Miles	Annual Vehicle Revenue Hours	Fixed Guideway Directional Route Miles
Bus	0	36	3,784,859	732,081	955,629	62,646	0.00
Demand Response	0	36	497,804	80,291	481,157	36,837	0.00
Total	0	72	4,282,663	812,372	1,436,786	99,483	0.00

Unlinked Passenger Trip per Vehicle Revenue Mile



Metrics

Service Efficiency

Service Effectiveness

Mode	OE per VRM	OE per VRH	UPT per VRM	UPT per VRH	OE per PMT	OE per UPT
Bus	\$10.50	\$160.21	0.8	11.7	\$2.65	\$13.71
Demand Response	\$5.18	\$67.69	0.2	2.2	\$5.01	\$31.06
Total	\$8.72	\$125.95	0.6	8.2	\$2.93	\$15.42

2023 Annual Agency Profile - Lowell Regional Transit Authority (NTD ID 10005)

2023 Funding Breakdown

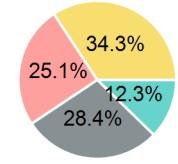
Summary of Operating Expenses (OE)

Labor	\$693,493	5.5%
Materials and Supplies	\$45,873	0.4%
Purchased Transportation	\$11,208,518	89.5%
Other Operating Expenses	\$581,795	4.6%
Total Operating Expenses	\$12,529,679	100.0%
<i>Reconciling OE Cash Expenditures</i>	<i>\$148,534</i>	

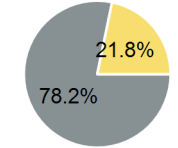
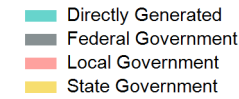
Sources of Operating Funds Expended

Directly Generated	\$1,556,090
Federal Government	\$3,599,327
Local Government	\$3,179,415
State Government	\$4,343,381
Total Operating Funds Expended	\$12,678,213

Operating Funding Sources



Capital Funding Sources



Sources of Capital Funds Expended

Directly Generated	\$0
Federal Government	\$1,610,542
Local Government	\$0
State Government	\$447,937
Total Capital Funds Expended	\$2,058,479

Operating Expense Detail

Mode	Operating Expenses	Fare Revenues
Bus	\$10,036,208	\$782,183
Demand Response	\$2,493,471	\$124,466
Total	\$12,529,679	\$906,649

Uses of Capital

Revenue Vehicles	Systems and Guideway	Facilities and Stations	Other
\$2,013,177	\$8,510	\$36,792	\$0
\$0	\$0	\$0	\$0
\$2,013,177	\$8,510	\$36,792	\$0

2023 Asset Management

Transit Asset Management (TAM) Tier

Tier II

TAM Sponsor NTD ID

Metrics

Mode	Vehicles Operated in Max. Service	Vehicles Available for Max. Service	%Spare Vehicles	Avg. Fleet Age (yrs)
Bus	36	50	38.9%	5.0
Demand Response	36	44	22.2%	4.5

إجراءات تقديم الشكاوى والتحقيق بموجب الباب السادس

تغطي هذه الإجراءات جميع الشكاوى المقدمة بموجب الباب السادس من قانون الحقوق المدنية لعام 1964، والفقرة 504 من قانون إعادة التأهيل لعام 1973، وقانون الأمريكيين من ذوي الإعاقة لعام 1990، بشأن الادعاءات بالتمييز في أي برنامج أو نشاط تديره هيئة النقل الإقليمية في لويل (LRTA).

لا تنكر هذه الإجراءات حق مقدم الشكاوى في تقديم شكاوى رسمية إلى وكالات أخرى في الولاية أو على المستوى الفيدرالي أو في طلب الاستعانة بمستشار قانوني بشأن الشكاوى المتعلقة بالتمييز المزعوم. سيتم بذل كل جهد ممكن للتوصل إلى حل مبكر للشكاوى على أدنى مستوى ممكن. يمكن استخدام خيار عقد اجتماع (اجتماعات) وساطة غير رسمية بين الأطراف المتضررة وهيئة النقل الإقليمية في لويل (LRTA) للتوصل إلى حل للمشكلة. يمكن لأي فرد أو مجموعة أفراد أو كيان يعتقدون أنهم تعرضوا لتمييز محظور بموجب الباب السادس والقوانين ذات الصلة تقديم شكاوى كتابية إلى العنوان التالي:

**Title VI Coordinator
Lowell Regional Transit Authority
115 Throldike Street
Lowell, MA 01852**

سيتم اتخاذ الإجراءات التالية لحل الشكاوى المتعلقة بالباب السادس:

1. يجب تقديم شكاوى رسمية في غضون 180 يومًا من حدوث الواقعة المزعومة. يجب أن تكون الشكاوى مكتوبة وموقعة من قبل الفرد أو ممثله، وتشمل اسم الشاكي وعنوانه ورقم هاتفه؛ واسم المسؤول المتهم بارتكاب التمييز، وأساس الشكاوى (العرق، اللون، الأصل القومي، الجنس، الإعاقة، العمر)، وتاريخ الواقعة (الوقائع) المزعومة. يجب أن تكون جميع الشكاوى مصحوبة ببيان مفصل يوضح الحقائق والظروف المتعلقة بالتمييز المزعوم.
2. في حال تعذر على مقدم الشكاوى أو عدم قدرته على تقديم بيان كتابي، يمكنه تقديم شكاوى شفوية بشأن التمييز إلى منسق قسم الحقوق المدنية (الباب السادس) في هيئة النقل الإقليمية في لويل (LRTA). في ظل هذه الظروف، سيتم إجراء مقابلة مع مقدم الشكاوى، وسيساعد منسق الباب السادس في هيئة النقل الإقليمية في لويل (LRTA) في تحويل الادعاءات الشفوية إلى شكل مكتوب.
3. عند استلام الشكاوى، سيقدم منسق الباب السادس إشعارًا كتابيًا لمقدم الشكاوى خلال عشرة (10) أيام عبر البريد المسجل.
4. إذا اعتبرت الشكاوى غير مكتملة، فسيتم طلب معلومات إضافية، وسيتم منح مقدم الشكاوى 60 يوم عمل لتقديم المعلومات المطلوبة. قد يُعتبر عدم القيام بذلك سببًا وجيهًا لعدم وجود مبرر للتحقيق في الشكاوى.

(5) في غضون 15 يوم عمل من تاريخ استلام الشكوى مكتملة، ستحدد هيئة النقل الإقليمية في لويل (LRTA) اختصاصها في متابعة الشكوى وما إذا كانت الشكوى لها مبرر كافٍ يستدعي التحقيق. وفي غضون خمسة (5) أيام من هذا القرار، سيقوم المدير أو من ينوب عنه بإخطار مقدم الشكوى والمدعى عليه، عن طريق البريد المسجل، لإبلاغهما بالقرار.

a. إذا كان القرار بعدم التحقيق في الشكوى، يجب أن يذكر الإشعار سبب القرار بشكل محدد.
b. في حال تم فتح تحقيق في الشكوى، فينبغي أن يذكر الإخطار أسباب اختصاص هيئة النقل الإقليمية في لويل (LRTA)، مع إبلاغ الأطراف بأن تعاونهم الكامل سيكون مطلوبًا في جمع معلومات إضافية ومساعدة المحقق.

(6) إذا لم يكن لدى هيئة النقل الإقليمية في لويل (LRTA) الاختصاص الكافي، فسوف يحيل المدير أو ممثله المعتمد الشكوى إلى الجهة الحكومية أو الفيدرالية المناسبة التي تتمتع بهذا الاختصاص.

(7) إذا كانت الشكوى تستحق التحقيق، فسيقوم المدير أو من ينوب عنه بتعيين محقق. سيتم إجراء تحقيق كامل، وسيتم تقديم تقرير التحقيق إلى المدير في غضون 60 يومًا من استلام الشكوى. يشمل التقرير وصفًا مفصلاً للواقعة، وملخصات لأقوال جميع الأشخاص الذين تمت مقابلتهم، واستنتاجات مع توصيات وإجراءات تسوية ودية عند الاقتضاء. في حال تأخر التحقيق لأي سبب، سيقوم المحقق بإبلاغ الجهات المختصة، وسيتم طلب تمديد للمدة المحددة.

(8) سيقوم المدير أو ممثله المعتمد بإرسال نتائج التحقيق إلى كل من مقدم الشكوى والطرف الآخر في غضون 90 يومًا من تاريخ استلام الشكوى.

(9) إذا لم يكن مقدم الشكوى راضيًا عن قرار هيئة النقل الإقليمية في لويل (LRTA)، فله الحق في تقديم شكوى إلى:

**Civil Rights Officer
Federal Transit Administration
55 Broadway, Suite 920
Cambridge, MA 02142**

依据第 6 款提出的投诉和调查程序

这些程序涵盖依据 1964 年《民权法案》第 6 款、1973 年《康复法案》第 504 节及 1990 年《美国残疾人法案》针对由洛厄尔地区交通运输管理局 (Lowell Regional Transit Authority, LRTA) 负责管理的任何计划或活动中指称的歧视问题所提交的所有投诉。

这些程序不会剥夺投诉人向其他州或联邦机构提交正式投诉或请私人律师针对所指称的歧视提交投诉的权利。我们将竭尽所能，尽量安排最基层机构早日解决投诉。受影响当事人与 LRTA 之间可选择通过非正式仲裁会议的方式解决投诉。认为自身遭受第 6 款及相关法规中所严禁之歧视行为的任何个人、团体或实体，可向下列地址提交书面投诉：

**Title VI Coordinator
Lowell Regional Transit Authority
145 Throldike Street
Lowell, MA 01852**

我们将采取下列措施解决依据第 6 款提出的投诉：

- 1.) 在发生所指称的歧视后，须在 180 天内提交正式投诉。投诉应为书面形式，并由投诉人或其代表签字，其中应包含投诉人的姓名、地址及电话号码；被指做出歧视行为的官员姓名、投诉依据（种族、肤色、族源、性别、残疾、年龄），以及所指称之行为发生的日期。所有投诉必须随附一份详细说明所指称之歧视行为发生的具体情况和当时所处环境的文件。
- 2.) 在投诉人无法或不能提供书面说明的情况下，可向 LRTA Title VI 投诉协调员提出口头投诉。在此情况下，投诉人需与 LRTA Title VI 投诉协调员进行面谈，并由协调员协助投诉人将口头指控形成书面文件。
- 3.) 在收到投诉后，Title VI 投诉协调员将在十 (10) 日内通过挂号信的方式向投诉人寄送书面确认。
- 4.) 如果认为提交的投诉不完整，需补充更多信息，那么投诉人可在 60 个工作日内提交所需的信息。若投诉人未能如此，则将有足够的理由认定无调查依据。

- 5.) 自收到完整投诉后的 15 个工作日内，LRTA 将在追查事件的过程中确定其是否具有管辖权，以及投诉人是否有足够的依据保证调查的顺利进行。在做出此裁定后的五 (5) 日内，行政官员或其授权人员将以挂号信的形式通知投诉人和被投诉人相关处理结果。
 - a. 如果裁定不予调查所提交的投诉，那么通知中必须具体说明做出此裁定的原因。
 - b. 如果对投诉进行调查，那么通知中必须说明 LRTA 具有管辖权的理由。同时，通知当事人，在收集更多信息时需要他们全力配合和协助调查人员。
- 6.) 当 LRTA 无足够的管辖权时，行政官员或其授权人员会将投诉交由拥有此类管辖权的适当州或联邦机构进行处理。
- 7.) 若投诉提供了足够的调查依据，行政官员或其授权人员将指派一名调查人员开展调查。自收到投诉之日起 60 日内，将开展完整的调查，并向行政官员提交调查报告。报告中将包含事件的叙述、接受调查的所有人员汇总及提出建议和调停措施的结论（如适当）。若由于任何原因而导致调查延误，调查人员将通知相关机构，以申请延期。
- 8.) 行政官员或其授权人员将自收到投诉之日起 90 日内，向投诉人和被投诉人寄发结论函。
- 9.) 如果投诉人对 LRTA 提出的投诉解决方案不满，则有权向下列地址提交投诉：

**Civil Rights Officer
Federal Transit Administration
55 Broadway, Suite 920
Cambridge, MA 02142**

Title VI Complaint and Investigation Procedures

These procedures cover all complaints filed under Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, and the Americans with Disabilities Act of 1990, for alleged discrimination in any program or activity administered by the Lowell Regional Transit Authority (LRTA).

These procedures do not deny the right of the complainant to file formal complaints with other State or Federal agencies or to seek private counsel for complaints alleging discrimination. Every effort will be made to obtain early resolution of complaints at the lowest level possible. The option of informal mediation meeting(s) between the affected parties and the LRTA may be utilized for resolution. Any individual, group of individuals or entity that believes they have been subjected to discrimination prohibited under Title VI and related statutes may file a written complaint to the following address:

**Title VI Coordinator
Lowell Regional Transit Authority
115 Throldike Street
Lowell, MA 01852**

The following measures will be taken to resolve Title VI complaints:

- 1.) A formal complaint must be filed within 180 days of the alleged occurrence. Complaints shall be in writing and signed by the individual or his/her representative, and will include the complainant's name, address and telephone number; name of alleged discriminating official, basis of complaint (race, color, national origin, sex, disability, age), and the date of alleged act(s). A statement detailing the facts and circumstances of the alleged discrimination must accompany all complaints.
- 2.) In the case where a complainant is unable or incapable of providing a written statement, a verbal complaint of discrimination may be made to the LRTA Title VI Coordinator. Under these circumstances, the complainant will be interviewed, and the LRTA Title VI Coordinator will assist the Complainant in converting the verbal allegations to writing.
- 3.) When a complaint is received, the Title VI Coordinator will provide written acknowledgment to the Complainant, within ten (10) days by registered mail.
- 4.) If a complaint is deemed incomplete, additional information will be requested, and the Complainant will be provided 60 business days to submit the required information. Failure to do so may be considered good cause for a determination of no investigative merit.

- 5.) Within 15 business days from receipt of a complete complaint, the LRTA will determine its jurisdiction in pursuing the matter and whether the complaint has sufficient merit to warrant investigation. Within five (5) days of this decision, the Administrator or his/her authorized designee will notify the Complainant and Respondent, by registered mail, informing them of the disposition.
 - a. If the decision is not to investigate the complaint, the notification shall specifically state the reason for the decision.
 - b. If the complaint is to be investigated, the notification shall state the grounds of the LRTA's jurisdiction, while informing the parties that their full cooperation will be required in gathering additional information and assisting the investigator.
- 6.) When the LRTA does not have sufficient jurisdiction, the Administrator or his/her authorized designee will refer the complaint to the appropriate State or Federal agency holding such jurisdiction.
- 7.) If the complaint has investigative merit, the Administrator or his/her authorized designee will assign an investigator. A complete investigation will be conducted, and an investigative report will be submitted to the Administrator within 60 days from receipt of the complaint. The report will include a narrative description of the incident, summaries of all persons interviewed, and a finding with recommendations and conciliatory measures where appropriate. If the investigation is delayed for any reason, the investigator will notify the appropriate authorities, and an extension will be requested.
- 8.) The Administrator or his/her authorized designee will issue letters of finding to the Complainant and Respondent within 90 days from receipt of the complaint.
- 9.) If the Complainant is dissatisfied with the LRTA's resolution of the complaint, he/she has the right to file a complaint with the:

**Civil Rights Officer
Federal Transit Administration
55 Broadway, Suite 920
Cambridge, MA 02142**

ជំពូក VI នីតិវិធីដាក់ពាក្យបណ្តឹង និងស៊ើបអង្កេត

នីតិវិធីទាំងនេះមានវិសាលភាពគ្របដណ្តប់លើគ្រប់ពាក្យបណ្តឹងដែលបានដាក់ដោយយោងតាមជំពូក VI (Title VI) នៃច្បាប់សិទ្ធិស៊ីវិល (Civil Rights Act) ឆ្នាំ 1964 មាត្រា 504 នៃច្បាប់ស្តារនីតិសម្បទា (Rehabilitation Act) ឆ្នាំ 1973 និងច្បាប់ជនពិការអាមេរិក (Americans with Disabilities Act) ឆ្នាំ 1990 សម្រាប់ការរើសអើងដែលត្រូវបានចោទប្រកាន់ នៅក្នុងកម្មវិធីប្រឹក្សាភិបាលណាមួយ ដែលគ្រប់គ្រងដោយអាជ្ញាធរដឹកជញ្ជូនតំបន់ Lowell (Lowell Regional Transit Authority (LRTA))។

នីតិវិធីទាំងនេះ មិនបានបដិសេធសិទ្ធិរបស់ដើមបណ្តឹងក្នុងការដាក់ពាក្យបណ្តឹងផ្លូវការទៅកាន់ទីភ្នាក់ងាររដ្ឋ ឬសហព័ន្ធ ឬក្នុងការស្វែងការប្រឹក្សាយោបល់ឯកជនសម្រាប់ពាក្យបណ្តឹងចោទប្រកាន់ប្រឆាំងនឹងអំពើរើសអើង។ កិច្ចប្រឹងប្រែងគ្រប់មធ្យោបាយនឹងត្រូវបានធ្វើឡើងដើម្បីទទួលបានសេចក្តីសម្រេចលើពាក្យបណ្តឹងនៅកម្រិតជាន់ទាបបំផុតតាមដែលអាចធ្វើបាន។ ជម្រើសនៃការជួបសម្រុះសម្រួលក្រៅផ្លូវការរវាងភាគីរងគ្រោះ និង LRTA អាចនឹងត្រូវបានប្រើប្រាស់ដើម្បីស្វែងរកដំណោះស្រាយ។ ជនណាម្នាក់ ក្រុម ឬអង្គភាពណាមួយដែលជឿជាក់ថា ខ្លួនបានស្ថិតក្រោមកម្មវត្ថុនៃការរើសអើងតាមជំពូក VI និងបញ្ញត្តិពាក់ព័ន្ធនានា អាចដាក់ពាក្យបណ្តឹងជាលាយលក្ខណ៍អក្សរតាមអាសយដ្ឋានខាងក្រោម៖

**Title VI Coordinator
Lowell Regional Transit Authority
145 Throldike Street
Lowell, MA 01852**

វិធានការខាងក្រោមនឹងត្រូវបានអនុវត្តដើម្បីដោះស្រាយពាក្យបណ្តឹងជំពូក VI៖

- 1.) ត្រូវដាក់ពាក្យបណ្តឹងផ្លូវការមួយក្នុងរយៈពេល 180 ថ្ងៃ បន្ទាប់ពីមានករណីចោទប្រកាន់កើតឡើង។ ពាក្យបណ្តឹងត្រូវធ្វើឡើងជាលាយលក្ខណ៍អក្សរ និងចុះហត្ថលេខាដោយបុគ្គលនោះ ឬតំណាងរបស់ខ្លួន ដោយមានបញ្ជាក់ពីឈ្មោះ អាសយដ្ឋាន និងលេខទូរស័ព្ទរបស់ដើមបណ្តឹង ឈ្មោះរបស់មន្ត្រីដែលត្រូវបានចោទប្រកាន់ពីការរើសអើង មូលដ្ឋាននៃពាក្យបណ្តឹង (ពូជសាសន៍ ពណ៌សម្បុរ សញ្ជាតិដើម ភេទ ពិការភាព អាយុ) និងកាលបរិច្ឆេទដែលមានការចោទប្រកាន់អំពើនោះ។ សេចក្តីអះអាងដែលលំអិតពីអង្គហេតុ និងស្ថានភាពនៃការចោទប្រកាន់ប្រឆាំងនឹងការរើសអើង ត្រូវមានភ្ជាប់ជាមួយនឹងពាក្យបណ្តឹងទាំងអស់។
- 2.) ក្នុងករណីដើមបណ្តឹងមិនអាច ឬអសមត្ថភាពក្នុងការផ្តល់សេចក្តីអះអាងជាលាយលក្ខណ៍អក្សរ ដើមបណ្តឹងអាចដាក់ពាក្យបណ្តឹងដោយផ្ទាល់មាត់អំពីការរើសអើង ទៅកាន់អ្នកសម្របសម្រួលជំពូក VI របស់ LRTA (LRTA Title VI Coordinator)។ ក្រោមលក្ខខណ្ឌទាំងនេះ ដើមបណ្តឹងនឹងត្រូវបានសម្ភាស ហើយអ្នកសម្របសម្រួលជំពូក VI របស់ LRTA នឹងជួយដល់ដើមបណ្តឹងក្នុងការប្តូរការចោទប្រកាន់ពីផ្ទាល់មាត់ទៅជាលាយលក្ខណ៍អក្សរ។
- 3.) នៅពេលដែលបានទទួលពាក្យបណ្តឹងរួច អ្នកសម្របសម្រួលជំពូក VI នឹងផ្តល់ការទទួលស្គាល់ជាលាយលក្ខណ៍អក្សរជូនដើមបណ្តឹង ក្នុងរយៈពេលដប់ (10) ថ្ងៃតាមរយៈលិខិតអនុសិដ្ឋ។
- 4.) បើសិនជាពាក្យបណ្តឹងត្រូវបានចាត់ទុកថាមិនពេញលេញ នោះនឹងមានការស្នើសុំព័ត៌មានបន្ថែម ហើយដើមបណ្តឹងនឹងមានរយៈពេល 60 ថ្ងៃដើម្បីផ្តល់ព័ត៌មានដែលត្រូវការ។ ការខកខានមិនបានអនុវត្តដូចខាងលើអាចនឹងត្រូវបានចាត់ទុកជាមូលហេតុសម្របសម្រាប់ការកំណត់ពីភាពគ្មានអង្គសេចក្តីសម្រាប់ការស៊ើបអង្កេត។

- 5.) ក្នុងរយៈពេល 15 ថ្ងៃធ្វើការបន្ទាប់ពីបានទទួលពាក្យបណ្តឹងពេញលេញ LRTA នឹងកំណត់យុត្តាធិការរបស់ខ្លួនក្នុងការស្វែងរកអង្គហេតុ និងកំណត់ថាតើពាក្យបណ្តឹងមានអង្គសេចក្តីគ្រប់គ្រាន់ដើម្បីធានាឲ្យមានការស៊ើបអង្កេតដែរឬទេ។ ក្នុងរយៈពេល (5) ប្រាំថ្ងៃនៃសេចក្តីសម្រេចនេះ អ្នកគ្រប់គ្រង ឬបុគ្គលត្រូវបានជ្រើសតាំងស្របច្បាប់របស់ខ្លួននឹងជូនដំណឹងដល់ដើមបណ្តឹង ឬចុងចម្លើយ តាមលិខិតអនុសិដ្ឋ ដោយធ្វើការជូនដំណឹងដល់ពួកគេពីសេចក្តីសម្រេចនេះ។
 - a. បើសេចក្តីសម្រេចមិនមែនសម្រាប់ស៊ើបអង្កេតពាក្យបណ្តឹង ការជូនដំណឹងត្រូវបញ្ជាក់ឲ្យច្បាស់ពីមូលហេតុនៃការធ្វើសេចក្តីសម្រេចនោះ។
 - b. បើពាក្យបណ្តឹងនឹងត្រូវបានបើកការស៊ើបអង្កេត ការជូនដំណឹងត្រូវបញ្ជាក់ពីសម្ភារៈហេតុនៃយុត្តាធិការ/សមត្ថកិច្ចរបស់ LRTA និងជូនដំណឹងដល់គូភាគីថានឹងតម្រូវឲ្យមានការចូលរួមសហការទាំងស្រុងពីពួកគេក្នុងការប្រមូលព័ត៌មានបន្ថែម និងជួយដល់មន្ត្រីស៊ើបអង្កេត។
- 6.) ករណី LRTA មិនមានយុត្តាធិការ/សមត្ថកិច្ចគ្រប់គ្រាន់ អ្នកគ្រប់គ្រង ឬជនត្រូវបានចាត់តាំងស្របច្បាប់ នឹងចាត់តាំងមន្ត្រីស៊ើបអង្កេតម្នាក់។ អ្នកគ្រប់គ្រង ឬជនត្រូវបានចាត់តាំងស្របច្បាប់ នឹងបញ្ជូនបណ្តឹងនោះទៅកាន់ទីភ្នាក់ងាររដ្ឋ ឬសហព័ន្ធសមស្របដែលមានយុត្តាធិការ/សមត្ថកិច្ចលើករណីនោះ។
- 7.) បើពាក្យបណ្តឹងមានអង្គសេចក្តីសម្រាប់ការស៊ើបអង្កេត អ្នកគ្រប់គ្រង ឬជនត្រូវបានចាត់តាំងស្របច្បាប់នឹងចាត់តាំងមន្ត្រីស៊ើបអង្កេតម្នាក់។ ការស៊ើបអង្កេតពេញលេញមួយនឹងត្រូវបានធ្វើឡើង ហើយរបាយការណ៍ស៊ើបអង្កេតមួយនឹងត្រូវបានប្រគល់ជូនអ្នកគ្រប់គ្រងក្នុងរយៈពេល 60 ថ្ងៃបន្ទាប់ពីបានទទួលពាក្យបណ្តឹង។ របាយការណ៍នោះនឹងមានសេចក្តីពណ៌នាពីរឿងហេតុតាមលំដាប់ សេចក្តីសង្ខេបពីបុគ្គលទាំងអស់ដែលត្រូវបានសម្ភាស និងសេចក្តីសម្រេចមួយដែលមានអនុសាសន៍ និងវិធានការផ្សះផ្សាសមស្រប។ បើមានការពន្យារការស៊ើបអង្កេតដោយសារប្រការណាមួយ មន្ត្រីស៊ើបអង្កេតនឹងជូនដំណឹងដល់អាជ្ញាធរសមស្រប ហើយនឹងមានការស្នើសុំការពន្យារពេល។
- 8.) អ្នកគ្រប់គ្រង ឬជនត្រូវបានចាត់តាំងស្របច្បាប់របស់ខ្លួននឹងចេញលិខិតអំពីលទ្ធផលស៊ើបអង្កេត ទៅឲ្យដើមបណ្តឹង និងចុងចម្លើយក្នុងរយៈពេល 90 ថ្ងៃបន្ទាប់ពី បានទទួលពាក្យបណ្តឹង។
- 9.) បើដើមបណ្តឹងមិនពេញចិត្តនឹងសេចក្តីសម្រេចរបស់ LRTA លើពាក្យបណ្តឹង ដើមបណ្តឹងមានសិទ្ធិដាក់ពាក្យបណ្តឹងទៅកាន់៖

Civil Rights Officer
Federal Transit Administration
55 Broadway, Suite 920
Cambridge, MA 02142

Título VI Queixas e Procedimentos de Investigação

Estes procedimentos cobrem todas as queixas apresentadas ao abrigo do Título VI da Lei dos Direitos Civis de 1964, a Seção 504 da Lei de Reabilitação de 1973, e os Americans with Disabilities Act de 1990, por alegada discriminação em qualquer programa ou atividade administrados pelo Lowell Regional Transit Authority (LR TA).

Esses procedimentos não negar o direito do queixoso a apresentar queixas formais com outras agências estaduais ou federais ou a procurar um advogado privado para queixas alegando discrimination. Todo o esforço será feito para obter rápida resolução de queixas ao nível mais baixo possível. A opção de reunião de mediação informal (s) between as partes afetadas ea LR TA pode ser utilizado para resolution. Qualquer indivíduo, grupo de indivíduos ou entidade que acredita que eles foram submetidos a uma discriminação proibida nos termos do Título VI e estatutos relacionados podem apresentar uma queixa por escrito para o seguinte endereço:

**Título VI Coordenador
Lowell Regional Transit Authority
145 Throldike Rua
Lowell, MA 01852**

Serão tomadas as seguintes medidas para resolver as queixas do Título VI:

- 1.) Uma queixa formal deve ser apresentado no prazo de 180 dias das supostas complaints occurrence. C deverá ser por escrito e assinada pelo indivíduo ou seu representante /, e contará com a €™ s complainantâ nome, endereço e número de telefone; nome do suposto funcionário discriminar, com base em denúncia (raça, cor, nacionalidade, sexo, deficiência, idade), ea data do suposto ato (s). Uma declaração detalhando os fatos e as circunstâncias da alegada discriminação deve acompanhar todas as queixas.
- 2.) No caso em que um denunciante não é capaz ou incapaz de fornecer uma declaração por escrito, uma queixa verbal de DISCR imination podem ser feitas para o LRTA Título VI Coordinator. Nestas circunstâncias, o queixoso será entrevistado, e do Coordenador LRTA Título VI vontade ajudar o Reclamante em converter as alegações verbais à escrita.
- 3.) Quando uma reclamação é recebida, o Coordenador do Título VI proporcionará reconhecimento por escrito o denunciante, no prazo de dez (10) dias por mail. Registrado

- 4.) Se a denúncia for considerada incompleta, informações adicionais serão solicitadas, eo Reclamante será fornecido 60 dias úteis para apresentar as informações necessárias. Não fazer isso pode ser considerado bom motivo para uma determinação de nenhum mérito investigativo.
- 5.) Dentro de 15 dias úteis a partir receipt de uma denúncia completa, a LR TA irá determinar a sua competência em prosseguir o assunto e se a queixa tem mérito suficiente para justificar investigation.Â dentro de 5 (cinco) dias desta decisão, o administrador ou o seu / ele designada autorizado notificará o Reclamante e Reclamado, por correio registrado, informando-os sobre a disposição.
 - a. Se a decisão for de não investigar a denúncia, a notificação deve indicar especificamente a razão para a decisão.
 - b. Se a reclamação deve ser investigado, a notificação deve indicar os critérios de competência do TAA € ™ s LR, informando as partes que a sua cooperação total será necessária na recolha de informações adicionais e ajudar o investigador.
- 6.) Quando o LR TA não tem competência suficiente, o Administrador ou seu / sua autorizou vai remeter a queixa para a agência estadual ou federal apropriada segurando tal jurisdição.
- 7.) Se a queixa tem mérito investigativo, o Administrador ou seu / sua autorizada irá atribuir um investigador. Uma investigação completa será realizada, e um relatório de investigação serão apresentados ao administrador no prazo de 60 dias a partir do recebimento da denúncia. O relatório incluirá uma descrição narrativa do incidente, resumos de todas as pessoas entrevistadas, e um achado com recomendações e medidas conciliatórias onde appropriate.Â Se o inquérito for adiada por qualquer razão, o investigador irá notificar as autoridades apropriadas, e uma extensão vontade ser solicitado.
- 8.) O Administrador ou seu / sua autorizada emitirá cartas de encontrar para o Reclamante e Reclamado no prazo de 90 dias a partir do recebimento da Â complaint.Â
- 9.) Se o reclamante não estiver satisfeito com a resolução da queixa, o TAA € ™ s LR, ele / ela tem o direito de apresentar uma queixa junto da:

Direitos oficial Civil
Administração Federal de Trânsito
55 Broadway, Suite 920
Cambridge, MA 02142

Title VI – Procedimientos de Demanda e Investigación

Estos procedimientos cubren todas las demandas presentadas bajo el Title VI of Civil Rights Act of 1964, Section 504 of Rehabilitation Act of 1973, y de Americans with Disabilities Act de 1990, para presuntos actos de discriminación en cualquiera de los programas o actividades administradas por el Lowell Regional Transit Authority (LRTA).

Estos procedimientos no impiden el derecho de presentar una demanda formal con otro Estado u otra Agencia Estatal o Federal o buscar consejo por vías privadas para la demanda de presuntos actos discriminatorios. El proceso será conducido para obtener una pronta resolución de la demanda al nivel administrativo mas bajo. La opción de una resolución por vía de mediación informal entre las partes afectadas y el LRTA será considerada como posible recurso a la resolución de la demanda. Cualquier individuo, grupo de individuos o entidad que tenga la sospecha de haber sido objeto de discriminación, prohibida bajo el Title VI y relacionada con sus estatutos podrá presentar una demanda por escrito a la siguiente dirección postal:

**Title VI Coordinator
Lowell Regional Transit Authority
145 Throldike Street
Lowell, MA 01852**

Las siguientes medidas serán tomadas para la resolución de demandas bajo el Title VI:

- 1.) Una demanda oficial deberá ser presentada en un plazo de 180 días después del supuesto acto discriminatorio. Quejas deberán ser presentadas por escrito y firmadas por el individuo o su representante, y deberán incluir el nombre del denunciante, la dirección y numero de teléfono, nombre del presunto discriminante, bases de la demanda (raza, color, nacionalidad, sexo, minusvalía, edad) y la fecha del acto discriminatorio. Un documento detallando los hechos y las circunstancias del presunto acto discriminatorio deberá acompañar todas las demandas.
- 2.) Si el demandante no puede proveer la demanda por escrito, una demanda verbal de discriminación deberá ser presentada al LRTA Title VI Coordinator. Bajo estas circunstancias, el demandante será entrevistado y el MTA Title VI Coordinator asistirá al demandante a convertir la demanda verbal en demanda por escrito.
- 3.) Una vez recibida la demanda completa, el Title VI Coordinator tendrá 5 días para notificar por escrito y por correo certificado al demandante que la demanda ha sido recibida.
- 4.) Si la demanda es considerada incomplete, información adicional será requerida al demandante siendo notificado en los siguientes quince (15) días laborales desde que la demanda fue recibida. Al demandante se le concederán sesenta (60) días laborales para enviar la información solicitada. Si la información adicional requerida no es recibida, será considerada causa suficiente para no comenzar el proceso de investigación.

- 5.) Quince (15) días después de recibir la demanda completa, el LRTA determinara la jurisdicción para proceder con la demanda y si la misma tiene suficientes bases para comenzar la investigación. Cinco (5) días después de tomar la decisión de si proceder o no con la investigación, el Administrador o su autorizado designado notificara al demandante, por correo certificado, si la investigación seguirá adelante o no.
 - a. Si la decisión es de no proceder con la investigación, la notificación especificara la razón/es por dicha decisión.
 - b. Si la demanda es investigada, la notificación detallara el área de la jurisdicción del LRTA, mientras se informa a las partes que su total cooperación será requerida para reunir información adicional en caso de ser necesaria y colaborar con el investigador.
- 6.) Si el LRTA no tiene suficiente jurisdicción, el Administrador o su autorizado designado referirá la demanda a la apropiada agencia Estatal o Federal que representa esa jurisdicción.
- 7.) Si se va a proceder con la demanda, el Administrador o su autorizado designado asignara un investigador. Una completa investigación será conducida, y detallada documentación de la investigación será enviada al Administrador en los siguientes cuarenta y cinco (45) días de haber recibido la demanda. El informe incluirá una descripción detallada del incidente, resúmenes de todas las entrevistas de las personas entrevistadas, los hallazgos encontrados y las recomendaciones.
- 8.) El Administrador o su autorizado designado mandara una carta con los hallazgos al demandante y al respondiente. Cuando sea apropiado, estas cartas incluirán medidas conciliadoras. Si la investigación fuese retrasada por alguna razón, el investigador notificara a las apropiadas autoridades, y una extensión de tiempo será solicitada.
- 9.) Si el demandante no esta satisfecho con la resolución del LRTA, el demandante tiene el derecho de presentar la demanda con el:

**Civil Rights Officer
Federal Transit Administration
55 Broadway, Suite 920
Cambridge, MA 02142**

Thủ tục Khiếu nại và Điều tra Khoản VI

Những thủ tục này bao gồm tất cả các khiếu nại được đệ đơn theo Khoản VI của Luật Dân Quyền năm 1964, Mục 504 của Luật Phục hồi năm 1973 và Luật về Người Mỹ Khuyết tật năm 1990, đối với cáo buộc phân biệt đối xử trong bất kỳ chương trình hay hoạt động nào được thực hiện bởi Cơ quan Thẩm quyền Vận chuyển Khu vực Lowell (LRTA).

Những thủ tục này không phủ nhận quyền của người thưa kiện về việc đệ đơn các khiếu nại chính thức đến các cơ quan của Bang hoặc Liên bang khác hoặc tìm luật sư riêng đối với các khiếu nại cáo buộc phân biệt đối xử. Mọi nỗ lực sẽ được thực hiện nhằm sớm đạt được giải pháp giải quyết khiếu nại ở mức độ nhỏ nhất có thể. Lựa chọn về (các) cuộc gặp mặt hòa giải không chính mức giữa các bên bị ảnh hưởng và Cơ quan Thẩm quyền Vận chuyển Khu vực Lowell (LRTA) có thể được dùng để hòa giải. Bất kỳ cá nhân, nhóm các cá nhân hay chủ thể nào tin rằng họ là đối tượng của hành vi phân biệt đối xử bị nghiêm cấm theo Khoản VI và các đạo luật có liên quan có thể đệ đơn khiếu nại tới địa chỉ sau:

Điều phối viên về các vấn đề Khoản VI
Cơ quan Thẩm quyền Vận chuyển Khu vực Lowell
(Lowell Regional Transit Authority, LRTA)
145 Đường Thronkike (145 Thronkike Street)
Lowell, MA 01852

Các biện pháp sau đây sẽ được sử dụng nhằm giải quyết các khiếu nại theo Khoản VI:

- 1.) Một bản khiếu nại chính thức sẽ được nộp trong vòng 180 ngày sau khi xảy ra cáo buộc. Các khiếu nại phải ở dưới dạng văn bản và được ký bởi cá nhân hoặc người đại diện của người đó và sẽ bao gồm tên, địa chỉ và số điện thoại của người khiếu nại; tên của công chức bị cáo buộc phân biệt đối xử, căn cứ của khiếu nại (chủng tộc, màu da, nguồn gốc dân tộc, giới tính, khuyết tật, tuổi tác) và ngày của (các) hành động bị cáo buộc. Một tờ khai nêu rõ chi tiết sự việc và tình huống của hành vi phân biệt đối xử bị cáo buộc phải gửi kèm theo tất cả các cáo buộc.
- 2.) Trong trường hợp người thưa kiện không thể hoặc không có khả năng cung cấp một tờ khai bằng văn bản, một khiếu nại bằng lời nói về việc phân biệt đối xử có thể được nộp cho Điều phối viên LRTA về các vấn đề Khoản VI. Dựa theo những tình huống này, người thưa kiện sẽ được phỏng vấn và Điều phối viên LRTA về các vấn đề Khoản VI sẽ hỗ trợ Người thưa kiện trong việc chuyển các cáo buộc bằng lời nói thành văn bản.
- 3.) Khi khiếu nại được nhận, Điều phối viên LRTA về các vấn đề Khoản VI sẽ cung cấp văn bản xác nhận cho Người thưa kiện, trong vòng mười (10) ngày thông qua thư đảm bảo.

- 4.) Nếu khiếu nại được cho rằng chưa đầy đủ, các thông tin bổ sung sẽ được yêu cầu và Người thừa kiện sẽ có 60 ngày làm việc để cung cấp các thông tin được yêu cầu. Việc không cung cấp các thông tin được yêu cầu có thể được coi là nguyên nhân chính đáng cho quyết định về việc không có giá trị điều tra.
- 5.) Trong vòng 15 ngày làm việc tính từ ngày tiếp nhận khiếu nại hoàn chỉnh, Cơ quan Thẩm quyền Vận chuyển Khu vực Lowell (LRTA) sẽ xác định quyền hạn pháp lý của mình trong việc theo đuổi vấn đề và xem xét liệu khiếu nại có giá trị đủ lớn để chứng nhận điều tra hay không. Trong vòng năm (5) ngày kể từ quyết định này, Người quản lý hoặc người được chỉ định của Người quản lý sẽ thông báo cho Nguyên đơn và Bị đơn, bằng thư đảm bảo, thông báo cho họ về hướng giải quyết.
 - a. Nếu có quyết định không điều tra khiếu nại, thông báo sẽ nêu rõ lý do của quyết định này.
 - b. Nếu khiếu nại được điều tra, thông báo sẽ nêu rõ cơ sở quyền hạn pháp lý của Cơ quan Thẩm quyền Vận chuyển Khu vực Lowell (LRTA), cùng với việc thông báo cho các bên rằng họ sẽ phải hợp tác đầy đủ trong việc thu thập các thông tin bổ sung và hỗ trợ điều tra viên.
- 6.) Trường hợp Cơ quan Thẩm quyền Vận chuyển Khu vực Lowell (LRTA) không đủ quyền hạn pháp lý, Người quản lý hoặc người được chỉ định của Người quản lý sẽ chuyển khiếu nại đến cơ quan Bang hoặc Liên bang thích hợp có quyền hạn pháp lý đó.
- 7.) Nếu khiếu nại có giá trị điều tra, Người quản lý hoặc người chỉ định của Người quản lý sẽ chỉ định một điều tra viên. Một cuộc điều tra đầy đủ sẽ được thực hiện và một báo cáo điều tra sẽ được nộp cho Người quản lý trong vòng 60 ngày tính từ ngày tiếp nhận khiếu nại. Báo cáo sẽ bao gồm một bản mô tả tường thuật về vụ việc, các bản tóm tắt về tất cả những người được phỏng vấn và bản kết quả có các khuyến nghị và các biện pháp hòa giải thích hợp. Nếu việc điều tra bị trì hoãn vì bất kỳ lý do nào, thì điều tra viên sẽ thông báo cho các cơ quan có thẩm quyền thích hợp và yêu cầu kéo dài cuộc điều tra.
- 8.) Người quản lý hoặc người được chỉ định của Người quản lý sẽ gửi các bức thư có kết quả điều tra tới Nguyên đơn và Bị đơn trong vòng 90 ngày tính từ ngày tiếp nhận khiếu nại.
- 9.) Nếu Nguyên đơn không hài lòng với giải pháp của Cơ quan Thẩm quyền Vận chuyển Khu vực Lowell (LRTA) về khiếu nại, Nguyên đơn có quyền nộp khiếu nại đến:

Cán bộ Dân Quyền (Civil Rights Officer)
Ban quản trị Vận chuyển Liên bang (Federal Transit Administration)
55 Broadway, Suite 920
Cambridge, MA 02142

نموذج شكوى حقوق مدنية لهيئة النقل الإقليمية في لويل (LRTA)

إذا كنت بحاجة إلى هذا المستند بتنسيق متاح للجميع، فيرجى أُو تواصل معنا عبر البريد الإلكتروني lrrta1@aol.com أو الاتصال على الرقم 0164-459-978 ، وأخبرنا بالتنسيق الذي ترغب فيه، وسنعمل معك من أجل توفيره لك.

يرجى تنزيل هذا النموذج وملؤه وإرساله عبر البريد الإلكتروني إلى lrrta1@aol.com، أو طباعته وإرساله بالبريد العادي إلى
LRTA Compliance Director, 115 Thorndike St, Floor 3B, Lowell, MA 01852 .

يتكون هذا النموذج من 4 صفحات، وهو صالح لجميع أنواع شكاوى انتهاكات الحقوق المدنية قانون الأمريكيين ذوي الإعاقة (ADA)، الباب السادس، أو المؤسسة التجارية لذوي الاحتياجات الخاصة (DBE) ، أو مبدأ تكافؤ الفرص في التوظيف (EEO)، أو أي بند آخر غير مذكور. يرجى ملء النموذج بأكبر قدر من التفاصيل الممكنة، لنتمكن من دراسة مخاوفكم وشكاواكم والتحقيق فيها في أسرع وقت ممكن.

إذا كنت تستعين بشخص آخر تثق فيه لملء هذا النموذج، فيرجى منه ملء أُل قسم الموضح أدناه

الاسم

رقم الهاتف

عنوان البريد الإلكتروني

العلاقة مع مقدم الشكوى

هل لديك إذن من صاحب (أصحاب) الشكوى لتقديمها نيابة عنه؟ إذا لم يكن، فيُرجى توضيح السبب.

نعم

لا، يُرجى التوضيح

معلومات الاتصال

الاسم الكامل:

عنوان الشارع:

المدينة

الولاية

الرمز البريدي

رقم الهاتف الرئيسي

رقم الهاتف الثانوي

عنوان البريد الإلكتروني

تاريخ اليوم

أساس الشكوى

أعتقد أنني (أو شخص آخر) تعرض للتمييز على أساس: (حدد كل ما ينطبق)

الإعاقة

العرق/اللون/المنشأ الوطني

أخرى

أعتقد أن هيئة النقل الإقليمية في لويل لم تلتزم بالمتطلبات التالية: (حدد كل ما ينطبق)

قانون الأمريكيين ذوي الإعاقة (ADA)

(الباب السادس 1964 الباب السادس من قانون الحقوق المدنية لعام)

المؤسسة التجارية لذوي الاحتياجات الخاصة (DBE)

مبدأ تكافؤ الفرص في التوظيف (EEO)

أخرى

يُرجى وصف ما حدث بالتفصيل، ولماذا تعتقد أن التمييز قد وقع. أدرج تفاصيل مثل الأسماء والأحداث والأوقات والمسارات والأماكن. وأي معلومات أخرى قد تكون مفيدة لنا في فهم شكواك والتحقق فيها

أرفق أي وثائق ذات صلة بهذه الشكوى، بما في ذلك أي مراسلات عند تقديم هذا النموذج.

إذن بالكشف عن هويتك والشكوى

نحناج إلى موافقتك على الكشف عن اسمك، إن لزم الأمر، أثناء هذا التحقيق أو أي تحقيق آخر. نحتاج إلى إذنك وتوقيعك لمواصلة إجراءات من التحقيق في شكاوك ومعالجتها (LRTA) الشكوى. في حال عدم منح الإذن بالكشف عن هويتك، قد لا تتمكن هيئة النقل الإقليمية في لويل بشكل صحيح

قد لا تتمكن هيئة النقل الإقليمية في لويل (LRTA) من التحقيق في ادعاءاتك بشكل صحيح. هل تسمح لنا بالكشف عن اسمك داخل الوكالة أثناء التحقيق في شكاوك؟

نعم

لا،

أد، ، أؤكد هنا أن المعلومات التي قدمتها في هذا النموذج كاملة وصحيحة ودقيقة على حد علمي.



LRTA 公民权利 投诉表

如果您需要此文件的无障碍格式，请发送电子邮件至 lrtal@aol.com 或致电 978-459-0164，并说明您所需的内容，我们将与您合作，为您提供满足您要求的格式。

请下载并填写此表格并通过电子邮件将其发送至 lrtal@aol.com 或将其打印出来并邮寄至 **LRTA Compliance Director, 115 Thorndike St, Floor 3B, Lowell, MA 01852。**

此表格包含 4 页，适用于您要提交的任何公民权利投诉（ADA、Title VI、DBE、EEO 或前面未列出的其他领域）。请尽可能详细地填写此表格，以便我们可以尽快处理和调查您的疑虑。

如果您需要您信任的其他人来协助填写这份表格，请让其填写以下部分。

姓名

电话号码

电子邮件地址

与投诉人的关系

您是否获得投诉人的许可代表其提出此投诉？如果不是，请解释原因。

是

否，请解释原因



联系方式

全名:

街道地址:

城市

州

邮政编码

常用电话

备用电话

电子邮件地址

日期 (今天)



投诉依据

我认为我曾（或他人曾）因以下原因受到歧视：（选择所有适用项）

- 残障
- 种族/肤色/祖籍国
- 其他

我认为 Lowell Regional Transit Authority 未能遵守以下计划或法规要求：（选择所有适用项）

- 美国残疾人法案 (ADA)
- 1964 年民权法案第六章 (Title VI)
- 弱势企业计划 (DBE)
- 平等就业机会 (EEO)
- 其他

请详细描述发生的事情以及您认为发生歧视的原因。请包括姓名、日期、时间、路线、地点等详细信息，以及您认为可能有助于我们理解和调查您的指控的任何其他信息。

在提交本表格时，请附上与本投诉有关的任何文件，包括任何往来通信。



有关公开您的身份和投诉的许可

在此调查或任何其他调查过程中，如有必要，我们需要您的同意才能披露您的姓名。我们需要有您的许可和签名才能推进处理您的投诉。**如果未获准公开您的身份，LRTA 可能会无法调查您的投诉，也无法妥善处理。**

LRTA 可能无法正确调查您的投诉。在我们调查您的投诉时，您是否允许我们在机构内部公开您的姓名？

是

否

本人，，特此证明，据本人所知，本人在此表格中提供的信息是完整、真实和正确的。



LRTA Civil Rights Complaint Form

If you need this document in an accessible format, please contact lrrta1@aol.com or [978-459-0164](tel:978-459-0164) and describe what you are looking for and we will work with you to provide you with a format that meets your needs.

Please download and fill in this form and email it to lrrta1@aol.com or print it out and mail it to LRTA Compliance Director, 115 Thorndike St, Floor 3B, Lowell, MA 01852.

This form consists of 4 pages and is applicable to any Civil Rights Complaint you would like to submit (ADA, Title VI, DBE, EEO, or another area not previously listed). Please fill in this form with as much detail as possible so that we can work to address and investigate your concerns as quickly as possible.

If you are utilizing the assistance of an individual you trust to fill out this form, please have them fill out the section below.

Name

Phone Number

Email Address

Relationship to Complainant

Do you have the permission of the aggrieved person(s) to file this complaint on their behalf? If not, please explain why.

Yes

No, Please explain



CONTACT INFORMATION

Full Name:

Street Address:

City

State

Zip Code

Primary Phone

Secondary Phone

Email Address

Today's date



BASIS OF COMPLAINT

I believe that I have been (or someone else has been) discriminated against on the basis of: *(Select all that apply)*

- Disability
- Race / Color / National Origin
- Other

I believe that the Lowell Regional Transit Authority has failed to comply with the following program requirements: *(Select all that apply)*

- Americans with Disabilities Act (ADA)
- Title VI of the Civil Rights Act of 1964 (Title VI)
- Disadvantaged Business Enterprise (DBE)
- Equal Employment Opportunity (EEO)
- Other

Please describe, in detail, what has occurred and why you believe that discrimination took place. Include details such as names, dates, times, routes, locations, and any other information you believe might be helpful in assisting us in understanding and investigating your allegations.

Attach any documentation that is relevant to this complaint, including any correspondence when submitting this form.



Permission to Release your Identity and Complaint

We need your consent to disclose your name, if necessary, in the course of this or any other investigation. We need your permission and signature to move forward with your complaint. **If permission to release your identity is not provided, it may not be possible for the LRTA to investigate your complaint and address it properly.**

The LRTA may not be able to properly investigate your claims. May we have permission to release your name within the agency as we work to investigate your complaint?

Yes

No

I, , hereby certify that the information I have provided within this form is complete, true, and correct to the best of my knowledge.

សិទ្ធិពលរដ្ឋ LRTA ទម្រង់ពាក្យបណ្តឹង

ប្រសិនបើអ្នកត្រូវការឯកសារនេះក្នុងទម្រង់ដែលអ្នកអាចប្រើប្រាស់បាន សូមទាក់ទងទៅ lrrta1@aol.com ឬ 978-459-0164 ហើយពិពណ៌នាអំពីអ្វីដែលអ្នកកំពុងតែស្វែងរក យើងខ្ញុំនឹងជួយអ្នក ដើម្បីផ្តល់ជូននូវទម្រង់ មួយដែលបំពេញតាមតម្រូវការរបស់អ្នក។

សូមទាញយក និងបំពេញទម្រង់បែបបទនេះ ហើយអ៊ីមែលវាមកកាន់ lrrta1@aol.com ឬបោះពុម្ពវា ហើយផ្ញើតាមប្រៃសណីយ៍ទៅកាន់ LRTA Compliance Director, 115 Thorndike St, Floor 3B, Lowell, MA 01852។

ទម្រង់បែបបទនេះមាន 4 ទំព័រ ហើយអាចប្រើបានសម្រាប់ការប្តឹងអំពីសិទ្ធិពលរដ្ឋណាមួយ ដែលអ្នកចង់ដាក់បញ្ជូនមក (ADA, ចំណងជើងទី VI, DBE, EEO ឬផ្នែកណាមួយផ្សេងទៀត ដែលមិនបានចុះបញ្ជីពីមុនមក)។ សូមបំពេញទម្រង់បែបបទនេះ ជាមួយនឹងព័ត៌មានលម្អិតឱ្យបានច្រើនតាមដែលអាចធ្វើទៅបាន ដើម្បីជាការជួយ យើងខ្ញុំ ក្នុងការដោះស្រាយ និងស៊ើបអង្កេតក្តីកង្វល់របស់អ្នកបានឆាប់តាមដែលអាចធ្វើទៅបាន។

ប្រសិនបើអ្នកឲ្យអ្នកណាដែលអ្នកទុកចិត្ត ដើម្បីជួយបំពេញទម្រង់បែបបទនេះ សូមឱ្យគេជួយបំពេញព័ត៌មាន ក្នុងផ្នែកខាងក្រោមនេះផងដែរ។

ឈ្មោះ

លេខទូរសព្ទ

អាសយដ្ឋានអ៊ីមែល

ទំនាក់ទំនងជាមួយអ្នកដាក់ពាក្យបណ្តឹង

តើអ្នកបានទទួលការអនុញ្ញាតពីជនរងគ្រោះ ឲ្យជួយដាក់ពាក្យបណ្តឹងនេះ ជំនួសពួកគាត់ដែរឬទេ?
ប្រសិនបើមិនបានទទួលការអនុញ្ញាតទេ សូមពន្យល់មូលហេតុខាងក្រោម។

- បាទ/ចាស
- ទេ សូមពន្យល់



ឈ្មោះពេញ៖

អាសយដ្ឋានផ្លូវ៖

ទីក្រុង

រដ្ឋ

លេខកូដតំបន់

លេខទូរសព្ទចម្បង

លេខទូរសព្ទបន្ទាប់បន្សំ

អាសយដ្ឋានអ៊ីមែល

កាលបរិច្ឆេទថ្ងៃនេះ



មូលដ្ឋាននៃពាក្យបណ្តឹង

ខ្ញុំបាទ/នាងខ្ញុំ ជឿថា ខ្ញុំបាទ/នាងខ្ញុំ (ឬនរណាម្នាក់ផ្សេងទៀត) បានទទួលរងការរើសអើងដោយសារហេតុផល៖
(សូមជ្រើសរើសគ្រប់ចំណុចដែលមាន)

- ពិការភាព
- ពូជសាសន៍ / ពណ៌សម្បុរ / សញ្ជាតិកំណើត
- ផ្សេងទៀត

ខ្ញុំបាទ/នាងខ្ញុំ ជឿថា អាជ្ញាធរគមនាគមន៍ ក្នុងតំបន់នៃក្រុង Lowell (Lowell Regional Transit Authority)
ខកខានមិនបានគោរពតាមភាពតម្រូវរបស់កម្មវិធីខាងក្រោម៖ (សូមជ្រើសរើសគ្រប់ចំណុចដែលពាក់ព័ន្ធ)

- ច្បាប់ស្តីអំពីជនពិការអាមេរិក (Americans with Disabilities Act, ADA)
- ចំណាងជើងទី VI នៃច្បាប់ស្តីអំពីសិទ្ធិពលរដ្ឋ (Civil Rights Act) ឆ្នាំ 1964 (ចំណាងជើងទី VI)
- សហគ្រាសពាណិជ្ជកម្មដែលរងគ្រោះ (Disadvantaged Business Enterprise, DBE)
- ឱកាសការងារស្មើភាពគ្នា (Equal Employment Opportunity, EEO)
- ផ្សេងទៀត

សូមពិពណ៌នាឱ្យបានលម្អិតអំពីអ្វីដែលបានកើតមានឡើង ហើយហេតុអ្វីបានជាអ្នកជឿថា ការរើសអើងបានកើតឡើង។
រួមបញ្ចូលព័ត៌មានលម្អិតដូចជា ឈ្មោះ កាលបរិច្ឆេទ ម៉ោង ទម្លាប់ ទីតាំង និងព័ត៌មានផ្សេងទៀត ដែលអ្នកជឿថា
អាចនឹងមានប្រយោជន៍ក្នុងការជួយយើងខ្ញុំឱ្យយល់និងស៊ើបអង្កេតអំពីការចោទប្រកាន់របស់អ្នក។

ភ្ជាប់មកជាមួយនូវឯកសារណាមួយ ដែលពាក់ព័ន្ធនឹងពាក្យបណ្តឹងនេះ
ដោយរួមមានទាំងការឆ្លើយឆ្លងណាមួយ ពេលដាក់បញ្ជូនទម្រង់បែបបទនេះ។



ការអនុញ្ញាតឱ្យបញ្ចេញអត្តសញ្ញាណ និងពាក្យបណ្តឹងរបស់អ្នក

យើងខ្ញុំត្រូវការ សេចក្តីយល់ព្រមរបស់អ្នកដើម្បីបង្ហាញឈ្មោះរបស់អ្នក ប្រសិនបើចាំបាច់ ក្នុងអំឡុងពេលស៊ើបអង្កេតនេះ ឬការស៊ើបអង្កេតណាមួយផ្សេងទៀត។ យើងខ្ញុំត្រូវការ សេចក្តីអនុញ្ញាត និងហត្ថលេខារបស់អ្នក ដើម្បីបន្តដំណើរការជាមួយនឹងពាក្យបណ្តឹងរបស់អ្នក។ **ប្រសិនបើមិនទទួលបានការអនុញ្ញាតដើម្បីបញ្ចេញ អត្តសញ្ញាណរបស់អ្នកទេនោះ អាជ្ញាធរគមនាគមន៍ក្នុងតំបន់នៃក្រុង Lowell (Lowell Regional Transit Authority, LRTA) នឹងមិនអាចធ្វើការស៊ើបអង្កេតពាក្យបណ្តឹងរបស់អ្នក និងដោះស្រាយ ឱ្យបានសមស្របឡើយ។**

LRTA មិនអាចធ្វើការស៊ើបអង្កេតបានត្រឹមត្រូវអំពីការទាមទាររបស់អ្នកនោះទេ។ តើយើងខ្ញុំអាចមានការអនុញ្ញាតដើម្បីបញ្ចេញឈ្មោះរបស់អ្នកនៅក្នុងទីភ្នាក់ងារស៊ើបអង្កេតបានឬទេ ពេលដែលយើងខ្ញុំធ្វើការស៊ើបអង្កេតពាក្យបណ្តឹងរបស់អ្នក?

- បាទ/ចាស
- ទេ

ខ្ញុំបាទ/នាងខ្ញុំ ឆ្លងតាមរយៈនេះ សូមធ្វើការបញ្ជាក់ថា
ព័ត៌មានដែលខ្ញុំបាទ/នាងខ្ញុំបានផ្តល់ជូនក្នុងទម្រង់បែបបទនេះ មានភាពពេញលេញ ពិតប្រាកដ និងត្រឹមត្រូវអស់ពីសមត្ថភាពនៃការយល់ដឹងរបស់ខ្ញុំ។

Formulário de Reclamação de Direitos Civis LRTA

Se você precisar deste documento em um formato acessível, entre em contato com lrrta1@aol.com ou **978-459-0164** e descreva o que você está procurando e trabalharemos com você para fornecer um formato que atenda às suas necessidades.

Faça o download e preencha este formulário e envie-o por e-mail para lrrta1@aol.com ou imprima-o e envie-o por correio para LRTA Compliance Director, 115 Thorndike St, Floor 3B, Lowell, MA 01852.

Este formulário consiste em 4 páginas e é aplicável a qualquer Reclamação de Direitos Civis que você gostaria de enviar (ADA, Título VI, DBE, EEO ou outra área não listada anteriormente). Preencha este formulário com o máximo de detalhes possível para que possamos trabalhar para abordar e investigar suas preocupações o mais rápido possível.

Se você estiver utilizando a ajuda de um indivíduo em quem confia para preencher este formulário, peça a ele que preencha a seção abaixo.

Nome

Número de telefone

Endereço de e-mail

Relação com o Reclamante

Você tem permissão da(s) pessoa(s) prejudicada(s) para registrar esta reclamação em seu nome? Se não, explique o motivo.

Sim

Não, explique



INFORMAÇÕES DE CONTATO

Nome completo:

Endereço da rua:

Cidade

Estado

CEP

Telefone principal

Telefone secundário

Endereço de e-mail

Data de hoje

BASE DA RECLAMAÇÃO

Acredito que fui discriminado/a (ou isto aconteceu a outra pessoa) com base em: *(selecione todas as opções aplicáveis)*

- Incapacidade
- Raça/cor/nacionalidade
- Outra

Acredito que a Autoridade de Trânsito Regional de Lowell não cumpriu os seguintes requisitos do programa: *(selecione todas as opções aplicáveis)*

- Americans with Disabilities Act (ADA)
- Título VI da Lei dos Direitos Civis de 1964 (Título VI)
- Empresa de negócios desfavorecida (DBE)
- Igualdade de Oportunidades de Emprego (EEO)
- Outra

Descreva, em detalhes, o que ocorreu e por que você acredita que a discriminação ocorreu. Inclua detalhes como nomes, datas, horários, rotas, locais e qualquer outra informação que você acredite que possa ser útil para nos ajudar a entender e investigar suas alegações.

Anexe qualquer documentação relevante a esta reclamação, incluindo qualquer correspondência ao enviar este formulário.



Permissão para divulgar sua identidade e reclamação

Precisamos do seu consentimento para divulgar seu nome, se necessário, durante esta ou qualquer outra investigação. Precisamos de sua permissão e assinatura para prosseguir com sua reclamação.

Se a permissão para divulgar sua identidade não for fornecida, pode não ser possível para o LRTA investigar sua reclamação e resolvê-la adequadamente.

O LRTA pode não ser capaz de investigar adequadamente suas reivindicações. Podemos ter permissão para divulgar seu nome dentro da agência enquanto trabalhamos para investigar sua reclamação?

Sim

Não

Eu, , certifico que as informações que forneci neste formulário são completas, verdadeiras e corretas, tanto quanto é do meu conhecimento.



Formulario de queja de derechos civiles de LRTA

Si necesita este documento en un formato accesible, comuníquese a lrrta1@aol.com o al [978-459-0164](tel:978-459-0164) y describa qué está buscando. Trabajaremos con usted para proporcionarle un formato que satisfaga sus necesidades.

Descargue y complete este formulario y envíelo por correo electrónico a lrrta1@aol.com o imprímalo y envíelo por correo postal a LRTA Compliance Director, 115 Thorndike St, Floor 3B, Lowell, MA 01852.

Este formulario consta de 4 páginas y se aplica a cualquier queja de derechos civiles que desee presentar (Ley para Estadounidenses con Discapacidades [Americans with Disabilities Act, ADA], Título VI, empresa comercial en desventaja [Disadvantaged Business Enterprise, DBE], igualdad de oportunidades en el empleo [Equal Employment Opportunity, EEO] u otra área que no se indique anteriormente). Complete el formulario lo más detalladamente posible de manera que podamos trabajar en abordar e investigar sus inquietudes lo antes posible.

Si utiliza la ayuda de una persona de confianza para completar este formulario, solicítele que llene la siguiente sección.

Nombre

Número de teléfono

Dirección de correo electrónico

Relación con el demandante

¿Tiene el permiso de la(s) persona(s) agraviada(s) para presentar esta queja en su nombre? Si no es así, explique por qué.

Sí

No. Explique.



INFORMACIÓN DE CONTACTO

Nombre completo:

Dirección:

Ciudad

Estado

Código postal

Teléfono principal

Teléfono secundario

Dirección de correo electrónico

Fecha de hoy



FUNDAMENTO DE LA QUEJA

Creo que me han discriminado (o han discriminado a otra persona) por lo siguiente: *(seleccione todas las opciones que correspondan)*

- Discapacidad
- Raza/Color/Nacionalidad
- Otro

Creo que Lowell Regional Transit Authority no ha cumplido con los requisitos de los siguientes programas: *(seleccione todas las opciones que correspondan)*

- Ley para Estadounidenses con Discapacidades (ADA)
- Título VI de la Ley de Derechos Civiles de 1964 (Título VI)
- Empresa comercial en desventaja (DBE)
- Igualdad de oportunidades en el empleo (EEO)
- Otro

Describa detalladamente lo ocurrido y por qué cree que hubo discriminación. Incluya detalles como nombres, fechas, horas, rutas, ubicaciones y cualquier otra información que crea que podría ser útil para ayudarnos a comprender e investigar sus acusaciones.

Adjunte cualquier documentación que sea pertinente a esta queja, incluida la correspondencia, cuando presente este formulario.



Permiso para divulgar su identidad y queja

Necesitamos su consentimiento para divulgar su nombre, si es necesario, durante esta o cualquier otra investigación. Necesitamos su permiso y su firma para avanzar con la queja. **Si no se brinda permiso para divulgar su identidad, es posible que la LRTA no pueda investigar la queja ni abordarla de manera adecuada.**

Es posible que la LRTA no pueda investigar sus reclamos de manera adecuada. ¿Podría darnos permiso para divulgar su nombre dentro de la agencia a medida que trabajamos para investigar su queja?

Sí

No

Por el presente, yo, , certifico que la información que he proporcionado en este formulario es completa, verdadera y correcta a mi leal saber y entender.

Đơn Khiếu Nại Dân Quyền LRTA

Nếu quý vị cần tài liệu này ở định dạng có thể truy cập được, vui lòng liên hệ lrta1@aol.com hoặc **978-459-0164** và mô tả tài liệu quý vị đang tìm kiếm và chúng tôi sẽ hỗ trợ để cung cấp cho quý vị một định dạng đáp ứng nhu cầu của quý vị.

Vui lòng tải xuống và điền thông tin vào mẫu đơn này và gửi email tới lrta1@aol.com hoặc in ra và gửi qua đường bưu điện tới địa chỉ LRTA Compliance Director, 115 Thorndike St, Floor 3B, Lowell, MA 01852.

Mẫu đơn này bao gồm 4 trang và được áp dụng cho bất kỳ Khiếu nại Dân quyền nào mà quý vị muốn gửi (ADA, Tiêu đề VI, DBE, EEO hoặc lĩnh vực khác chưa được liệt kê trước đây). Vui lòng điền thông tin vào mẫu đơn này càng chi tiết càng tốt để chúng tôi có thể giải quyết và điều tra các mối lo ngại của quý vị nhanh nhất có thể.

Nếu quý vị đang sử dụng sự hỗ trợ của một cá nhân mà quý vị tin tưởng để điền thông tin vào mẫu đơn này, vui lòng yêu cầu họ điền vào phần bên dưới.

Tên

Số điện thoại

Địa chỉ email

Mối quan hệ với Người khiếu nại

Quý vị có được (những) người khiếu nại cho phép nộp đơn khiếu nại này thay cho họ không? Nếu không, hãy giải thích lý do tại sao.

Có

Không, vui lòng giải thích



THÔNG TIN LIÊN HỆ

Họ và tên:

Địa chỉ đường phố:

Thành phố

Tiểu bang

Mã bưu chính

Số điện thoại chính

Số điện thoại thứ hai

Địa chỉ email

Hôm nay là ngày



CƠ SỞ CỦA SỰ KHIẾU NẠI

Tôi cho rằng tôi (hoặc người khác) đã bị phân biệt đối xử trên cơ sở: *(Chọn tất cả các mục thích hợp)*

- Khuyết tật
- chủng tộc / Màu da / Nguồn gốc quốc gia
- Khác

Tôi cho rằng Cơ quan Quản lý Giao thông Khu vực Lowell đã không tuân thủ các yêu cầu sau của chương trình: *(Chọn tất cả các mục thích hợp)*

- Đạo luật Người Mỹ Khuyết tật (ADA)
- Tiêu đề VI của Đạo luật Dân quyền năm 1964 (Tiêu đề VI)
- Doanh nghiệp Kinh doanh chịu thiệt thòi (DBE)
- Cơ hội việc làm bình đẳng (EEO)
- Khác

Vui lòng mô tả chi tiết điều gì đã xảy ra và tại sao quý vị cho rằng có sự phân biệt đối xử. Bao gồm các chi tiết như tên, ngày, giờ, tuyến đường, địa điểm và bất kỳ thông tin nào khác mà quý vị cho rằng có thể hữu ích trong việc hỗ trợ chúng tôi hiểu và điều tra các cáo buộc của quý vị.

Đính kèm bất kỳ tài liệu nào có liên quan đến khiếu nại này, bao gồm mọi thư từ khi gửi mẫu đơn này.



Cho phép tiết lộ danh tính và khiếu nại của quý vị

Chúng tôi cần sự đồng ý của quý vị để tiết lộ tên của quý vị, nếu cần, trong quá trình điều tra này hoặc bất kỳ cuộc điều tra nào khác. Chúng tôi cần sự cho phép và chữ ký của quý vị để xử lý khiếu nại của quý vị. **Nếu quý vị không cho phép chúng tôi tiết lộ danh tính của quý vị, LRTA có thể không điều tra được khiếu nại của quý vị và giải quyết khiếu nại đúng cách.**

LRTA có thể không điều tra đúng yêu cầu bồi thường của quý vị. Chúng tôi có được phép tiết lộ tên của quý vị trong cơ quan khi chúng tôi làm việc để điều tra khiếu nại của quý vị không?

Có

Không

Tôi, , xác nhận rằng thông tin tôi đã cung cấp trong biểu mẫu này là đầy đủ, đúng sự thật và chính xác theo sự hiểu biết tốt nhất của tôi.

نموذج طلب خدمة النقل العام بموجب قانون الأمريكيين ذوي الإعاقة (ADA) في ولاية ماساتشوستس

يهدف هذا الطلب إلى تحديد أهليتك لخدمة النقل العام التكميلية بموجب قانون الأمريكيين ذوي الإعاقة (ADA). إذا كنت تعاني من إعاقة تمنعك من استخدام خدمة الحافلات ذات المسار الثابت في ولاية ماساتشوستس، فقد تكون مؤهلاً لخدمة النقل العام بموجب قانون الأمريكيين ذوي الإعاقة (ADA). خدمة النقل العام بموجب قانون الأمريكيين ذوي الإعاقة (ADA) هي خدمة نقل مشتركة، مع حجز مسبق، ومن نقطة الانطلاق إلى الوجهة، للأشخاص ذوي الإعاقة غير القادرين على استخدام خدمة الحافلات ذات المسار الثابت بسبب إعاقتهم.

معايير خدمة برنامج النقل العام لذوي الاحتياجات الخاصة (ADA): تم تصميم برامج النقل العام لذوي الاحتياجات الخاصة التابعة لسلطات النقل الإقليمية في ولاية ماساتشوستس بما يتوافق مع الحد الأدنى لمعايير خدمة قانون الأمريكيين ذوي الإعاقة الذي وضعته الحكومة الفيدرالية. يُقدم هذا البرنامج خدماته فقط للأفراد الذين تثبت أهلية استحقاقهم من قبل سلطة النقل الإقليمية، وذلك وفقاً لتوجيهات ADA التالية:

- يتم تقديم الخدمة التكميلية فقط في المناطق التي تعمل فيها الحافلات ذات المسار الثابت. ولا تشمل خدمات النقل السريع أو خدمات النقل بين المدن أو خدمات "الحجز عبر الهاتف". لا يُعتبر أي رحلة خدمة نقل عام مخصصة لذوي الاحتياجات الخاصة وفقاً لقانون الأمريكيين ذوي الإعاقة إلا إذا كان كل من نقطة انطلاق الرحلة ونقطة الوصول تقعان ضمن مسافة ثلاثة أرباع ميل من خط الحافلات ذات المسار الثابت.
- يتم تقديم الخدمة خلال الأيام والساعات التي تعمل فيها الحافلات ذات المسار الثابت في المنطقة المعنية.
- يجب حجز الرحلة قبل يوم واحد على الأقل، وذلك خلال ساعات العمل الرسمية لهيئة النقل الإقليمية (RTA).
- تختلف أسعار خدمة نقل عام مخصصة لذوي الاحتياجات الخاصة وفقاً لقانون الأمريكيين ذوي الإعاقة في جميع أنحاء الولاية، ولكنها عادةً لا تتجاوز ضعف سعر تذكرة الحافلة ذات المسار الثابت.
- لا يرتبط توفير الخدمة بالغرض من الرحلة، بل يتم توفيرها لجميع أنواع الرحلات.

تعريف الإعاقة وفقاً لقانون الأمريكيين ذوي الإعاقة (ADA): أي شخص ذو إعاقة لا يستطيع، نتيجة لإعاقته الجسدية أو العقلية، ومن دون مساعدة من شخص آخر (باستثناء مشغل جهاز رفع الكراسي المتحركة)، ركوب الحافلة ذات المسار الثابت أو النزول منها. أي شخص ذو إعاقة يعاني من حالة صحية معينة تمنعه من الوصول إلى محطة الحافلات أو مغادرتها عند استخدام نظام الحافلات ذات المسار الثابت. لا يُعتبر وجود معوقات معمارية أو بيئية، مثل المسافة أو طبيعة الأرض أو الأحوال الجوية، بمفرده سبباً كافياً للاستحقاق والأهلية. ومع ذلك، قد يكون الشخص مؤهلاً إذا حالت هذه المعوقات، بالتفاعل مع إعاقته، دون تمكنه من الوصول إلى محطة الحافلات ذات المسار الثابت أو مغادرتها.

الأهلية: هناك ثلاثة أنواع الأهلية:

الأهلية غير المشروطة - إذا كانت إعاقتك أو حالتك الصحية تمنعك دائمًا من استخدام الحافلات ذات المسار الثابت، وأنت مؤهل لاستخدام خدمة النقل العام بموجب قانون الأمريكيين ذوي الإعاقة (ADA) لجميع رحلاتك.

الأهلية المشروطة - إذا كنت تستطيع استخدام الحافلات ذات المسار الثابت العامة لبعض رحلاتك، وأنت مؤهل لاستخدام خدمة النقل العام بموجب قانون الأمريكيين ذوي الإعاقة (ADA) في الرحلات الأخرى التي تمنعك فيها إعاقتك أو المعوقات البيئية من استخدام الحافلات ذات المسار الثابت.

الأهلية المؤقتة - إذا كانت لديك حالة صحية أو إعاقة مؤقتة تمنعك من استخدام الحافلات ذات المسار الثابت.

إجراءات التسجيل: توفر خدمة النقل العام بموجب قانون الأمريكيين ذوي الإعاقة (ADA) للعملاء الذين قد تمنعهم إعاقتهم أو حالتهم الصحية من استخدام الحافلات ذات المسار الثابت لبعض أو جميع رحلاتهم. يجب على الراغبين في استخدام هذه خدمة النقل العام بموجب قانون الأمريكيين ذوي الإعاقة (ADA) تقديم طلب بذلك، ويتم تقييم أهلية كل شخص وفقًا لمعايير ADA. ستقوم كل هيئة نقل إقليمية بتقييم قدرات كل فرد وإمكاناته الوظيفية في استخدام الحافلات ذات المسار الثابت ضمن نطاق المنطقة.

1. املأ نموذج طلب خدمة النقل العام لذوي الاحتياجات الخاصة كاملاً.
2. أرفق أي شهادات تتعلق بإعاقتك: شهادة كفيف، أو إثبات إعاقة من منظمة المحاربين القدامى أو برنامج الرعاية الطبية (Medicare).
3. أكمل نموذج التحقق المهني من قبل مقدم الرعاية الصحية.
4. يرجى إرسال جميع النماذج إلى هيئة النقل العام الإقليمية المختصة، وذلك لطلب الحصول على أهلية استخدام خدمات النقل العام المخصصة للأشخاص ذوي الإعاقة (تتوفر قائمة بمعلومات الاتصال كملحق "أ" بهذا الطلب). يسمح القانون الفيدرالي الأمريكي للأشخاص ذوي الإعاقة (ADA) بالحصول على تصريح مؤقت لمدة 21 يومًا للسفر باستخدام خدمات النقل العام، ولكن في حال كنت تخطط للسفر بشكل متكرر إلى مناطق أخرى، فيُرجى إرسال هذا النموذج إلى هيئة النقل العام الإقليمية المختصة للحصول على موافقتها.
5. بعد استلام جميع الوثائق المطلوبة، سيتم اتخاذ قرار بشأن طلبكم في غضون 21 يومًا. في حال عدم اتخاذ قرار خلال هذه فترة 21 يومًا، سيتم منحكم أهلية مؤقتة لاستخدام خدمة النقل العام المخصص للأشخاص ذوي الإعاقة حتى يتم اتخاذ القرار النهائي. سيتم إبلاغكم بنتائج طلبكم عن طريق خطاب. إذا ثبت أهلية استخدامكم لخدمة النقل العام المخصصة للأشخاص ذوي الإعاقة، إما لجميع رحلاتكم أو لبعضها، فسيتم إرسال خطاب تأكيد الأهلية ودليل تعريف بالخدمة يشرح كيفية استخدامها.

عملية الاستئناف: إذا ثبت عدم أهلية استخدام الحافلات ذات المسار الثابت في جميع رحلاتك أو بعضها، فسيتم إبلاغك بالسبب (الأسباب) التي استند إليها هذا القرار، وكيفية تقديم استئناف. يمكنك عمل استئناف في أي قرار يصدره مزود خدمة النقل العام الإقليمي بشأن عدم أهلية استخدام خدمات النقل العام المخصصة لذوي الاحتياجات الخاصة. على سبيل المثال:

- تم تحديد "عدم أهلية" طلبك للحصول على خدمات النقل العام المخصص للأشخاص ذوي الإعاقة

- إذا تم تصنيفك أنك "مؤهل بشكل مشروط" ولا يتناسب معك فئات الأهلية المحددة لك، أو تعتقد أن هذا التصنيف غير صحيح.

يجب تقديم طلبات الاستئناف كتابةً خلال ستين (60) يومًا كحد أقصى من تاريخ إبلاغك بالقرار. يُرسل طلب الاستئناف بالبريد إلى هيئة النقل العام الإقليمية التي أصدرت القرار.

للاستفسار عن إجراءات تقديم الطلب، يُرجى التواصل مع هيئة النقل العام الإقليمية في منطقتك.

马萨诸塞州《美国残疾人法案》（ADA） 辅助交通服务（Paratransit）申请表

本申请表的目的是确定您是否有资格享受 ADA 辅助交通服务。如果您因残疾而无法使用马萨诸塞州的固定路线公交服务，您可能有资格使用 ADA 辅助交通服务。ADA 辅助交通服务是一项面向残疾人士的共享乘车服务，需提前预约，提供从出发地到目的地的点对点接送服务，适用于因残疾而无法使用固定路线公交服务的人士。

ADA 服务级别标准：马萨诸塞州各地区公共交通管理局的 ADA 辅助交通项目，至少都按照联邦政府制定的《美国残疾人法案》服务标准来设计和实施。

该服务仅向被地区交通管理局（Regional Transit Authority）认定为符合条件的个人提供，并遵循以下 ADA 指南：

- 辅助交通服务仅在固定路线公交运行的区域内提供。不包括快线通勤服务（Express Commuter）、城际巴士服务（Intercity）或预约叫车服务（Dial-A-Ride）。只有当乘客的上车点和下车点均位于固定路线公交线路四分之三英里（约 1.2 公里）范围内时，行程才被视为 ADA 辅助交通服务。
- 该服务仅在该区域固定路线公交运营的时间和日期内提供。
- 乘车必须至少在出行前一天的正常办公时间内向地区交通管理局（RTA）预约。
- ADA 辅助交通票价在马萨诸塞州各地有所不同，但通常不超过该地区固定路线公交全票价的两倍。
- 该服务不受出行目的限制，适用于各种类型的行程。

ADA 对残疾的定义：任何因身体或认知障碍而无法在没有他人帮助（轮椅升降设备操作员除外）的情况下上下车、或乘坐固定路线公交车的人，均属于残疾人士。

任何具有特定与残疾相关的状况，从而无法前往或离开固定路线公交站点的人士，均属于 ADA 可能覆盖的范围。单纯的建筑或环境障碍（如距离、地形或天气）本身不足以构成资格依据。然而，如果残疾与环境障碍的相互作用导致该人士无法前往或离开固定路线公交站点，则该人士可能符合资格。

资格认定：资格认定分为三种类型：

无条件限制的资格 (Unconditional Eligibility) - 您的残疾或健康状况始终使您无法使用固定路线公交，因此您有资格在所有行程中使用 ADA 辅助交通服务。

有条件限制的资格 (Conditional Eligibility) - 您在部分行程中能够使用固定路线公交，但在因残疾或环境障碍而无法使用固定路线公交服务时，有资格使用 ADA 辅助交通服务。

临时资格 (Temporary Eligibility) - 您因健康状况或残疾暂时无法使用固定路线公交。

申请流程：ADA 辅助交通服务面向那些因残疾或健康状况可能无法在部分或全部行程中使用固定路线公交服务的乘客。希望使用 ADA 辅助交通服务的个人必须提交申请，并根据 ADA 指南进行资格认定。各地区交通管理局 (RTA) 将评估申请人在其辖区内使用固定路线公交服务的功能能力和限制情况。

1. 请完整填写辅助交通服务 (Paratransit) 申请表。
2. 附上与您的残疾相关的任何证明文件：如盲人证明、退伍军人组织或医疗保险 (Medicare) 出具的残疾证明。
3. 请由您的医疗服务提供者填写《专业验证表》 (Professional Verification Form)。
4. 请将所有表格提交给您希望获得 ADA 辅助交通服务资格的该地区交通管理局 (RTA) (本申请表附件 A 中附有各机构的联系方式)。根据 ADA 联邦法律，获批个人可享有 21 天的访客资格，以便在其他服务提供商处使用该项服务；但如果您计划在其他地区频繁出行，请将此表格提交给该地区交通管理局以获得批准。
5. 一旦收到所有申请材料，将在 21 天内对您的申请作出决定。如果在 21 天内未能作出决定，将在最终决定之前临时授予您 ADA 辅助交通服务资格。您将通过信函收到资格通知。如果您被认定在部分或全部行程中符合 ADA 辅助交通服务资格，您将收到一封资格认证信 (Certification Letter) 以及一份包含如何使用该项服务的客户指南 (Customer Guide)。

申诉流程: 如果您被认定在部分或全部行程中能够使用固定路线公交服务，您将收到该决定的具体理由说明，并被告知如何提出申诉。您可以对地区服务提供商作出的任何限制您使用 ADA 辅助交通服务的资格认定决定提出申诉。例如：

- 您被认定为“不符合 ADA 辅助交通服务资格”（“Not Eligible” for ADA Paratransit）。
- 您被认定为“有条件限制的资格”（“Conditionally Eligible”），但您不同意所认定的资格类别，或认为有条件限制的资格认定有误。

所有申诉请求必须在收到决定之日起六十（60）天内以书面形式提交。申诉材料应寄送至作出该决定的地区交通管理局（RTA）。

如对申请流程有任何疑问，请联系您所在地区的交通管理局（RTA）。

Massachusetts Americans with Disabilities Act (ADA) Paratransit Application Form

The purpose of this application is to determine eligibility for complementary ADA Paratransit service. If you have a disability that prevents you from using the fixed route bus service in Massachusetts, you may be eligible for ADA Paratransit service. ADA Paratransit is a shared ride, advanced reservation, origin-to-destination service for persons with disabilities who are unable to use the fixed route bus service because of their disability.

ADA Level Service Criteria: The Massachusetts' Regional Transit Authorities ADA Paratransit programs are each designed, **at a minimum**, to meet the Americans with Disabilities Act service criteria established by the federal government. Service is provided only to individuals found eligible by the Regional Transit Authority and is operated under the following ADA guidelines:

- Complementary service is only provided in areas where fixed route buses operate. This does not include Express Commuter service, Intercity or Dial-A-Ride services. A trip is only considered ADA Paratransit when both the pick-up and drop-off are located within three-quarters of a mile of a fixed route bus route.
- Service is provided only during the hours and days when fixed route bus service in that area operates.
- Rides must be reserved at least by the day before the trip during normal business hours for the RTA.
- ADA Paratransit fares will vary throughout the Commonwealth but are typically no more than double the cost of a full fare on a fixed route bus.
- Service is not restricted by trip purpose but provided for all types of trips.

ADA Definition of Disability: Any person with a disability who is unable, as a result of a physical or cognitive impairment, and without the assistance of another individual (except the operator of a wheelchair lift), to board, ride, or disembark from any fixed route bus.

Any person with a disability who has a specific impairment-related condition which prevents them from traveling to or from a bus stop on the fixed route bus system. Architectural and environmental barriers such as distance, terrain, or weather; do not form a basis for eligibility alone. However, a person may be eligible if the interaction of the disability and environmental barriers prevent the person from traveling to or from the fixed route bus stop.

Eligibility: There are three types of eligibility:

Unconditional Eligibility - Your disability or health condition always prevents you from using fixed route buses and you qualify for ADA Paratransit service for all your trips.

Conditional Eligibility - You are able to use the fixed route bus for some of your trips and qualify for ADA Paratransit service for other trips when your disability or environmental barriers prevent the use of fixed route bus service.

Temporary Eligibility - You have a health condition or disability that temporarily prevents you from using the fixed route bus.

Application Process: ADA Paratransit service is provided for customers whose disability or health condition may prevent them from using fixed route bus services for some or all their travel. Individuals who are interested in using ADA Paratransit service must apply and be found eligible according to ADA guidelines. Each Regional Transit Authority will determine an individual's functional abilities and limitations for using fixed route buses within their region.

1. Fill out Paratransit Application Form entirely
2. Attach any certifications pertaining to your disability: Certificate of Blind, Disability Verification from Veterans Organization or Medicare
3. Have Professional Verification Form filled out by your healthcare provider
4. Submit all forms to each Regional Transit Authority that you wish to have eligibility to ride ADA Paratransit Services (a list with contact information is included as Attachment A of this application). ADA federal law allows for 21-day visitor status for approved individuals to travel with other providers, however if you plan to travel frequently in other regions, please send this form to that Regional Transit Authority for their approval.
5. Once all paperwork has been received a decision will be made on your application within 21 days. If a decision is not made within 21 days, temporary eligibility for ADA Paratransit service will be provided until a final decision is made. You will be notified of your eligibility by letter. If you are determined to be eligible for ADA Paratransit for some or all your trips, you will receive a Certification Letter and a Customer Guide with information about how to use the service.

Appeal Process: If you are determined to be able to use fixed route buses for some or all your trips, you will be notified of the exact reason(s) for this decision and told how you may appeal the decision. You can appeal any eligibility decision made by the regional service provider that limits your ability to use ADA Paratransit service. For example:

- You were found "Not Eligible" for ADA Paratransit
- You were found "Conditionally Eligible" and disagree with the eligibility categories you were given, or you think the conditional status is wrong.

All requests for an appeal must be submitted in writing no later than sixty (60) days of receipt of determination. Appeals should be mailed to the Regional Transit Authority who made the determination.

If you have any questions about the application process, contact the Regional Transit Authority in your area.

ទម្រង់ បែបបទ ដាក់ពាក្យ Paratransit (សេវា ដឹកជញ្ជូន សាធារណៈ តាមតម្រូវការ) នៃ ច្បាប់ ស្តីពី ជន ពិការ អាមេរិក នៅ រដ្ឋ ម៉ា សា ឈូ សេត (ADA)

កម្មវិធី នេះ ត្រូវ បាន រៀបចំឡើង ក្នុង គោលបំណង កំណត់ សិទ្ធិ ទទួល បាន សេវា ដឹកជញ្ជូន សាធារណៈ តាម តម្រូវការ ADA បំពេញបន្ថែម។ ប្រសិនបើ អ្នកមាន ពិការភាព ដែល រារាំង អ្នក មិន ឱ្យ ប្រើប្រាស់ សេវា រថយន្តក្រុង តាមផ្លូវ ថេរ ក្នុង រដ្ឋ ម៉ា សា ឈូ សេត អ្នក អាច មាន សិទ្ធិ ទទួល បាន សេវា ដឹកជញ្ជូន សាធារណៈ តាម តម្រូវការ ADA បាន។ សេវា ដឹកជញ្ជូន សាធារណៈ តាម តម្រូវការ ADA គឺជា ការ ធ្វើដំណើរ រួមគ្នា ការ កក់ ទុកជាមុន សេវា ពិទី តាំង ដើម ទៅ គោលដៅ សម្រាប់ ជន ពិការ ដែល មិន អាច ប្រើប្រាស់ សេវា រថយន្តក្រុង តាមផ្លូវ ថេរ ដោយសារ ពិការភាព របស់ ពួក គេ។

លក្ខណៈវិនិច្ឆ័យសេវាកម្មកម្រិត ADA: កម្មវិធី សេវា ដឹកជញ្ជូន សាធារណៈ តាម តម្រូវការ ADA របស់ អាជ្ញាធរ ផ្នែក ដឹកជញ្ជូន ក្នុង តំបន់ របស់ រដ្ឋ ម៉ា សា ឈូ សេត នី មួយៗត្រូវ បាន រៀបចំឡើង **យ៉ាងហោចណាស់** បំពេញ តាម លក្ខណៈ វិនិច្ឆ័យ សេវាកម្ម នៃ ច្បាប់ ស្តីពី ជន ពិការ អាមេរិក ដែល បង្កើត ឡើង ដោយ រដ្ឋាភិបាល សហព័ន្ធ។

សេវាកម្ម ត្រូវ បាន ផ្តល់ ជូន សម្រាប់ តែ បុគ្គល ដែល អាជ្ញាធរ ផ្នែក ដឹកជញ្ជូន ក្នុង តំបន់ យល់ឃើញ ថា មាន សិទ្ធិ ប៉ុណ្ណោះ ហើយ ដំណើរការ ទៅតាម គោលការណ៍ ណែនាំ ADA ខាងក្រោម:

- សេវា បំពេញបន្ថែម ត្រូវ បាន ផ្តល់ ជូន តែ នៅក្នុង តំបន់ ដែល រថយន្តក្រុង តាមផ្លូវ ថេរ ដំណើរការ ប៉ុណ្ណោះ។ ចំណុច នេះ មិនរាប់ បញ្ចូល សេវា Express Commuter សេវា Intercity ឬ Dial-A-Ride ទេ។ ការ ធ្វើដំណើរ មួយ ត្រូវ បាន ចាត់ទុកថា ជា សេវា ដឹកជញ្ជូន សាធារណៈ តាម តម្រូវការ ADA តែ នៅពេល ដែល ការ ទៅ យក និង ការ ទម្លាក់ អ្នកដំណើរ ចុះ មាន ទីតាំង ក្នុង ចម្ងាយ ម៉ាយ លំ បី ភាគ បួន នៃ ផ្លូវ រថយន្តក្រុង តាមផ្លូវ ថេរ ប៉ុណ្ណោះ។
- សេវាកម្ម ត្រូវ បាន ផ្តល់ ជូន តែ ក្នុងអំឡុងពេល ម៉ោង និង ថ្ងៃ ដែល សេវា រថយន្តក្រុង តាមផ្លូវ ថេរ នៅក្នុង តំបន់ នោះ ដំណើរការ ប៉ុណ្ណោះ។
- ការធ្វើដំណើរត្រូវតែមានការបម្រុងទុកយ៉ាងហោចណាស់មួយថ្ងៃមុនការធ្វើដំណើរ ក្នុងអំឡុងពេលម៉ោងធ្វើការធម្មតាសម្រាប់ RTA។
- តម្លៃ សំបុត្រ សេវា ដឹកជញ្ជូន សាធារណៈ តាម តម្រូវការ ADA នឹង ប្រែប្រួល ទូទាំង Commonwealth ប៉ុន្តែ ជា ធម្មតា មិន លើស ពី ពីរ ដង នៃ ថ្លៃ សំបុត្រ ធ្វើដំណើរ ពេញ នៅលើរថយន្ត ក្រុង តាមផ្លូវ ថេរ នោះ ទេ។
- សេវាកម្ម មិន ត្រូវ បាន រឹតបន្តឹង តាម គោល បំណង នៃ ការ ធ្វើ ដំណើរ

ទេ ប៉ុន្តែ ត្រូវ បាន ផ្តល់ ជូន សម្រាប់ ការ ធ្វើ ដំណើរ គ្រប់ ប្រភេទ។

និយមន័យពិការភាពសម្រាប់ ADA: ជន ពិការ ណា ម្នាក់ ដែល មិន មានលទ្ធភាព ដោយសារ មាន បញ្ហា ចុះ ខ្សោយ ខាង រាងកាយ ឬការយល់ ដឹង និង ដោយ គ្មាន ជំនួយ ពី បុគ្គល ផ្សេងទៀត (លើកលែងតែ ប្រតិបត្តិ ករ ជណ្តើរយន្ត រទេះរុញ) ដើម្បី ឡើងជិះ ឬចុះពី រថយន្តក្រុង តាមផ្លូវ ថេរ ណាមួយ។ ជន ពិការ ដែល មាន ស្ថានភាព ទាក់ទង នឹង ការ ចុះ ខ្សោយ ជាក់លាក់ ដែល រារាំង ពួក គេ មិន ឱ្យធ្វើ ដំណើរ ទៅមក ពី ចំណតរថយន្ត ក្រុង តាម ប្រព័ន្ធ រថយន្តក្រុង តាមផ្លូវ ថេរ។ ឧបសគ្គ ស្ថាបត្យកម្ម និង បរិស្ថាន ដូចជា ចម្ងាយ សណ្ឋានដី ឬអាកាសធាតុ មិន បង្កើត ជា មូលដ្ឋាន សម្រាប់ សិទ្ធិ ទទួល បានតែ មួយ គត់ នោះ ទេ។ ប៉ុន្តែ បុគ្គល ម្នាក់ អាច មាន សិទ្ធិ ប្រសិនបើ ការ ធ្វើ ទំនាក់ទំនង នៃ ពិការភាព និង ឧបសគ្គ បរិស្ថាន រារាំង បុគ្គល នោះ មិន ឱ្យធ្វើ ដំណើរ ទៅមក ពី ចំណតរថយន្ត ក្រុង តាមផ្លូវ ថេរ។

សិទ្ធិទទួលបាន: សិទ្ធិមានបីប្រភេទ:

សិទ្ធិទទួលបានដោយគ្មានលក្ខខណ្ឌ - ពិការភាព ឬស្ថាន ភាព សុខភាព របស់ អ្នកតែង តែ រារាំង អ្នក មិន ឱ្យ ប្រើប្រាស់ រថយន្តក្រុង តាមផ្លូវ ថេរ ហើយ អ្នកមាន លក្ខណ សម្បត្តិ គ្រប់គ្រាន់ ក្នុង ការប្រើ ប្រាស់ សេវា ដឹកជញ្ជូន សាធារណៈ តាម តម្រូវការ ADA សម្រាប់ ការ ធ្វើដំណើរ របស់ អ្នក ទាំងអស់។

សិទ្ធិទទួលបានដោយមានលក្ខខណ្ឌ - អ្នក អាច ប្រើប្រាស់ រថយន្តក្រុង តាមផ្លូវ ថេរ សម្រាប់ ការ ធ្វើដំណើរ មួយចំនួន របស់ អ្នក និង មាន លក្ខណ សម្បត្តិ គ្រប់គ្រាន់ ក្នុង ការប្រើ ប្រាស់ សេវា ដឹកជញ្ជូន សាធារណៈ តាម តម្រូវការ ADA សម្រាប់ ការ ធ្វើដំណើរ ផ្សេងទៀត នៅពេល ដែល ពិការភាព ឬឧបសគ្គ បរិស្ថាន របស់ អ្នក រារាំង ការប្រើ ប្រាស់ សេវា រថយន្តក្រុង តាមផ្លូវ ថេរ។

សិទ្ធិទទួលបានបណ្តោះអាសន្ន - អ្នកមាន ស្ថានភាព សុខភាព ឬពិការភាព ដែល រារាំង អ្នកជា បណ្តោះអាសន្ន មិន ឱ្យ ប្រើប្រាស់ រថយន្តក្រុង តាមផ្លូវ ថេរ។

ដំណើរការដាក់ពាក្យ: សេវា ដឹកជញ្ជូន សាធារណៈ តាម តម្រូវការ ADA ត្រូវ បាន ផ្តល់ ជូន ដល់ អតិថិជន ដែល មាន ពិការភាព ឬស្ថាន ភាព សុខភាព អាច រារាំង ពួក គេ មិន ឱ្យ ប្រើប្រាស់ សេវា រថយន្តក្រុង តាមផ្លូវ ថេរ សម្រាប់ ការ ធ្វើដំណើរ មួយចំនួន ឬទាំងអស់ របស់ ពួក គេ។ បុគ្គល ដែល ចាប់អារម្មណ៍ ក្នុង ការប្រើ ប្រាស់ សេវា ដឹកជញ្ជូន សាធារណៈ តាម តម្រូវការ ADA ត្រូវតែ ដាក់ពាក្យ និង កំណត់ ឃើញថា មាន សិទ្ធិ ស្របតាម គោលការណ៍ ណែនាំ របស់ ADA។ អាជ្ញាធរ ផ្នែក ដឹកជញ្ជូន ក្នុង តំបន់ នី មួយៗនឹង កំណត់ សមត្ថភាព បំពេញមុខ ងារ និង ការ ដាក់កំហិត របស់ បុគ្គល ម្នាក់ៗទៅលើ ការប្រើ ប្រាស់ រថយន្តក្រុង តាមផ្លូវ ថេរ នៅក្នុង តំបន់ របស់ ពួក គេ។

1. បំពេញបែបបទពាក្យសុំសេវាដឹកជញ្ជូនសាធារណៈតាមតម្រូវការទាំងស្រុង
2. ភ្ជាប់ វិញ្ញាបនបត្រ ទាំងឡាយដែល ទាក់ទង នឹង ពិការភាព របស់អ្នក៖ វិញ្ញាបនបត្រផ្ទៀងផ្ទាត់ ពិការភ្នែក ពិការភាព ពិអង្គការ អតីតយុទ្ធជន ឬ Medicare
3. មានបែបបទផ្ទៀងផ្ទាត់ដោយអ្នកជំនាញ ដែលបំពេញដោយអ្នកផ្តល់សេវា ថែទាំសុខភាពរបស់អ្នក
4. ដាក់ បញ្ជូន បែបបទ ទាំងអស់ ទៅ អាជ្ញាធរ ផ្នែក ដឹកជញ្ជូន ក្នុងតំបន់ នីមួយៗដែល អ្នក ចង់ មាន សិទ្ធិ ធ្វើដំណើរ ដោយ ប្រើ សេវាដឹកជញ្ជូន សាធារណៈ តាម តម្រូវការ ADA (បញ្ជី ដែល មាន ព័ត៌មាន ទំនាក់ទំនង ត្រូវ បាន រួមបញ្ចូល ជាឯក សារ ភ្ជាប់ A នៃ ពាក្យសុំ នេះ)។ ច្បាប់ សហព័ន្ធ ADA អនុញ្ញាត ស្ថានភាព អ្នកទស្សនា រយៈពេល 21 ថ្ងៃ សម្រាប់ បុគ្គល ដែល មានការ អនុញ្ញាត ឱ្យធ្វើ ដំណើរ ជាមួយ អ្នកផ្តល់ សេវា ផ្សេងទៀត ប៉ុន្តែ ប្រសិនបើ អ្នកមាន គម្រោង ធ្វើដំណើរ ញឹកញាប់ នៅក្នុង តំបន់ ផ្សេងទៀត សូម ផ្ញើ បែបបទ នេះ ទៅកាន់ អាជ្ញាធរ ផ្នែក ដឹកជញ្ជូន ក្នុង តំបន់ នោះ ដើម្បី ទទួល បានការ យល់ព្រម ពី ពួក គេ។
5. ក្រោយ ទទួល បាន ឯកសារ ទាំងអស់ ការសម្រេច ចិត្តនឹង ត្រូវ បាន ធ្វើឡើង នៅ លើ ពាក្យសុំ របស់ អ្នក ក្នុងរយៈពេល 21 ថ្ងៃ។ ប្រសិនបើ ការសម្រេច ចិត្ត មិន ត្រូវ បាន ធ្វើឡើង ក្នុងរយៈពេល 21 ថ្ងៃ ទេ សិទ្ធិ ទទួល បាន សេវា ដឹកជញ្ជូន សាធារណៈ តាម តម្រូវការ ADA បណ្តោះអាសន្ន នឹង ត្រូវ បាន ផ្តល់ ជូន លុះត្រាតែ មានការ សម្រេចចិត្ត ចុងក្រោយ។ អ្នក នឹង ទទួល បានការ ជូនដំណឹង អំពី សិទ្ធិ របស់ អ្នក តាមរយៈ លិខិត។ ប្រសិនបើ អ្នក ត្រូវ បាន កំណត់ ថា មាន សិទ្ធិ ទទួល បាន សេវា ដឹកជញ្ជូន សាធារណៈ តាម តម្រូវការ ADA សម្រាប់ ការ ធ្វើដំណើរ មួយចំនួន ឬទាំងអស់ របស់ អ្នក អ្នក នឹង ទទួល បាន លិខិតបញ្ជាក់ និង មគ្គុទ្ទេសក៍ អតិថិជន ដែល មាន ព័ត៌មាន អំពី របៀប ប្រើប្រាស់ សេវាកម្ម នេះ។

ដំណើរការប្តឹងតវ៉ា៖ ប្រសិនបើ អ្នក ត្រូវ បាន កំណត់ ថា អាច ប្រើប្រាស់ រថយន្តក្រុង តាមផ្លូវ ថេរ សម្រាប់ ការ ធ្វើដំណើរ មួយចំនួន ឬទាំងអស់ របស់ អ្នក អ្នក នឹង ទទួល បានការ ជូនដំណឹង អំពី ហេតុផល ពិតប្រាកដ សម្រាប់ ការសម្រេច ចិត្ត នេះ និង ជូនដំណឹង ពី របៀប ដែល អ្នក អាច ប្តឹង តវ៉ា ចំពោះ ការសម្រេច ចិត្ត នេះ។ អ្នក អាច ប្តឹង តវ៉ា លើ ការសម្រេច ចិត្ត អំពី សិទ្ធិ ទទួល បាន ដោយ អ្នកផ្តល់ សេវា ក្នុង តំបន់ ដែល ដាក់កំហិត សមត្ថភាព របស់ អ្នក ក្នុង ការប្រើ ប្រាស់ សេវា ដឹកជញ្ជូន សាធារណៈ តាម តម្រូវការ ADA បាន។ ឧទាហរណ៍៖

- អ្នកត្រូវបានរកឃើញថា "មិនមានសិទ្ធិ" ទទួលសេវាដឹកជញ្ជូនសាធារណៈ តាមតម្រូវការ ADA

- អ្នក ត្រូវ បាន រក ឃើញថា "មាន សិទ្ធិ ទទួល បាន ដោយមាន លក្ខខណ្ឌ " ហើយ មិន យល់ស្រប នឹង ប្រភេទ សិទ្ធិ ទទួល បាន ដែល អ្នកទទួល បាន ឬអ្នក គិតថា ស្ថានភាព ដោយមាន លក្ខខណ្ឌ គឺ មិន ត្រឹមត្រូវ។

រាល់ សំណើសុំ បណ្តឹងតវ៉ា ត្រូវតែ ដាក់ ជូន ជា លាយលក្ខណ៍ អក្សរ មិន លើស ពី ហុកសិប (60) ថ្ងៃក្រោយ ទទួល បាន សេចក្តីសម្រេច។ បណ្តឹងតវ៉ា គួរតែ ត្រូវ បាន ផ្ញើ ទៅ អាជ្ញាធរ ផ្នែក ដឹកជញ្ជូន ក្នុង តំបន់ ដែល បាន ធ្វើការ សម្រេចចិត្ត នេះ។

ប្រសិនបើអ្នកមានសំណួរអ្វី មួយអំពីដំណើរការដាក់ពាក្យសុំ សូមទាក់ទង អាជ្ញាធរ ផ្នែក ដឹកជញ្ជូនក្នុងតំបន់នៅក្នុងតំបន់របស់អ្នក។

Massachusetts Americans with Disabilities Act (ADA)
Formulário de Solicitação de Paratrânsito

O objetivo desta solicitação é determinar a elegibilidade para o serviço complementar de Paratrânsito ADA. Se você tem uma deficiência que impede o uso do serviço de ônibus de rota fixa em Massachusetts, você pode ser elegível para o serviço de Paratrânsito ADA. O Paratrânsito ADA é um serviço de viagem compartilhada, com reserva antecipada, de origem ao destino para pessoas com deficiências que não conseguem usar o serviço de ônibus de rota fixa devido à sua deficiência.

Crítérios de Serviço de Nível ADA: Os programas de Paratrânsito ADA das Autoridades de Transporte Regional de Massachusetts são cada um projetados, no mínimo, para atender aos critérios de serviço da Lei dos Americanos com Deficiências estabelecidos pelo governo federal. O serviço é fornecido apenas para indivíduos considerados elegíveis pela Autoridade de Transporte Regional e é operado sob as seguintes diretrizes ADA:

- O serviço complementar é fornecido apenas em áreas onde operam ônibus de rota fixa. Isso não inclui serviços de Commuter Express, Intercity ou Dial-A-Ride. Uma viagem é considerada Paratrânsito ADA apenas quando tanto o ponto de embarque quanto o ponto de desembarque estão localizados dentro de três quartos de milha de uma rota de ônibus de rota fixa.
- O serviço é fornecido apenas durante as horas e dias em que o serviço de ônibus de rota fixa naquela área opera.
- As viagens devem ser reservadas pelo menos no dia anterior à viagem durante o horário comercial normal para a RTA.
- As tarifas do Paratrânsito ADA variarão por todo o Commonwealth, mas tipicamente não são mais que o dobro do custo de uma tarifa integral em um ônibus de rota fixa.
- O serviço não é restrito por propósito da viagem, mas fornecido para todos os tipos de viagens.

Definição ADA de Deficiência: Qualquer pessoa com deficiência que seja incapaz, como resultado de uma deficiência física ou cognitiva, e sem a assistência de outro indivíduo (exceto o operador de um elevador de cadeira de rodas), de embarcar, viajar ou desembarcar de qualquer ônibus de rota fixa.

Qualquer pessoa com deficiência que tenha uma condição específica relacionada à deficiência que a impeça de viajar para ou de uma parada de ônibus no sistema de ônibus de rota fixa. Barreiras arquitetônicas e ambientais como distância, terreno ou clima não formam uma base para elegibilidade sozinhas. No entanto, uma pessoa pode ser elegível se a interação da deficiência e barreiras ambientais impedirem a pessoa de viajar para ou da parada de ônibus de rota fixa.

Elegibilidade: Existem três tipos de elegibilidade:

Elegibilidade Incondicional - Sua deficiência ou condição de saúde sempre impede você de usar ônibus de rota fixa e você se qualifica para o serviço de Paratrânsito ADA para todas as suas viagens.

Elegibilidade Condicional - Você é capaz de usar o ônibus de rota fixa para algumas de suas viagens e se qualifica para o serviço de Paratrânsito ADA para outras viagens quando sua deficiência ou barreiras ambientais impedem o uso do serviço de ônibus de rota fixa

Elegibilidade Temporária - Você tem uma condição de saúde ou deficiência que temporariamente impede você de usar o ônibus de rota fixa.

Processo de Solicitação: O serviço de Paratrânsito ADA é fornecido para clientes cuja deficiência ou condição de saúde pode impedi-los de usar serviços de ônibus de rota fixa para algumas ou todas as suas viagens. Indivíduos interessados em usar o serviço de Paratrânsito ADA devem solicitar e ser considerados elegíveis de acordo com as diretrizes ADA. Cada Autoridade de Transporte Regional determinará as habilidades funcionais e limitações de um indivíduo para usar ônibus de rota fixa dentro de sua região.

1. Preencher completamente o Formulário de Solicitação de Paratrânsito
2. Anexar quaisquer certificações pertinentes à sua deficiência: Certificado de Cegueira, Verificação de Deficiência de Organização de Veteranos ou Medicare
3. Fazer com que o Formulário de Verificação Profissional seja preenchido pelo seu provedor de cuidados de saúde
4. Submeter todos os formulários para cada Autoridade de Transporte Regional que você deseja ter elegibilidade para usar os Serviços de Paratrânsito ADA (uma lista com informações de contato está incluída como Anexo A desta solicitação). A lei federal ADA permite status de visitante de 21 dias para indivíduos aprovados viajarem com outros provedores, no entanto, se você planeja viajar frequentemente em outras regiões, por favor envie este formulário para aquela Autoridade de Transporte Regional para sua aprovação.
5. Uma vez que toda a documentação tenha sido recebida, uma decisão será tomada sobre sua solicitação dentro de 21 dias. Se uma decisão não for tomada dentro de 21 dias, elegibilidade temporária para o serviço de Paratrânsito ADA será fornecida até que uma decisão final seja tomada. Você será notificado de sua elegibilidade por carta. Se você for determinado como elegível para Paratrânsito ADA para algumas ou todas as suas viagens, você receberá uma Carta de Certificação e um Guia do Cliente com informações sobre como usar o serviço.

Processo de Recurso: Se você for determinado como capaz de usar ônibus de rota fixa para algumas ou todas as suas viagens, você será notificado da(s) razão(ões) exata(s) para esta decisão e informado sobre como pode recorrer da decisão. Você pode recorrer de qualquer

decisão de elegibilidade tomada pelo provedor de serviço regional que limite sua capacidade de usar o serviço de Paratrânsito ADA. Por exemplo:

- Você foi considerado "Não Elegível" para Paratrânsito ADA
- Você foi considerado "Condicionalmente Elegível" e discorda das categorias de elegibilidade que lhe foram dadas, ou você acha que o status condicional está errado.

Todas as solicitações de recurso devem ser submetidas por escrito no máximo sessenta (60) dias após o recebimento da determinação. Recursos devem ser enviados por correio para a Autoridade de Transporte Regional que fez a determinação.

Se você tiver alguma pergunta sobre o processo de solicitação, entre em contato com a Autoridade de Transporte Regional em sua área.

Formulario de solicitud de transporte público para personas discapacitadas conforme a la Ley de Estadounidenses con Discapacidades (ADA) de Massachusetts

El propósito de esta solicitud es determinar la elegibilidad para el servicio complementario de transporte público para personas discapacitadas según la ADA. Si usted tiene una discapacidad que le impide usar el servicio de autobús con recorrido predefinido en Massachusetts, puede ser elegible para los servicios de transporte de personas discapacitadas de la ADA. Este servicio es un viaje compartido, con reserva anticipada, de origen a destino, para personas con discapacidades que no pueden usar el servicio de autobús con recorrido predefinido debido a su discapacidad.

Criterios de servicio establecidos por la ADA: Los programas de transporte público para personas discapacitadas según la ADA de las Autoridades Regionales de Transporte Público de Massachusetts están diseñados, **como mínimo**, para cumplir con los criterios de servicio de la Ley de Estadounidenses con Discapacidades establecidos por el gobierno federal. El servicio se presta solo a personas que la Autoridad Regional de Transporte Público considera elegibles, y funciona de acuerdo con las siguientes pautas de la ADA:

- El servicio complementario solo se presta en áreas donde funcionan los autobuses de recorrido predefinido. Esto no incluye el servicio expreso para viajeros intraurbanos, el servicio interurbano o de transporte de acera a acera (Dial-A-Ride). Un viaje en transporte público para personas discapacitadas según la ADA solo se considera viable cuando tanto la recogida como la bajada están ubicadas dentro de los tres cuartos de milla del trayecto de un autobús de recorrido predefinido.
- El servicio solo se presta durante las horas y los días en que funciona el servicio de autobús de recorrido predefinido en esa área.
- Los viajes deben reservarse al menos el día antes durante el horario comercial habitual de la RTA.
- El precio del boleto del transporte público para personas discapacitadas de la ADA varía en toda la mancomunidad, pero normalmente no supera el doble del costo completo de un boleto de autobús de recorrido predefinido.
- El servicio está disponible para todo tipo de viajes, sin importar su propósito.

Definición de discapacidad de la ADA: toda persona con una discapacidad que no puede, como consecuencia de un impedimento físico o cognitivo, y sin la ayuda de otra persona (excepto quien maneja el elevador de una silla de ruedas), subir, andar o bajarse de un autobús de recorrido predefinido.

Toda persona con una discapacidad que tiene una enfermedad específica relacionada con un impedimento que le impide trasladarse hacia o desde una parada de autobús dentro del sistema de autobuses con recorrido predefinido. Los obstáculos arquitectónicos y

ambientales, como la distancia, el terreno o el clima, no constituyen por sí solos un fundamento para la elegibilidad. Sin embargo, una persona puede ser elegible si la interacción de la discapacidad con los obstáculos ambientales le impiden trasladarse hacia o desde la parada de autobuses con recorrido predefinido.

Elegibilidad: Existen tres tipos de elegibilidad:

Elegibilidad incondicional: Su discapacidad o enfermedad siempre le impide usar autobuses con recorrido predefinido y usted reúne los requisitos para usar el servicio de transporte para discapacitados de la ADA en todos sus viajes.

Elegibilidad condicional: Usted puede usar el autobús con recorrido predefinido en algunos de sus viajes y reúne los requisitos para el servicio de transporte público para personas discapacitadas de la ADA en otros viajes cuando su discapacidad o los obstáculos ambientales le impiden usar el servicio de autobús con recorrido predefinido.

Elegibilidad temporaria: Usted tiene una enfermedad o una discapacidad que le impide temporalmente usar el autobús con recorrido predefinido.

Trámite de solicitud: El servicio de transporte público para personas discapacitadas de la ADA se ofrece a usuarios cuya discapacidad o enfermedad puede impedirles usar los servicios de autobús con recorrido predefinido en algunos de sus viajes o en todos. Las personas interesadas en usar el servicio de transporte público para personas discapacitadas de la ADA deben solicitarlo y esperar la aprobación de su elegibilidad conforme a las pautas de la ADA. Cada autoridad regional de transporte público determinará las capacidades funcionales de la persona y sus limitaciones para usar los autobuses con recorrido predefinido dentro de su región.

1. Complete todo el formulario de solicitud del servicio de transporte público para personas discapacitadas.
2. Adjunte las constataciones relacionadas con su discapacidad: certificado de ceguera, constatación de discapacidad emitida por una organización de veteranos o Medicare.
3. Pídale a su médico que complete la constatación profesional.
4. Envíe todos los formularios a cada autoridad regional de transporte público con la que desea tener elegibilidad para usar los servicios de transporte público para personas discapacitadas de la ADA (se incluye una lista con datos de contacto como «Adjunto A» de esta solicitud). La Ley federal de Estadounidenses con Discapacidades otorga la condición de *visitante* durante 21 días a personas aprobadas para que viajen con otros prestadores, sin embargo, si usted planea viajar con frecuencia en otras regiones, envíe este formulario a la autoridad regional de transporte para su autorización.
5. Una vez que se hayan recibido todos los papeles, se tomará una decisión sobre su solicitud dentro de los 21 días. Si no se tomara una decisión dentro de los 21 días, se otorgará la elegibilidad transitoria para usar el servicio de transporte

público para personas discapacitadas de la ADA hasta que se tome una decisión definitiva. Se le avisará de su elegibilidad por correspondencia. Si se decide que usted es elegible para usar los servicios de transporte para personas discapacitadas de la ADA en algunos de sus viajes o en todos, recibirá una carta de certificación y una guía para el usuario con información sobre cómo usar el servicio.

Trámite de apelación: Si se decide que puede usar los autobuses con recorrido predefinido en algunos de sus viajes o en todos, se le avisará el motivo exacto de esta decisión y se le explicará cómo puede apelarla. Usted puede apelar cualquier decisión sobre la elegibilidad tomada por el prestador de servicios regionales que limite su capacidad de usar el servicio de transporte público para personas discapacitadas de la ADA. Por ejemplo:

- Se decidió que usted no es elegible para usar los servicios de transporte público para personas discapacitadas de la ADA.
- Se decidió que usted es elegible condicionalmente y usted no está de acuerdo con las categorías de elegibilidad que le asignaron, o a usted le parece que el estado de «condicional» es incorrecto.

Todas las solicitudes de apelación deben enviarse por escrito antes de transcurridos los sesenta (60) días de haber recibido la determinación. Las apelaciones deben enviarse por correo postal a la autoridad regional de tránsito que tomó la determinación.

Si tiene preguntas sobre el trámite de solicitud, comuníquese con la autoridad regional de tránsito de su zona.

Mẫu Đơn Xin Dịch Vụ Vận Chuyển Theo Đạo Luật Người Mỹ Khuyết Tật (ADA) tại Massachusetts

Mục đích của đơn này là để xác định tính đủ điều kiện sử dụng dịch vụ Vận chuyển Bổ sung theo Đạo luật Người Mỹ Khuyết tật (ADA). Nếu bạn có khuyết tật đến mức không thể sử dụng dịch vụ xe buýt theo tuyến cố định tại Massachusetts, thì bạn có thể đủ điều kiện để sử dụng dịch vụ Vận chuyển ADA. Vận chuyển ADA là dịch vụ đi chung xe, đặt trước, từ điểm khởi hành đến điểm đến, dành cho những người khuyết tật không thể sử dụng dịch vụ xe buýt theo tuyến cố định do khuyết tật của họ.

Tiêu Chuẩn Dịch Vụ ADA: Các chương trình Vận chuyển ADA của các Cơ quan Vận tải Khu vực tại Massachusetts được thiết kế, **ít nhất**, để đáp ứng các tiêu chuẩn dịch vụ theo Đạo luật Người Mỹ Khuyết tật (ADA) do chính phủ liên bang ban hành. Dịch vụ chỉ được cung cấp cho những cá nhân được Cơ quan Vận tải Khu vực xác định là đủ điều kiện và được vận hành theo các hướng dẫn ADA sau đây:

- Dịch vụ bổ sung chỉ được cung cấp tại các khu vực có xe buýt tuyến cố định hoạt động. Điều này không bao gồm dịch vụ Express Commuter, Intercity hoặc Dial-A-Ride. Một chuyến đi chỉ được coi là Vận chuyển ADA khi cả điểm đón và điểm trả đều nằm trong phạm vi ba phần tư dặm ($\frac{3}{4}$ mile) tính từ tuyến xe buýt cố định.
- Dịch vụ chỉ được cung cấp trong những giờ và ngày mà dịch vụ xe buýt tuyến cố định tại khu vực đó hoạt động.
- Các chuyến đi phải được đặt chỗ muộn nhất là một ngày trước chuyến đi, trong giờ làm việc bình thường của Cơ quan Vận tải Khu vực (RTA).
- Giá vé Vận chuyển ADA sẽ khác nhau trên toàn Tiểu Bang, nhưng thường không vượt quá hai lần chi phí của một vé xe buýt tuyến cố định.
- Dịch vụ không bị giới hạn bởi mục đích chuyến đi mà được cung cấp cho dù bạn sử dụng với bất kỳ mục đích gì.

Định Nghĩa Về Khuyết Tật Theo ADA: Bất kỳ người nào có khuyết tật mà do suy giảm thể chất hoặc nhận thức, và không có sự trợ giúp của người khác (ngoại trừ người điều khiển thang nâng xe lăn), không thể tự mình lên xe, đi xe hoặc xuống xe buýt tuyến cố định.

Bất kỳ người khuyết tật nào có tình trạng suy giảm chức năng cụ thể khiến họ không thể di chuyển đến hoặc từ trạm xe buýt trên hệ thống tuyến cố định. Các rào cản về kiến trúc và môi trường như khoảng cách, địa hình hoặc thời tiết **không tự động** là căn cứ để được xét đủ điều kiện. Tuy nhiên, một người có thể đủ điều kiện nếu sự kết hợp giữa khuyết tật và các rào cản môi trường khiến người đó không thể đi đến hoặc đi từ trạm xe buýt tuyến cố định.

Điều kiện hợp lệ: Có ba loại điều kiện hợp lệ như sau:

Hợp lệ tuyệt đối- Khuyết tật hoặc tình trạng sức khỏe của bạn luôn ngăn cản bạn sử dụng xe buýt tuyến cố định và bạn đủ điều kiện sử dụng dịch vụ Vận chuyển ADA cho tất cả các chuyến đi của mình.

Hợp lệ có điều kiện - Bạn có thể sử dụng xe buýt tuyến cố định cho một số chuyến đi của mình và đủ điều kiện sử dụng dịch vụ Vận chuyển ADA cho những chuyến đi khác khi khuyết tật hoặc các rào cản môi trường ngăn cản bạn sử dụng dịch vụ xe buýt tuyến cố định.

Hợp lệ tạm thời - Bạn có tình trạng sức khỏe hoặc khuyết tật tạm thời khiến bạn không thể sử dụng xe buýt tuyến cố định.

Quy Trình Nộp Đơn: Dịch vụ Vận chuyển ADA được cung cấp cho những khách hàng mà khuyết tật hoặc tình trạng sức khỏe của họ có thể ngăn cản họ sử dụng dịch vụ xe buýt tuyến cố định đối với một số hoặc tất cả các chuyến đi. Những cá nhân quan tâm đến việc sử dụng dịch vụ Vận chuyển ADA phải nộp đơn và được xác định đủ điều kiện theo các hướng dẫn của ADA. Mỗi Cơ quan Vận tải Khu vực sẽ xác định khả năng và giới hạn chức năng của từng cá nhân khi sử dụng xe buýt tuyến cố định trong khu vực của mình.

1. Điền đầy đủ Mẫu Đơn Xin Dịch Vụ Vận Chuyển ADA
2. Đính kèm bất kỳ giấy chứng nhận nào liên quan đến khuyết tật của bạn: Giấy chứng nhận khiếm thị, Giấy xác nhận khuyết tật từ Tổ chức Cựu chiến binh hoặc Medicare
3. Yêu cầu điền Mẫu Xác Nhận Chuyên Môn bởi nhà cung cấp dịch vụ y tế của bạn
4. Nộp tất cả các mẫu đơn cho từng Cơ quan Vận tải Khu vực mà bạn muốn được xác định đủ điều kiện sử dụng Dịch vụ Vận chuyển ADA (danh sách kèm thông tin liên hệ được bao gồm trong Phụ lục A của đơn này). Luật liên bang ADA cho phép tình trạng khách thăm 21 ngày đối với những cá nhân đã được phê duyệt để có thể đi lại với các nhà cung cấp khác, tuy nhiên nếu bạn dự định đi lại thường xuyên ở các khu vực khác, vui lòng gửi mẫu đơn này đến Cơ quan Vận tải Khu vực tương ứng để được phê duyệt.
5. Khi tất cả các hồ sơ đã được tiếp nhận, quyết định về đơn của bạn sẽ được đưa ra trong vòng 21 ngày. Nếu quyết định không được đưa ra trong vòng 21 ngày, bạn sẽ được cấp quyền sử dụng dịch vụ Vận chuyển ADA tạm thời cho đến khi có quyết định cuối cùng. Bạn sẽ được thông báo về tính hợp lệ/ đủ điều kiện của mình bằng thư. Nếu bạn được xác định đủ điều kiện sử dụng dịch vụ Vận chuyển ADA cho một số hoặc tất cả các chuyến đi của

mình, bạn sẽ nhận được Thư Xác Nhận và Hướng Dẫn Khách Hàng với thông tin về cách sử dụng dịch vụ.

Quy Trình Kháng Cáo: Nếu bạn được xác định có thể sử dụng xe buýt tuyến cố định cho một số hoặc tất cả các chuyến đi của mình, bạn sẽ được thông báo về (các) lý do chính xác cho quyết định này và được hướng dẫn cách kháng cáo quyết định. Bạn có thể kháng cáo bất kỳ quyết định nào liên quan đến tính đủ điều kiện do nhà cung cấp dịch vụ khu vực đưa ra mà giới hạn khả năng sử dụng dịch vụ Vận chuyển ADA của bạn. Ví dụ:

- Bạn đã được xác định là “Không đủ điều kiện” sử dụng dịch vụ Vận chuyển ADA
- Bạn đã được xác định là “Hợp lệ có điều kiện” nhưng không đồng ý với các hạng mục hợp lệ mà bạn được phân loại, hoặc bạn cho rằng tình trạng có điều kiện là sai.

Tất cả các yêu cầu kháng cáo phải được nộp bằng văn bản trong vòng sáu mươi (60) ngày kể từ khi nhận được quyết định. Đơn kháng cáo nên được gửi qua bưu điện đến Cơ quan Vận tải Khu vực đã đưa ra quyết định.

Nếu bạn có bất kỳ câu hỏi nào về quy trình nộp đơn, hãy liên hệ với Cơ quan Vận tải Khu vực tại địa phương của bạn.

الأمريكيون من ذوو الهمم في ولاية ماساتشوستس
نموذج طلب الاشتراك في خدمة النقل العام

يُرجى العلم بأن جميع المعلومات الواردة في هذا الطلب ستُعتبر سرية، ولن يتم مشاركتها إلا للمختصين في تقديم خدمات النقل العام لذوي الهمم، وذلك حسب الحاجة فقط.

سيتم قبول هذا الطلب في هيئات النقل الإقليمية المذكورة في الملحق أ

أ. المعلومات الشخصية			
اسم العائلة:		الاسم الأول:	
تاريخ الميلاد:		الاسم المفضل:	
ب. محل الإقامة الحالي			
عنوان الشارع (بما في ذلك معلومات حول رقم المبنى أو الشقة أو رقم الغرفة):			
المدينة:		الولاية:	الرمز البريدي:
هل محل الإقامة هذا هو:			
منزل عائلي مستقل		مبنى سكني متعدد الوحدات والعائلات	
مجمع سكني أو شقق سكنية		الاسم:	
مرفق رعاية المسنين أو المسكن المأمّن		الاسم:	
كلية أو جامعة		الاسم:	
أخرى:			
هل هذا محل إقامة مؤقت: نعم لا			
ج. العنوان البريدي (إذا كان مختلفًا عن مكان الإقامة)			
عنوان الشارع (بما في ذلك معلومات حول رقم المبنى أو الشقة أو رقم الغرفة): _____ (ضع علامة هنا إذا كان هو نفسه المذكور أعلاه)			
المدينة:		الولاية:	الرمز البريدي:
د. معلومات الاتصال			
رقم الهاتف الرئيسي:		رقم الهاتف البديل:	
عنوان البريد الإلكتروني (اختياري):			
وسيلة الاتصال المفضلة:			
الهاتف	البريد الإلكتروني	البريد	الرسائل النصية (في حال توفرها لدى هيئة النقل الإقليمية)
اللغة المفضلة:			
ه. جهة الاتصال في حالات الطوارئ			
اسم العائلة:		الاسم الأول:	
العلاقة:		الوكالة (إن وجدت):	
رقم الهاتف الرئيسي:		رقم الهاتف البديل:	

و. إذا ساعدك أحد في ملء هذا النموذج، فيرجى إدخال المعلومات التالية:

اسم العائلة:	الاسم الأول:
العلاقة:	الوكالة (إن وجدت):
رقم الهاتف الرئيسي:	رقم الهاتف البديل:
هل يمكننا التواصل مع هذا الشخص لطرح استفسارات تتعلق بطلبك؟	
لا	نعم

ز. معلومات عامة عن إعاقتك:

يُرجى تحديد ما إذا كنتم بحاجة إلى معلومات حول خدمات قانون الأمريكيين ذوي الإعاقة (ADA) بالصيغ التالية التي يمكن الوصول إليها:

طباعة بخط كبير	نسخة صوتية	خط برايل	البريد الإلكتروني	أخرى:
هل أنت معتمد للحصول على خدمات النقل العام المخصص للأشخاص من ذوي الإعاقة من قبل مزود خدمة آخر أو وكالة نقل:				
لا				
نعم				

إذا كانت الإجابة نعم:	اسم مزود الخدمة:	الولاية:
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يُرجى ذكر التشخيصات التي تمنعك من استخدام خدمة الحافلات ذات المسار الثابت:

وضح كيف يمنعك تشخيصك من استخدام خدمة الحافلات ذات المسار الثابت بشكل مستقل:

هل الإعاقة أو الحالة الصحية التي تصفها:

دائمة	في حال كانت الإعاقة دائمة، هل من المتوقع أن تتغير قدرتك على الحركة	نعم	لا
مؤقتة	إذا كان الأمر مؤقتًا، فكم من الوقت من المتوقع أن يستمر:		
غير متأكد			

هل تتغير حالتك الصحية أو إعاقتك من يوم لآخر بطريقة تؤثر على قدرتك على استخدام خدمة الحافلات ذات المسار الثابت؟

نعم	لا	أحيانًا
-----	----	---------

إذا كانت الإجابة "نعم" أو "أحيانًا"، فيرجى التوضيح:

هل هناك أوقات يرافقك فيها شخص ما أثناء التنقل؟

نعم	لا	أحيانًا
-----	----	---------

هل تستخدم أيًا من الأجهزة التالية عند التنقل؟

اسكوتر (دراجة هوائية كهربائية)	كرسي متحرك كهربائي*	كرسي متحرك يدوي*
عصا بيضاء طويلة	عصا	مشاية
عكازات	جهاز اتصال	أكسجين
أخرى:	جهاز تنفس	حيوانات مساعدة

*يشير مصطلح الكرسي المتحرك إلى أي جهاز بثلاث عجلات أو أكثر صالح للاستخدام في الأماكن المغلقة. سنتمكن من توفير كرسي متحرك إذا (١) كان المصعد والمركبة قادرين على استيعابه فعليًا، و(٢) كان متوافقًا مع متطلبات السلامة القانونية. تشمل متطلبات السلامة القانونية، على سبيل المثال لا الحصر، حالات مثل استخدام كرسي متحرك بحجم كبير يعيق الممر أو يعيق الإخلاء الآمن للركاب في حالات الطوارئ، أو كونه ثقيلًا للغاية مقارنة بسعة المركبة.

ح. تجربة استخدام خدمة الحافلات ذات المسار الثابت

هل سبق لك ركوب حافلة ذات مسار ثابت؟

نعم كم مرة تستخدمها، وإلى أي وجهات؟

إذا لم تكن تستخدمها حاليًا، فما السبب؟

بعض مزودي الخدمة يقومون بتوفير دورات تدريبية مجانية لتعليم الناس كيفية استخدام الحافلات ذات المسار الثابت. هل تود معرفة مزيد من المعلومات عن هذه الخدمة إن كانت متاحة في منطقتك؟

نعم لا

١. القدرة الوظيفية

هل يمكنك العثور على طريقك إلى محطة حافلات عامة إذا أرشدك أحدهم إليها مرة واحدة؟

نعم لا أحيانًا

ما مدى المسافة التي تستطيعون المشي فيها بأمان (مع استخدام أدوات مساعدة على الحركة إن لزم الأمر)؟

قدم _____ متر

هل يمكنك صعود/نزول منحدر مدرج بصورة خفيفة؟

نعم لا أحيانًا

هل يمكنك رؤية/اكتشاف الحواجز والمنحدرات وغيرها من مناطق ركوب الركاب؟

نعم لا أحيانًا

كم من الوقت يمكنك الوقوف والانتظار في محطة حافلات ذات مسار ثابت؟

دقائق _____

هل يمكنك التعرف على محطات الحافلات وطلب التوقف عندها؟

نعم لا أحيانًا

هل يمكنك صعود حافلة ذات مسار ثابت ونزول منها بسهولة؟ جميع مركبات هيئة النقل الإقليمية (RTA) مزودة برفعات أو منحدرات أو نظام خفض مستوى الأرضية لتسهيل ركوب ذوي الاحتياجات الخاصة.

نعم لا أحيانًا

في حال كانت الإجابة "لا" أو "أحيانًا"، يُرجى توضيح السبب:

هل تستطيع طلب تعليمات الوصول إلى الوجهة وفهمها واتباعها؟

نعم لا أحيانًا

في حال كانت الإجابة "لا" أو "أحيانًا"، يُرجى توضيح السبب:

و. المعوقات

ما هي المعوقات البيئية التي تجعل من الصعب عليك استخدام خدمة الحافلات ذات المسار الثابت؟

عدم وجود أرصفة	منحدرات شديدة الانحدار	عدم وجود منحدرات الرصيف/منحدرات للمشاة
سوء حالة الأرصفة	عدم وجود إشارة ضوئية/صوتية لعبور المشاة	شارع مزدحم يجب عبوره
	أخرى (اذكرها):	وجود ثلج/جليد على الأرض

اشرح لماذا الظروف التي أشرت إليها تجعل الأمر صعبًا:

ك. إقرار مقدم الطلب

بالتوقيع أدناه، فإنك تقر بأن المعلومات الواردة في هذا الطلب صحيحة حسب علمك.

توقيع مقدم الطلب: التاريخ:

إذا كان مقدم الطلب غير قادر على التوقيع باسمه، فيجب على الوصي القانوني التوقيع نيابةً عنه:

توقيع الوصي القانوني: التاريخ:

تفويض إفشاء المعلومات الطبية

لكي تتمكن هيئة النقل الإقليمية (RTA) من تقييم طلبك، ستحتاج إلى التواصل مع أخصائي طبي/سريري لتأكيد المعلومات التي قدمتها. يُرجى إكمال المعلومات التالية ونموذج التفويض.

الأخصائي الطبي المرخص المذكور أدناه على دراية بحالة إعاقتي، وهو مخوّل بإمداد هيئة النقل الإقليمية (RTA) بجميع المعلومات اللازمة لإتمام هذا التصديق.

معلومات الأخصائي المرخص		
الاسم:		الوكالة/المؤسسة:
العنوان البريدي:		
المدينة:	الولاية:	الرمز البريدي
الشهادة المهنية:		
طبيب	ممرض ممارس	مساعد طبيب
طبيب نفسي	أخصائي اجتماعي مرخص	طبيب أعصاب
معالج مهني	معالج طبيعي	مساعد طبيب
أخرى:		
أخوّل الأخصائي المذكور أعلاه بإفشاء أي معلومات ضرورية لتحديد أهلية خدمات النقل العام لذوي الاحتياجات الخاصة إلى: (أدخل اسم هيئة النقل الإقليمية)		
توقيع مقدم الطلب:		التاريخ:
الاسم بالكامل:		

طلب التحقق من المعلومات المهنية

أفاد المريض بأنك قادر على تقديم معلومات حول إعاقته وتأثيرها على قدرته على استخدام خدمات النقل العام. تقتضي القوانين الفيدرالية أن توفر سلطات النقل الإقليمية خدمات النقل لذوي الاحتياجات الخاصة الذين لا يستطيعون استخدام خدمات الحافلات ذات المسارات الثابتة المتاحة. (خدمات المسارات الثابتة هي خدمات نقل تعمل فيها المركبات على مسارات منتظمة ومجدولة مع محطات توقف ثابتة. على سبيل المثال، فإن حافلة المدينة التابعة للنقل العام التي تسير على طريق ثابت هي جزء من نظام المسارات الثابتة.) يُرجى العلم بأن أي حالة تجعل التنقل إلى أو من محطات ركوب/نزول الركاب أو استخدام نظام المسارات الثابتة أكثر صعوبة أو أقل راحة، لا تُعتبر سبباً مؤهلاً للاستفادة من خدمات النقل المخصص لذوي الاحتياجات الخاصة. ستساعدنا المعلومات التي تقدمها في تقييم طلبكم ومدى ملاءمته لخدمات النقل الخاصة.

اسم مقدم الطلب/المريض: _____ تاريخ الميلاد: _____

معلومات عن القدرات الوظيفية لمقدم الطلب	
التشخيص الطبي/السريري للحالة المسببة للإعاقة:	
اشرح كيف يمكن أن تمنع حالة الإعاقة أو المشكلة الصحية لمقدم الطلب من استخدام خدمة الحافلات ذات المسار الثابت بشكل مستقل:	
هل الإعاقة أو الحالة الصحية:	
دائم	إذا كانت دائمة، فهل من المتوقع أن تتغير؟
مؤقت	من المتوقع أن تستمر:
غير متأكد	
هل تتغير الحالة الصحية أو الإعاقة من يوم لآخر بطريقة تؤثر على قدرته على استخدام خدمة الحافلات العامة؟	نعم لا أحياناً
إذا كانت الإجابة "نعم" أو "أحياناً"، فيرجى توضيح ذلك (على سبيل المثال: درجات الحرارة القصوى، الآثار الجانبية للأدوية، وما شابه):	
هل يحتاج مقدم الطلب إلى مرافق رعاية شخصية لإنجاز مهامه اليومية؟	نعم لا أحياناً
أقر بأنني قد أكملت الأسئلة الواردة في نموذج التحقق المهني هذا وأن المعلومات المقدمة صحيحة حسب علمي.	
توقيع مقدم الرعاية الصحية:	
الاسم بالكامل:	التاريخ:
رقم الترخيص	تاريخ انتهاء الصلاحية:

**马萨诸塞州《美国残疾人法案》（ADA）
辅助交通服务（Paratransit）申请表**

请注意，本申请中提供的任何信息都将被严格保密，仅在必要时与提供辅助交通服务的专业人员共享。

本申请可提交至附件 A 中列出的各地区交通管理局（RTA）。

A. 个人信息							
姓：		名：					
出生日期：		常用名：					
B. 现住地址							
街道地址（包括楼号、公寓号或房间号）：							
城市：		州：	邮政编码：				
住所类型：							
<input type="checkbox"/>	独栋住宅	<input type="checkbox"/> 多户住宅					
<input type="checkbox"/>	公寓或共管公寓	名称：					
<input type="checkbox"/>	护理或辅助生活设施	名称：					
<input type="checkbox"/>	大学或学院	名称：					
其他：							
是否为临时住所： <input type="checkbox"/> 是 <input type="checkbox"/> 否							
C. 邮寄地址（如与现住地址不同）							
街道地址（包括楼号、公寓号或房间号）： _____（如与上述地址相同，请勾选此处）							
城市：		州：	邮政编码：				
D. 联系方式							
主要电话：		备用电话：					
电子邮箱（可填可不填）：							
首选联系方式：							
<input type="checkbox"/>	电话	<input type="checkbox"/>	电子邮件	<input type="checkbox"/>	邮寄	<input type="checkbox"/>	短信（若地区交通管理局提供短信联系方式）
首选语言：							
E. 紧急联系人							
姓：		名：					
与申请人的关系：		所属机构（如适用）：					
主要电话：		备用电话：					

您在出行时是否使用以下任何辅助设备？		
手动轮椅*	电动轮椅*	电动代步车*
助行器	手杖	长白手杖
氧气设备	沟通辅助设备	拐杖
服务性动物	呼吸器	其他：
* “轮椅”一词指任何可在室内使用的三轮或多轮设备。如果（1）升降设备和车辆能够容纳该轮椅，且（2）符合合法的安全要求，我们将能够提供轮椅使用支持。合法安全要求包括但不限于以下情况：轮椅尺寸过大可能阻塞通道或妨碍紧急情况下的乘客安全疏散，以及/或在使用者坐上后超过车辆规格所能承受的重量。		

H. 固定路线公交服务使用经验

您是否曾乘坐过固定路线公交？

是 多久乘坐一次？通常前往哪些地点？

如果目前没有乘坐，请说明原因？

部分服务提供商提供出行培训（Travel Training），这是一项免费服务，教授如何使用固定路线公交服务。如果您所在地区提供此服务，您是否有兴趣获取更多信息？

否 是

I. 功能能力

如果有人向您演示一次，您能找到公共公交站吗？

是 否 有时

您能够安全行走多远？（如有需要可使用辅助行走设备） _____ 英尺 _____ 街区

您能上/下缓坡吗？ 是 否 有时

您能看到/识别马路边缘、坡道及其他下沉区域吗？ 是 否 有时

您能在固定路线公交站站立并等待多长时间？ _____ 分钟

您能在乘车时识别站点并请求下车吗？ 是 否 有时

您能独立上下固定路线公交车吗？所有地区交通管理局（RTA）车辆都配有升降设备、坡道或可降低高度，并且可无障碍使用。 是 否 有时

如选择“否”或“有时”，请说明原因：

您能请求、理解并遵循出行指示吗？ 是 否 有时

如选择“否”或“有时”，请说明原因：

J. 障碍因素

哪些环境因素使您难以使用固定路线公交服务？

缺少路缘切割/坡道	陡坡	没有人行道
需要穿越的繁忙街道	没有人行横道信号灯/语音提示	人行道状况差
地面有雪/冰	其他 (请描述):	

请说明您所列环境条件为何使您使用固定路线公交服务困难：

K. 申请人确认

在下方签名，即表示您确认所提交的申请信息据您所知均属真实。

申请人签名：

日期：

如申请人无法签名，法定监护人必须代表其签名：

法定监护人签名：

日期：

J. 障碍因素

哪些环境因素使您难以使用固定路线公交服务？

缺少路缘切割/坡道	陡坡	没有人行道
需要穿越的繁忙街道	没有人行横道信号灯/语音提示	人行道状况差
地面有雪/冰	其他 (请描述):	

请说明您所列环境条件为何使您使用固定路线公交服务困难：

K. 申请人确认

在下方签名，即表示您确认所提交的申请信息据您所知均属真实。

申请人签名：

日期：

如申请人无法签名，法定监护人必须代表其签名：

法定监护人签名：

日期：

专业人员验证请求

患者表示您可以提供有关其残疾情况及其对使用公共交通服务能力影响的信息。联邦法律要求地区交通管理局（RTA）为无法使用现有无障碍固定路线公交服务的人员提供辅助交通服务。（固定路线服务是指车辆按照固定、预定路线运行并停靠固定站点的交通服务。例如，总是沿同一路线行驶的城市公交车即属于固定路线系统。）请注意，任何使前往或离开上下车地点或乘坐固定路线系统变得更困难或不舒适的情况，并不构成获得辅助交通资格的理由。您提供的信息将帮助我们评估申请及其针对特定行程请求的适用性。

申请人/患者姓名: _____ 出生日期: _____

申请人的功能能力信息	
导致残疾的医疗/临床诊断:	
请说明申请人的残疾或健康相关状况如何阻碍其独立使用固定路线公交服务:	
该残疾或健康相关状况属于:	
永久性的	如果是永久性的，其状况是否预计会发生变化 是 否
暂时性的	预计持续时间:
不确定	
该健康状况或残疾是否每天都在变化，从而影响其使用公共公交服务的能力? 是 否 有时	
如选择“是”或“有时”，请说明原因（例如：极端温度、药物副作用等):	
申请人是否需要个人护理员（Personal Care Attendant）来完成日常任务? 是 否 有时	
我在此确认已完成本专业验证表中的所有问题，并且据我所知所提供的信息正确无误。	
医疗服务提供者签名:	
印刷体姓名:	日期:
执照号码#	有效期至:

F. If someone assisted you in completing this form, please give the following information:

Last Name:		First Name:	
Relationship:		Agency (if Applicable):	
Primary Phone:		Alternate Phone:	
May we contact this person with questions regarding your application?		Yes	No

G. General Information About Your Disability

Please indicate below if you need ADA service information in the following accessible formats:

Large Print	Audio	Braille	Email	Other:
-------------	-------	---------	-------	--------

Are you certified for ADA Paratransit services by another service provider or transit agency:
Yes No

If yes:	Name of Service Provider:	State:
---------	---------------------------	--------

Please list the diagnosis' that prevent you from using the fixed route bus service:

_____.

_____.

_____.

_____.

Explain how your diagnosis prevents you from independently using the fixed route bus service:

Is the disability or health related condition you describe:			
Permanent	If permanent is level of ability expected to change	Yes	No
Temporary	If temporary how long is it expected to last:		
Unsure			

Does your health condition or disability change from day to day in a way that affects your ability to use the fixed route bus service? Yes No Sometimes

If "Yes" or "Sometimes", Please explain:

Are there times when someone accompanies you when you travel?
Yes No Sometimes

Do you use any of the following devices when you travel?		
Manual Wheelchair*	Powered Wheelchair*	Scooter*
Walker	Cane	Long White Cane
Oxygen	Communication Device	Crutches
Service Animal	Respirator	Other:

*The term wheelchair refers to any three or more wheeled device which is usable indoors. We will be able to accommodate a wheelchair if (1) the lift and vehicle can physically accommodate it and (2) if it is consistent with legitimate safety requirements. Legitimate safety requirements include but are not limited to such circumstances as a wheelchair of such size that it would block an aisle or would interfere with safe evacuation of passengers in an emergency, and/or is overweight when occupied for the vehicle specifications.

H. Fixed Route Bus Service Experience

Have you ever ridden the fixed route bus?

Yes How often and to what locations?

If not currently riding, why?

Some providers have Travel Training, which is a free service that teaches people how to use the fixed route bus. If this is available in your area, would you be interested in receiving more information? Yes No

I. Functional Ability

Can you find your way to a public bus stop if someone shows you once?

Yes No Sometimes

How far can you safely walk (using a mobility aid if necessary)? _____ Feet _____ Blocks

Can you walk up/down a gradual hill? Yes No Sometimes

Can you see/detect curbs, ramps, and other drop off areas? Yes No Sometimes

How long can you stand and wait at a fixed route bus stop? _____ minutes

Can you recognize and request stops when on the bus? Yes No Sometimes

Can you physically get on and off a fixed route bus? All RTA vehicles have lifts, ramps, or the ability to kneel and are accessible. Yes No Sometimes

If "No" or "Sometimes", please explain:

Can you ask for, understand, and follow travel directions? Yes No Sometimes

If "No" or "Sometimes", please explain:

J. Barriers

What environmental barriers make it difficult for you to use the fixed route bus service?

Lack of curb cuts/ramps	Steep hills	No sidewalks
Busy street I must cross	No crosswalk light/vocal indicator	Sidewalks in poor condition
Snow/Ice on Ground	Other (describe):	

Explain why the conditions you indicated make it difficult:

K. Applicant Acknowledgement

By signing below, you certify that the information submitted on this application is true to the best of your knowledge.

Applicant Signature:	Date:
----------------------	-------

If an applicant cannot sign their name, the legal guardian must sign on their behalf:

Legal Guardian Signature:	Date:
---------------------------	-------

MEDICAL INFORMATION RELEASE AUTHORIZATION

For an RTA to evaluate your request they will need to contact a medical/clinical professional to confirm the information you provided. Please complete the following information and authorization form.

The following Licensed Health Care Professional is familiar with my disability and is authorized to provide the RTA with all information required to complete this certification.

Licensed Professional's Information		
Name:	Agency/Facility:	
Mailing Address:		
City:	State:	Zip
Professional Certification:		
Physician	Nurse Practitioner	Physician Assistant
Psychiatrist	Licensed Social Worker	Neurologist
Occupational Therapist	Physical Therapist	Physician Assistant
Other:		
I hereby authorize the professional listed above to release any information necessary to determine Paratransit eligibility to the: <i>(Enter Name of RTA)</i>		
Applicant Signature:		Date:
Printed Name:		

REQUEST FOR PROFESSIONAL VERIFICATION

The patient indicated that you could provide information regarding their disability and its impact upon their ability to utilize public transit services. Federal law requires that Regional Transit Authorities provide paratransit services to persons who cannot use available accessible fixed-route bus services. ***(Fixed-route services are transit services where vehicles run on regular, scheduled routes with fixed stops. For example, a city bus that always travels the same route is part of the fixed- route system.)*** Please keep in mind that any condition which makes traveling to or from a boarding/disembarking location or riding on a fixed-route system more difficult or less comfortable, are not reasons for paratransit eligibility. The information you provide will let us evaluate the request and its application to specific trip requests.

Applicant/Patient Name: _____ Date of Birth: _____

Information Regarding Applicant's Functional Abilities			
Medical/clinical diagnosis of condition causing disability:			
Explain how the applicant's disabilities or health related conditions could prevent them independently using the fixed route bus service:			
Is the disability or health related condition:			
Permanent	If permanent is it expected to change	Yes	No
Temporary	Expected to last:		
Unsure			
Does the health condition or disability change from day to day in a way that affects their ability to use the public bus service?			
	Yes	No	Sometimes
If "Yes" or "Sometimes", Please explain (for example: extreme temperatures, medication side effects, etc.):			
Does the applicant require a Personal Care Attendant to complete daily tasks?			
Yes	No	Sometimes	
I certify that I have completed the questions in this Professional Verification Form and that the information provided is correct to the best of my knowledge			
Signature of Health Care Provider:			
Printed Name:		Date:	
License #		Date of Expiration:	

ច. បុរសិនបីនរណាម្នាក់បានជួយអ្នកក្នុងការបំពេញបែបទនេះ សូមផ្តល់ព័ត៌មានខ្លីយដ្ឋានខាងក្រោម

នាមត្រកូល ៖	នាមខ្លួន ៖
ទីតាំងទីផ្សារ ៖	ទីក្រុមភ្នាក់ងារ (បុរសិនបីមាន) ៖
ទូរសព្ទទូរស័ព្ទ ៖	ទូរសព្ទទូរស័ព្ទ ៖

តើយើងអាចទាក់ទងបុគ្គលនេះពេលមានសំណួរទាក់ទងនឹងពាក្យសុំរបស់អ្នកបានទេ? ហទប្រចាស ទេ

ឆ. ព័ត៌មានទូទៅអំពីការស្រាវជ្រាវរបស់អ្នក ៖

សូមបញ្ជាក់ខាងក្រោម បុរសិនបីអ្នកត្រូវការព័ត៌មានអំពីសេវាកម្ម ADA ក្នុងទម្រង់ដែលអាចចូលប្រើបាន ខាងក្រោម ៖

អក្ខរសរសេរព័ត៌មាន	សំឡេង	អក្ខរសរសេរទាប	អ៊ីមែល	ផ្តល់សេវាផ្សេងៗ ៖
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តើអ្នកទទួលបានការបញ្ជាក់សមរម្យសេវាដឹកជញ្ជូនសាធារណៈតាមតម្រូវ ADA Paratransit ជាយុទ្ធសាស្ត្រផ្តល់សេវាផ្សេងៗ ឬទីក្រុមភ្នាក់ងារផ្តល់សេវាផ្សេងៗដូចជា ហទប្រចាស ទេ

ប្រើហទប្រចាស ៖	ឈ្មោះអ្នកផ្តល់សេវា ៖	រដ្ឋប្រឹក្សា ៖
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សូមរៀបរាប់ភារកិច្ចធុនដំបូងដែលរារាំងអ្នកពីការប្រើប្រាស់សេវាថែទាំសុខភាពតាមផ្ទះល្អបំផុត ៖

_____ .

_____ .

_____ .

_____ .

ពន្យល់ពីរបៀបដែលភារកិច្ចធុនដំបូងរបស់អ្នករារាំងអ្នកពីការប្រើប្រាស់សេវាថែទាំសុខភាពតាមផ្ទះល្អបំផុត យ៉ាងណាមួយ ៖

តើការភាព ឬស្ថានភាពជំងឺទាក់ទងនឹងសុខភាពដែលអ្នកពណ៌នាគឺ ៖

អចិន្ត្រៃយ៍	បុរសិនបីអចិន្ត្រៃយ៍គឺជាកម្មវិធីសេវាសុខភាពដែលរំពឹងថានឹងមានការផ្តល់សេវាប្រចាំថ្ងៃ ហទប្រចាស ទេ
បណ្តោះអាសន្ន	បុរសិនបីជាបណ្តោះអាសន្ន គឺស្ថានភាពនេះត្រូវបានរំពឹងថានឹងមានរយៈពេលយូរប៉ុណ្ណោះ ៖
មិនប្រាកដ	

តើស្ថានភាពសុខភាព ឬពិការភាពរបស់អ្នកប្រែប្រួលពីមួយថ្ងៃទៅមួយថ្ងៃ ក្នុងលក្ខខណៈដែលប៉ះពាល់ដល់សមត្ថភាពរបស់អ្នកក្នុងការប្រើប្រាស់សេវាថែទាំសុខភាពតាមផ្ទះល្អបំផុត ហទប្រចាស ទេ ពេលខ្លះ ៖

បុរសិនបី "ហទ/ចាស" ឬ "ពេលខ្លះ" សូមពន្យល់ ៖

តើមានពេលខ្លះដែលមាននរណាម្នាក់ធ្វើដំណើរអមជាមួយអ្នកពេលអ្នកធ្វើដំណើរដំបូង ហទប្រចាស ទេ ពេលខ្លះ ៖

តើអ្នកប្រើឧបករណ៍ណាមួយខាងក្រោមនៅពេលអ្នកធ្វើដំណើរដើរឬទេ?		
ទេរុញដោយប្រដិ*	ទេរុញដោយម៉ាស៊ីន*	ម៉ូតូតូច*
ឧបករណ៍ជំនួយការដើរ	ឈ្មួញ	ឈ្មួញត្រីពណ៌សរវៃ
អ្នកស៊ីហ្វាសនៃ	ឧបករណ៍ប្រយោជន៍ទាក់ទង	ឈ្មួញត្រីជនពិការ
សត្វជំនួយ	ឧបករណ៍ជំនួយដកដង្ហើម	ផ្តុំសង្ខេបៗ

* ពាក្យថា "ទេរុញ" សំដៅលើឧបករណ៍មានកង់បី ឬបួន ដដែលអាចប្រើបានក្នុងផ្ទះ។ យើងនឹងអាចដាក់ទេរុញបាន ប្រសិនបើ (1) ដំណើរយន្ត និងយានជំនិះអាចដាក់ចូលតាមជាកំពស់ដៃ និង (2) ប្រសិនបើស្របនឹងលក្ខខណ្ឌឧត្តមរូស្ត្រវិភាគស្របច្បាប់។ លក្ខខណ្ឌឧត្តមរូស្ត្រវិភាគស្របច្បាប់រួមមានកាលៈទេសៈផ្សេងៗដូចជា ទេរុញលក្ខខណ្ឌទំហំដំណើរនិងស្រទះច្រកផ្តល់ ឬអាចរំខានដល់ការដើរឬស្រទះដំណើរដោយស្រវិភាគនៅក្នុងគ្រាអាសន្ន និង/ឬលសទម្ងន់នៅពេលដាក់ចូលសម្រាប់លក្ខខណ្ឌបច្ចេកទេសយានយន្ត។

ជ. បទពិសោធប្រើប្រាស់សេវាថែទាំយន្តក្នុងតាមផ្តល់វិធីដើរឬទេ?

តើអ្នកចូលរួមវិធីថែទាំយន្តក្នុងតាមផ្តល់វិធីដើរឬទេ?	
ហេតុអ្វី?	តើញឹកញាប់ប៉ុណ្ណា និងទាក់ទងនឹងណា?
	បើបច្ចុប្បន្នមិនទាន់ជិះ តើមានមូលហេតុអ្វី?

អ្នកផ្តល់សេវាមួយចំនួនមានការបណ្តុះបណ្តាលស្តីពីការធ្វើដំណើរ ដលៃជាសេវាឥតគិតថ្លៃសម្រាប់បង្កៀនអ្នកដំណើរព្រមទាំងប្រើប្រាស់រូបវន្តថែទាំយន្តក្នុងតាមផ្តល់វិធីដើរ។ ប្រសិនបើមានផ្តល់ជូនសេវាបែបនេះនៅក្នុងតំបន់របស់អ្នក តើអ្នកចាប់អារម្មណ៍នឹងទទួលបានព័ត៌មានបន្ថែមដើរឬទេ? ហេតុអ្វី? ទេ

ខ. សមត្ថភាពបំពេញមុខងារ

តើអ្នកអាចស្រវៃរកផ្តល់ទៅកាន់ចំណាត់ថ្នាក់យន្តក្នុងសាធារណៈបានទេ? ប្រសិនបើមាននរណាម្នាក់បង្ហាញផ្តល់អ្នកមានមុខងារ?	ហេតុអ្វី?	ទេ	ពេលខ្លះ
តើអ្នកអាចដើរបានដោយប៉ុន្មានដោយស្រវិភាគ (ដោយប្រើឧបករណ៍ជំនួយការចល័ត បីប៉ាហាប់)?	_____ ជើង _____ បុលក		
តើអ្នកអាចដើរឡើង/ចុះក្នុងមុខរថយន្តបានទេ?	ហេតុអ្វី?	ទេ	ពេលខ្លះ
តើអ្នកអាចមើលឃើញ/រកឃើញចិញ្ចឹមប៉ុន្មាន ផ្ទះដើមរាល និងតំបន់ទម្រង់អ្នកដំណើរផ្តុំសង្ខេបៗបានទេ?	ហេតុអ្វី?	ទេ	ពេលខ្លះ
តើអ្នកអាចឈរ និងរង់ចាំនៅចំណាត់ថ្នាក់យន្តក្នុងផ្តល់វិធីដើរបានយូរប៉ុន្មាន? _____ នាទី			
តើអ្នកអាចសម្រាក និងស្រួលស្រាយបំពេញជិះយន្តក្នុងបានទេ?	ហេតុអ្វី?	ទេ	ពេលខ្លះ
តើអ្នកអាចឡើងជិះ និងចេញពីរថយន្តក្នុងតាមផ្តល់វិធីដើរបានទេ? យានជំនិះ RTA ទាំងអស់មានដំណើរយន្ត ផ្ទះដើមរាល ឬសមត្ថភាពលុតដង្ហើម ហើយអាចចូលប្រើប្រាស់បាន។	ហេតុអ្វី?	ទេ	ពេលខ្លះ
ប្រសិនបើ "ទេ" ឬ "ពេលខ្លះ" សូមពន្យល់៖			
តើអ្នកអាចស្រវៃយល់ដឹង និងធ្វើតាមសេចក្តីណែនាំអំពីការធ្វើដំណើរបានទេ?	ហេតុអ្វី?	ទេ	ពេលខ្លះ
ប្រសិនបើ "ទេ" ឬ "ពេលខ្លះ" សូមពន្យល់៖			

ឈ. ឧបសគ្គ		
តើឧបសគ្គគប្បីស្ថាបនាអ្វីខ្លះដែលធុរឱ្យអ្នកពិហាក្នុងការប្រើប្រាស់សេវាវេជ្ជសាស្ត្រតាមផ្លូវចិត្ត?		
កងវះផ្ទៃដើមរាល់ចេញចម្រើន	ទិសដៅ	គុណភាពផ្លូវចិត្ត
ផ្លូវចិត្តក្នុងខ្លួន	គុណភាពសញ្ញា/ស្រ្តី សម្រាប់ផ្លូវចិត្ត	ផ្លូវចិត្តក្នុងស្ថានភាព មនុស្ស
ព័ត៌មាន/ទឹកកកស្ថាប័ន	ផ្លូវចិត្ត (សម្របសម្រួល) ៖	
ពន្យល់ពីមូលហេតុដែលលក្ខខណ្ឌខ្លះដែលអ្នកមានបង្ហាញបង្កកលក្ខខណៈពិហាក៖		

ញ. ការទទួលស្គាល់របស់អ្នកដាក់ពាក្យ	
តាមរយៈការចុះហត្ថលេខាខាងក្រោម អ្នកបញ្ជាក់ថាព័ត៌មានដែលបានដាក់បញ្ចូលនូវពាក្យសុំនេះគឺពិតប្រាកដទៅតាមចំណេះដឹងល្អរបស់អ្នក ។	
ហត្ថលេខារបស់អ្នកដាក់ពាក្យ ៖	កាលបរិច្ឆេទ ៖
បុរសិស្សអ្នកដាក់ពាក្យមិនអាចចុះហត្ថលេខាលើឈ្មោះរបស់ខ្លួនបានទេ អាណាព្រហ្មលសុបបាប បត្រចុះហត្ថលេខាជំនួសឱ្យពួកគេ ៖	
ហត្ថលេខារបស់អាណាព្រហ្មលសុបបាប ៖	កាលបរិច្ឆេទ ៖

ការអនុញ្ញាតឱ្យបញ្ជូនព្រឹត្តិមានផ្ទៃកែវជេដសាសត្រ

ដើម្បីឱ្យ RTA វាយតម្លៃស្តីពីការប្រើប្រាស់អនុកហាន ពួកគេនឹងត្រូវទាក់ទងអ្នកជំនាញផ្នែកកែវជេដសាសត្រ/ផ្នែកកែតុយាហាល ដើម្បីបញ្ជាក់ព័ត៌មានដល់អនុកហានផ្ទៃកែវ។ សូមបំពេញព័ត៌មាន និងបែបបទអនុញ្ញាតខាងក្រោម។

អនុកហានបញ្ជូនទៅសុខភាពដល់មានរាជ្ជញ្ញាបណ្ណខាងក្រោមដឹងពីពិការភាពរបស់ខ្ញុំ និងទទួលបានការអនុញ្ញាតឱ្យផ្ទេរ RTA នូវព័ត៌មានទាំងអស់ដល់តម្រូវការ ដើម្បីបំពេញវិញ្ញាបនបត្រនេះ។

ព័ត៌មានរបស់អនុកហានដែលមានអាជ្ញាបណ្ណ		
ឈ្មោះ ៖	ទីក្រុនាកងារ/មណ្ឌល ៖	
អាសយដ្ឋានសំបុត្រប្រើសេណាយ ៖		
ទីក្រុង ៖	រដ្ឋ ៖	ហ្វេស៊ីប
វិញ្ញាបនបត្រវិជ្ជាជីវៈ ៖		
គ្រូពេទ្យ	គិលានុបដ្ឋាយិក	ជំនួយការគ្រូពេទ្យ
គ្រូពេទ្យរីកលចរិក	អនុកស្នងគមកិច្ចដល់មានអាជ្ញាបណ្ណ	គ្រូពេទ្យសរសៃប្រសាទ
អនុកតុយាហាលដោយការងារ	អនុកតុយាហាលដោយចលនា	ជំនួយការគ្រូពេទ្យ
ផ្នែកផ្សេងៗ ៖		
ខ្ញុំសូមអនុញ្ញាតឱ្យអនុកហានដែលមានរាយបញ្ជីខាងលើបញ្ជូនព័ត៌មានចាំបាច់ ដើម្បីកំណត់សំទុំទទួលបានសេវាជំនួយផ្ទេរសាធារណៈតាមតម្រូវការ (Paratransit) ទៅកាន់ ៖ (បញ្ជូនឈ្មោះរបស់ RTA)		
ហត្ថលេខារបស់អនុកហាន ៖	កាលបរិច្ឆេទ ៖	
ឈ្មោះអ្នកសរពុម្ព ៖		

Massachusetts Americans with Disabilities Formulário de Solicitação de Paratrânsito

Por favor, note que qualquer informação fornecida nesta solicitação será mantida confidencial e compartilhada apenas com os profissionais envolvidos na prestação do serviço de paratrânsito conforme necessário.

ESTA SOLICITAÇÃO SERÁ ACEITA NAS AUTORIDADES DE TRÂNSITO LISTADAS NO ANEXO A

A. Informação Pessoal			
Sobrenome:		Nome:	
Data de Nascimento:		Nome Preferido:	
B. Residência Atual			
Endereço (incluir informações de edifício, apartamento ou número do quarto):			
Cidade:		Estado:	CEP:
Esta residência é:			
<input type="checkbox"/>	Casa Unifamiliar	<input type="checkbox"/> Casa Multifamiliar	
<input type="checkbox"/>	Complexo de Apartamentos ou Condomínio	Nome:	
<input type="checkbox"/>	Casa de Repouso ou Residência Assistida	Nome:	
<input type="checkbox"/>	Faculdade ou Universidade	Nome:	
Outro:			
Esta é uma residência temporária: Sim Não			
C. Endereço para Correspondência (caso diferente da residência)			
Endereço (incluir informações de edifício, apartamento ou número do quarto): _____ (marque aqui se igual ao de cima)			
Cidade:		Estado:	CEP:
D. Informações de Contato			
Telefone Principal:		Telefone Alternativo:	
Endereço de Email (opcional):			
Método de Comunicação Preferido:			
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> Mensagem de texto (se disponível na RTA)
Idioma Preferido:			
E. Contato de Emergência			
Sobrenome:		Nome:	
Relacionamento:		Agência (se aplicável):	
Telefone Principal:		Telefone Alternativo:	

F. Se alguém o/a auxiliou a preencher este formulário, forneça as seguintes informações

Sobrenome:		Nome:	
Relacionamento:		Agência (se aplicável):	
Telefone Principal:		Telefone Alternativo:	
Podemos contatar esta pessoa com perguntas sobre sua solicitação?		Sim	Não

G. Informações Gerais Sobre Sua Deficiência

Por favor, indique abaixo se você precisa de informações do serviço ADA nos seguintes formatos acessíveis:

Letra Grande	Áudio	Braille	Email	Outro:
Você é certificado para serviços de Paratransito ADA por outro provedor de serviços ou agência de transporte? Sim Não				
Caso sim	Nome do Provedor de Serviço:			Estado:

Por favor, liste os diagnósticos que impedem você de usar o serviço de ônibus de rota fixa:

_____ .
_____ .
_____ .
_____ .

Explique como o seu diagnóstico o impede de utilizar de forma independente o serviço de autocarro de rota fixa:

A deficiência ou condição relacionada à saúde que você descreve é:

Permanente	Se permanente, o nível de capacidade deve mudar	Sim	Não
Temporária	Se temporária, quanto tempo deve durar:		
Incerto			

Sua condição de saúde ou deficiência muda de dia para dia de uma forma que afeta sua capacidade de usar o serviço de ônibus de rota fixa? Sim Não Às vezes

Caso "Sim" ou "Às vezes", por favor, explique:

Há momentos em que alguém o acompanha quando você viaja?

Sim Não Às vezes

Você usa algum dos seguintes dispositivos quando viaja?		
Cadeira de Rodas Manual*	Cadeira de Rodas Motorizada*	Scooter*
Andador	Bengala	Bengala Branca Longa
Oxigênio	Dispositivo de Comunicação	Muletas
Animal de Serviço	Respirador	Outro:

*O termo cadeira de rodas refere-se a qualquer dispositivo de três ou mais rodas que seja utilizável em ambientes internos. Poderemos acomodar uma cadeira de rodas se (1) o elevador e o veículo puderem fisicamente acomodá-la e (2) se for consistente com requisitos legítimos de segurança. Requisitos legítimos de segurança incluem, mas não se limitam a, circunstâncias como uma cadeira de rodas de tamanho tal que bloquearia um corredor ou interferiria na evacuação segura de passageiros em uma emergência, e/ou está com excesso de peso quando ocupada para as especificações do veículo.

H. Experiência com Serviço de Ônibus de Rota Fixa

Você já andou no ônibus de rota fixa?

Sim Com que frequência e para quais locais?

Se não está andando atualmente, por quê?

Alguns provedores têm Treinamento de Viagem, que é um serviço gratuito que ensina pessoas a usar o ônibus de rota fixa. Se isso estiver disponível em sua área, você estaria interessado em receber mais informações? Sim Não

I. Capacidade Funcional

Você consegue encontrar o caminho para uma parada de ônibus público se alguém lhe mostrar ruma vez? Sim Não Às vezes

Até que distância você pode caminhar com segurança (usando auxílio de _____ Pés _____ Quarteirões mobilidade se necessário)?

Você consegue subir/descer uma colina gradual? Sim Não Às vezes

Você consegue ver/detectar meio-fios, rampas e outras áreas de desnível? Sim Não Às vezes

Por quanto tempo você consegue ficar em pé e esperar em uma parada de ônibus de rota fixa? Minutos

Você consegue reconhecer e solicitar paradas quando estiver no ônibus? Sim Não Às vezes

Você consegue fisicamente entrar e sair de um ônibus de rota fixa? Todos os veículos RTA têm elevadores, rampas ou a capacidade de se abaixar e são acessíveis. Sim Não Às vezes

Caso "Não" ou "Às vezes", por favor explique:

Você consegue pedir, entender e seguir direções de viagem? Sim Não Às vezes

Caso "Não" ou "Às vezes", por favor explique:

J. Barreiras

Quais barreiras ambientais tornam difícil para você usar o serviço de ônibus de rota fixa?

Falta de cortes de meio-fio/rampas	Colinas Íngremes	Sem calçadas
Rua movimentada que devo atravessar	Sem semáforo/indicador vocal	Calçadas em más condições
Neve/Gelo no chão	Outro (descreva):	

Explique por que as condições que você indicou tornam difícil:

K. Reconhecimento do Requerente

Ao assinar abaixo, você certifica que as informações enviadas nesta solicitação são verdadeiras ao melhor do seu conhecimento.

Assinatura do Requerente:	Data:
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Se um requerente não puder assinar seu nome, o responsável legal deve assinar em seu nome:

Assinatura do Responsável Legal:	Data:
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AUTORIZAÇÃO DE LIBERAÇÃO DE INFORMAÇÕES MÉDICAS

Para que uma RTA avalie sua solicitação, será necessário contatar um profissional médico/clínico para confirmar as informações que você forneceu. Por favor, complete as seguintes informações e formulário de autorização.

O seguinte Profissional de Saúde Licenciado está familiarizado com minha deficiência e está autorizado a fornecer à RTA todas as informações necessárias para completar esta

Informações do Profissional Licenciado		
Nome:	Agência/Instalação:	
Endereço para Correspondência:		
Cidade:	Estado:	CEP:
Certificação Profissional:		
Médico	Enfermeiro Especialista	Assistente Médico
Outro:		
Por meio deste documento, autorizo o profissional listado acima a liberar qualquer informação necessária para determinar a elegibilidade para Paratrânsito para: (Digite o Nome do RTA)		
Assinatura do Requerente:		Data:
Nome por Extenso:		

SOLICITAÇÃO DE VERIFICAÇÃO PROFISSIONAL

O paciente indicou que você poderia fornecer informações sobre sua deficiência e seu impacto na capacidade de utilizar serviços de transporte público. A lei federal exige que as Autoridades de Transporte Regional forneçam serviços de paratransito para pessoas que não podem usar os serviços de ônibus de rota fixa acessíveis disponíveis. (Serviços de rota fixa são serviços de transporte onde os veículos funcionam em rotas regulares e programadas com paradas fixas. Por exemplo, um ônibus da cidade que sempre percorre a mesma rota faz parte do sistema de rota fixa.) Por favor, tenha em mente que qualquer condição que torne viajar para ou de um local de embarque/desembarque ou andar em um sistema de rota fixa mais difícil ou menos confortável, não são razões para elegibilidade de paratransito. As informações que você fornecer nos permitirão avaliar a solicitação e sua aplicação a solicitações específicas de viagem.

Nome do Requerente/Paciente: _____ Data de nascimento: _____

Informações Sobre as Capacidades Funcionais do Requerente			
Diagnóstico médico/clínico da condição causadora da deficiência:			
Explique como as deficiências ou condições relacionadas à saúde do requerente poderiam impedi-lo de usar independentemente o serviço de ônibus de rota fixa:			
A deficiência ou condição relacionada à saúde é:			
Permanente	Se permanente, espera-se que mude:	Sim	Não
Temporária	Quanto tempo deve durar:		
Incerto			
A condição de saúde ou deficiência muda de dia para dia de uma forma que afeta a capacidade de usar o serviço de ônibus público?			
	Sim	Não	Às vezes
Caso "Sim" ou "Às vezes", por favor explique (por exemplo: temperaturas extremas, efeitos colaterais de medicamentos, etc.):			
O requerente requer um Assistente de Cuidados Pessoais para completar tarefas diárias?			
Sim	Não	Às vezes	
Certifico que completei as perguntas neste Formulário de Verificação Profissional e que as informações fornecidas estão corretas ao melhor do meu conhecimento.			
Assinatura do Provedor de Cuidados de Saúde:			
Nome por extenso:		Data:	
Número da Licença:		Data de Expiração:	

Formulario de solicitud de transporte para personas discapacitadas conforme a la Ley de Estadounidenses con Discapacidades de Massachusetts

Tenga en cuenta que se resguardará la confidencialidad de toda la información que figura en esta solicitud y que esta se cederá solamente a profesionales relacionados con la prestación del servicio de transporte público para personas discapacitadas según sea necesario.

ESTA APLICACIÓN SE PRESENTARÁ ANTE LAS AUTORIDADES REGIONALES DE TRANSPORTE PÚBLICO (RTA) QUE FIGURAN EN EL ADJUNTO A

A. Datos personales			
Apellido:		Nombre:	
Fecha de nacimiento:		Nombre preferido:	
B. Domicilio actual			
Dirección (incluya el número del edificio, del departamento o de la habitación):			
Ciudad:		Estado:	Código postal:
¿Qué tipo de vivienda es esta?			
<input type="checkbox"/>	Una vivienda unifamiliar	<input type="checkbox"/> Una vivienda multifamiliar	
<input type="checkbox"/>	Un complejo de departamentos o de condominios	Nombre:	
<input type="checkbox"/>	Hogar para ancianos o institución de vivienda asistida	Nombre:	
<input type="checkbox"/>	Facultad o universidad	Nombre:	
Otro:			
¿Es este un domicilio transitorio? Sí No			
Dirección de correo postal (si es diferente del domicilio)			
Dirección (incluya el número del edificio, del departamento o de la habitación): ____ (marque aquí si es la misma que la anterior)			
Ciudad:		Estado:	Código postal:
D. Datos de contacto:			
Teléfono principal:		Teléfono alternativo:	
Dirección de correo electrónico (opcional):			
Método de comunicación preferido:			
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Teléfono	Correo electrónico	Correo postal	Texto (si está disponible en la RTA)
Idioma preferido:			
E. Contacto de emergencia:			
Apellido:		Nombre:	
Relación:		Organización (si corresponde):	
Teléfono principal:		Teléfono alternativo:	

F. Si alguien le ayudó a completar este formulario, facilite la siguiente información:				
Apellido:		Nombre:		
Relación:		Organización (si corresponde):		
Teléfono principal:		Teléfono alternativo:		
¿Podemos contactar a esta persona con preguntas relacionadas con su solicitud? Sí No				
G. información general acerca de su discapacidad:				
Indique a continuación si necesita información sobre el servicio de la Ley de Estadounidenses con Discapacidades (ADA) en los siguientes formatos accesibles:				
Letra grande	Audio	Braille	Correo electrónico	Otro:
¿Tiene aprobación de otro prestador de servicios o agencia de transporte para usar los servicios de transporte de personas discapacitadas según la ADA?: Sí No				
Si contestó que sí:	Nombre del prestador de servicios:			Estado:
Mencione el diagnóstico que le impide usar el servicio de autobús con recorrido predefinido:				
_____.				
_____.				
_____.				
_____.				
Explique de qué manera su diagnóstico le impide usar de manera independiente el servicio de autobús con recorrido predefinido:				
¿Tiene la discapacidad o enfermedad que usted describe alguna de estas características?				
Permanente	Si es permanente, ¿se esperan cambios en el nivel de capacidad?			Sí No
Temporaria	Si es temporaria, ¿cuánto se espera que dure?			
No estoy seguro/a				
¿Su enfermedad o discapacidad cambia día a día de una manera que afecta su capacidad para usar el servicio de autobús con recorrido predefinido? Sí No A veces				
Si contestó «sí» o «a veces», explique:				
¿Hay veces en las que alguien lo/a acompaña cuando viaja?				
Sí	No	A veces		

¿Usa alguno de los siguientes dispositivos cuando viaja?		
Silla de ruedas manual*	Silla de ruedas eléctrica*	Scooter de movilidad*
Andador	Bastón	Bastón blanco de movilidad
Oxígeno	Dispositivo de comunicación	Muletas
Animal de asistencia	Respirador	Otro:
*El término silla de ruedas se refiere a cualquiera de los tres o más dispositivos con ruedas que se usan en espacios interiores. Podremos admitir una silla de ruedas si (1) cabe en el elevador y el vehículo y (2) si la silla cumple con las normas de seguridad legítimas. Las normas de seguridad legítimas establecen que las sillas de ruedas deben tener un tamaño que no bloquee un pasillo ni obstaculice la evacuación segura de los pasajeros en una emergencia, o que la silla ocupada no exceda los límites de peso especificados para el vehículo.		
H. Experiencia con el servicio de autobús de recorrido predefinido		
¿Alguna vez anduvo en el autobús de recorrido predefinido?		
Sí	¿Con qué frecuencia y a qué sitios fue?	
	Si no lo usa actualmente, ¿por qué es?	
Algunos prestadores tienen Travel Training, un servicio gratuito que les enseña a las personas a usar el autobús de recorrido predefinido. Si está disponible en su área, ¿le interesaría recibir más información?		
	Sí	No
I. Capacidad funcional		
¿Sabe encontrar el camino a una parada de autobús público si alguien se la muestra una vez?		
Sí	No	A veces
¿Cuán lejos puede caminar de manera segura (usando un dispositivo de ayuda para la movilidad si fuera necesario)?		
	_____ Pies	_____ Cuadras
¿Puede subir/bajar una colina gradual?		
Sí	No	A veces
¿Puede ver/detectar bordillos, rampas y otras áreas de descenso?		
Sí	No	A veces
¿Cuánto tiempo puede estar parado/a y esperar en una parada de autobús con recorrido predefinido?		
		Minutos
¿Puede reconocer y solicitar paradas cuando está en el autobús?		
Sí	No	A veces
¿Puede subirse a un autobús con recorrido predefinido y bajarse de él físicamente? Todos los vehículos de la RTA tienen elevadores, rampas o la capacidad de inclinarse y son accesibles.		
Sí	No	A veces
Si contestó «no» o «a veces», explique:		
¿Puede pedir, comprender y seguir instrucciones de viaje?		
Sí	No	A veces
Si contestó «no» o «a veces», explique:		

J. Obstáculos

¿Qué obstáculos ambientales le dificultan el uso del servicio de autobús de recorrido predefinido?

7	Colinas empinadas	Falta de aceras
Calle muy transitada que debo cruzar	Falta de semáforo para peatones o de aviso sonoro	Aceras en malas condiciones
Aceras en malas condiciones	Otro (describa):	

Explique por qué las condiciones que indicó le dificultan el uso del autobús:

K. Declaración del solicitante

Al firmar a continuación, usted certifica que la información presentada en esta solicitud es verdadera según su leal saber y entender.

Firma del solicitante:	Fecha:
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Si el solicitante no puede firmar, el tutor legal debe firmar en su nombre:

Firma del tutor legal:	Fecha:
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AUTORIZACIÓN PARA COMPARTIR INFORMACIÓN MÉDICA

Para que una RTA pueda evaluar su solicitud, será necesario que esta entidad se comuniquen con un profesional médico o clínico a fin de constatar la información que usted facilitó. Complete la siguiente información y el formulario de autorización:

El siguiente profesional de la salud matriculado sabe de mi discapacidad y está autorizado a facilitar a la RTA toda la información necesaria para realizar la constatación.

Información sobre el profesional matriculado		
Nombre:	Organismo/Centro:	
Dirección de correo postal:		
Ciudad:	Estado:	Código postal:
Certificación profesional:		
Médico/a	Personal de enfermería facultativo	Asistente médico
Otro:		
Autorizo por la presente al profesional mencionado anteriormente a ceder la información necesaria para determinar mi elegibilidad para usar los servicios de transporte público de personas discapacitadas a: (Ingrese el nombre de la RTA)		
Firma del solicitante:	Fecha:	
Nombre en letra:		

SOLICITUD DE CONSTATACIÓN

El paciente indicó que usted podía brindar información respecto de su discapacidad y cómo esta afecta su capacidad para usar los servicios de transporte público. Las leyes federales exigen que las autoridades regionales de transporte público brinden servicios de transporte para personas discapacitadas a quienes no puedan usar los servicios disponibles de autobús con recorrido predefinido. **(Los servicios con recorrido predefinido son servicios de transporte público donde los vehículos hacen recorridos habituales y programados con paradas predefinidas. Por ejemplo, un autobús urbano que siempre hace el mismo recorrido forma parte de un sistema de recorrido predefinido).** Tenga en cuenta que cualquier situación que aumente la dificultad o la incomodidad de los viajes hacia o desde un punto de embarque/desembarque o del uso de un sistema con recorrido predefinido no determina la elegibilidad para el transporte de personas discapacitadas. La información que usted facilite nos permitirá evaluar la solicitud y su aplicación a pedidos específicos de viaje.

Nombre del solicitante/paciente: _____ Fecha de nacimiento: _____

Información relacionada con las capacidades funcionales del solicitante			
Diagnóstico médico/clínico de la enfermedad que causa la discapacidad:			
Explique de qué manera las discapacidades o las enfermedades relacionadas del solicitante podrían impedirle el uso independiente del servicio de autobús con recorrido predefinido.			
¿Tiene la discapacidad o la enfermedad alguna de estas características?			
Permanente	Si es permanente, ¿se espera que el nivel de capacidad cambie?	Sí	No
Temporaria	Se espera que dure:		
No estoy seguro/a			
¿La enfermedad o discapacidad cambia día a día de una manera que afecta su capacidad para usar el servicio de transporte público de autobús?			
		Sí	No
A veces			
Si contestó «sí» o «a veces», explique (por ejemplo, temperaturas extremas, efectos secundarios de los medicamentos, etc.):			
¿Necesita el solicitante que un asistente de cuidado personal realice tareas diarias?			
Sí	No	A veces	
Certifico que he respondido las preguntas de esta constatación profesional y que la información facilitada es correcta según mi leal saber y entender.			
Firma del profesional sanitario:			
Nombre en letra:		Fecha:	
Matrícula N.º:		Fecha de vencimiento:	

**Mẫu Đơn Đăng ký Dịch vụ Vận chuyển cho
Người khuyết tật tại Massachusetts**

Xin lưu ý rằng mọi thông tin cung cấp trong đơn này sẽ được giữ bí mật và chỉ được chia sẻ với các chuyên gia tham gia cung cấp dịch vụ vận tải đặc biệt khi cần thiết.

**ĐƠN NÀY SẼ ĐƯỢC CHẤP NHẬN TẠI CÁC CƠ QUAN VẬN TẢI KHU VỰC LIỆT KÊ TRONG
PHỤ LỤC A**

A. Thông Tin Cá Nhân			
Họ:		Tên:	
Ngày sinh:		Tên thường dùng:	
B. Nơi Cư trú hiện tại			
Địa chỉ (bao gồm thông tin tòa nhà, căn hộ hoặc số phòng):			
Thành phố:		Bang:	Mã bưu điện:
Nơi cư trú này là:			
Nhà riêng một gia đình		Nhà nhiều gia đình	
Khu căn hộ hoặc chung cư		Tên:	
Cơ sở chăm sóc dưỡng lão hoặc hỗ trợ sinh hoạt		Tên:	
Trường cao đẳng hoặc đại học		Tên:	
Khác:			
Đây có phải là nơi cư trú tạm thời không:		Có	Không
C. Địa chỉ nhận thư (nếu khác với nơi cư trú)			
Địa chỉ (bao gồm thông tin tòa nhà, căn hộ hoặc số phòng): ____ (đánh dấu nếu giống như trên)			
Thành phố:		Bang:	Mã bưu điện:
D. Thông tin Liên hệ			
Số điện thoại chính:		Số điện thoại phụ:	
Địa chỉ email (không bắt buộc):			
Phương thức liên lạc ưa thích:			
Điện thoại	Email	Thư	Tin nhắn (nếu có tại RTA)
Ngôn ngữ ưa dùng:			
E. Liên hệ Khẩn cấp			
Họ:		Tên:	
Mối quan hệ:		Cơ quan (nếu có):	
Số điện thoại chính:		Số điện thoại phụ:	

F. Nếu ai đó đã giúp bạn hoàn thành mẫu đơn này, vui lòng cung cấp các thông tin sau				
Họ:		Tên:		
Mối quan hệ:		Cơ quan (nếu có):		
Số điện thoại chính:		Số điện thoại phụ:		
Chúng tôi có thể liên hệ với người này để hỏi về đơn của bạn không?				<input type="checkbox"/> Có <input type="checkbox"/> Không
G. Thông tin chung về khuyết tật của bạn:				
Vui lòng đánh dấu nếu bạn cần thông tin dịch vụ ADA theo các định dạng tiếp cận sau:				
<input type="checkbox"/> Chữ cỡ lớn	<input type="checkbox"/> Âm thanh	<input type="checkbox"/> Braille	<input type="checkbox"/> Email	<input type="checkbox"/> Khác:
Bạn có được chứng nhận sử dụng dịch vụ Vận tải Đặc biệt ADA bởi nhà cung cấp dịch vụ hoặc cơ quan vận tải khác không? <input type="checkbox"/> Có <input type="checkbox"/> Không				
<input type="checkbox"/> Nếu có:	Tên nhà cung cấp dịch vụ:			<input type="checkbox"/> Bang:
Vui lòng liệt kê các chẩn đoán y tế khiến bạn không thể sử dụng dịch vụ xe buýt tuyến cố định:				
_____.				
_____.				
_____.				
_____.				
Hãy giải thích rõ tại sao các chẩn đoán đó lại khiến bạn không thể sử dụng dịch vụ xe buýt tuyến cố định một cách độc lập:				
Tình trạng khuyết tật hoặc bệnh lý mà bạn mô tả là:				
<input type="checkbox"/> Vĩnh viễn	Nếu vĩnh viễn, liệu có triển vọng thay đổi được không?			<input type="checkbox"/> Có <input type="checkbox"/> Không
<input type="checkbox"/> Tạm thời	Nếu tạm thời, dự kiến kéo dài bao lâu:			
<input type="checkbox"/> Không chắc chắn				
Tình trạng sức khỏe hoặc khuyết tật của bạn có thay đổi từng ngày theo xu hướng ảnh hưởng đến khả năng sử dụng dịch vụ xe buýt tuyến cố định không? <input type="checkbox"/> Có <input type="checkbox"/> Không <input type="checkbox"/> Thỉnh thoảng				
Nếu chọn “Có” hoặc “Thỉnh thoảng”, vui lòng giải thích:				
Có khi nào bạn đi cùng người khác khi di chuyển không?				
<input type="checkbox"/> Có <input type="checkbox"/> Không <input type="checkbox"/> Thỉnh thoảng				

Bạn có sử dụng bất kỳ thiết bị nào sau đây khi di chuyển không?		
Xe lăn tay*	Xe lăn điện*	Xe scooter*
Khung tập đi	Gậy	Gậy trắng dài
Oxy	Thiết bị giao tiếp	Nặng
Thú phục vụ	Máy thở	Khác:

*Thuật ngữ “xe lăn” đề cập đến bất kỳ thiết bị có ba bánh trở lên có thể sử dụng trong nhà. Chúng tôi có thể hỗ trợ xe lăn nếu (1) thang nâng và phương tiện có thể chứa được xe về mặt vật lý và (2) phù hợp với các yêu cầu an toàn hợp pháp. Các yêu cầu an toàn hợp pháp bao gồm nhưng không giới hạn ở các trường hợp như xe lăn có kích thước chặn lối đi hoặc cản trở việc sơ tán hành khách an toàn trong trường hợp khẩn cấp, và/hoặc vượt quá trọng lượng quy định khi sử dụng theo thông số kỹ thuật của phương tiện.

H. Kinh nghiệm Sử dụng Dịch vụ Xe buýt Tuyến cố định

Bạn đã từng đi xe buýt tuyến cố định chưa?

Có Bao lâu bạn đi một lần và đến những địa điểm nào?

Nếu hiện tại không đi, lý do là gì?

Một số nhà cung cấp có chương trình Huấn luyện Du lịch (Travel Training), là dịch vụ miễn phí dạy cách sử dụng xe buýt tuyến cố định. Nếu chương trình này có sẵn tại khu vực của bạn, bạn có muốn nhận thêm thông tin không? Có Không

I. Khả năng thực tế

Bạn có thể tìm đường đến trạm xe buýt công cộng nếu ai đó chỉ cho bạn một lần không?

Có Không Thỉnh thoảng

Bạn có thể đi bộ an toàn bao xa (sử dụng thiết bị hỗ trợ di chuyển nếu cần)?

_____ Tính theo Feet _____ Tính theo dặm nhà

Bạn có thể đi lên/xuống một con dốc thoải thoải không? Có Không Thỉnh thoảng

Bạn có thể nhìn/thấy được lề đường, dốc, và các khu vực cao/thấp khác không?

Có Không Thỉnh thoảng

Bạn có thể đứng và chờ tại trạm xe buýt tuyến cố định trong bao lâu? _____ Tính theo Phút

Bạn có thể nhận biết và yêu cầu dừng khi đang trên xe buýt không?

Có Không Thỉnh thoảng

Bạn có thể tự mình lên và xuống xe buýt tuyến cố định không? Tất cả các phương tiện của RTA đều có thang nâng, dốc, hoặc khả năng hạ gầm và đều tiếp cận được. Có Không Thỉnh thoảng

Nếu chọn “Không” hoặc “Thỉnh thoảng”, vui lòng giải thích:

Bạn có thể yêu cầu, hiểu và làm theo các hướng dẫn khi di chuyển không?

Có Không Thỉnh thoảng

Nếu chọn “Không” hoặc “Thỉnh thoảng”, vui lòng giải thích:

J. Rào Cản

Những rào cản nào về mặt môi trường khiến bạn khó sử dụng dịch vụ xe buýt tuyến cố định?

Thiếu đường cắt lề/dốc	Đồi dốc	Không có vỉa hè
Đường đông tòi phải băng qua	Không có đèn tín hiệu/âm thanh qua đường	Tình trạng vỉa hè không tốt
Tuyết/Băng trên mặt đất	Khác (mô tả):	

Giải thích tại sao những điều kiện bạn liệt kê ở trên khiến việc sử dụng xe buýt trở nên khó khăn:

K. Xác nhận của Người nộp đơn

Bằng cách ký tên dưới đây, bạn xác nhận rằng thông tin cung cấp trong đơn này là chính xác theo hiểu biết tối đa của bạn.

Chữ ký người nộp đơn:

Ngày:

Nếu người nộp đơn không thể ký tên, người giám hộ hợp pháp phải ký thay:

Chữ ký người giám hộ hợp pháp:

Ngày:

Ủy quyền Công bố Thông tin Y tế

Để RTA đánh giá yêu cầu của bạn, họ sẽ cần liên hệ với một chuyên gia y tế/lâm sàng để xác nhận thông tin bạn đã cung cấp. Vui lòng điền thông tin sau và mẫu ủy quyền.

Chuyên gia Y tế có Giấy phép sau đây quen thuộc với tình trạng khuyết tật của tôi và được ủy quyền cung cấp cho RTA tất cả thông tin cần thiết để hoàn tất chứng nhận này.

Thông tin Chuyên gia có Giấy phép		
Họ và Tên:	Cơ quan/ Phòng khám:	
Địa chỉ nhận thư:		
Thành phố:	Bang:	Mã bưu điện
Chứng nhận chuyên môn:		
Bác sĩ	Y tá thực hành	Trợ lý bác sĩ
Bác sĩ tâm thần	Nhân viên xã hội được cấp phép	Bác sĩ thần kinh
Chuyên gia trị liệu nghề nghiệp	Chuyên gia vật lý trị liệu	Trợ lý bác sĩ
Khác:		
Tôi ủy quyền cho chuyên gia nêu trên cung cấp bất kỳ thông tin cần thiết nào để xác định tư cách sử dụng dịch vụ Vận chuyển Đặc biệt (Paratransit) cho: (Nhập tên RTA)		
Chữ ký người nộp đơn:		Ngày:
Họ và Tên (in chữ):		

YÊU CẦU XÁC NHẬN TỪ CHUYÊN GIA

Bệnh nhân cho biết rằng bạn có thể cung cấp thông tin về tình trạng khuyết tật của họ và ảnh hưởng của khuyết tật đến khả năng sử dụng dịch vụ vận tải công cộng. Luật liên bang yêu cầu các Cơ quan Vận tải Khu vực (RTA) cung cấp dịch vụ vận tải đặc biệt (Paratransit) cho những người không thể sử dụng các dịch vụ xe buýt tuyến cố định có sẵn. **(Dịch vụ tuyến cố định là các dịch vụ vận tải mà phương tiện chạy theo các tuyến đường định sẵn, có lịch trình và điểm dừng cố định. Ví dụ, một xe buýt thành phố luôn chạy cùng một tuyến đường là một phần của hệ thống tuyến cố định.)** Xin lưu ý rằng bất kỳ điều kiện nào làm cho việc di chuyển đến hoặc rời khỏi điểm lên/xuống xe hoặc đi trên hệ thống tuyến cố định trở nên khó khăn hoặc kém thoải mái, không phải là lý do để đủ điều kiện sử dụng dịch vụ Paratransit. Thông tin bạn cung cấp sẽ giúp chúng tôi đánh giá yêu cầu và áp dụng cho các chuyến đi cụ thể.

Họ và tên người nộp đơn/bệnh nhân: _____

Ngày sinh: _____

Thông tin Về Khả năng Thực tế của Người nộp đơn

Chẩn đoán y tế/lâm sàng về tình trạng gây khuyết tật:

Giải thích cách mà khuyết tật hoặc tình trạng sức khỏe của người nộp đơn có thể ngăn cản họ sử dụng dịch vụ xe buýt tuyến cố định một cách độc lập:

Tình trạng khuyết tật hoặc sức khỏe mà người nộp đơn mô tả là:

Vĩnh viễn

Nếu vĩnh viễn, khả năng có thay đổi không

Có

Không

Tạm thời

Dự kiến kéo dài:

Không chắc chắn

Tình trạng sức khỏe hoặc khuyết tật có thay đổi hàng ngày theo xu hướng ảnh hưởng đến khả năng sử dụng dịch vụ xe buýt công cộng không? Có Không Thỉnh thoảng

Nếu chọn "Có" hoặc "Thỉnh thoảng", vui lòng giải thích (ví dụ: nhiệt độ cực đoan, tác dụng phụ của thuốc, v.v.):

Người nộp đơn có cần Người Hỗ trợ Cá nhân (Personal Care Attendant) để hoàn thành các công việc hằng ngày không? Có Không Thỉnh thoảng

Tôi xác nhận rằng tôi đã hoàn thành các câu hỏi trong Mẫu Xác Nhận Chuyên Gia này và thông tin cung cấp là chính xác theo hiểu biết tối đa của tôi.

Chữ ký của Chuyên gia Y tế:

Họ và Tên (in chữ):

Ngày:

Số giấy phép#

Ngày hết hạn:

العديد من المتقدمين غير مؤهلين للحصول على خدمة ADA. إذا تقرر أنك غير مؤهل، فستتلقى خطابًا مع معلومات حول كيفية استئناف القرار.

أيام وساعات الخدمة

تعمل الخدمة 6 أيام في الأسبوع خلال نفس ساعات عمل حافلات هيئة النقل الإقليمية في لويل (LRTA) ذات المسار الثابت. على الرغم من وجود بعض الاستثناءات، فإن الخدمة متاحة عمومًا من الساعة 6:00 صباحًا إلى 8:30 مساءً خلال أيام الأسبوع، ومن الساعة 8:00 صباحًا إلى 6:30 مساءً أيام السبت.

منطقة الخدمة

تغطي منطقة خدمة ADA مسافة 4/3 ميل حول جميع خطوط حافلات هيئة النقل الإقليمية في لويل (LRTA). وهذا يشمل مدن لويل، وبيلبيريك، وتشيلمسفورد، ودراكوت، وتيوكسبري، وتينغسبورو وويستفورد. إذا كان لديك أي استفسار حول ما إذا كانت رحلتك تقع ضمن منطقة خدمتنا أم لا، فيرجى الاتصال بمكتب الحجز على الرقم 0152-459-978.

أسعار التذاكر

تبلغ تكلفة تذكرة الرحلة الواحدة 2.00 دولار داخل المدينة و 3.00 دولار خارج المدينة. يتوفر خصم بنسبة 20٪ للركاب الدائمين عند شراء دفتر تذاكر مكون من 10 رحلات.

جداول العطلات

خدمة حافلات هيئة النقل الإقليمية في لويل (LRTA) بما في ذلك خدمة ADA غير متوفرة في العطلات التالية:

رأس السنة الجديدة، يوم الذكرى، عيد الاستقلال، عيد العمال، عيد الشكر، عيد الميلاد.

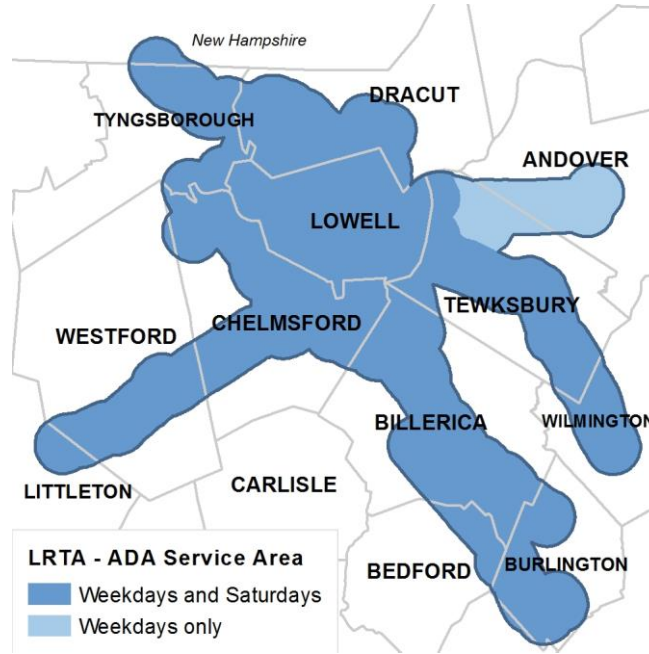
مرافقو الرعاية الشخصية

ADA Applications
Lowell Regional Transit Authority
Office of Eligibility
100 Hale Street
Lowell, MA 01851

2. عند استلام الطلب، من المهم أن تملأ النموذج بالكامل حتى تتمكن من تقديم أفضل خدمة ممكنة لك. أرسل النماذج المعبأ بالبريد إلى هيئة النقل الإقليمية في لويل (LRTA) على العنوان المذكور أعلاه، وسنقوم بمراجعتها وتحديد أهليتك في غضون 21 يومًا من استلامها.

3. ستستند شهادة أهليتك إلى معايير قانون الأمريكيين ذوي الإعاقة (ADA). إذا تمت الموافقة، فستكون جاهزًا لاستخدام الخدمة. يمكن للمعاق من ذوي الإعاقة أيضًا ركوب نظام الحافلات ذات المسار الثابت بخصم 50٪.

منطقة خدمة ADA



الأهلية

امتثالاً لقانون الأمريكيين ذوي الإعاقة ((ADA)، توفر هيئة النقل الإقليمية في لويل خدمات النقل من نقطة الانطلاق إلى الوجهة للأفراد الذين لا يستطيعون التنقل باستخدام نظام النقل الجماعي ذي المسار الثابت الذي تديره هيئة النقل الإقليمية في لويل (LRTA) بسبب إعاقتهم. تهدف هذه الخدمة إلى ضمان حصول ذوي الإعاقة على فرص متساوية في استخدام وسائل النقل العام. قد تكون مؤهلاً للحصول على هذه الخدمة إذا:

- كنت غير قادر على ركوب حافلة هيئة النقل الإقليمية في لويل (LRTA) ذات المسار الثابت أو النزول منها، أو
- كنت غير قادر على الوصول إلى محطة الحافلات أو الخروج منها

للاستفادة من خدمة قانون الأمريكيين ذوي الإعاقة ((ADA)، يجب أن تكون معتمدًا كمؤهل.

اتبع هذه الخطوات السهلة للحصول على طلب الاعتماد:

1. لطلب استمارة التسجيل، يُرجى التواصل مع هيئة النقل الإقليمية في لويل عبر البريد الإلكتروني TransportationAccess@LRTA.com، أو عبر الهاتف على الرقم 978-452-6161 (الرقم الداخلي 204)، أو عن طريق الكتابة إلى:



إذا كنت من مستخدمي خدمة ADA ويرافقك شخص لمساعدتك،
فُيرجى إبلاغنا بذلك عند حجز رحلتك. لا توجد رسوم تذكر للمرافق
الشخصي. يجب أن يكون مكان استلامه ونقله هو نفسه مكان
استلامك ونقلك، ويجب أن يكون مؤهلاً لتقديم المساعدة اللازمة لك.
يمكن للمرافقين مرافقة مستخدمي خدمة ADA ولكن يجب عليهم دفع
الرسوم تذكر الرحلة المناسبة.

الأسئلة والتعليقات والشكاوى

كيف تقيمون خدماتنا؟ نود معرفة رأيك في خدمتنا. يمكن إرسال
الأسئلة أو التعليقات أو الشكاوى إلى العنوان أدناه أو الاتصال بمكتبنا
الإداري على الرقم 978-459-0152. بالإضافة إلى ذلك، تتوفر
استبيانات على متن جميع حافلاتنا. يُرجى تخصيص بعض الوقت
لإخبارنا برأيك.

Customer Service
Lowell Regional Transit Authority
Road Runner
145 Thorndike Street
Lowell, MA 01852

أرقام مهمة

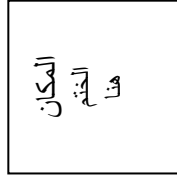
- للحجوزات والإلغاءات، اتصل على: 978-459-0152.
(عذراً، لا نقبل الحجوزات لرحلات نفس اليوم)
- الإدارة - إذا كان لديك شكوى أو استفسار أو تحتاج إلى
مستندات التقديم، فاتصل على: 978-459-0164.

تنسيقات بديلة

جميع منشورات هيئة النقل الإقليمية في لويل (LRTA) متاحة بأشكال
بديلة. للمزيد من المعلومات، اتصل على 978-459-0164

(يونيو 2018)

Lowell Regional Transit Authority
Gallagher Intermodal Center
115 Thorndike Street
Lowell, MA 01852



Road Runner

قانون الأمريكيين ذوي الإعاقة

قانون الأمريكيين ذوي الإعاقة (ADA)
خدمة الحجز عبر الهاتف
خدمة النقل



هيئة النقل
الإقليمية في لويل



ADA Applications
Lowell Regional Transit Authority
100 Hale Street
Lowell, MA 01852

资格

根据《美国残疾人法案》(ADA)，Lowell Regional Transit Authority (洛厄尔区域交通管理局) 为由于自身残疾而无法通过由 LRTA 运营的固定路线公共运输系统出行的个人提供始发地至目的地的交通运输服务。此服务旨在为残疾人提供接触公共交通的平等机会。您也许有资格享受这项服务：

- 如果您的残疾状况妨碍您登上、乘坐或离开 LRTA 固定路线巴士，或者
- 如果您的残疾状况妨碍您抵达或离开 LRTA 巴士站

若要使用 ADA 服务，您必须证明您符合资格。

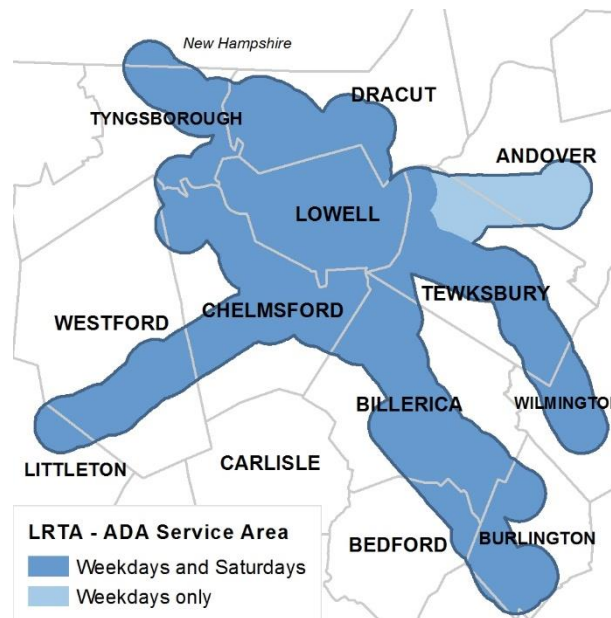
按照这些简单的步骤进行操作，以获取您的证明申请：

1. 向 Lowell Regional Transit Authority 提出申请，方式包括电邮 TransportationAccess@LRTA.com、电话 978-452-6161 分机号 204 或信函：

2. 当您收到申请书时，您应填写整个表格，这样有利于我们向您提供最佳服务，这一点至关重要。将填完的表格邮寄至 LRTA (地址如上)，我们会进行审查以评估您的资格。

3. 您的资格证明将遵循 ADA 资格指导方针。如果获得批准，您将可以享受这项服务。另外，您还有资格从 Road Runner 办公室 (地址如上) 获取带有照片的 Charlie Card (查理卡)。带有照片的 (交通通行证) TAP Charlie Card 赋予持有者乘坐 LRTA 和其他马萨诸塞州运输供应商的固定路线系统的资格，并且可享受 50% 的折扣。

ADA 服务区域



申诉流程

许多申请者没有资格获得 ADA 服务。如果您被评定为不符合资格，您将收到一封信函，信中包含有关您如何对此决定进行申诉的信息。

服务时间

由 LRTA 固定路线巴士提供的此项服务每周运营 6 天，每天运营时间相同。当然，也会有例外情况。通常，此项服务在工作日的开放时间为早上 6:00 至晚上 8:30，周六的开放时间为早上 8:00 至晚上 6:30。

服务区域

ADA 服务区域覆盖范围为 0.75 英里内的所有 LRTA 巴士路线。包括 Lowell、Billerica、Chelmsford、Dracut、Tewksbury、Tyngsborough 和 Westford。如果您有关于您的行程是否位于我们的服务区域的问题，请拨打 978-459-0152 致电我们的预售处。

车费

市内单程车费为 \$2.00 每次，市外单程车费为 \$3.00 每次。不向年长者或残疾人提供折扣车费。所有车费必须在上车时支付。

假期时间表

我们不在下列假期提供包括 ADA 服务在内的 LRTA 巴士服务：

元旦、阵亡将士纪念日、独立纪念日、劳动节、感恩节、圣诞。

私人护理员

如果您是一名 ADA 乘客，并且在出行时需要一名私人护理员或私人护理帮助，请在您预订时将此情况告知我们。私人护理员服务为免费服务。私人护理员必须同您在同一地点上下车，且必须能够提供您需要的援助。同伴可与 ADA 乘客一同出行，但必须支付相应的车费。

请在此处张贴邮票

疑问、意见、投诉

我们的服务如何？我们想知道您对我们的服务的看法。疑问、意见或投诉可以发送到下方地址，或者您可以拨打 978-459-0152 致电行政管理办公室。此外，布告栏上有关于所有巴士的调查。请抽出一些时间，让我们知道您的看法。

Customer Service
Lowell Regional Transit Authority
Road Runner
145 Thorndike Street
Lowell, MA 01852

重要的号码

- 如需预订和取消服务，拨打：978-459-0152。（抱歉，没有同一天的行程）
- 行政部门 - 如果您要投诉、有疑问或需要申请材料，拨打：978-459-0164。

替代格式

LRTA 发布的所有材料都有替代格式。如需更多信息，请拨打 978-452-6161 分机号 204

(2019)

Lowell Regional Transit Authority
Gallagher Intermodal Center
145 Thorndike Street
Lowell, MA 01852

Road Runner

《美国残疾人法案》

ADA
交通服务



Lowell Regional
Transit Authority

(Chinese)



ADA Applications
 Lowell Regional Transit Authority
 Office of Eligibility
 100 Hale Street
 Lowell, MA 01851

Eligibility

In compliance with the Americans with Disabilities Act (ADA), the Lowell Regional Transit Authority provides origin to destination transportation services for individuals who, because of their disability, are unable to travel on the fixed route mass transit system operated by the LRTA. This service is designed to provide those with disabilities equal access to public transportation. You may be eligible for this service if:

- You are unable to board, ride or exit from an LRTA fixed route bus, or
- You are unable to get to or from a bus stop

To use the ADA service, you must be certified as eligible.

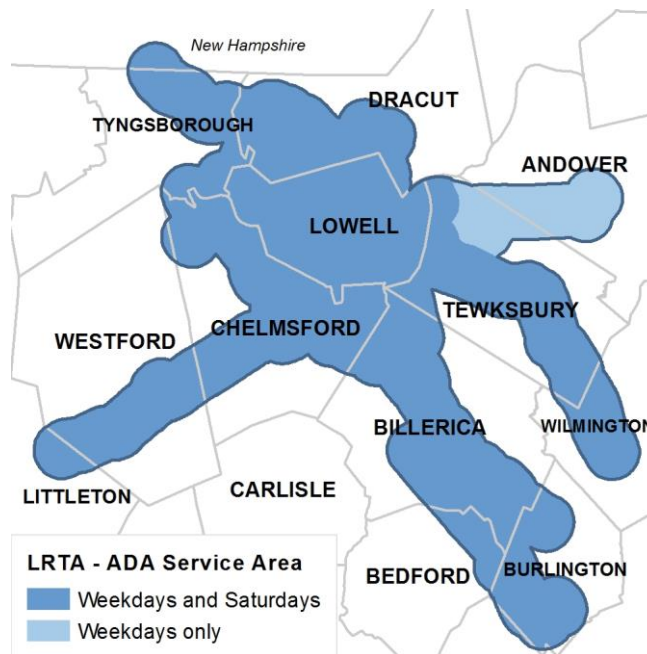
Follow these easy steps to receive your certification application:

1. Request an application from the Lowell Regional Transit Authority by email TransportationAccess@LRTA.com; phone 978-452-6161 Ext. 204; or by writing:

2. When you receive the application, it is important that you complete the entire form so we can provide you with the best possible service. Mail the completed forms to the LRTA at the address above and within 21 days of receipt, we will review and to determine your eligibility.

3. Your eligibility certification will be based on ADA eligibility guidelines. If approved, you will be ready to use the service. Disabled customers may also ride the Fixed Route Bus System at a 50% discount.

ADA Service Area



Appeals Process

Many applicants are not eligible for ADA service. If it is determined that you are not eligible, you will receive a letter along with information on how you may appeal the decision.

Days and Hours of Service

The service operates 6 days a week during the same hours that LRTA fixed route buses operate. While there are some exceptions, the service is generally open from 6:00 a.m. to 8:30 p.m. weekdays, and 8:00 a.m. to 6:30 p.m. on Saturdays.

Service Area

The ADA service area covers 3/4 of a mile around all LRTA bus routes. This includes Lowell, Billerica, Chelmsford, Dracut, Tewksbury, Tyngsborough and Westford. If you have a question about whether or not your trip is in our service area, please call our reservation office at 978-459-0152.

Fares

The one-way fare is \$2.00 in-town and \$3.00 out-of-town. A 20% frequent rider discount is available with the purchase of a 10 ride ticket book.

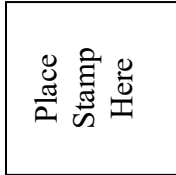
Holiday Schedules

LRTA bus service including ADA service is unavailable on the following holidays:

New Years Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, Christmas.

Personal Care Attendants

If you are an ADA rider and will be traveling with a personal care attendant or aid, please let us know when you reserve a ride. There is no fare for a personal care attendant. They must be picked up and dropped off at the same location as you and must be capable of providing any assistance you require. Companions may accompany ADA riders but must pay the appropriate fare.



Questions, Comments, Complaints

How are we doing? We would like to know what you think about our service. Questions, comments or complaints may be sent to the address below or you can call our administrative office at 978-459-0152. In addition, surveys are available on board all of our buses. Please take a moment to let us know what you think.

Customer Service
Lowell Regional Transit Authority
Road Runner
145 Thorndike Street
Lowell, MA 01852

Important Numbers

- For reservations and cancellations call: 978-459-0152. (Sorry, no same day trips)
- Administration - If you have a complaint, questions or need application materials call: 978-459-0164.

Alternative Formats

All materials produced by the LRTA are available in alternative formats. For more information please call 978-459-0164

Lowell Regional Transit Authority
Gallagher Intermodal Center
115 Thorndike Street
Lowell, MA 01852

Road Runner

Americans with Disabilities Act

**ADA
Dial-A-Ride
Transportation Service**



**Lowell Regional
Transit Authority**



សិទ្ធិទទួលបាន

ដោយអនុញ្ញាតតាមច្បាប់ជនពិការភារាមេរិកាំង (ADA) អាជ្ញាធរអន្តរកាលក្នុងតំបន់ឆ្នាំរដ្ឋសេវាកម្មដឹកជញ្ជូនពីប្រភពដើមដល់គោលដៅសម្រាប់បុគ្គលដែលមានពិការភារាមេរិកាំងអាចធ្វើដំណើរនៅលើប្រព័ន្ធអន្តរកាលផ្លូវដែកឈរ ត្រូវបានធ្វើប្រតិបត្តិការដោយ LRTA។ សេវានេះត្រូវបានរចនាឡើងដើម្បីផ្តល់ជូនជនពិការភារាមេរិកាំងស្តីពីការធ្វើដំណើរសាធារណៈ។ អ្នកដែលអាចមានសិទ្ធិទទួលបានសេវានេះ៖

- ប្រសិនបើពិការភារាមេរិកាំងរបស់អ្នកការពារអ្នកពិការឡើងដំណើរការដឹកជញ្ជូនដោយ LRTA។
- ប្រសិនបើពិការភារាមេរិកាំងរបស់អ្នកការពារអ្នកពិការធ្វើដំណើរទៅឬមកពីចំណតរថយន្តក្រុង LRTA

ដើម្បីប្រើប្រាស់សេវា ADA អ្នកត្រូវតែទទួលបានបញ្ជាក់ថាមានសិទ្ធិនេះ។

គោរពតាមជំហានងាយៗទាំងនេះដើម្បីទទួលបានបញ្ជាក់ថាមានសិទ្ធិនេះ៖

1. ស្នើសុំពាក្យមួយច្បាប់ពីអាជ្ញាធរអន្តរកាលតំបន់ក្រុងឡើងវិញតាមអ៊ីមែល TransportationAccess@LRTA.com ទូរស័ព្ទលេខ 978- 452-6161 Ext 204 ឬ ដោយសរសេរទៅ៖

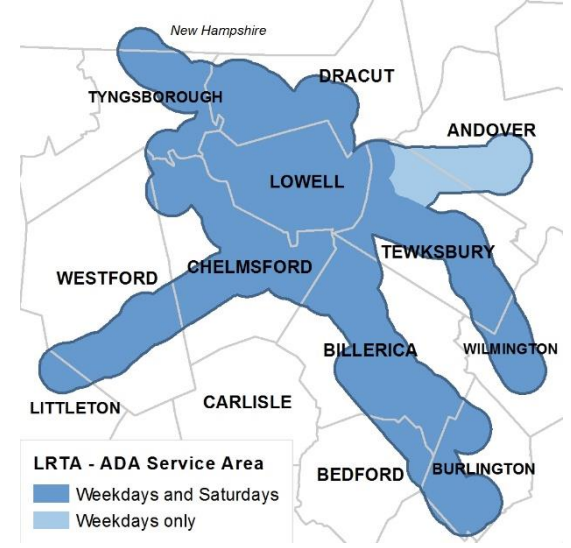
ពាក្យសុំសិទ្ធិ ADA
អាជ្ញាធរអន្តរកាលតំបន់ក្រុងឡើងវិញ
ផ្លូវ ហាល 100
ក្រុងឡើងវិញ MA 01852

2. នៅពេលដែលអ្នកទទួលបានពាក្យមួយច្បាប់នេះ វាជាការចាំបាច់ដែលអ្នកបំពេញសំណុំបែបបទទាំងមូល ដូច្នេះយើងអាចផ្តល់ជូនអ្នកនូវសេវាកម្មល្អបំផុតដែលអាចធ្វើបាន។

ធ្វើទម្រង់បែបបទដែលបានបំពេញនេះទៅ LRTA តាមរយៈអាសយដ្ឋានខាងលើនេះហើយយើងនឹងពិនិត្យវាដើម្បីកំណត់សិទ្ធិរបស់អ្នក។

3. វិញ្ញាបនបត្រទទួលសិទ្ធិរបស់អ្នកនឹងត្រូវបានផ្អែកលើគោលការណ៍ណែនាំសិទ្ធិទទួល ADA។ ប្រសិនបើត្រូវបានអនុម័ត អ្នកនឹងត្រូវបានត្រៀមខ្លួនជាស្រេចក្នុងការប្រើសេវាកម្មនេះ។ បន្ថែមពីលើនេះ អ្នកនឹងទទួលបានសិទ្ធិសម្រាប់រូបថតកាត ID Charlie ពីការិយាល័យប្រើប្រាស់លើផ្លូវ (បានរាយខាងលើ)។ ID រូបថត (សិទ្ធិសម្រាប់ធ្វើដំណើរ) កាត TAP Charlie ដែលមានចំណងជើងថាមានសិទ្ធិប្រើប្រាស់ផ្លូវ LRTA និងសេវាផ្លូវរដ្ឋម៉ាសាឈូសេតផ្សេងទៀតផ្តល់ប្រព័ន្ធផ្លូវថែពិការភារាមេរិកាំង 50% ។

តំបន់សេវា ADA



ដំណើរការបណ្តឹងឧទ្ធរណ៍

ពាក្យសុំជាច្រើនមិនទទួលបានសិទ្ធិសម្រាប់សេវា ADA ទេ។ ប្រសិនបើអ្នកត្រូវបានកំណត់ថាអ្នកគឺជាអ្នកដែលមិនមានសិទ្ធិទទួលបាន អ្នកនឹងទទួលបានលិខិតមួយរួមជាមួយនឹងព័ត៌មានលើរបៀបដែលអ្នកអាចប្តឹងឧទ្ធរណ៍ការសម្រេចចិត្តនេះ។

ទិវាយប់សម្រាក និង ម៉ោងសេវាបម្រើ

សេវានេះបានបើកដំណើរការចំនួន 6 ថ្ងៃក្នុងមួយសប្តាហ៍ក្នុងអំឡុងពេលម៉ោងដូចគ្នាដែល LRTA ធ្វើប្រតិបត្តិការ។ ករណីលើកលែងជាទូទៅសេវាបើក ពីម៉ោង 6:00 a.m. ដល់ 8:30 p.m. ចុងសប្តាហ៍ និង 8:00 a.m. ដល់ 6:30 p.m. នៅថ្ងៃសៅរ៍។

តំបន់សេវា

តំបន់សេវា ADA គ្របដណ្តប់ 3/4 នៃមួយម៉ែលដុំវិញផ្លូវ រថយន្តក្រុង LRTA ទាំងអស់។ នេះរួមបញ្ចូលទាំង ក្រុងឡើងវិញ

ក្រុងប៊ិលរិការ ក្រុងឆែលស្វីដ ក្រុងស្រាខាត ក្រុងទីរ៉ាប៊ី ទីនប្យូស និង វែស្វីដ

ប្រសិនបើអ្នកមានសំណួរអំពីការធ្វើដំណើររបស់អ្នកបាន ឬមិនបាននៅក្នុងតំបន់សេវារបស់យើង សូមទូរស័ព្ទមកការិយាល័យការកត់របស់យើងតាមរយៈ 978-459-0152.

តម្លៃ

តម្លៃសំបុត្រធ្វើដំណើរនេះគឺ \$ 2.00 នៅក្នុងទីក្រុងនិង តម្លៃ \$ 3.00 នៅក្រៅទីក្រុងធ្វើដំណើរម្តង។ គ្មានការបញ្ចុះតម្លៃសម្រាប់មនុស្សចាស់ ឬជនពិការ។ តម្លៃសំបុត្រទាំងអស់ត្រូវតែត្រូវបានបង់នៅពេលឡើងដំឡើង។ **កាលវិភាគថ្លៃយប់សម្រាក**

សេវាឡានក្រុង LRTA រួមបញ្ចូលទាំងសេវា ADA គឺមិនអាចប្រើបានសម្រាប់ថ្លៃយប់សម្រាក៖

ថ្ងៃចូលឆ្នាំថ្មី ទិវាលើក ទិវាឯករាជ្យ ទិវាពលកម្ម អព្រះគុណ បុណ្យណូអែល។

ការចូលរួមថែរក្សារបស់បុគ្គល

ប្រសិនបើអ្នកជាអ្នកបើកបរ ADA និងត្រូវធ្វើដំណើរជាមួយអ្នកបម្រើការថែទាំផ្ទាល់ខ្លួន ឬជនជំនួយ សូមអនុញ្ញាតឱ្យពួកយើងដឹងនៅពេលដែលអ្នករក្សាជិះ។ មិនគិតថ្លៃសម្រាប់អ្នកបម្រើលើការថែទាំផ្ទាល់ខ្លួនទេ។ ពួកគេត្រូវតែត្រូវឡើងដំណើរ និងចុះនៅទីតាំងដូចគ្នាដូចអ្នក និងត្រូវតែមានសមត្ថភាពក្នុងការផ្តល់ជំនួយដែលអ្នកត្រូវការ។ អ្នកជិះជាមួយបុគ្គល ADA ត្រូវបង់ប្រាក់ក្នុងតម្លៃ សមរម្យ។

សំណួរ យោបល់ ពាក្យបណ្តឹង

តើយើងធ្វើដូចម្តេច? យើងចង់ដឹងពីអ្វីដែលអ្នកគិតអំពីសេវារបស់យើង។ សំណួរ យោបល់ឬពាក្យបណ្តឹងអាចនឹងត្រូវបានផ្ញើទៅកាន់អាសយដ្ឋានដូចខាងក្រោម ឬអ្នកអាចទូរស័ព្ទទៅការិយាល័យរដ្ឋបាលរបស់យើងតាម 978-459-0152។ លើសពីនេះទៀត ការស្តង់មតិដែលអ្នកអាចរកបាននៅលើការិយាល័យរថយន្តក្រុងរបស់ យើង។ សូមចំណាយពេលបន្តិចដើម្បីអនុញ្ញាតឱ្យពួកយើងដឹងថាអ្វីដែលអ្នកគិត។

សេវាអតិថិជន
អាជ្ញាធរអន្តរកាលតំបន់ក្រុងឡើងវិញ
អ្នកប្រើប្រាស់ផ្លូវ
ផ្លូវឆែនដៃ 145
ក្រុងឡើងវិញ MA 01852

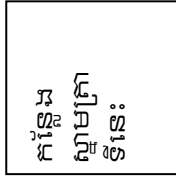
លេខសំខាន់ៗ

- សម្រាប់ការកក់ និងការលុប ចោល សូមទូរស័ព្ទ៖ 978-459-0152. (សូមអភ័យទោស គ្មានការធ្វើដំណើរថ្ងៃដូចគ្នា)
- រដ្ឋបាល - ប្រសិនបើអ្នកមានពាក្យបណ្តឹងសំណួរ ឬត្រូវការសម្ភារៈពាក្យសុំ សូមទូរស័ព្ទ៖ 978-459-0164.

ទម្រង់ជម្រើសជំនួស

សម្ភារៈទាំងអស់ត្រូវបានផលិតដោយ LRTA គឺអាចរក
បាននៅក្នុងទម្រង់ជំនួស។ សម្រាប់ព័ត៌មានបន្ថែម សូមទូរស័ព្ទ៖
978-452-6161 Ext. 204

(2019)



សិទ្ធិប្រើប្រាស់ផ្លូវ

**ច្បាប់ជនពិការអាមេរិក
កាំង**

សេវាដឹកជញ្ជូន ADA



**អាជ្ញាធរអន្តរកាលក្នុងតំបន់ឡឺដ
ល**

អាជ្ញាធរអន្តរកាលក្នុងតំបន់ឡឺដ
មជ្ឈមណ្ឌលអន្តរកាលក្នុងតំបន់ឡឺដ
ផ្លូវលេខ 145
ក្រុងឡឺដ លេខ MA 01852

(Khmer)



Elegibilidade

De acordo com a Lei dos Americanos com Deficiência (ADA), a Autoridade Regional de Trânsito de Lowell presta serviços de transporte da origem ao destino para pessoas que, devido a deficiências, não podem viajar no sistema de trânsito em massa de rotas fixas operado pela LRTA. Esse serviço foi criado para proporcionar às pessoas com deficiências acesso igual ao transporte público. Você pode ser elegível para esse serviço se:

- Sua deficiência impedir o embarque, viagem ou desembarque nos ônibus de rota fixa LRTA; ou
- Sua deficiência impedir a viagem de ou para os pontos de ônibus da LRTA.

Para usar o serviço ADA, você deve ser certificado como elegível.

Siga estas etapas simples para receber sua inscrição de certificação:

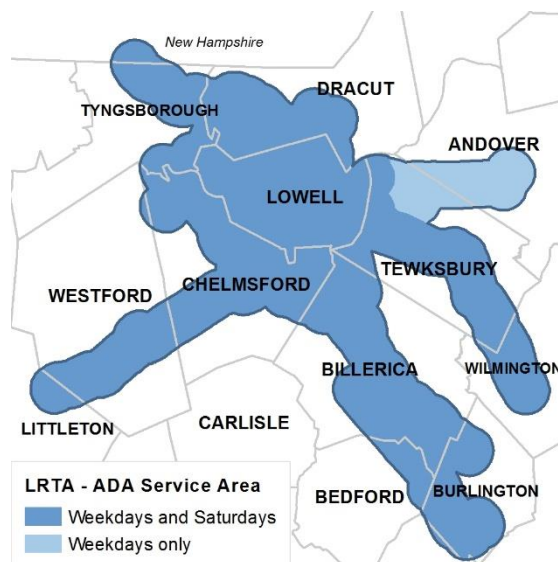
1. Solicite uma inscrição da Autoridade Regional de Trânsito de Lowell por e-mail em TransportationAccess@LRTA.com; telefone 978- 452-6161 ramal 204; ou escreva para:

Inscrições ADA
 Autoridade Regional de Trânsito de Lowell
 100 Hale Street
 Lowell, MA 01852

2. Ao receber a inscrição, é importante que você preencha todo o formulário para que possamos prestar a você o melhor serviço possível. Envie o formulário preenchido pelo correio para a LRTA no endereço acima e o examinaremos para determinar sua elegibilidade.

3. Seu certificado de elegibilidade será baseado nas normas de elegibilidade ADA. Se aprovado, você estará pronto para usar o serviço. Além disso, você será elegível para um cartão de identidade ID Charlie do escritório Road Runner (listado acima). A ID com foto (Passe de Acesso ao Transporte) TAP Charlie dá ao titular o direito de viajar pelos prestadores do sistema de rotas fixas LRTA e de Massachusetts com 50% de desconto.

Área de serviço ADA



ÁREA DE SERVIÇO LRTA - ADA
 Dias da semana e sábados
 Somente dias da semana

Processo de recurso

Muitos candidatos não são elegíveis para o serviço ADA. Se for determinado que você não é elegível, receberá uma carta juntamente com as informações de como pode recorrer da decisão.

Dias e horários de serviço

O serviço opera seis dias por semana nos mesmos horários que os ônibus de rota fixa LRTA. Embora haja algumas exceções, o serviço geralmente funciona das 6:00 às 20:30 nos dias de semana, e das 8:00 às 18:30 aos sábados.

Área de serviço

A área de serviço ADA cobre 3/4 de milha em todas as rotas dos ônibus LRTA. Isso inclui Lowell, Billerica, Chelmsford, Dracut, Tewksbury, Tyngsborough e Westford. Se você tiver dúvidas se sua viagem está ou não em nossa área de serviço, ligue para nosso escritório de reservas no número 978-459-0152.

Tarifas

A tarifa é US\$ 2,00 na cidade e US\$ 3,00 na região metropolitana para cada viagem de ida ou volta. Não há descontos disponíveis para idosos ou deficientes. Todas as tarifas devem ser pagas no momento do embarque.

Esquema de Feriados

O serviço de ônibus LRTA incluindo o serviço ADA está indisponível nos seguintes feriados:

Ano Novo, Dia da Memória, Dia da Independência, Dia do Trabalho, Dia de Ação de Graças e Natal.

Cuidadores

Se você é usuário ADA e viajará com um cuidador ou auxiliar, informe-nos ao reservar uma viagem. Não há tarifa para cuidadores. Eles devem embarcar e desembarcar no mesmo local que você e ser capazes de prestar toda a assistência que você precisar. Os acompanhantes podem acompanhar viajantes ADA, mas devem pagar a tarifa apropriada.



Dúvidas, comentários, reclamações

Como estamos nos saindo? Gostaríamos de saber sua opinião sobre nosso serviço. Dúvidas, comentários ou reclamações devem ser enviados para o endereço abaixo ou você pode ligar para o escritório da administração no número 978-459-0152. Além disso, há questionários disponíveis a bordo de todos os ônibus. Reserve um momento para nos dar sua opinião.

Atendimento ao Cliente
Autoridade Regional de Trânsito de Lowell
Road Runner
145 Thorndike Street
Lowell, MA 01852

Números importantes

- Para reservas e cancelamentos ligue para: 978-459-0152 (Sentimos muito, mas não é possível fazer viagens no mesmo dia).
- Administração - Se você tiver uma reclamação, dúvidas ou precisar de materiais para inscrição, ligue para: 978-459-0164.

Formatos alternativos

Todos os materiais produzidos pela LRTA estão disponíveis em formatos alternativos. Para mais informações, ligue para 978-452-6161, Ramal 204

Autoridade Regional de Trânsito de
Lowell
Gallagher Intermodal Center
145 Thorndike Street
Lowell, MA 01852

Road Runner

Lei dos Americanos com
Deficiências

ADA
Serviços de
Transporte



**Autoridade Regional
de Trânsito de Lowell**

(Portuguese)



ADA Applications
 Lowell Regional Transit Authority
 100 Hale Street
 Lowell, MA 01852

Elegibilidad

En cumplimiento de la Ley de Americanos con Discapacidades (ADA), la Autoridad de Tránsito Regional de Lowell proporciona servicios de transporte de origen a destino para las personas que, debido a su discapacidad, no pueden viajar en una ruta fija del sistema de transporte público operado por LRTA. Este servicio está diseñado para proporcionar a las personas con discapacidades una igualdad de acceso al transporte público. Usted puede ser elegible para recibir este servicio:

- Si su discapacidad le impide subirse, viajar o bajarse del autobús de ruta fija LRTA, o
- Si su discapacidad le impide viajar hacia o desde una parada del autobús de LRTA

Para utilizar el servicio de ADA, usted debe estar certificado como elegible.

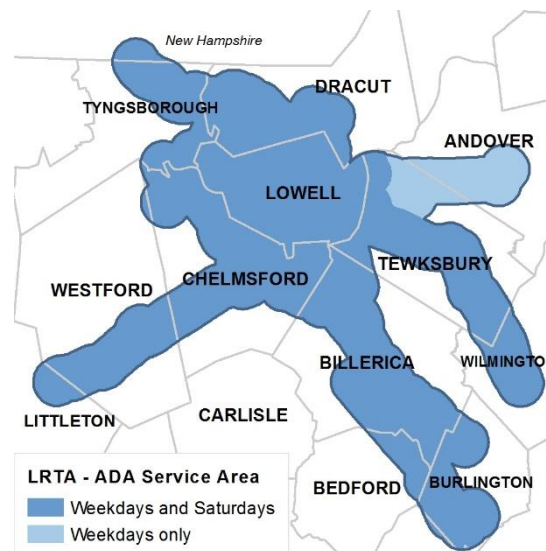
Siga estos sencillos pasos para recibir su solicitud de certificación:

1. Pedir una solicitud a la Autoridad de Tránsito Regional de Lowell por correo electrónico TransportationAccess@LRTA.com; teléfono 978-452-6161 Ext 204; o escriba a:

2. Cuando reciba la solicitud, es importante que usted complete todo el formulario para que podamos ofrecerle el mejor servicio posible. Enviar por correo el formulario completado a la dirección antes mencionada de LRTA y la examinaremos para determinar su elegibilidad.

3. La certificación de su elegibilidad estará basada en los lineamientos de elegibilidad de ADA. Si es aprobado, usted estará listo para utilizar el servicio. Además, será elegible para obtener una identificación con fotografía Charlie Card de la oficina de Road Runner (mencionada arriba). La identificación con fotografía (Pase de Acceso al Transporte) TAP Charlie Card da derecho al poseedor a viajar con un 50% de descuento en el transporte de LRTA y de otros proveedores de transporte de los Sistemas de Rutas Fijas en Massachusetts.

Zona de Servicio de ADA



Proceso de apelación

Muchos solicitantes no son elegibles para el servicio de ADA. Si se determina que no es elegible, usted recibirá una carta junto con información sobre cómo puede apelar la decisión.

Días y horario de servicio

El servicio opera 6 días a la semana durante el mismo horario que operan los autobuses de la ruta fija de LRTA. Si bien hay algunas excepciones, el servicio generalmente está abierto de 6:00 a.m. a 8:30 p.m. los días de semana, y de 8:00 a.m. a 6:30 p.m. los sábados.

Zona de servicio

La zona de servicio de ADA cubre 3/4 de una milla alrededor de todas las rutas de autobuses de LRTA. Esto incluye Lowell, Billerica, Chelmsford, Dracut, Tewksbury, Tyngsborough y Westford. Si tiene alguna pregunta acerca de si su viaje está en nuestra zona de servicio, favor de llamar a nuestra oficina de reservaciones al 978-459-0152.

Tarifas

La tarifa es de \$2.00 en la ciudad y \$3.00 fuera de la ciudad para cada viaje en una dirección. No hay descuentos para personas de edad avanzada o discapacitadas. Todas las tarifas se deben pagar al momento de abordar.

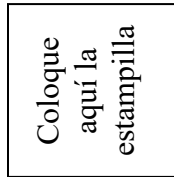
Horarios en días festivos

El servicio de autobuses de LRTA incluyendo el servicio de ADA no estará disponible los siguientes días festivos:

Año Nuevo, Día Memorial, Día de Independencia, Día del Trabajo, Acción de Gracias, Navidad.

Asistentes de cuidado personal

Si usted es un pasajero de ADA y estará viajando con un asistente o ayudante de cuidado personal, favor de avisarnos cuando hace su reservación para el viaje. No hay una tarifa para el asistente de cuidado personal. Ellos deben ser recogidos y dejados en la misma ubicación que usted y ser capaces de proporcionar cualquier asistencia que usted requiera. Otras personas pueden acompañar a los pasajeros de ADA pero deben pagar la tarifa apropiada.



Preguntas, comentarios, quejas

¿Cómo estamos trabajando? Nos gustaría saber lo que usted opina acerca de nuestro servicio. Se pueden enviar preguntas, comentarios o quejas a la dirección a continuación o nos puede llamar a nuestra oficina administrativa al 978-459-0152. Además, hay encuestas disponibles a bordo de todos nuestros autobuses. Por favor tómese un momento para darnos su opinión.

Customer Service
Lowell Regional Transit Authority
Road Runner
145 Thorndike Street
Lowell, MA 01852

Números importantes

- Para reservaciones y cancelaciones llamar al: 978-459-0152. (Lo sentimos, no hacemos reservaciones para el mismo día)
- Administración – Si tiene una queja, pregunta o necesita materiales de solicitud llamar al: 978-459-0164.

Formatos alternativos

Todos los materiales producidos por LRTA están disponibles en formatos alternativos. Para mayor información favor de llamar al 978-452-6161 Ext. 204

Lowell Regional Transit Authority
Gallagher Intermodal Center
145 Thorndike Street
Lowell, MA 01852

Road Runner

Ley de Americanos con Discapacidades

Servicio de Transporte ADA



Autoridad de Tránsito Regional de Lowell

(Spanish)

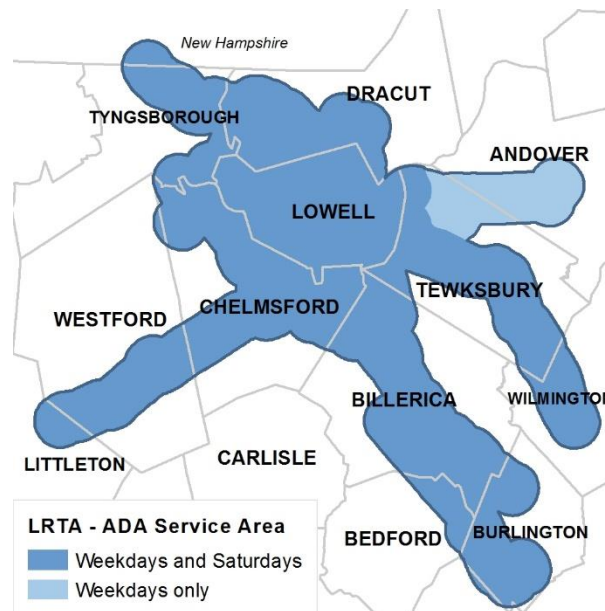


ADA Applications
 Lowell Regional Transit Authority
 100 Hale Street
 Lowell, MA 01852

2. Khi quý vị nhận được hồ sơ xin chứng nhận, điều quan trọng là quý vị cần phải hoàn thành toàn bộ các nội dung trong mẫu đơn để chúng tôi có thể cung cấp cho quý vị dịch vụ tốt nhất có thể. Gửi mẫu đơn đã điền đầy đủ cho LRTA theo địa chỉ ở trên và chúng tôi sẽ xem xét đơn để xác định điều kiện hội đủ của quý vị.

3. Chứng nhận điều kiện hội đủ của quý vị sẽ dựa trên hướng dẫn về điều kiện hội đủ của ADA. Nếu được chấp thuận, quý vị sẽ được sử dụng dịch vụ ngay. Ngoài ra, quý vị sẽ đủ điều kiện nhận một Thẻ Charlie nhận dạng (ID) có ảnh từ văn phòng Road Runner (ghi ở trên). Thẻ Charlie ID TAP (Transportation Access Pass - Vé Đi lại) có ảnh cho phép chủ thẻ đi lại trên các Hệ thống Tuyến Cố định của LRTA và các nhà cung cấp dịch vụ vận tải hành khách khác tại Massachusetts với mức giá giảm 50%.

Khu vực Dịch vụ ADA



Điều kiện hội đủ

Tuân thủ theo Đạo luật Người Mỹ Khuyết tật (ADA), Lowell Regional Transit Authority (Cơ quan Quản lý Vận tải Hành khách Khu vực Lowell) cung cấp các dịch vụ đưa đón tận nơi cho những cá nhân, do tình trạng khuyết tật của mình, không thể đi lại trên hệ thống vận tải hành khách đại chúng theo tuyến đường cố định mà LRTA vận hành. Dịch vụ này được thiết kế để cho phép những người khuyết tật được tiếp cận công bằng tới dịch vụ vận tải công cộng. Quý vị có thể đủ điều kiện nhận dịch vụ này:

- Nếu tình trạng khuyết tật của quý vị cản trở việc quý vị lên, đi lại hay xuống một xe buýt tuyến cố định của LRTA, hay
- Nếu tình trạng khuyết tật của quý vị cản trở quý vị đi tới hoặc đi từ một bến xe buýt của LRTA

Để sử dụng dịch vụ ADA, quý vị phải được chứng nhận là đủ điều kiện.

Hãy làm theo những bước đơn giản này để nhận hồ sơ xin chứng nhận của quý vị:

1. Yêu cầu một bộ hồ sơ xin chứng nhận từ Lowell Regional Transit Authority bằng email TransportationAccess@LRTA.com; điện thoại 978- 452-6161 Máy lẻ 204; hay qua thư:

Quy trình Khiếu nại

Nhiều người nộp đơn không đủ điều kiện nhận dịch vụ ADA. Nếu chúng tôi xác định rằng quý vị không đủ điều kiện, quý vị sẽ nhận được một bức thư cùng với thông tin về cách khiếu nại quyết định này.

Ngày và Giờ Phục vụ

Dịch vụ hoạt động 6 ngày một tuần cùng giờ hoạt động của các xe buýt chạy theo tuyến cố định của LRTA . Mặc dù có một số ngoại lệ, dịch vụ thường mở cửa từ 6:00 sáng tới 8:30 chiều các ngày trong tuần, và từ 8:00 sáng tới 6:30 chiều các ngày Thứ Bảy.

Khu vực Dịch vụ

Khu vực dịch vụ ADA bao phủ 3/4 dặm xung quanh tất cả các tuyến xe buýt của LRTA. Bao gồm Lowell, Billerica, Chelmsford, Dracut, Tewksbury, Tyngsborough và Westford. Nếu quý vị có thắc mắc về việc liệu chuyến đi của quý vị có nằm trong khu vực dịch vụ của chúng tôi hay không, hãy gọi cho văn phòng đặt chỗ của chúng tôi theo số 978-459-0152.

Giá vé

Giá vé là \$2.00 trong nội đô và \$3.00 ra ngoại thành cho mỗi chuyến đi một chiều. Không có giảm giá cho người cao tuổi và người tàn tật. Tất cả tiền vé phải được thanh toán khi lên xe.

Lịch Phục vụ Ngày lễ

Không có dịch vụ xe buýt LRTA bao gồm cả dịch vụ ADA vào những ngày lễ sau:

Ngày Đầu Năm Mới, Ngày Tưởng Niệm, Ngày Độc Lập, Ngày Lễ Lao Động, Ngày Lễ Tạ Ơn, Giáng Sinh.

Người Chăm sóc Cá nhân

Nếu quý vị là hành khách ADA và sẽ đi cùng với một người chăm sóc cá nhân hay người trợ giúp, vui lòng cho chúng tôi biết khi quý vị đặt chỗ. Người chăm sóc cá nhân không phải mua vé. Họ phải được đón và trả tại cùng địa điểm với quý vị và phải đủ khả năng hỗ trợ quý vị bất kỳ điều gì quý vị yêu cầu. Những người đồng hành có thể đi cùng hành khách ADA nhưng phải mua vé phù hợp.

Các Câu hỏi, Ý kiến, Phàn nàn

Chúng tôi phục vụ quý vị ra sao? Chúng tôi muốn biết quý vị nghĩ gì về dịch vụ của chúng tôi. Các Câu hỏi, ý kiến hay phàn nàn có thể gửi tới địa chỉ dưới đây hay quý vị có thể gọi cho văn phòng quản lý của chúng tôi theo số 978-459-0152. Ngoài ra, có sẵn các bản khảo sát trên tất cả các xe buýt của chúng tôi. Vui lòng bỏt chút thời gian cho chúng tôi biết ý kiến của quý vị.

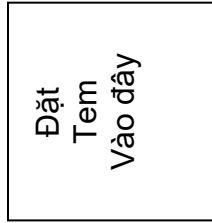
Customer Service (Dịch vụ Khách hàng)
Lowell Regional Transit Authority
Road Runner
145 Thorndike Street
Lowell, MA 01852

Những số Điện thoại Quan trọng

- Để đặt chỗ hay hủy chỗ hãy gọi: 978-459-0152. (Rất tiếc, không có các chuyến đi trong cùng ngày)
- Quản lý - Nếu quý vị có phàn nàn, các câu hỏi hay cần hỗ trợ hãy gọi: 978-459-0164.

Các Định dạng Thay thế

Tất cả các tài liệu do LRTA cung cấp đều có các định dạng thay thế. Để biết thêm thông tin vui lòng gọi 978-452-6161 Máy lẻ. 204



Lowell Regional Transit Authority
Gallagher Intermodal Center
145 Thorndike Street
Lowell, MA 01852

Road Runner

Đạo luật Người Mỹ
Khuyết tật

**Dịch vụ Vận Chuyển
ADA**



**Lowell Regional
Transit Authority (Cơ
quan Quản lý Vận tải
Hành khách Khu vực
Lowell)**

(Vietnamese)

